VAHealth

VA Online Scheduling

User Manual

VA | U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

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User Manual

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Overview

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VA Online Scheduling (formerly known as the Veteran Appointment Request (VAR) App) allows Veterans who are in the Department of Veterans Affairs (VA) health care system to self-schedule and request appointments at VA facilities and within the community. With VA Online Scheduling, qualifying Veterans may also request appointments at community care facilities.

At participating VA facilities, Veterans can:

- Self-schedule primary care, audiology, food and nutrition, MOVE! program, optometry, outpatient mental health, clinical pharmacy and continuous positive airway pressure (CPAP) clinic appointments.

- Request primary care, audiology, food and nutrition, MOVE! program, optometry, outpatient mental health, express care, clinical pharmacy and CPAP clinic appointments.

At participating community care facilities, distance-eligible and unusual or excessive burden (UEXB) Veterans can request the following services:

- Audiology - hearing aid support

- Audiology - routine exam

- Nutrition

- Optometry - routine exam

- Podiatry - routine exam

- Primary care - routine appointment

NOTE: More appointment types may be added in the future.

At both VA and community care facilities, Veterans can also send messages about requested appointments, create a calendar file of scheduled appointments, receive notifications when a request has been processed or cancelled and receive calls or emails about appointment requests. Additionally, VA Online Scheduling allows Veterans to view, cancel and track the status of all appointments and appointment requests (including appointments that are self-scheduled and/or booked after a request using VA Online Scheduling or made another way). NOTE: To cancel scheduled Community Care appointments, Veterans must contact their provider. Veterans may only cancel Community Care appointment requests through VA Online Scheduling prior to the appointment being booked.

NOTE: Submitting a request does not mean an appointment has been booked; VA schedulers review the requests and officially schedule appointments by clinic availability.

VA Online scheduling 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 online scheduling.

The Basics

Prerequisites

To use VA Online Scheduling, you must:

- 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?isflash=1**.

- Have either a My Health*e*Vet Premium, ID.me or a DS Logon Level 2 (Premium) Account. VA Online scheduling accesses your VA Electronic Health Record (EHR) and therefore, for your security, requires a My Health*e*Vet Premium Account, ID.me or a DS Logon Level 2 (Premium) Account. If you do not have a My Health*e*Vet Premium Account, ID.me or a DS Logon Level 2 (Premium) Account, or you are not sure, visit **mobile.va.gov/login-information** for more information.

- Be registered at a VA health care facility that supports self-scheduling and/or appointment requests for the type of appointment you are making. Eligibility requirements vary by VA facility (e.g., some sites might require you to be an established patient within a service line while others might be open to anyone enrolled at the facility).

For VA facility appointments

- For self-scheduling primary and specialty types of care (e.g., audiology, food and nutrition, MOVE! program, optometry, outpatient mental health, clinical pharmacy and CPAP clinic) appointments at a VA facility:

  - For a primary care appointment, you must be aligned with a Patient Aligned Care Team (PACT). Your appointment will always be at your PACT clinic.

  - You can only self-schedule primary care appointments at participating VAMCs where you have had a primary care appointment in the past two years.

  - Not all types of appointments are available to be self-scheduled or requested to be scheduled. Each facility determines what types of care may be scheduled at its site, and how (i.e., self-schedule or request) that type of care may be scheduled and Veterans who can book (e.g., established Veteran patients, new Veteran patients, etc.).

- For primary and specialty types of care (e.g., audiology, food and nutrition, MOVE! program, optometry, outpatient mental health appointments, clinical pharmacy and CPAP clinic) requests at a VA facility:

  - You must be enrolled at the facility.

  - The facility must enable requesting of the specialty care appointment you want to schedule.

  - You must have been seen at the facility within the last 12 or 24 months (if this criteria is established by the VA facility).

For community care appointment requests

  - Be distance eligible (40 miles from nearest VA facility or face an unusual or excessive burden traveling to the closest VA medical facility based on geographic challenges, environmental factors or medical conditions).

  - Be enrolled in VA health care and be seen for care at a VAMC or CBOC.

  - Be registered at a VA health care facility that supports appointment requests for the type of appointment you are making.

Logging in

You may log into online scheduling with either a My Health*e*Vet Premium Account or a DS Logon Level 2 (Premium) Account.

