



Veteran Appointment Request

Quick Start Guide

VA



U.S. Department of Veterans Affairs
Veterans Health Administration

Overview



The Veteran Appointment Request (VAR) mobile application (app) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to request and view primary care and mental health appointments at VA facilities where they already receive care. VA schedulers then book appointments based on a Veteran's request. The VAR App also allows Veterans who are members of a Patient Aligned Care Team (PACT) to schedule and cancel selected primary care appointments directly through the app.

NOTE: Patients will be able to book certain appointments themselves through the app. For appointments that must be requested through a scheduler, submitting a request does not mean an appointment has been booked until it has been confirmed by VA.

Veterans should always dial 911, call their local VA facility or call the Veterans Crisis Line at 1-800-273-8255, and press 1 in the event of an emergency.

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Prerequisites

To use the VAR App, you must:

1. Be enrolled in VA health care. **NOTE:** For more information, see the *Enrolling in VA Medical Services* section of this document.
2. Have a DS Logon Level 2 (Premium) Account – The VAR 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.
3. Be enrolled in a Patient Aligned Care Team (PACT) to directly schedule any appointments through the app without the assistance of a VA scheduler.

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Getting to Know the Home Screen

The VAR App has three main parts:

4. VA Appointments Home screen – four tabs (Schedule an Appointment, View or Cancel Appointments, Request Updates & Notification Settings and How to begin receiving VA Medical Services)
5. App Menu – a slide-out menu with a four-line icon in the upper left corner of the screen. Tap the icon to go to the screens for Home, Schedule an Appointment, View or Cancel Appointments and Request Updates & Notification Settings*
6. User Menu – a slide-out menu with a four-line icon and a silhouette in the upper right corner of the screen. Tap the icon to go to the screens for About, Feedback, Launchpad and Logout

*For more information on how to receive email notifications and updates see the *Changing your settings* section of this document.



3

Enrolling in VA Medical Services

On the Home screen, tap **How to begin receiving VA Medical Services**. (**NOTE:** You can also reach this screen from the Schedule an Appointment screen). You will see an Enroll screen that provides you with a link to the VA Facility Locator that will help you find a VA Medical Facility near you, and instructions to contact the VA medical facility to begin the registration process. To return to the Home screen from the Enroll screen, tap **OK** or tap the **X** with a circle in the upper right corner of your screen.

4

Directly schedule a new primary care appointment

You can schedule primary care appointments at facilities where you have a PACT directly through the VAR App.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Schedule an Appointment**. You will go to the Book New Appointments screen. Tap **Schedule your own Primary Care Appointment on the Clinic Calendar**. On the next screen, tap the facility where you would like to book your appointment, and then tap **Book Appointment**. Fill out information about your request, and tap **Find an Appointment**. Indicate the time and date for your appointment, and tap **Book** to confirm. You will have the opportunity to enter your email address so that you receive an email confirmation.

The screenshot displays the 'Schedule My Appointment' interface. At the top, it says 'Schedule My Appointment' and 'Choose a Primary Care Clinic'. Below this, it shows 'Facility: LV VAMC 1' and 'Provider(s): MobileAppsProvider, One'. There are three main sections:

- * Required fields:** A list of services including 'GENERAL MEDICINE' and 'BLD#1 BASEMENT' (selected with a radio button), which has '1294 Appointments Available'.
- * Reason for Appointment (156 characters remaining):** A text input field containing the word 'sick'.
- * Desired Appointment Date:** A date picker is open, showing a calendar for February 2015. The date 'FEB 13 2015' is selected, and the day of the week is 'FRIDAY'. A 'SET' button is at the bottom of the picker.

 At the bottom of the form is a large blue button labeled 'Find an Appointment'. The footer of the app shows 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran_One' on the right.

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Request an Appointment

By requesting an appointment, you can tell VA where, when and why you need an appointment and how VA should contact you in order to schedule an appointment. (**NOTE:** you can only have one pending Primary Request and two pending Mental Health requests at a time; VA must process your requests before additional requests can be submitted.)

To request a new appointment, tap **Schedule an Appointment** either on the Home screen or from the slide-out App Menu in the upper left corner. You will go to the Book New Appointments screen. Tap **Request a VA Clerk Schedule a Primary Care or Mental Health Appointment** if you would like to request an appointment online or **Book Appointment by Phone** if you would like a VA scheduler to call you, and fill out the information about your request. Tap **Review** to see a Request Details screen that summarizes your appointment request details, and if the information is correct, tap **Submit**.

The screenshot shows the 'New Request' form with the following fields and values:

- *Facility:** TEST LV VAMC
- *Type of Care:**
 - Primary Care
 - Mental Health
- *Provider:** The provider I want to see is not listed
- *Preference:**
 - Book appointment with any available provider
 - Call before booking appointment
- *Type of Visit:** (Field is present but empty)

