

VAOS Product Guide

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What is VAOS?

Tool Overview

VAOS stands for 'VA Online Scheduling.' It is a veteran-facing online frontend for the VA healthcare appointment scheduling experience. The legacy VAOS tool with which many veterans are familiar has been available at <https://veteran.mobile.va.gov/var/v4/> and also through the 'Appointments' dashboard in MyHealtheVet for the last several years. This tool will be phased out in favor of the new VAOS tool that's been built on top of the VA.gov platform. This guide is only meant to cover the experience of the new tool.

How will I know which version of the tool a veteran is using?

Both tools use the same backend scheduling systems, so there is no difference between them in terms of the data that's ultimately submitted to the VA for scheduling or requesting appointments. However, an easy differentiator is the URL of the tool's website. If the veteran is on a URL that starts with va.gov, her or she is using the new tool. If the veteran is on

MyHealthVet, or on a site with a URL that starts with veteran.mobile.va.gov, he or she is using the old tool. The full URLs for the appointment scheduling tools are:

Old VAOS Tool: <https://veteran.mobile.va.gov/var/v4/>

New VAOS Tool: <https://www.va.gov/health-care/schedule-view-va-appointments/appointments>

When is VAOS being released?

While the legacy VAOS application is already in production, the brand new VAOS application covered in this guide will start rolling out to veterans in February. The rollout of the new VAOS tool, as well as the sunsetting of the legacy VAOS tool, will happen over the course of 1+ months from the beginning of the rollout. Thus, only a small percentage of veterans will have access to the new VAOS tool initially. During the phased rollout, both the legacy and new VAOS tools will be available to veterans and they can use whichever they prefer. Veterans who are unable to access the new tool should continue to use the legacy tool until the new VAOS tool expands its rollout further.

User Access

Who can use VAOS?

(Note - this section assumes full rollout of the tool is complete)

To use VAOS, veterans must:

- 1. Have an MHV Premium, DS Logon, or ID.me identity-proofed account**
- 2. Be enrolled in VA healthcare**
- 3. Be registered at one or more VA healthcare system that is still using VistA to manage schedules**

If a veteran does not meet all three of these criteria, he or she should call into their local VA healthcare facility to receive further assistance and schedule an appointment over the phone. VA healthcare facilities can be found on the VA Facility Locator, at va.gov/find-locations/.

Have an MHV Premium, DS Logon, or ID.me verified account

Veterans who do not have any of the above accounts should sign up for a free ID.me account via api.id.me/en/registration/new, and additionally go through the process to verify their identity.

Be enrolled in VA healthcare

Only veterans enrolled in VA healthcare are eligible to schedule VA healthcare appointments. Veterans who are not enrolled in VA healthcare should fill out Form 10-10EZ online following the process at va.gov/health-care/how-to-apply/.

Be registered at one or more VA healthcare system that uses VistA

Veterans can only make appointments at facilities within their registered VA healthcare system or systems. Registration happens automatically when a veteran has been seen at a VA facility within a given system in the past. Alternatively, veterans can call or walk into their local VA facility to set up their first appointment & register that way. Veterans who need to register within a system should find & call their preferred local VA facility using the VA Facility Locator at va.gov/find-locations/. Please note that some systems use proprietary technology to manage appointments (e.g., MyChart) – these systems are not supported in VAOS and veterans should reach out to their respective local facilities to learn more.

How do veterans access VAOS?

Eligible veterans can access the new VAOS tool through several different entry points, detailed further below. Please note that due to the phased nature of the rollout, for the remainder of 2019, not all veterans may be eligible for the new tool.

During the phased rollout and opt-in period:

The easiest way to determine eligibility for the new VAOS tool during the phased rollout period is to navigate to va.gov/health-care/schedule-view-va-appointments/. When logged into VA.gov, eligible veterans will see a Call to Action widget with a button to view and schedule VA appointments online. Veterans who are not eligible will see the same Call to Action widgets, but the widgets will indicate that clicking the button will take them to the old VAOS tool in MyHealtheVet.