  - My Health*e*Vet Premium Account users: Access VA Online Scheduling > If asked to confirm which type of logon you are using, tap **My HealtheVet** > You will be taken to an End User License Agreement (EULA). Read the EULA, and tap **Accept** > You will arrive at the VA Appointments Welcome screen.

- ID.me: Access VA Online Scheduling > You will arrive at an Identity Provider Selection screen > Tap **ID.me** to access the secure Login Redirect screen > Tap **Accept** to proceed (or tap **Cancel** to return to the Identity provider Selection screen) > You will arrive at an ID.me Sign in screen > Enter your email address and password, and tap **Sign In** to be taken to the license agreement screen > Read the End User License Agreement ("EULA") and Notice of Privacy Practices ("Notice") > Tap **Accept** to proceed into VA Online Scheduling.

- DS Logon Level 2 (Premium) Account users: Access VA Online Scheduling > 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 VA Online Scheduling.

NOTE: If this is your first time using a VA tool that requires you to log in using account credentials, you may have to provide your Right of Access as part of the log in process. VA Online Scheduling 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 VA Online Scheduling.

NOTE: You can access VA Online Scheduling through My Health*e*Vet, directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from your EHR. By signing into 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 VA Online Scheduling through the VA Launchpad and have already signed in to another app, you will not need to re-enter your credentials.

Navigating the app

When you log in to VA Online Scheduling, a pop-up Get Emergency Help box will appear with information on the Veteran Crisis Hotline and what to do in an emergency. You can also tap **VA Facility** and the VA's facility locator will appear in a new tab. Tap **OK** to close the pop-up Get Emergency Help box and you will see the home screen. On the home screen you will see two lists:

- Appointments - View scheduled appointment details, add appointments to your calendar and start VA Video calls. **NOTE:** This includes all appointments, not just those scheduled through VA Online Scheduling. Additional appointment details may be added in future versions of the app.

- Requests – Pending requests for appointments that have not yet been booked by a VA scheduler, or that have been canceled.

In the upper right corner of the home screen, you will see three buttons:

- Get Emergency Help - A list of phone numbers, links and resources to use if you are experiencing an emergency situation.

- New Appointment/Request Button - Schedule or get help scheduling a primary care, express care, food and nutrition, MOVE! program, audiology, optometry, podiatry, outpatient mental health, clinical pharmacy or CPAP clinic appointment at a VA or community care facility. **NOTE**: Podiatry appointments are currently only available to be scheduled at community care facilities.

- Notifications - See notifications about scheduled and requested appointments.

Also located in the upper right corner of the home screen is the user menu:

- User menu (four-line icon with a silhouette) - A slide-out menu that allows you to access About, Help, Feedback, Preferences, VA Launchpad and Logout functions.

In the upper left corner of the home screen, tap the circular arrow to refresh the home screen and view the most current appointment and request information.

To return to the home screen from anywhere in the app, tap **Appointments/Requests** in the upper left corner.
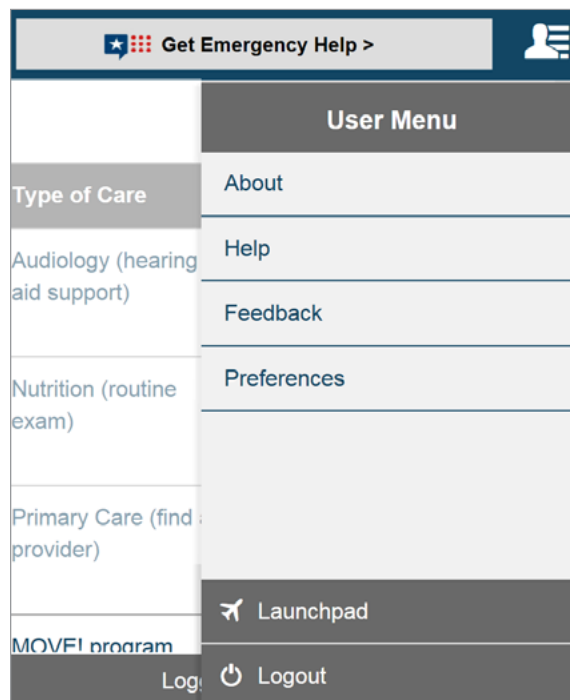
Learning about VA Online Scheduling

Tap the four-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 box will appear that provides an overview of VA Online Scheduling. To close the About box, tap **OK**.

