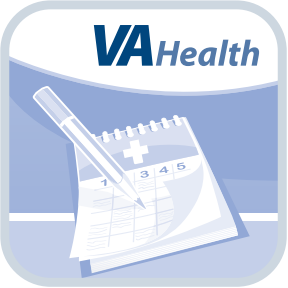

Veteran Appointment Request

User Manual

VA

U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

September 2016

User Manual

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Overview

The Veteran Appointment Request (VAR) mobile application (app) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to directly schedule or request primary care appointments, and request mental health appointments. Veterans can also view appointment details, track the status of requests, send messages about the requested appointments, get notifications about appointments, and cancel appointments.

Additional types of appointments will be added in future versions of the app.

NOTE: Submitting a request does not mean an appointment has been booked; VA schedulers review the requests and officially schedule appointments by clinic availability. Veterans should always dial 911 or call their local VA facility in case of an emergency.

This app is available for iOS, Android and Windows operating systems, and is supported by these Internet browsers:

1. Internet Explorer 10 and higher
2. Safari 8 and higher
3. Firefox 24 and higher
4. Google Chrome 47 and higher

This user manual provides an in-depth, step-by-step guide for using the Veteran Appointment Request App.

The Basics

Prerequisites

To use the Veteran Appointment Request (VAR) App, you must:

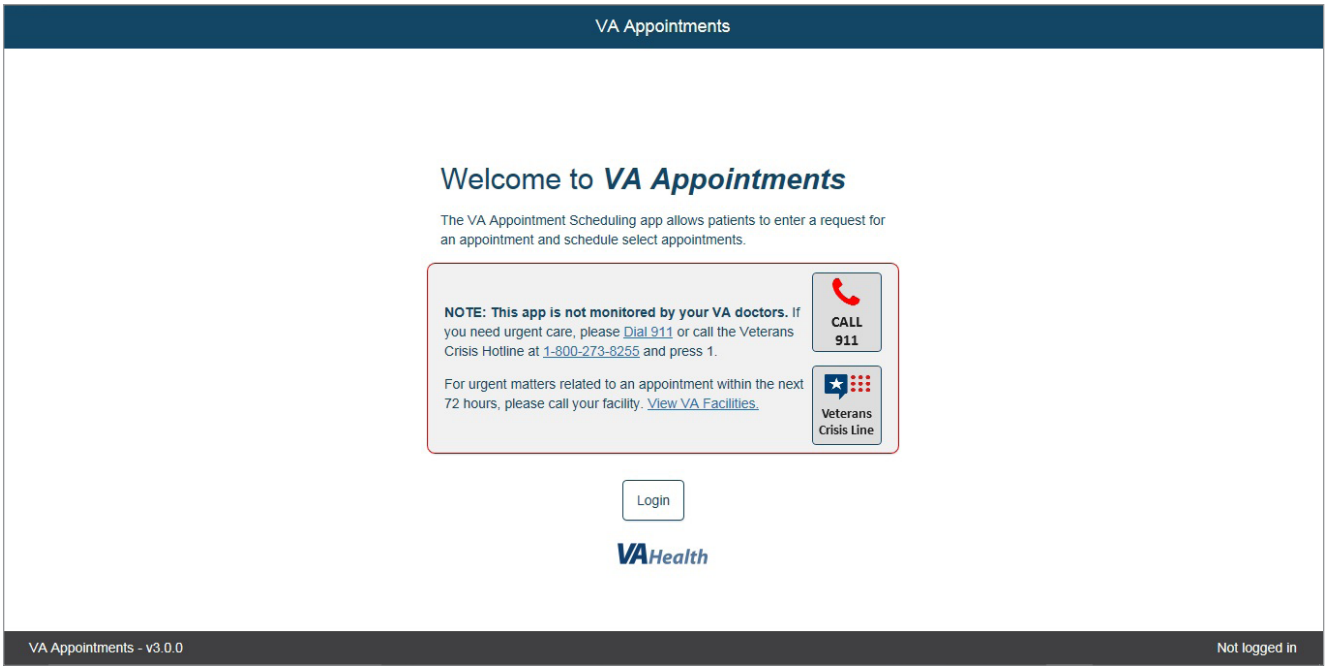
1. Be enrolled in VA health care and be seen for care at a VA Medical Center (VAMC) or Community Based Outpatient Clinic (CBOC). If you would like to learn more about the enrollment process, visit ***va.gov/healthbenefits/apply*** or call 1-877-222-VETS. To find a facility near you, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp.***
2. Have a DS Logon Level 2 (Premium) Account – The Veteran Appointment Request App can access your VA Electronic Health Record (EHR) and therefore, for your security, requires a DS Logon Level 2 (Premium) Account. If you do not have a DS Logon Level 2 (Premium) Account, or you are not sure, visit ***mobile.va.gov/dslogon*** for more information.

Logging in

Access the VAR app > Read the End User License Agreement ("EULA") and the Notice of Privacy Practices ("Notice") > Tap **Accept** > Tap **Login** > Enter your DS Logon Level 2 (Premium) credentials > Tap **Sign In** > You will proceed into the app.