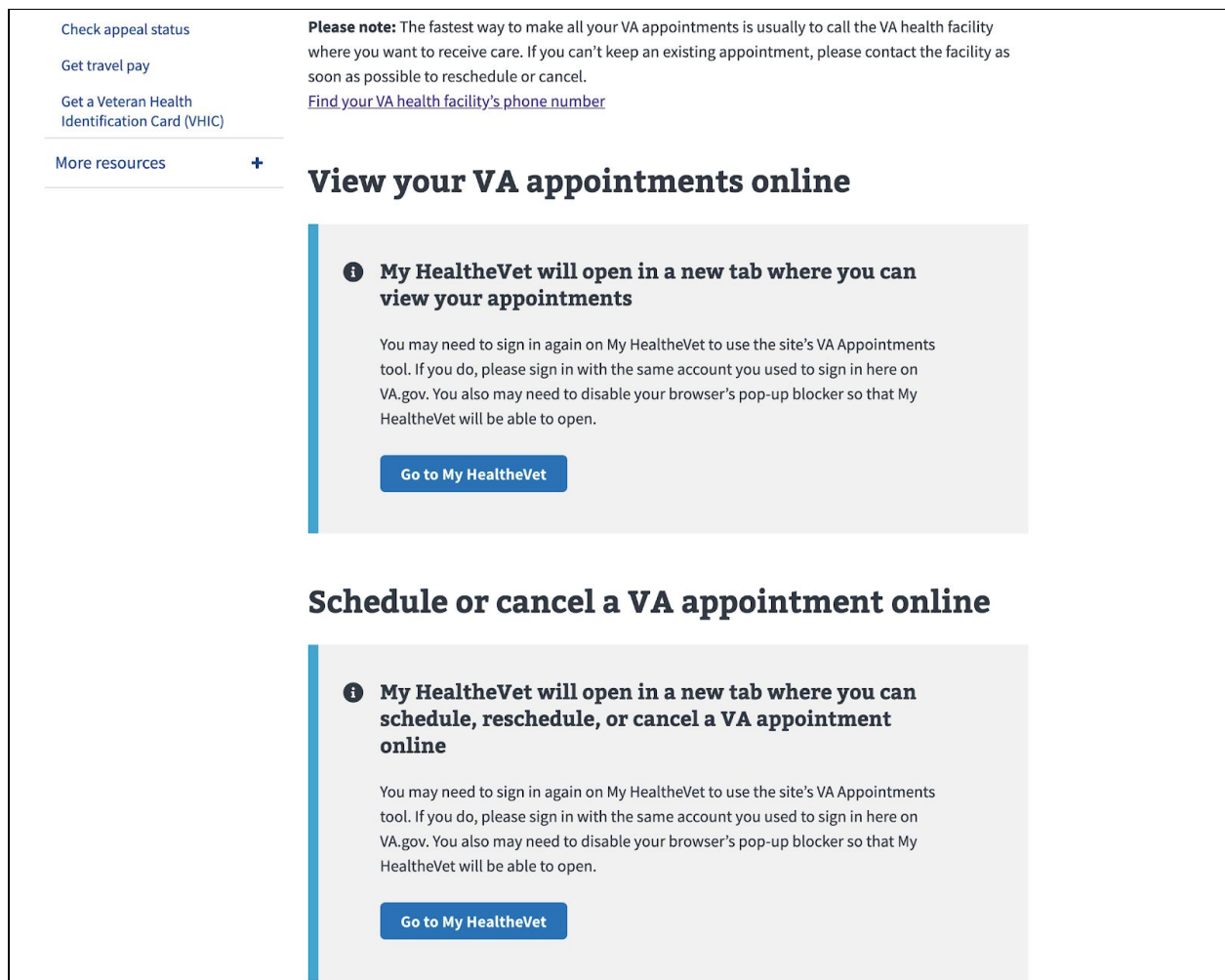


Fig. 1: VAOS Call to Action buttons on VA.gov

After full rollout

Direct Link

Veterans should be able to navigate to the tool directly by entering the application's URL into their preferred browser: va.gov/health-care/schedule-view-va-appointments/appointments. Note that veterans may not be able to use the tool via the direct link unless the tool has been rolled out to all veterans.