Learning about community care

From the login screen (before logging in to VA Online Scheduling) tap **Learn About Community Care** > A pop-up Learn About Community Care box will appear with information on eligibility > Tap the links to learn more about the Veterans Choice Program and eligibility or to access a current list of approved community care providers > A pop-up Confirmation box will appear informing you that you are about to leave VA Online Scheduling > Tap **Continue** to proceed to the resources, or tap **Return** to remain in VA Online Scheduling > To close the pop-up Learn About Community Care box, tap **OK**.

Accessing help for VA Online Scheduling

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out user menu will appear > Tap **Help** > A pop-up Help box will appear that provides information about the Help Desk, DS Logon and what to do in an emergency > Tap the hyperlink to access the VA Mobile App Store.

Tap **View VA Facilities** to locate your local VA facility. To get detailed instructions for how to use VA Online Scheduling, tap **User Guide** > A user guide will open in a new tab. To close the Help box, tap **OK**.

Submitting feedback about VA Online Scheduling

Tap the four-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 number between zero (not at all likely) and 10 (extreamly likely) to indicate how likely you are to recommend VA Online Scheduling > Type any feedback into the comment box > To send your feedback, tap **Submit** > You will return to the home screen. To close the window without submitting feedback, tap **Cancel** or tap the back arrow in the upper left corner to return to the Appointments/Requests screen.

Updating email notification preferences

Tap the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out user menu will appear > Tap **Preferences** > A pop-up Preferences box will appear > Tap the circle next to either Yes or No to receive (or not receive) emails on updates regarding your appointments and requests. If you tapped Yes, tap the bar under email, and type in your email address > Tap **Save** to save your settings, or tap **Cancel** to return to the home screen without saving.

Accessing the VA Launchpad

Tap the four-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 VA Online Scheduling.

Logging out

Tap the four-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 VA Online Scheduling and the VA Launchpad.

Self-Schedule and Request Appointments

Self-schedule primary and other types of specialty care appointments. Submit appointment requests for primary, specialty and express care appointments at a VA facility. Request a community care appointment. **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. Not all appointment types will be available to schedule or request for your location.

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* Preferred Date:

Appointments may be scheduled between 12/04/2018 and 03/03/2019.

| 12/12/2018 | 📅 | Show Availability |

Wednesday

* Select Date/Time:

No appointments are available on your preferred date. These are the closest available dates. Select "Show All Dates" to see all date options.

| > 12/07/2018 |
| > 12/14/2018 |
| ⌄ 12/21/2018 |
| 09:00 |
| 09:30 |
| 10:00 |
| 10:30 |
| 11:00 |
| 11:30 |

Show All Dates

You are scheduling an appointment for: Friday, 12/21/2018 09:30

Self-scheduling VA appointments

Tap **New Appointment/Request** in either the top right or bottom right of your screen. **NOTE:** To schedule a primary care appointment, you must be a member of a PACT team > For distance eligible Veterans only, tap the circle next to VA Appointments > Select the type of care you would like to receive from the drop-down menu that appears > Select the city and state where you would like to schedule the appointment from the drop-down menu that appears > Select the location where you would like to go from the drop-down menu that appears > 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. **NOTE:** For primary care appointments, once your facility is selected, your PACT team information will appear to the right of the facility selection tab, under the Providers heading. To view information on your PACT team, tap **Your Care Team (PACT)** and a pop-up PACT Members box will appear. Tap **Close** to exit the pop-up PACT Members box > Tap the circle next to Schedule Myself > Under Appointment Details, tap the circle next to the clinic you would like to visit if necessary > Fill out the following details:

- 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 > Tap **Show Availability** > If there is no availability for your preferred date, you will see the closest available dates to the one you entered > To see all dates, tap **Show all Dates** > Based on the date you choose, a drop-down menu will appear with available times > Tap on your time of choice.

- Email Preferences – Tap the circle next to Yes or No to indicate if you would like to receive email updates notifying you of changes/ updates made to your appointments and requests.

- Email – Type your email address into the bar. **NOTE:** Your email address may automatically populate if you have entered it before.

Tap **Confirm Appointment** > A pop-up Confirm Appointment box will appear with the details of your scheduled appointment > Tap **Schedule Appointment** to complete or tap **Edit Appointment** to return and make changes.

