

# VA Online Scheduling At A Glance



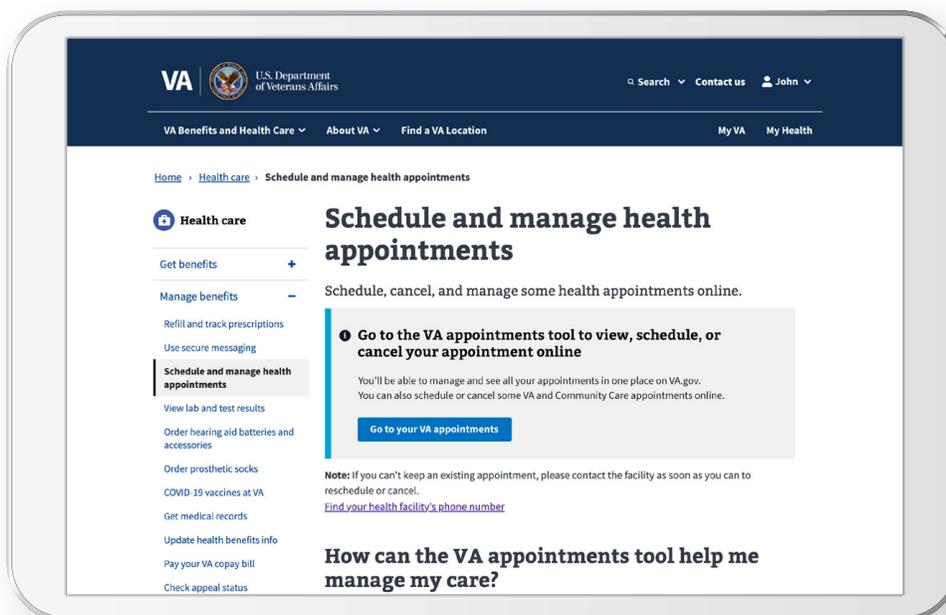
## What is VA Online Scheduling?

VA Online Scheduling is a secure way for Veterans to request and self-schedule appointments online. This app can be used to schedule appointments at most VA and Community Care facilities.

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).
- Be registered at a VA health care facility that supports self-scheduling and/or appointment requests for the type of appointment you are making.
- Sign in with one of the following accounts: My HealthVet Premium, DS Logon Level 2 (Premium), Login.gov, or ID.me.

VA Online Scheduling is not intended for emergency care. If you are experiencing a medical emergency, please call 911 or go to the nearest emergency room. You do not need a referral or approval from VA to go to a non-VA emergency room.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Office of Connected Care

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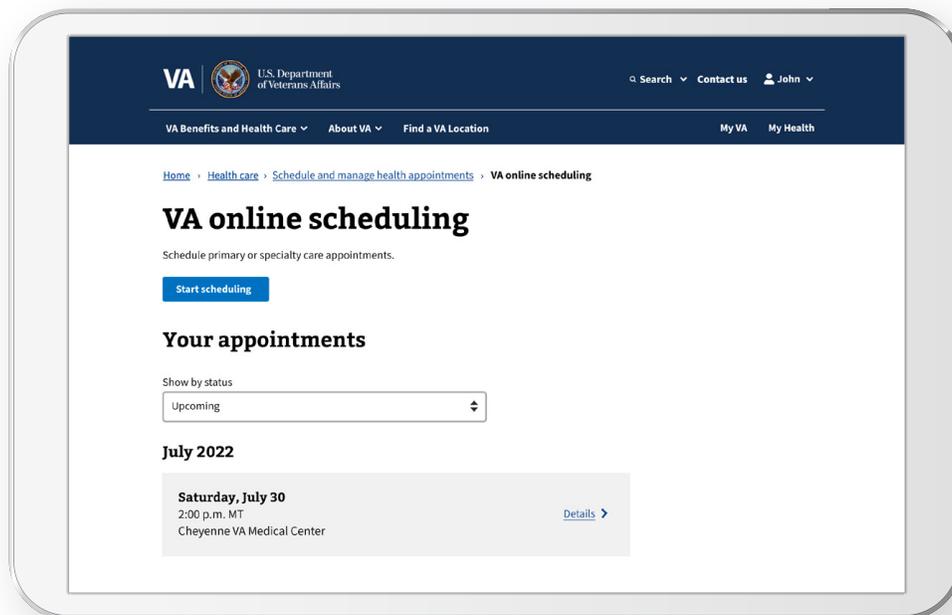
## Features

Use VA Online Scheduling to:

- Schedule and request appointments at VA facilities online.
- Request Community Care appointments (if eligible).
- View your upcoming VA appointments and video visits.
- Cancel appointments if necessary.
- Join video visits through VA Video Connect.
- Look up past appointments from the last 3 years.
- Download appointment information to your personal calendar.
- Print appointment details.