VA.gov's scheduling page

Veterans should be able to click on the VAOS Call to Action links from va.gov/health-care/schedule-view-va-appointments/ (Fig. 2) to enter the tool (if already signed in) or to sign-in (if currently signed out). Veterans may sign in with DS Logon, MHV Premium, or an identity-proofed (LOA3) ID.me account.

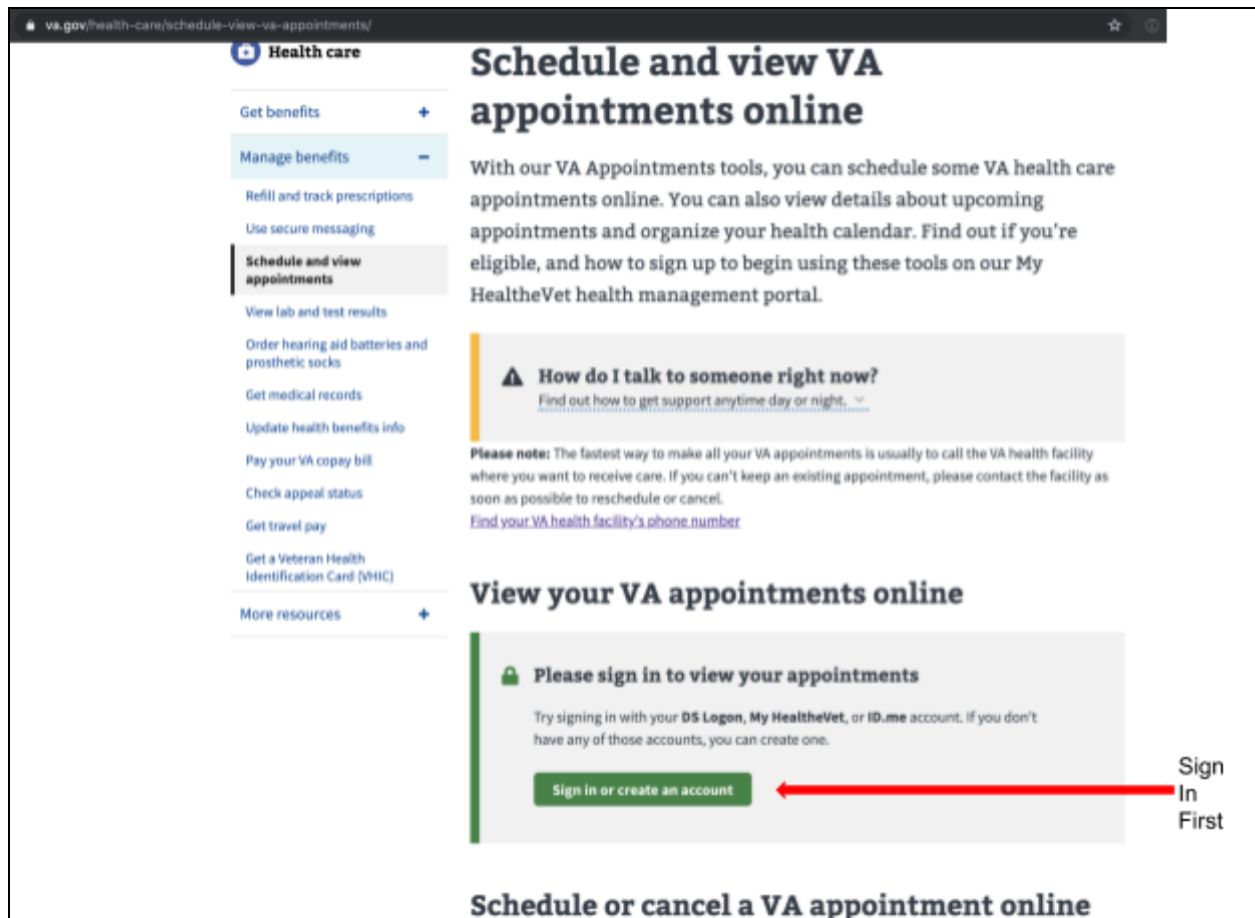


Fig. 2: VAOS link from 'Schedule and View VA Appointments' page

Navigating to VAOS from the VA.gov homepage

Instead of going to the direct link, veterans may access the 'Schedule and View VA Appointments' page by going to VA.gov and clicking on the 'Schedule and view your appointments' link in the 'Health care' card.