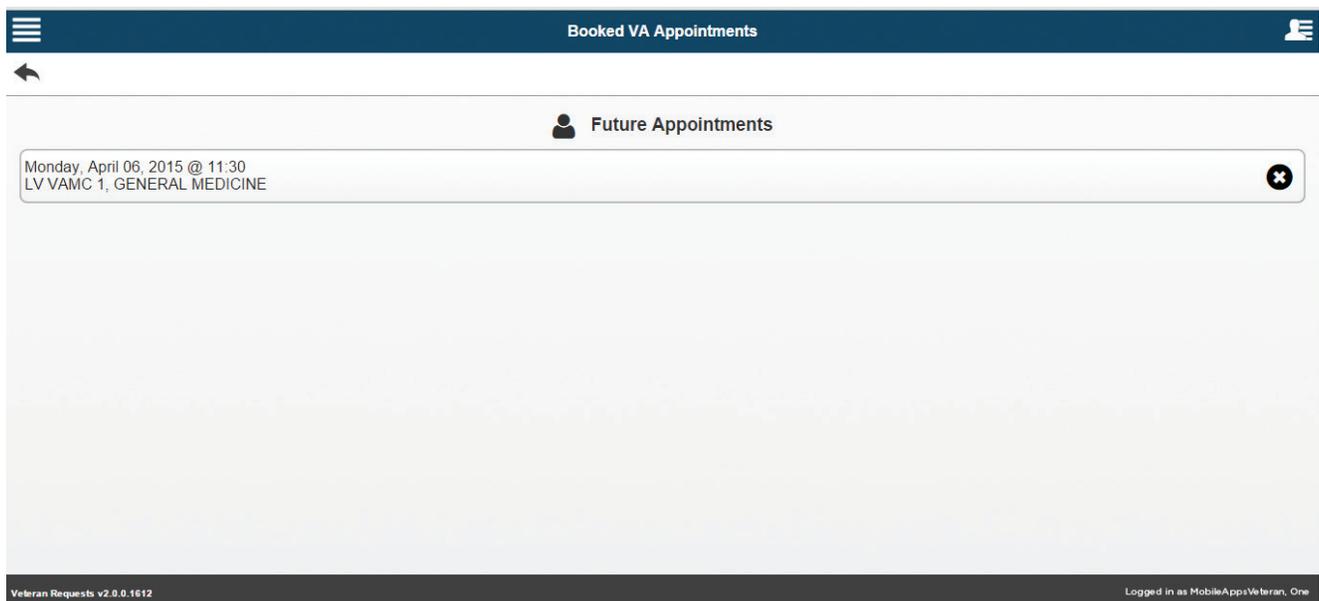
At the bottom of the screen, there is a footer with the text 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsveteran_One' on the right.

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Viewing or Canceling an Appointment

The VAR App allows you to view all of your scheduled appointments at any time. You can also cancel any appointments you have scheduled yourself through the app.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **View or Cancel Appointments** to see a list of all VA facilities where you have received care. Tap the name of the facility, and then tap **View Appointments**. You will see all of your future appointments scheduled at that facility. If you are viewing your appointments at a facility where you have a PACT, tap the **X** next to the appointment you would like to cancel, enter the information about the cancellation, and tap **Cancel Appointment**. **NOTE:** Mental health appointments and appointments at facilities where you do not have a PACT must be canceled via phone.



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Viewing Appointment Request Status

At any time, you can see the status of all appointment requests you have made through the VAR App.

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings** to go to the Notifications Screen. Tap the arrow next to **Requests** to expand or hide the Requests Tab, and then tap the drop-down menu at the top of the expanded Requests tab to choose the category of request you would like to see (All, Submitted, Cancelled, Booked and Not Booked). Tap a request to see more details about that request. From the details screen, if you would like to cancel your request, tap **Cancel** in the upper right corner of your screen, then tap **Confirm**.

The screenshot displays the 'Details' screen of the app. At the top, there is a dark blue header with a hamburger menu icon on the left, the title 'Details' in the center, and a user profile icon on the right. Below the header, there is a 'Back' button with a left-pointing arrow and a 'Cancel' button with an 'x' icon. The main content area is titled 'Request Status' and features a prominent yellow notification box containing the text: 'Status changed to Submitted. This appointment request has been submitted. After review by the clinic, updated information will be available here.' Below the notification, the section 'Additional Request Details' contains a text input field with a placeholder: 'Enter Text Here... (maximum of 100 characters). Messages are NOT intended to be used for Cancelling an appointment. Messages are NOT intended to be used for "clinical" questions that may need provider attention;'. A blue 'Send' button is positioned below the input field. At the bottom of the screen, there are two fields labeled 'From VA:' and 'From Me:'. A link labeled 'Request Details' with a checkmark icon is centered at the bottom. The footer of the app shows 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran, One' on the right.

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Changing Your Settings:

Either on the Home screen or from the slide-out App Menu in the upper left corner, tap **Request Updates & Notification Settings**. Tap the arrow next to Requests to hide the Requests information or scroll down to your Notification Settings. Tap the arrow next to Notification Settings to expand or hide the Notification Settings tab. The box indicating you can check for updates by logging in to the app will automatically be checked; if you would also like to receive updates via email, check the box next to **Also send updates by email**, and enter your email address. Tap **Save Preferences**.

The screenshot shows the 'Notifications' settings screen. At the top, there is a dark blue header with a hamburger menu icon on the left, the title 'Notifications', and a user profile icon on the right. Below the header, the text 'Read notifications or update your notification settings' is displayed. The main content area has a white background with a list of settings. The first item is 'Requests' with a right-pointing arrow. The second item is 'Notification Settings' with a right-pointing arrow. Below this, the question 'How would you like to receive updates about the status of your appointments?' is shown. There are two checkboxes: 'Log in to the app and check for updates (default)' which is checked with a black circle, and 'Also send updates by email' which is checked with a blue checkmark. Below the checkboxes is an 'Email Address' input field with a placeholder 'Required: email address'. At the bottom of the settings area is a large blue button labeled 'Save Preferences'. The footer of the app shows 'Veteran Requests v2.0.0.1612' on the left and 'Logged in as MobileAppsVeteran_One' on the right.

Help and Additional Information

Additional Training Materials for the VAR App: More resources, such as a User Manual, Slideshow and FAQs, can be found on the VA App Store at mobile.va.gov/appstore.

Help Desk Information: If you need assistance with the VAR 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.

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

If you are in crisis, call **1-800-273-8255**, and Press 1 or **chat online** to receive confidential support 24 hours a day, 7 days a week, 365 days a year.

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.