NOTE: If this is your first time using a VA app that requires a DS Logon Level 2 (Premium) Account, you may have to provide your Right of Access as part of the log in process. The app will prompt you if this is necessary. If it is necessary, you will be taken to a Right of Access screen > Read the Request for Access to Your Health Information > If you would like to continue, tap **Next** > You will go to a Review screen > Read VA Form 10-5345a > If you agree, tap **Verify** to "sign" the form > You will proceed into the app.

NOTE: You can access the Veteran Appointment Request app either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from your VA EHR. By signing in to the VA Launchpad once with your DS Logon Level 2 (Premium) Account credentials, you can access multiple apps without signing into each app separately. If you are accessing the Veteran Appointment Request app through the VA Launchpad and have already signed in to another app, you will not need to re-enter your credentials.



Getting to know the Home screen

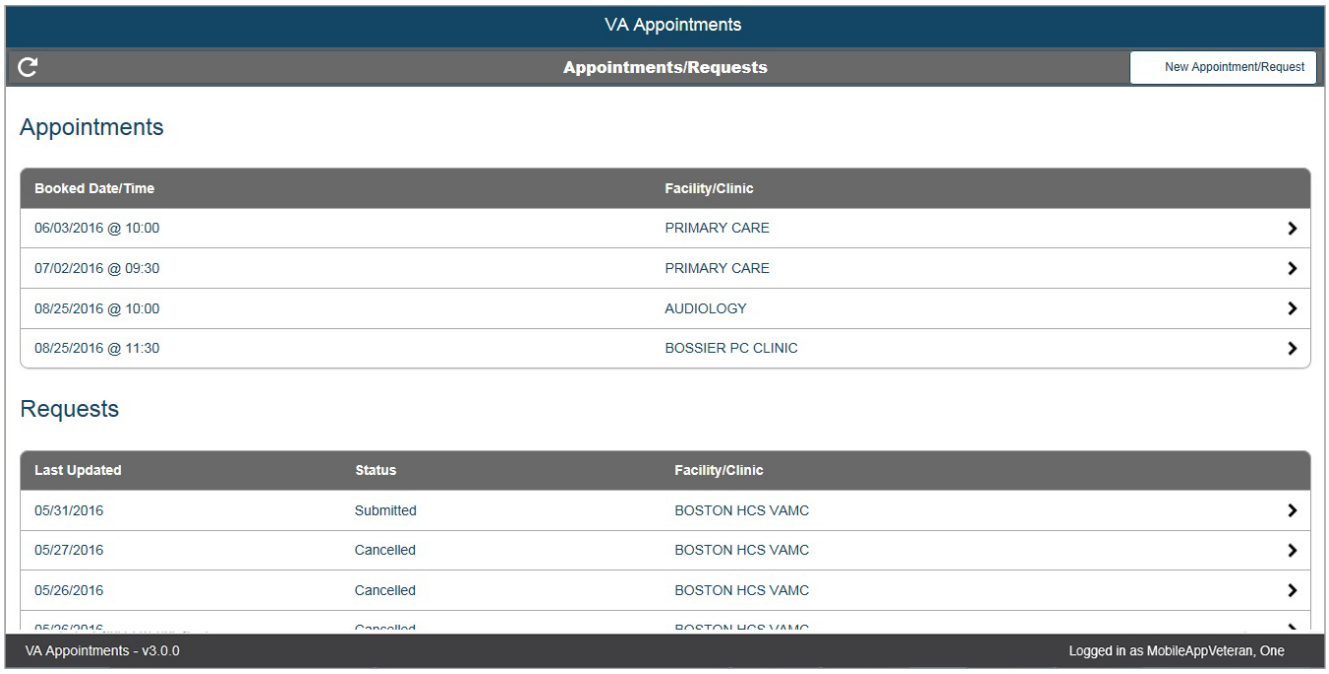
When you log into the VAR App, you will see three main navigation sections of the app:

- **Appointments/Requests** – A list of appointments and requests, which allow you to track statuses easily or tap on each appointment/request for more details.

  Appointments – Upcoming, confirmed appointments that you have booked through the app, or that a VA scheduler has booked for you. **NOTE:** This includes all appointments, not just those scheduled through the app.