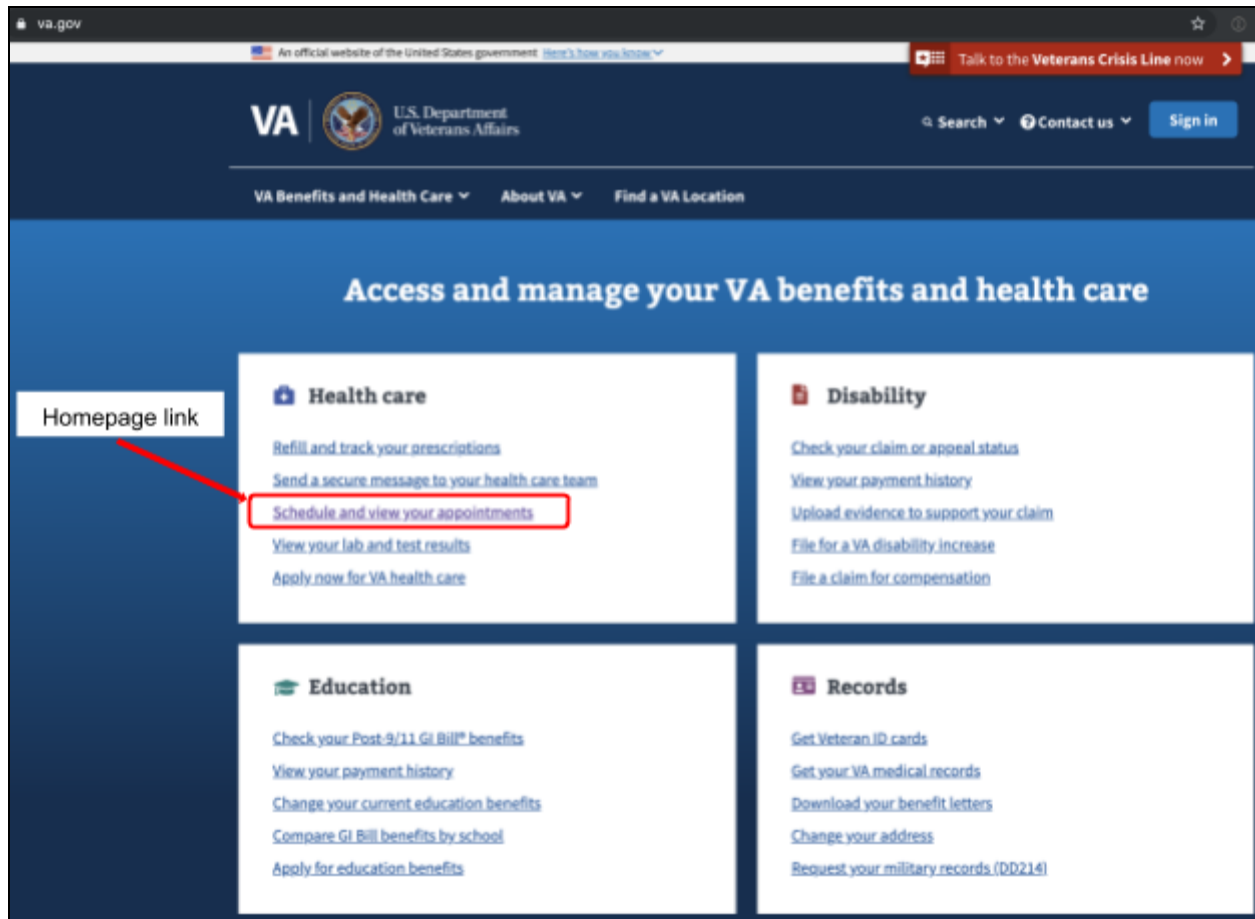


Fig. 3: Link to online scheduling from VA.gov homepage

From My HealtheVet

Note that links to the Online Scheduling application in My HealtheVet may continue to navigate to the old tool until the old tool is completely sunset over the coming months. Until then, the easiest way to navigate to the new tool is to navigate to the 'Schedule and View Your Appointments' page from the VA.gov homepage.

Eventually, all links to appointment scheduling in My HealtheVet will transition from pointing to the legacy application to the new application. Once this transition is complete, veterans should be able to access the new tool in My HealtheVet by clicking on the 'Appointments' feature (fig. 4) from their dashboard, then clicking on the 'Schedule or cancel an appointment' button at the bottom of the appointments page or the 'VA Online Scheduling' link toward the top of the page (fig. 5).

