# 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 HealtheVet 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.

VA Benefits and Health Care 🗸	About VA 👻 Find a VA Location My VA	My Health		
Home > Health care > Schedule and manage health appointments				
Bealth care	Schedule and manage health			
Get benefits +	appointments			
Manage benefits -	Schedule, cancel, and manage some health appointments online.			
Refill and track prescriptions				
Use secure messaging	Go to the VA appointments tool to view, schedule, or cancel your appointment online			
Schedule and manage health appointments	You'll be able to manage and see all your appointments in one place on VA.gov.			
View lab and test results	You can also schedule or cancel some vA and Community Care appointments online.			
Order hearing aid batteries and accessories	Go to your VA appointments			
Order prosthetic socks	Note: If you can't keep an existing appointment, please contact the facility as soon as you can to			
COVID-19 vaccines at VA	reschedule or cancel.			
Get medical records	Find your nearth facility's phone number			
Update health benefits info				
Pay your VA copay bill	How can the VA appointments tool help me			
Charle annual status	manage my care?			



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

**VA**Health

## **VA Online Scheduling**

#### **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.

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− VA Benefits and Health Care ∨ About VA ∨ Find a VA Location My VA My He	alth
Home + Health care + Schedule and manage health appointments + VA online scheduling	
VA online scheduling	
Schedule primary or specialty care appointments.	
Start scheduling	
Your appointments	
Show by status	
Upcoming <	
July 2022	
Saturday, July 30	
Cheyenne VA Medical Center	

#### 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.

### **VA Online Scheduling**

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.

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Home > Health care > Schedule and manage health appointments > VA online scheduling > Appointment detail			
Wednesday, September 14, 2022 at 8:15 a.m. MT			
VA Video Connect at home Join appointment			
You'll be meeting with Prepare for video visit 🛩			
Add to calendar     Drint			
Need to make changes? Contact this facility if you need to reschedule or cancel your appointment.			

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**. 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/**.