

Scheduling Manager

At A Glance



What is Scheduling Manager?

The Scheduling Manager app allows Department of Veterans Affairs (VA) schedulers to receive, book, cancel or resolve appointment requests submitted by patients through VA Online Scheduling (VAOS).

In order to use the Scheduling Manager app, you must:

- Be a VA employee with access to Veterans Health Information Systems and Technology Architecture (VistA) scheduling.
- Link your PIV to your local VistA environment and use it to log in.
- Have locally created scheduling security keys that are associated with making an appointment assigned to you.

Get Started

You can access the Scheduling Manager app directly or through the VA App Store. Accessing Scheduling Manager will bring you to the SSOi login screen. Log in with your credentials to start using the app. You will be directed to the home screen, which includes two main navigation sections:

- Veteran Requests tab—View and process patients' appointment requests and send secure messages to patients who are using VAOS.
- Booking tab—Search for and select patients, or schedule and cancel appointments.

Help and Additional Information

To access additional information about Scheduling Manager from within the app, select the **menu** (three-line icon) in the top left corner of the screen. Select **About**, then select **User Guide**.

For assistance with the Scheduling Manager app, dial 1-866-651-3180 to speak with a VA representative. More resources, such as a Slideshow and FAQs, can be found on mobile.va.gov/app/scheduling-manager.

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Appointment Requests

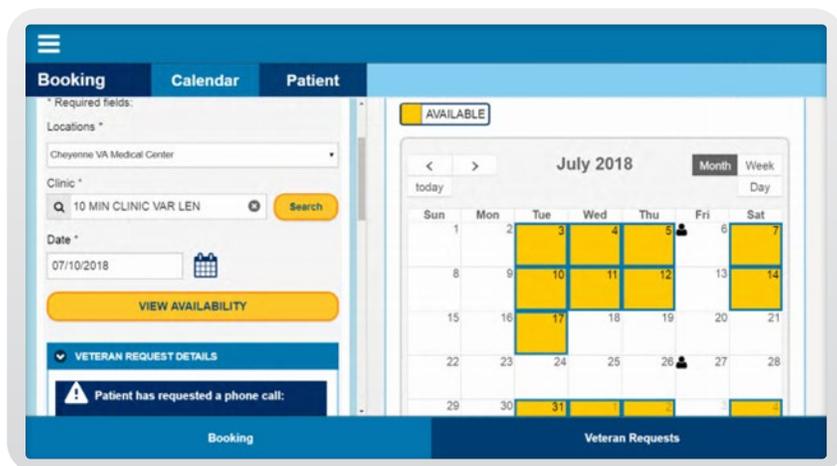
When you open Scheduling Manager, your screen will default to the **Veteran Requests** tab. Here, you will see a list of appointment requests from Veterans using VAOS. Select an appointment request from the list to view more details. All appointment requests will have one of the following statuses:

- Booked—An appointment that has been successfully booked within Scheduling Manager.
- Cancelled—An appointment request that has been cancelled by either the Veteran or VA staff.
- Submitted—An appointment that the Veteran has requested, but that has not been processed by VA.
- Resolved—An appointment request that had a prior hold on it that has been resolved.

Scheduling VA Appointments

To schedule a VA appointment from the **Veteran Requests** tab:

1. Select the circle next to **VA Appointments**.
2. Select the request you would like to process. You will see information about the request on the right side of the screen. Select **Process Request**.
3. Enter the clinic name into the clinic search bar, then select **Search** to see a drop-down list of available clinics.
4. Select a clinic, then check the date that is prepopulated in the Date box based on what the Veteran entered in VAOS. If the preferred appointment date or time has changed, type the new date in the Date box or use the **calendar** icon to the right of the Date box to select the date, then select **View Availability**. Days highlighted in yellow are dates with available appointments.
5. Select a date you would like to schedule, then select a time frame for the appointment.
6. A pop-up Book Appointment box will appear. Review the patient and appointment details, then select **Book Appointment**. A pop-up box will appear stating whether the appointment was successfully scheduled.



You can also use the **Booking** tab to schedule an appointment not associated with a request. Within the Booking tab, select the **Calendar** tab to find a facility, date and time to schedule an appointment for a patient. Select the **Patient** tab to view a patient's contact information as well as their upcoming appointments.

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Scheduling Community Care Appointments

To schedule a Community Care appointment:

1. From the **Veteran Requests** tab, select the circle next to **Community Care**.
2. Select any filters that you would like to use for your search, then select **Apply**.
3. Select the request you would like to process, then select **Process Request**.
4. The appointment request will open in the **Booking** tab. Select **Continue Processing**.
5. Enter the provider information, the appointment date and time, and any instructions to the Veteran.
6. Select **Complete Request**. A pop-up box will appear stating whether the appointment was successfully scheduled.

Cancelling and Resolving Appointments and Requests

Appointment requests can be cancelled or resolved before they are scheduled. To cancel or resolve a VA appointment request, select one of the following reasons:

- Resolved—Scheduled Outside of Scheduling Manager
- Resolved—Specialty Not Available
- Cancelled—Cancelled at Veteran Request
- Cancelled—Unable to Reach Veteran
- Cancelled—Other

To cancel or reschedule a Community Care appointment once it is booked, Veterans must contact the Community Care provider directly. Scheduled VA appointments can be cancelled using Scheduling Manager.