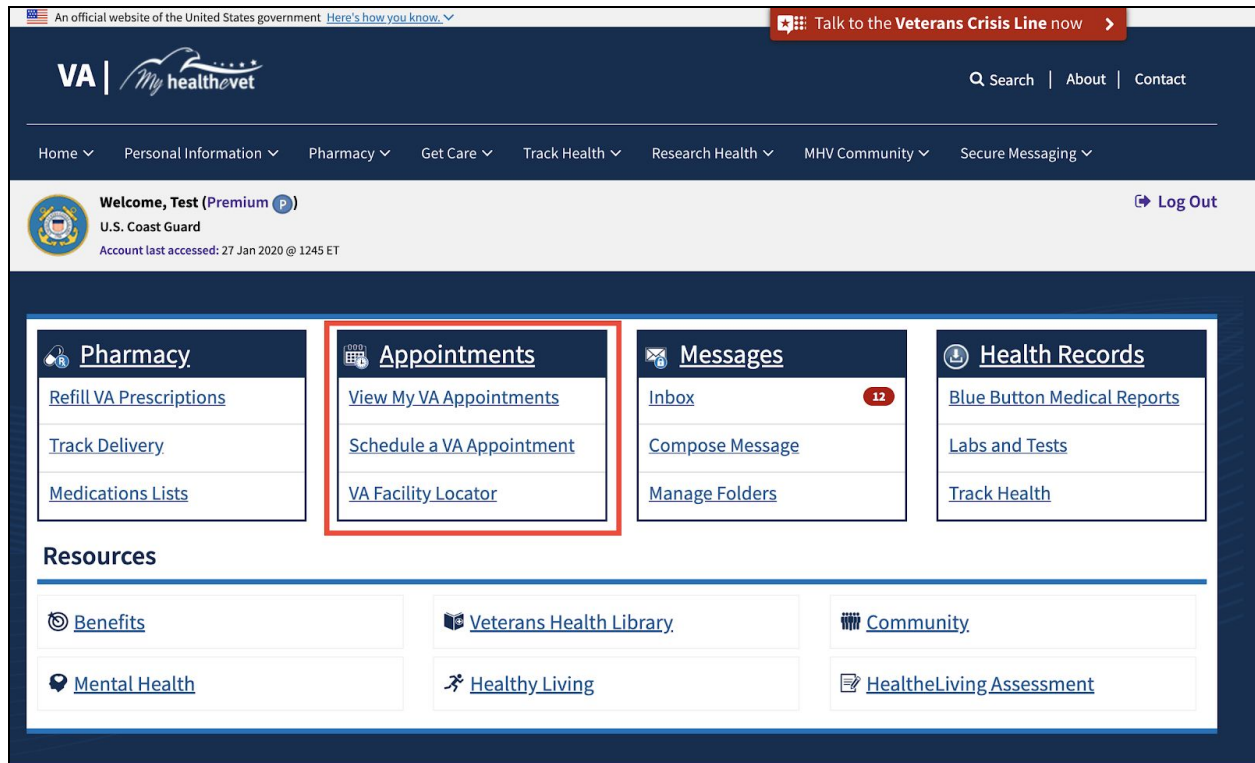


Fig. 4: The appointments feature available from the My HealtheVet dashboard

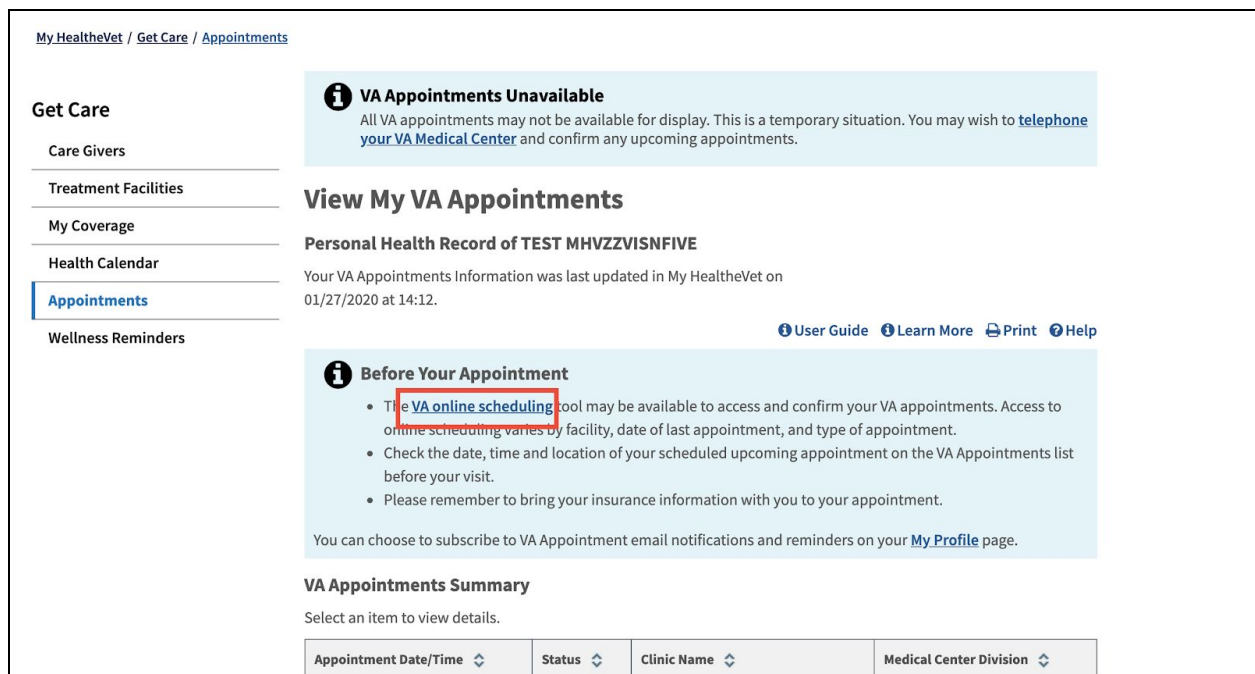


Fig. 5: VA Online Scheduling tool link from the My HealtheVet Appointments page

View and Cancel Appointments or Requests

View appointments and requests

When veterans navigate to the new VAOS tool through any of the above means, they should see a list of various upcoming appointments, as well as a button to start scheduling a new appointment (fig. 6).

What does the list include?

The list will show:

- All future confirmed & cancelled appointments
 - VA as well as Community Care appointments
 - Only appointments scheduled in the next 365 days
- All active appointment requests
 - Any request that has not been resolved or cancelled will show
 - Including any request with a preferred appointment date that is in the past
- All future cancelled appointment requests
 - Any request with a future preferred date and a cancelled status will show

How is the list sorted?