Requesting VA appointments

Tap **New Appointment/Request** in either the top or bottom right corner of your screen > Select the type of care you need from the drop-down menu that appears > For distance eligible Veterans only, tap the circle next to VA Appointments > Select the location where you would like to go > 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 > Tap the circle next to Submit a Request to a VA Scheduler > Under Request Details, fill out the following:

- Purpose of Visit – Tap the bar under Purpose of Visit > From the drop-down menu that appears, tap **Routine/Follow-up**, **New Issue**, **Medical Concern** or **Other** (if Other, type in the reason under Other Purpose).

- Preferred Type of Visit – Tap the circle next to either Office Visit, Phone Call or Video Conference. **NOTE:** Video Conferences are not available at all VA clinics. If video conference appointments are not available, your request will be treated as a phone call request.

- Date/Time – 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 > Tap the circle next to 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 Times for VA to Call – Tap to check the box next to Morning, Afternoon or Evening.

- Calls from VA – Tap the circle next to either Yes or No to receive an appointment follow-up or confirmation call from VA about this appointment.

- Message – Type an optional message (up to 100 characters) to the VA Scheduling Clerk.

- Email Preferences – Tap the circle next to either Yes or No you if 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** (or tap **Cancel** to exit without submitting the request) > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details. **NOTE:** At this time you may submit a maximum of two appointment requests, however the number of appointment requests you are able to make varies by type of care and facility. Some sites may only permit you to make one specialty appointment request at a time.

Requesting an express care appointment

Tap **New Appointment/Request** in either the top or bottom right corner of your screen > For distance eligible Veterans only, tap the circle next to VA Appointments > Select Express Care from the drop-down menu that appears under type of care > If given the option, select the city and state where you would like to schedule the appointment from the drop-down menu that appears > Select the location you want to choose from the drop-down menu that appears > The facility information will likely default to your primary care facility > The circle next to Submit a Request to a VA Scheduler will be selected > Under Reason for Visit, tap why you are requesting the appointment from the drop-down menu that appears > Fill out any additional visit information, phone number and phone call reminder times and preferences. You can also send a message to a scheduling clerk (up 100 characters) regarding your express care request > Tap **Submit Request** (or tap **Cancel** to exit without submitting the request) > You will go to a Request Details screen that confirms your request has been submitted and provides an overview of the details.

NOTE: Although you can schedule an appointment up to 90 days in advance, express care appointments are intended for same-day video visit appointments.

NOTE: You may only request to schedule one express care appointment at a time.

Requesting a community care appointment

Tap **New Appointment/Request** in either the top right or bottom right of your screen > Tap the circle next to Community Care Appointments (Distance Eligible Veterans), and tap **Continue**.

From the drop-down menu, tap the type of care you need: Audiology (hearing aid support or routine hearing exam), Nutrition, Optometry (routine eye exam), Podiatry (routine exam) or Primary Care (routine appointment). A message will appear with further information about the type of care you chose > Tap the circle next to either Yes or No to indicate whether you would like to continue with your request > If yes, tap **Continue** and enter the following information:

- Preferred Appointment Dates/Times - Three options for appointment dates will appear (Choice #1, Choice #2, Choice #3) > Next to each choice 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, then tap the circle next to AM or PM > Tap **Continue**.

- Provider Preferences - Enter your city, state and zip code, and tap the circle next to 10, 25, 50 or 100 to indicate the maximum distance you are willing to travel > Tap your preferred language spoken from the drop-down menu > Tap the check-boxes next to all provider office hours that apply (Weekdays, Evenings, Weekends).

  You may indicate up to three preferred providers > Type in the provider's first and last name, practice name and address. You can also tap **Veteran Choice Locater** to view a list of VA approved providers. To add an additional provider, tap **Add Provider** and type in the provider information as before.

In the text box, type in any additional provider preferences you have to tell the VA scheduler (up to 250 characters) > Tap **Continue**.

- Notification Settings - Enter your phone number, then tap the check boxes next to Morning, Afternoon or Evening to indicate which time(s) you prefer for a clerk to call or message you > If desired, type in a message to the scheduling clerk (up to 100 characters) > Tap the circle next to Yes or No to indicate if you would like VA to call you regarding your appointment request > Enter your email address.

Tap **Continue** to go through the above questions. Tap **Previous** to go to the question before.

