VA Health Chat
At A Glance

What is VA Health Chat?

The VA Health Chat app allows Veterans to connect with VA health care professionals through text-based chat messaging within minutes. You can use this service to chat about non-life-threatening health issues, request VA prescription refills, schedule VA appointments, and more.

VA Health Chat is available to Veterans in all 18 VISNs, including in U.S. territories. It is not yet available in some parts of VISN 16, where VA continues to work on expanding Veteran access to the app.

To use VA Health Chat, you must be enrolled in VA health care and have Login.gov, ID.me, DS Logon Level 2 (Premium), or My Health*e*Vet Premium account credentials.

> NOTE: VA Health Chat does not connect you directly to your VA care team. To contact your VA provider, use the Secure Messaging feature on My Health*e*Vet.

Getting Started

To start using VA Health Chat, sign in to the app using your preferred sign-in method. On the home screen, select a VA health care service based on your needs (e.g., Clinical Triage, Scheduling and Administration, Pharmacy Support). Chat options will vary depending on your location.

You may need to complete a brief questionnaire before starting your chat.
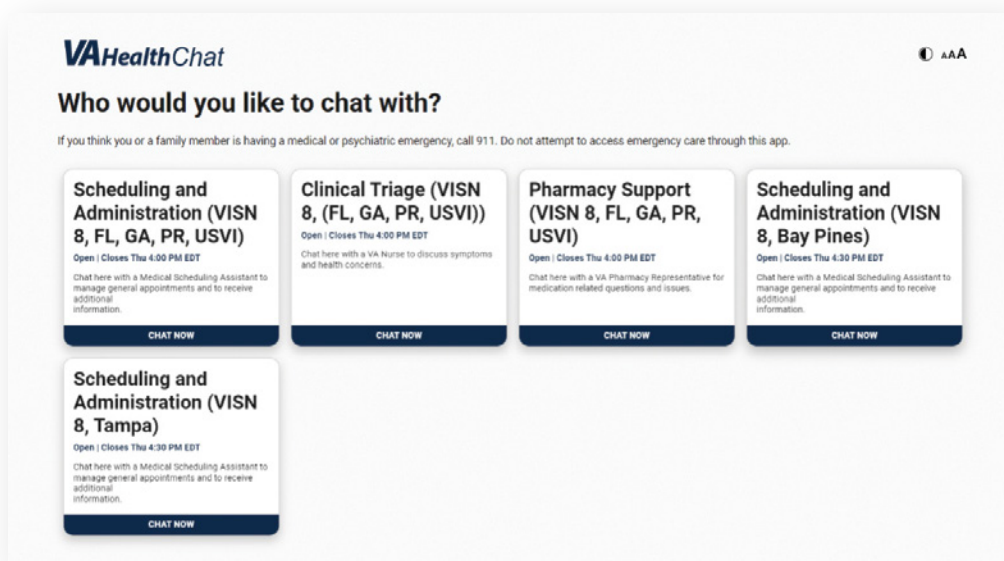
Chat with VA Staff

After submitting any required questionnaires, you will be entered into a queue to chat with a VA health care professional. To start your chat, type your message in the text box at the bottom of the screen, then select the arrow to send.

If your needs may be better addressed by a different health care service, the VA health care professional you are assigned to can transfer you to the appropriate service. You can also select a different VA health care service from the list of options in the left navigation bar.

Help and Additional Information

VA Health Chat is available for download on iOS and Android devices in the Apple App Store or Google Play. The app can also be launched in a web browser.

For assistance with the VA Health Chat app, dial 866-651-3180 to speak with a VA representative at the OCC Help Desk.