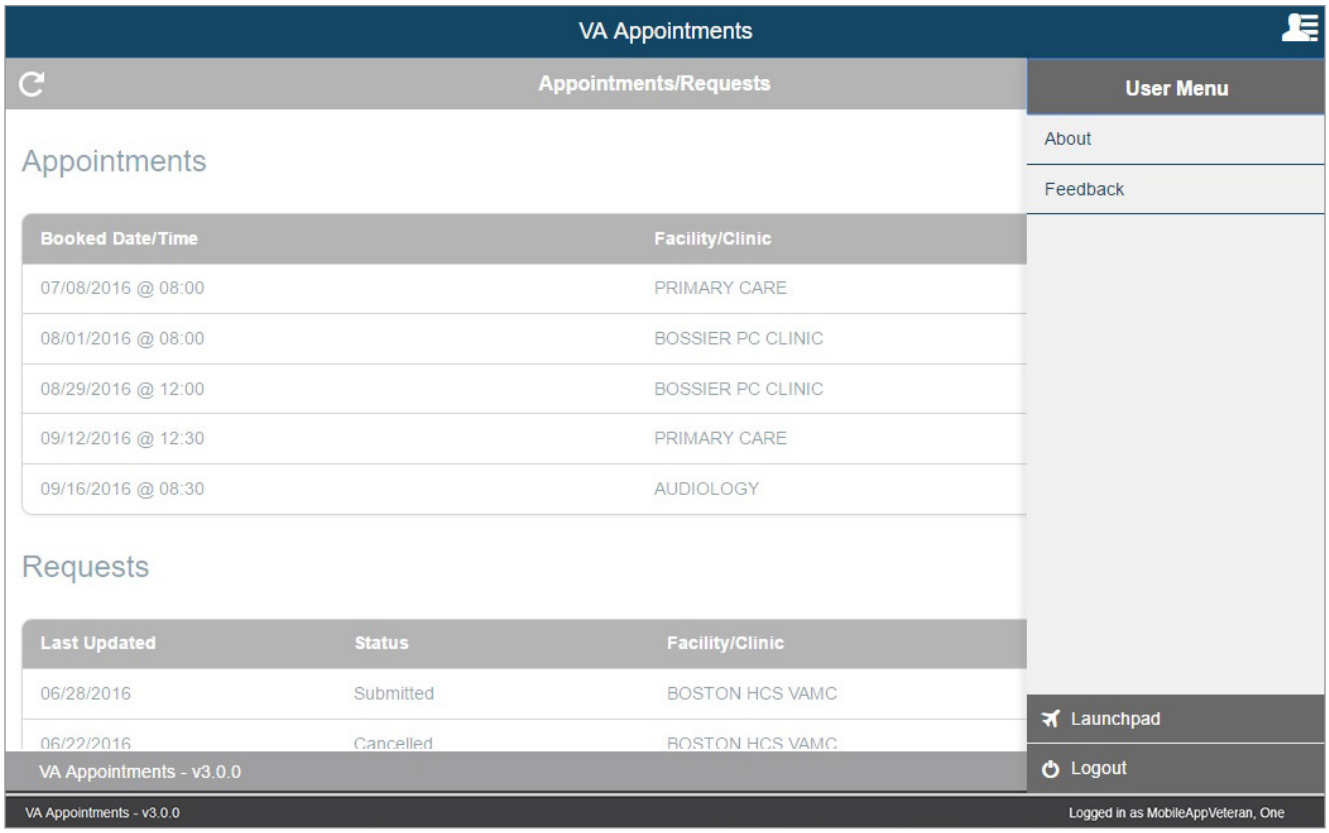
  Requests – Pending requests for primary care or mental health appointments that you have requested through the app, but that have not yet been booked by a VA scheduler.

- **New Appointment/Request** – Buttons at the top right and bottom right of your screen, which allow you to schedule or get help scheduling a primary care or mental health appointment.
- **User Menu** (three-line icon with a silhouette) – A slide-out menu in the upper right corner of your screen that allows you to access About, Feedback, Launchpad and Logout.