Tap **Submit Request** to complete your appointment request > You will go to an Appointment Details screen that confirms your request has been submitted and provides an overview of the details. To leave the appointment requests screen and return to the home screen at any time, tap **Exit**.

Viewing booked appointments and appointment requests details

On the home screen all booked appointments will be listed under Appointments, and all appointment requests will be listed under Requests. When an appointment request is booked by a VA scheduler, it will move from the Requests list to the Appointment list as a booked appointment. To view details, tap the specific booked appointment or appointment request you would like to view > A screen with the appointment or request details will appear.

Join Video Appointments

You can enter the waiting room for your video appointment beginning 30 minutes before the scheduled start time. From the list of booked appointments on the home screen, tap the video appointment you would like to join > You will go to an Appointment Details screen, which provides you with an overview of your appointment > To join the video appointment, tap **Join using VA Video Connect** > The VA Video Connect App will open in a new browser tab, or if you are on an iOS device, you will be prompted to open the VA Video Connect App.

Add Appointments to your Calendar

From the list of booked appointments on the home screen, tap the specific appointment you would like to cancel > You will go to an Appointment Details screen, which provides an overview of your appointment > To add the appointment to your calendar, tap **Add to Calendar** > An .ics file will download to open and be added to your calendar.

Send Messages

From the list of appointment requests on the home screen, tap the specific appointment request you would like to send a message about > You will go to a Request Details screen, which provides an overview of your request > To send a message to the VA scheduler, type the message (up to 100 characters) into the blank text field under Message to Scheduling Clerk (you can send two messages total per request) > Tap **Send**.

Cancel Appointments and Requests

Cancel VA appointments that are already booked and submitted VA and community care appointments requests.

Canceling VA and community care appointment requests

From the list of appointment requests on the home screen, tap the specific request you would like to cancel > You will go to a Request Details screen, which provides an overview of your appointment request. To cancel the appointment request, tap **Cancel Request** > A pop-up Confirmation box will appear > Tap **Yes** to confirm the cancellation, or tap **No** to keep the request.

Canceling booked VA appointments

From the list of booked VA appointments on the home screen, tap the specific appointment you would like to cancel > You will go to an Appointment Details screen, which provides an overview of your appointment > To cancel the appointment, tap **Cancel Appointment**, and a pop-up Cancel Appointment box will appear > Under Reason for Cancellation, tap why you are canceling the appointment from the drop-down menu that appears > Tap **Confirm Cancellation** to cancel the appointment (or to exit tap **Close without Canceling**) > You will go to a screen that confirms your appointment has been canceled.

Canceling booked community care appointments

To make changes to your booked community care appointment or to cancel it, you must contact the community care provider's office directly. **NOTE:** Any changes to the booked community care appointment will not be reflected in VA Online Scheduling. Rebooked appointments must fall within the specified timeframe and must not exceed the number of authorized visits indicated on the authorization letter the Veteran receives.

Help and Additional Information

Additional Training Materials for VA Online Scheduling

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 VA Online Scheduling to access the resources. You can also view VA Online Scheduling's built-in User Guide by tapping the four-line menu icon with a silhouette in the upper right corner of the screen > A slide-out user menu will appear > Tap **Help** > A pop-up Help window will appear. To get detailed instructions for how to use VA Online Scheduling, tap **User Guide** > A user guide will open in a new tab To close the Help box, tap **OK**.

Help Desk Information

If you need assistance with VA Online Scheduling, 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.

ID.me Help

If you have questions about your ID.me account, visit **www.id.me/about**.

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.

My Health*e*Vet Help

If you have questions about your My Health*e*Vet Account, visit **myhealth.va.gov/mhv-portal-web/user-login** or dial **1-877-327-0022** 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?isflash=1**. Note, VA Online Scheduling should never be used in an emergency. If you encounter an emergency, call your local medical center or dial 911 immediately.

Appendices

Appendix #1: Project References

VA Online Scheduling was developed according to an approved concept paper. It 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.

CBOC – Community Based Outpatient Clinic

CPAP – Continuous Positive Airway Pressure

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.

ID.me – A secure digital ID card that allows individuals to prove their identity online.

My Health*e*Vet – VA's online personal health record – designed for Veterans, active duty Servicemembers, their dependents and Caregivers – to help manage health care, partner with VA health care teams and provide opportunities and tools to make informed decisions about their health.

PACT – Patient Aligned Care Team

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]