VA Health Chat
At A Glance
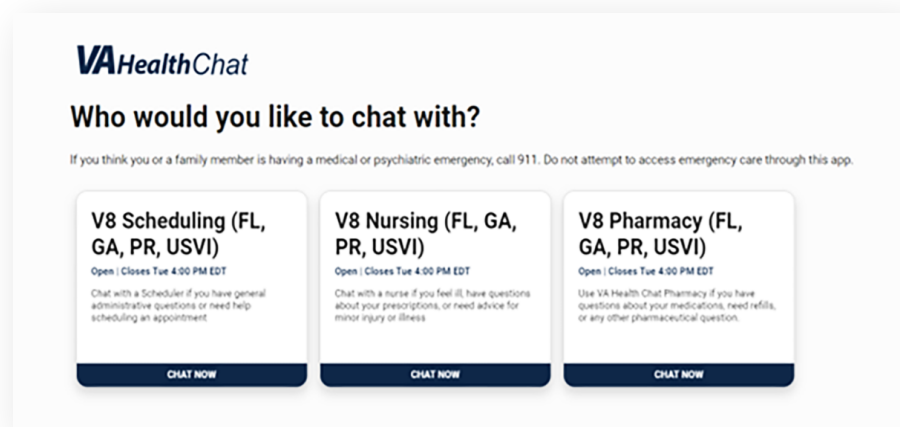

What is VA Health Chat?

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 new service to chat about non-life-threatening health issues, request VA prescription refills, schedule VA appointments, and more.

To use VA Health Chat, you must be enrolled in VA health care in a location that supports VA Health Chat 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, log in to the app using your preferred login method. On the home screen, select which VA health care service you would like to chat with based on your needs (e.g., Scheduling, Nursing, Pharmacy). Chat options will vary depending on your location.

You may need to complete a brief questionnaire before starting your chat. If a questionnaire is required, select Continue and answer the questions. Then, select Submit Responses to start your chat. Questionnaires may vary depending on your location and the health care service you are connecting with.

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 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 to chat with 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 or Google Play store. The app can also be launched in a web browser.

For assistance with the VA Health Chat app, dial 1-877-470-5947 to speak with a VA representative at the VA Mobile Solutions Helpdesk.