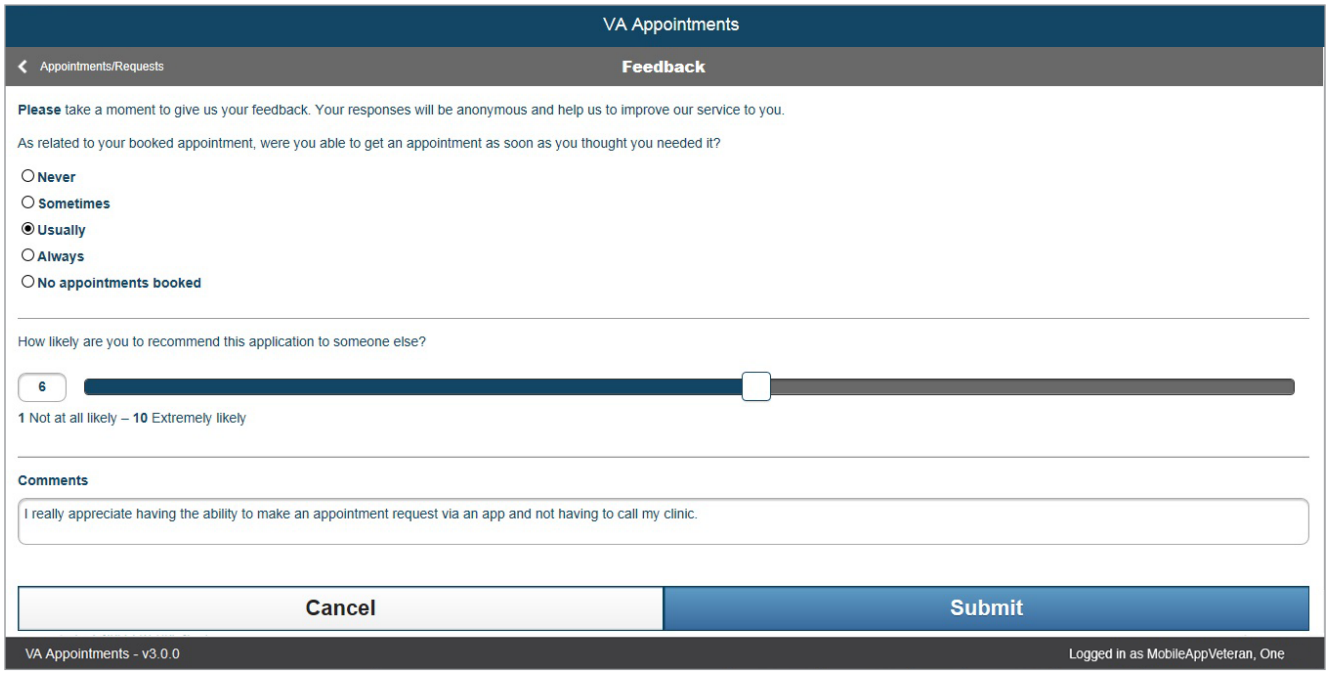
Learning about the app

Tap the three-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **About** > A pop-up About window will appear that provides an overview of the app. To get detailed instructions for how to use the app, tap the **User Guide** hyperlink > A user guide will open in a new tab. To close the About box, tap **OK**.



Submitting feedback about the app

Tap the three-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Feedback** > Tap the circle next to the answer that best describes your wait time for a confirmed appointment > Slide the circle along the bar to indicate how likely you are to recommend the app > Type your comments into the box > Tap **Submit** > You will return to the Home screen. You can also hit the back arrow in the upper left corner to return to the appointments screen without submitting feedback.



Accessing the VA Launchpad

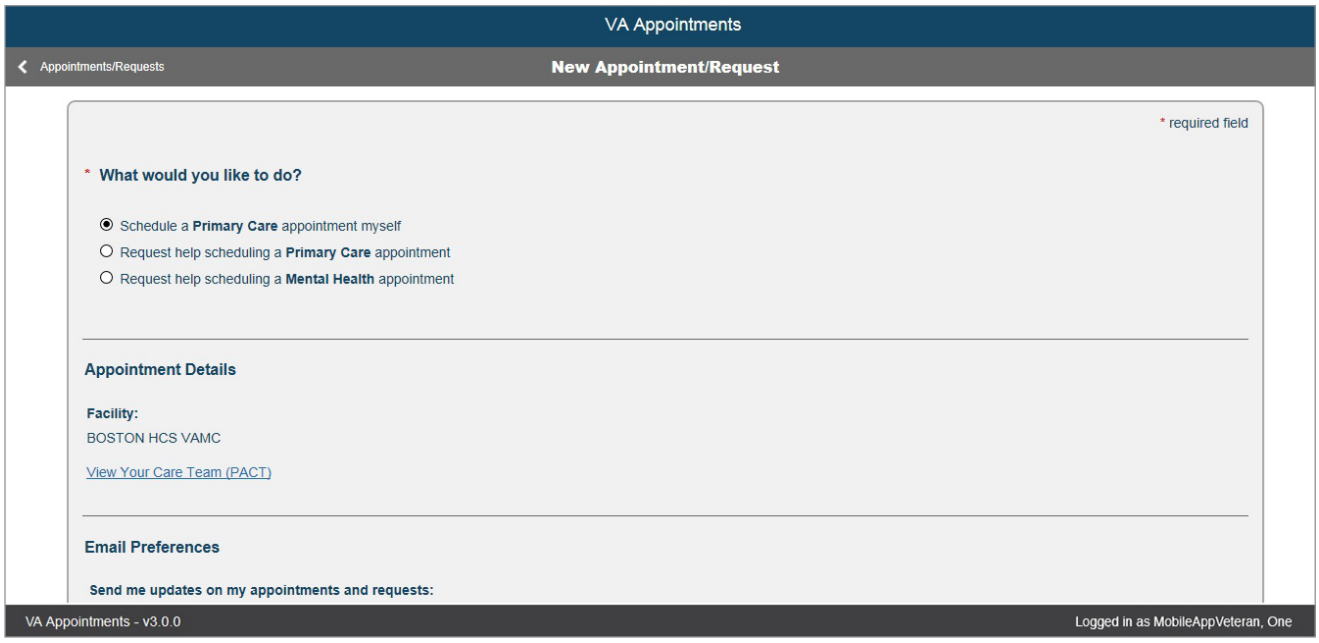
Tap the three-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Launchpad** >You will go to the VA Launchpad and stay signed into the VAR App.