Confirmed appointments (both active and cancelled) are shown first, listed in ascending order (closest appointment at the top, farthest in the future at the bottom). Requests are added into the list under all of the confirmed appointments, and are sorted alphabetically by type of care.

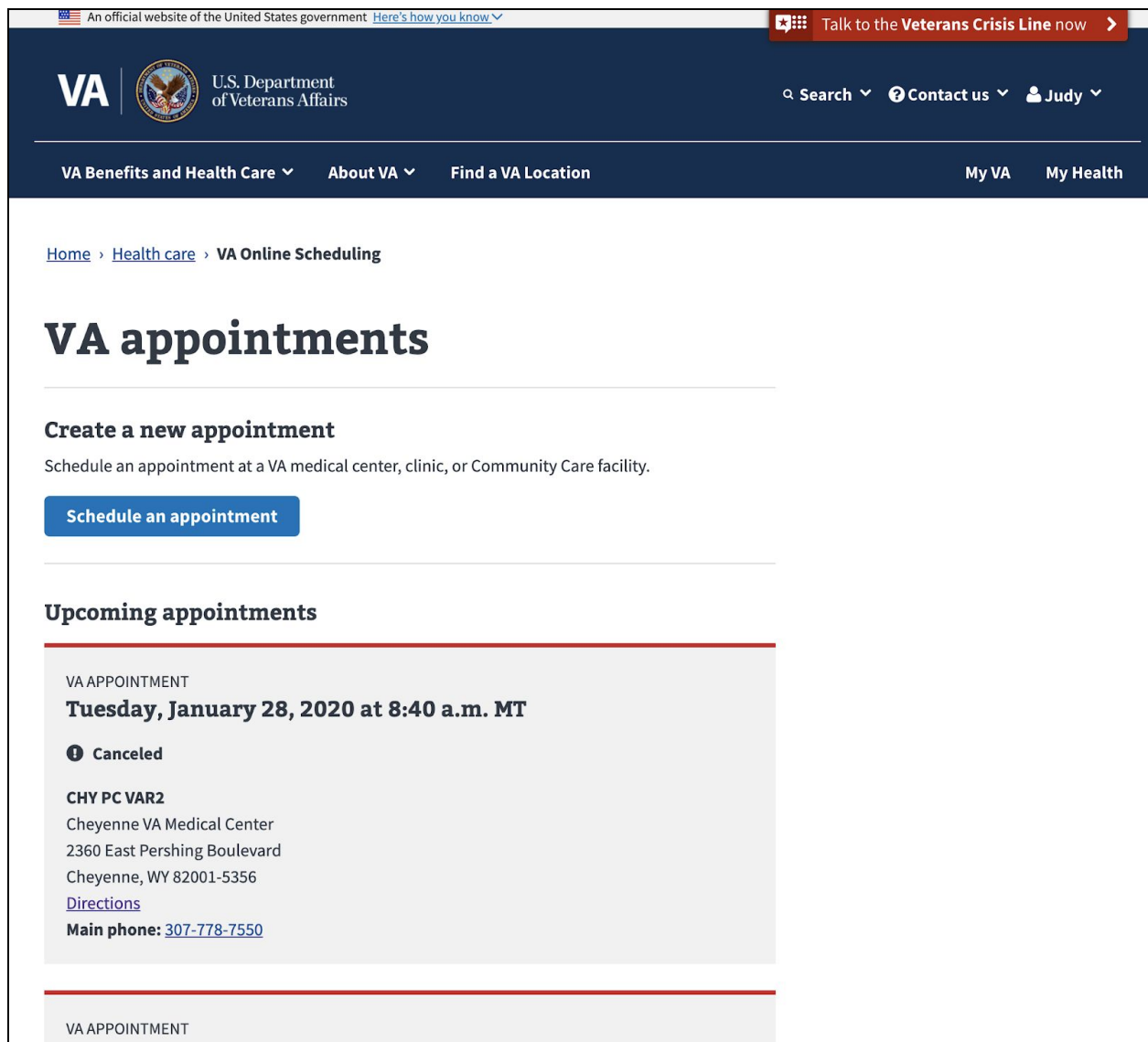


Fig. 6: New VAOS tool homepage with appointment list and scheduling button

Appointment cards in the appointments list

The appointments list displays a card for each appointment or requested appointment. The information that's displayed on each card varies depending on the type of appointment or request.