## Scheduling Appointments

To schedule an appointment at a VAMC or Community Care facility, select **Start Scheduling** on the home screen. Select the type of care you are requesting, then follow the prompts on the screen to guide you through the process.

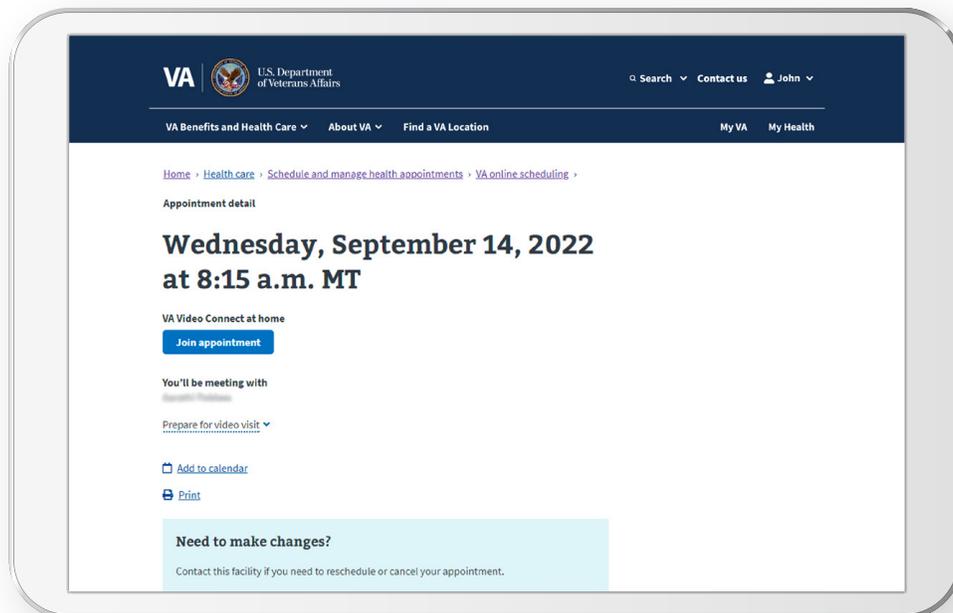


## Viewing, Joining, and Adding Appointments

The home screen includes a drop down to select **Upcoming**, **Requested**, **Past**, and **Canceled** appointments. Select the desired appointment category to view appointment summary information. Select the desired appointment to view additional details.

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To join a video appointment, select **Upcoming** from the drop-down menu on the home screen. Find the video appointment you would like to start, then select **Join appointment** to join via the VA Video Connect app.



To add appointments to your calendar, select **Upcoming** from the drop-down menu on the home screen and find the appointment you would like to add. Select the appointment to view more details, then select **Add to calendar**.

To print appointment details, select **Upcoming** from the drop-down menu on the home screen and find the appointment you would like to add. Select the appointment to view more details, then select **Print**.

## Canceling Appointments

To cancel an appointment at a VAMC, select **Upcoming** from the drop-down menu on the home screen. Select the appointment you would like to cancel, then select **Cancel appointment**. A pop-up confirming you would like to cancel will appear. Select **Yes, cancel this appointment** to confirm the cancellation.

To cancel an appointment at a Community Care facility, you must contact the community care provider's office directly.

## Help and Additional Information

For assistance with VA Online Scheduling, dial 1-877-470-5947 to speak with a VA representative. More resources can be found on [mobile.va.gov/app/va-online-scheduling](https://mobile.va.gov/app/va-online-scheduling). For questions regarding your personal medical information, please contact your VA care team. You can find your health care facility's phone number by visiting VA's facility locator page at [va.gov/find-locations/](https://va.gov/find-locations/).