Logging out

Tap the three-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **Logout** > You will go to the VA Launchpad and be logged out of the VAR App and the Launchpad.

New Appointments/Requests

Schedule primary care appointments or easily request dates and times for primary care and mental health appointments.
NOTE: Requesting an appointment does not mean your appointment is scheduled; a VA scheduler will review your request, check availability and officially book the appointment.



Scheduling a primary care appointment yourself

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the circle next to "Schedule a **Primary Care** appointment myself" > More information will populate below, and you will see your primary facility and care team based on your VA health records > Fill out the following details:

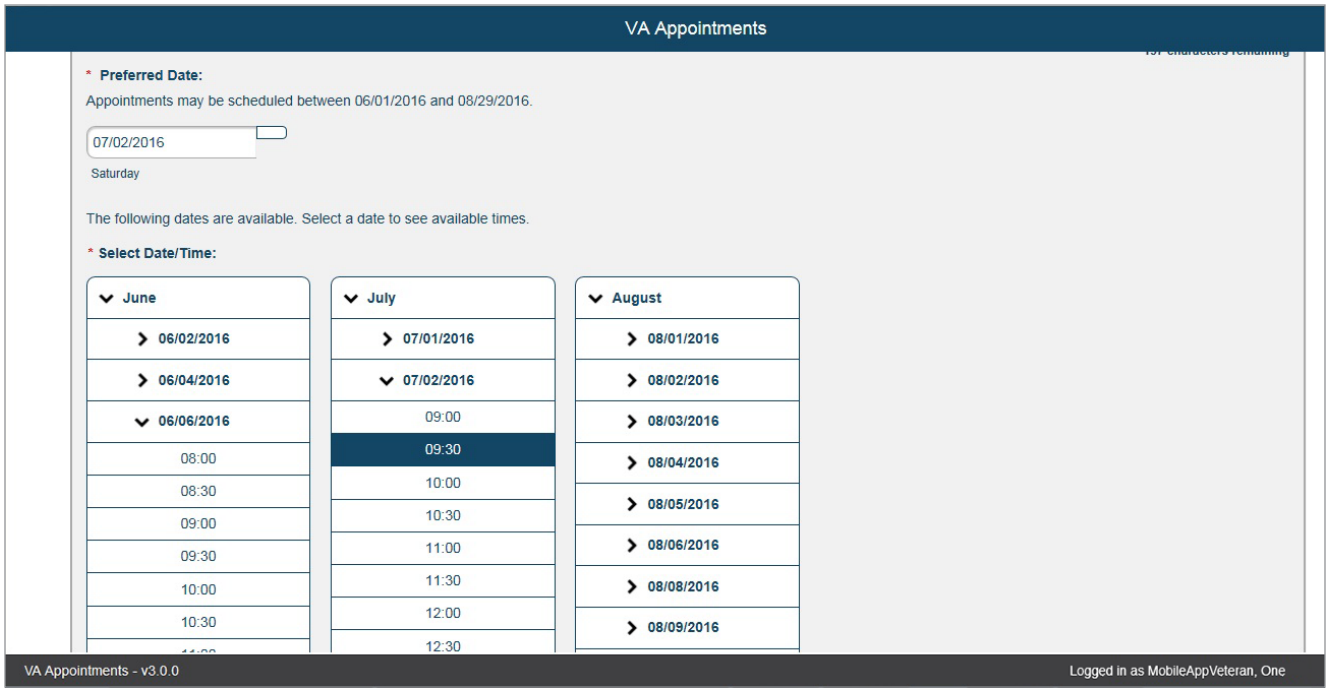
- **Select Facility** – The facility information will likely default to your primary care facility. If you are given the option to select a facility, tap the circle next to the facility where you would like to schedule an appointment.
- **Select Clinic** – Tap the circle next to the clinic where you would like to schedule an appointment. After you have selected a clinic, the following will populate:

  Reason for Appointment – Type the reason for the appointment in the text box (up to 150 characters).

  Preferred Date – Either (1) type in the date in MM/DD/YYYY format or (2) tap the calendar icon > A pop-up calendar will appear > Tap your preferred date on the calendar.

  Select Date/Time – Based on the date you chose, a drop-down menu will appear with your date of preference or dates close to it > Tap on the date, and a drop-down menu will appear with available times > Tap on your time of choice.
- **Email updates** – Tap **Yes** or **No** whether you would like to receive email updates notifying you of changes/updates made to your request.
- **Email** – Type your email address into the bar. **NOTE:** Your email address may automatically populate if you have entered it before.

Tap **Schedule Appointment** > You will go to an Appointment Details screen that confirms your request has been submitted and provides an overview of the details.

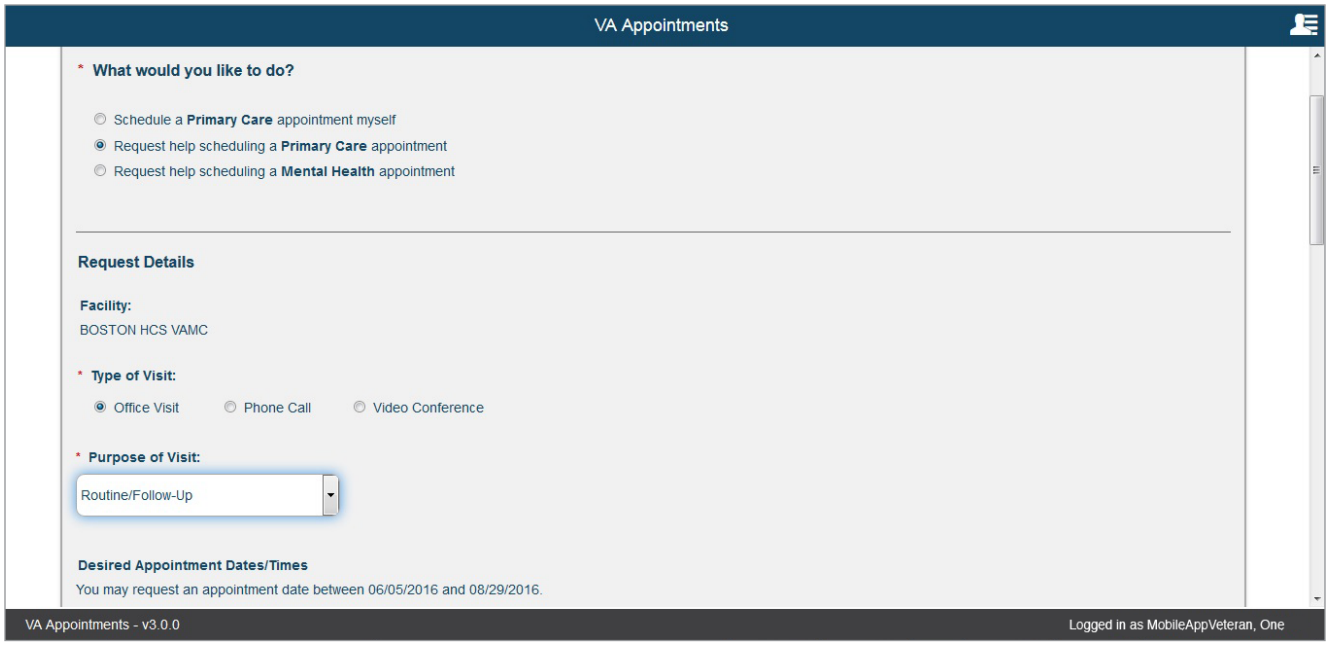


Scheduling a primary care appointment with help

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the circle next to "Request help scheduling a **Primary Care** appointment" > More information will populate below, and you will see your primary facility based on your VA health records > Fill out the following details:

- **Type of Visit** – Tap the circle next to either Office Visit, Phone Call or Video Conference. **NOTE:** Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request.
- **Purpose of Visit** – Tap **Select** > Tap either **Routine/Follow-up**, **New Issue**, **Medical Concern** or **Other** from the drop-down menu.
- **Date/Time** – Type the date in MM/DD/YYYY format > Tap either **AM** or **PM** (You must enter in at least one date/time option, but can enter up to three choices).
- **Phone/Verify Phone** – Type in your preferred number of contact (these must match).
- **Best Time for VA to Call** – Tap to check the box next to either 9 AM-11AM, 11AM-1PM, 1PM-3PM or 3PM-4PM.
- **Calls from VA** – Tap **Yes** or **No** whether you would like VA to call you regarding the appointment request.
- **Message** – Type an optional message (up to 100 characters) to the VA Scheduling Clerk.
- **Email updates** – Tap **Yes** or **No** whether you would like to receive email updates notifying you of changes/updates made to your request. **NOTE:** Your email address may automatically populate if you have entered it before.
- **Email** – Type your email address into the bar.

Tap **Submit Request** > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. To cancel the request, tap **Cancel Request**. To add an optional message to the VA Scheduler, type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen. (**NOTE:** You may only request to schedule one primary care appointment at a time.)



Scheduling a mental health appointment with help

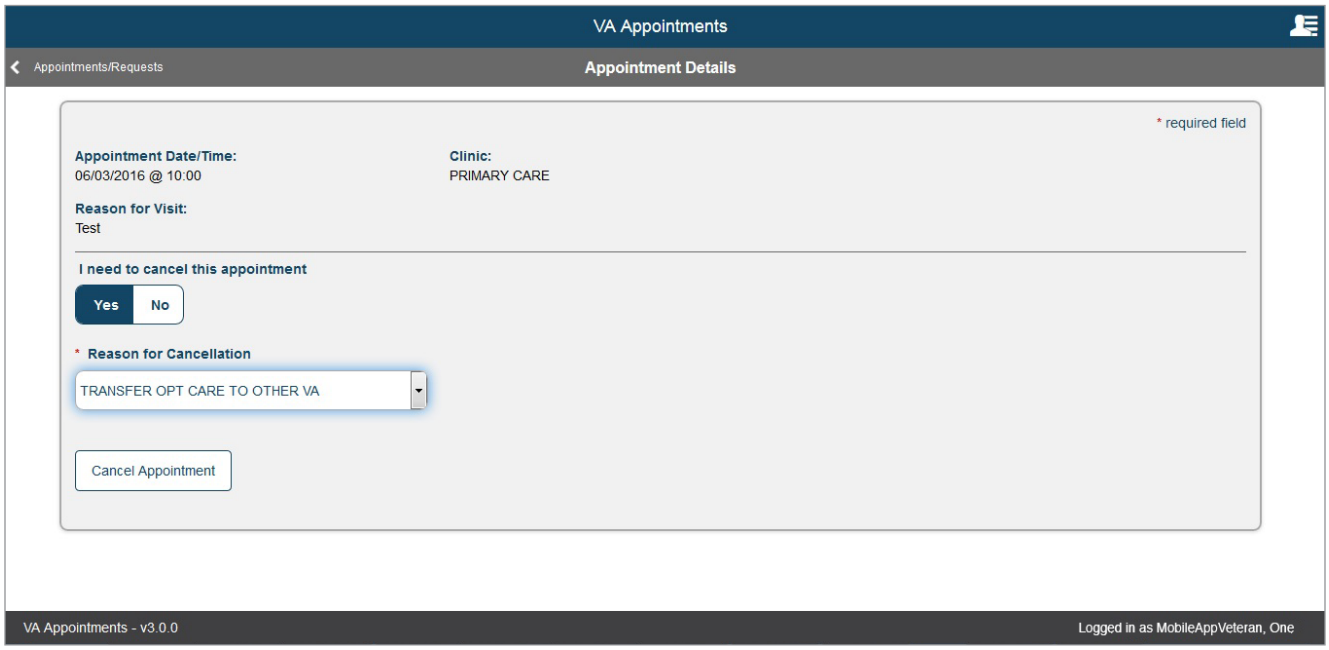
Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the circle next to "Request help scheduling a **Mental Health** appointment" > More information will populate below, and you will see your primary facility based on your VA health records > Fill out the following details:

- **Type of Visit** – Tap the circle next to either Office Visit, Phone Call or Video Conference. **NOTE:** Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request.
- **Purpose of Visit** – Tap Select > Tap either **Routine/Follow-up**, **New Issue**, **Medical Concern** or **Other** from the drop-down menu.
- **Date/Time** – Type the date in MM/DD/YYYY format > Tap either **AM** or **PM** (You must enter in at least one date/time option).
- **Phone/Verify Phone** – Type in your preferred number of contact (these must match).
- **Best Time for VA to Call** – Tap to check the box next to either 9 AM-11AM, 11AM-1PM, 1PM-3PM or 3PM-4PM.
- **Calls from VA** – Tap **Yes** or **No** whether you would like VA to call you regarding the appointment request.
- **Message** – Type an optional message (up to 100 characters) to the VA Scheduling Clerk.
- **Email updates** – Tap **Yes** or **No** whether you would like to receive email updates notifying you of changes/updates made to your request. **NOTE:** Your email address may automatically populate if you have entered it before.
- **Email** – Type your email address into the bar.

Tap **Submit Request** > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. To cancel the request, tap **Cancel Request**. To add an optional message to the VA Scheduling Clerk, type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**. To return to the Home screen, tap **Appointments/Requests** in the upper left corner, and your appointment request will appear in the list on the Home screen. (**NOTE:** You may only request to schedule two mental health appointments at a time.)

Requests and Confirmed Appointments

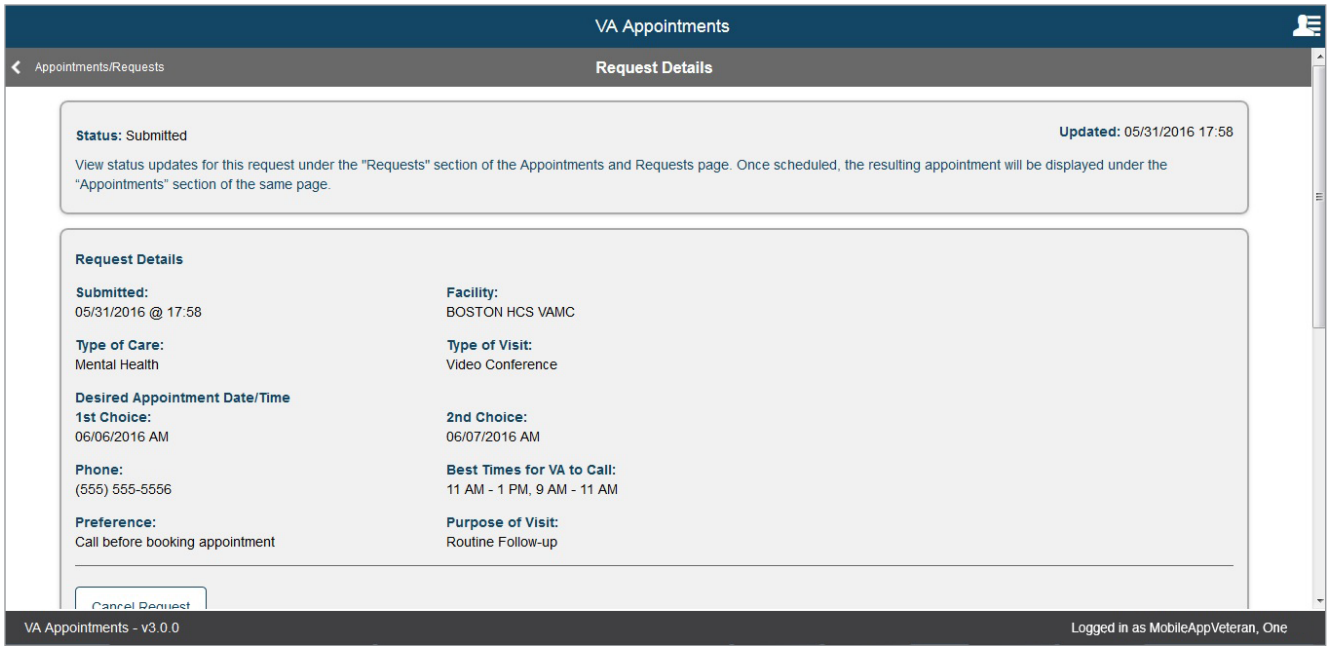
Easily review the details of your appointment requests and scheduled appointments.



Reviewing booked appointments

On the Home screen, you will see a list of booked appointments, which shows you the date, time and location of the appointment. (If you had requested an appointment and it was booked by a scheduler, it will move from the Requests section and into the

Appointments section as a booked appointment.) To view more details, tap the specific appointment you would like to view > You will go to an Appointment Details screen, which provides an overview of your appointment. If you would like to cancel the appointment, tap **Yes** under "I need to cancel this appointment,"> A Reason for Cancellation bar will appear > Tap **Select** > Tap the reason from the drop-down menu > Tap **Cancel Appointment** > A pop-up Confirmation box will appear > Tap **Yes** > You will go to a screen that confirms your appointment has been canceled. To return to the Home screen, tap **Appointments/ Requests** in the upper left corner.



Reviewing appointment requests

Below the booked appointments list on the Home screen, you will see a list of requested appointments, which shows you the date the request was last updated, the status of its booking and the location of the appointment request. (If you had requested an appointment and it was booked by a scheduler, it will move from the Requests section and into the Appointments section as a booked appointment.) To view more details, tap the specific appointment request you would like to view > You will go to a Request Details screen, which provides an overview of your request. If your appointment request is pending, you can also:

- **Cancel the request** – Tap **Cancel Request.**
- **Send a message** – Type the message (up to 100 characters) into the box (you can send two messages total per request) > Tap **Send**.

If your appointment status is Canceled or Not Booked, you will see a summary of the request and your interaction with VA, but will not be able to message a scheduler. To return to the Home screen, tap **Appointments/Requests** in the upper left corner.

Help and Additional Information

Additional Training Materials for the Veteran Appointment Request App

More resources, such as a Quick Start Guide, Slideshow and FAQs, can be found on the VA App Store. Visit ***mobile.va.gov/appstore***, and search for the app to access the resources. You can also view the app's built-in User Guide by tapping the three-line menu icon with a silhouette in the upper right corner of the screen > A slide-out User Menu will appear > Tap **About** > A pop-up About window will appear that provides an overview of the app. To get detailed instructions for how to use the app, tap the **User Guide** hyperlink > A user guide will open in a new tab. To close the About box, tap **OK**.

Help Desk Information

If you need assistance with the Veteran Appointment Request App, dial ***1-877-470-5947*** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial ***711***. For clinical questions regarding your personal medical information, please contact your VA care team.

DS Logon Help

If you have questions about your DS Logon account, visit ***mobile.va.gov/dslogon*** or dial ***1-800-983-0937*** for assistance.

Emergencies

If you feel your information may have been compromised, contact your local VA facility to get contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: ***http://www.va.gov/directory/guide/home.asp***

NOTE: You should never use this App in an emergency. If you encounter an emergency, call your local medical center or dial 911 immediately.

Appendices

Appendix #1: Project References

The Veteran Appointment Request App was developed according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality.

Appendix #2: Glossary

App – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

DS Logon (Department of Defense Self-Service Logon) – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password

- **DS Logon Level 1 (Basic) Account:** Provides limited access to website features
- **DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features, including access to your VA Electronic Health Record. (**NOTE:** You must have a DS Logon Premium Account to use this app.)

VA – Department of Veterans Affairs

VA Mobile Health – an initiative that aims to improve Veterans' health by providing technologies to expand care beyond the traditional office visit and that includes the creation of secure mobile Apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams [More at: ***mobile.va.gov***]