All Appointments


- Status bar: a green, yellow, or red bar across the top of each card indicates the status of the appointment (confirmed, pending, and cancelled).
- Provider category (VA, Community Care, or VA Video Connect)
- Date, time, and local facility timezone of appointment (if known)

- Status text & icon: 'confirmed', 'pending', or 'cancelled' is displayed on each card under the date and time

VA appointments

- Name of clinic that the patient has been booked into
- Address of the VA facility of the appointment
- Link to Google Maps of facility address
- Main phone number of the facility
- Option to download the appointment as an ICS and add it to calendar
- Reason for appointment (follow up, new issue, etc.)
- Any content that the veteran entered in the 'appointment reason' text field

VA APPOINTMENT
Wednesday, February 19, 2020 at 2:00 p.m. MT

 **Confirmed**

Green Team Clinic1
Cheyenne VA Medical Center
2360 East Pershing Boulevard
Cheyenne, WY 82001-5356
[Directions](#)
Main phone: [307-778-7550](tel:307-778-7550)

Follow-up/Routine
test

[Add to calendar](#) [Cancel appointment](#)

Fig. 7: VA Appointment card

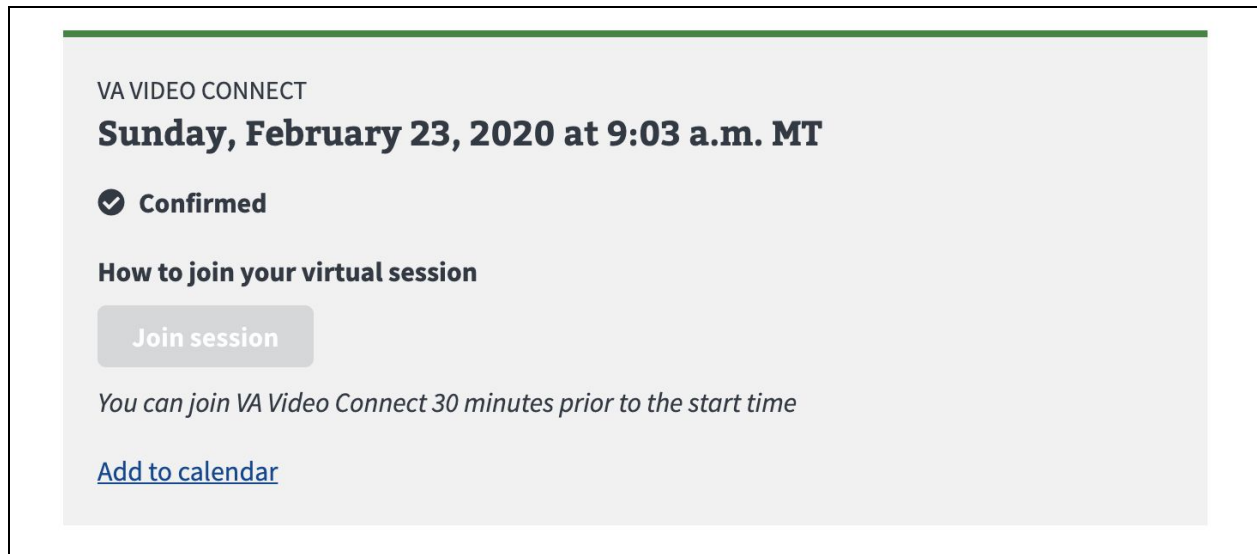


Fig. 8: VA Video Connect Appointment card

Community Care appointments

- Provider name
- Provider address
- Google Maps directions link
- Link to download and add appointment to calendar\

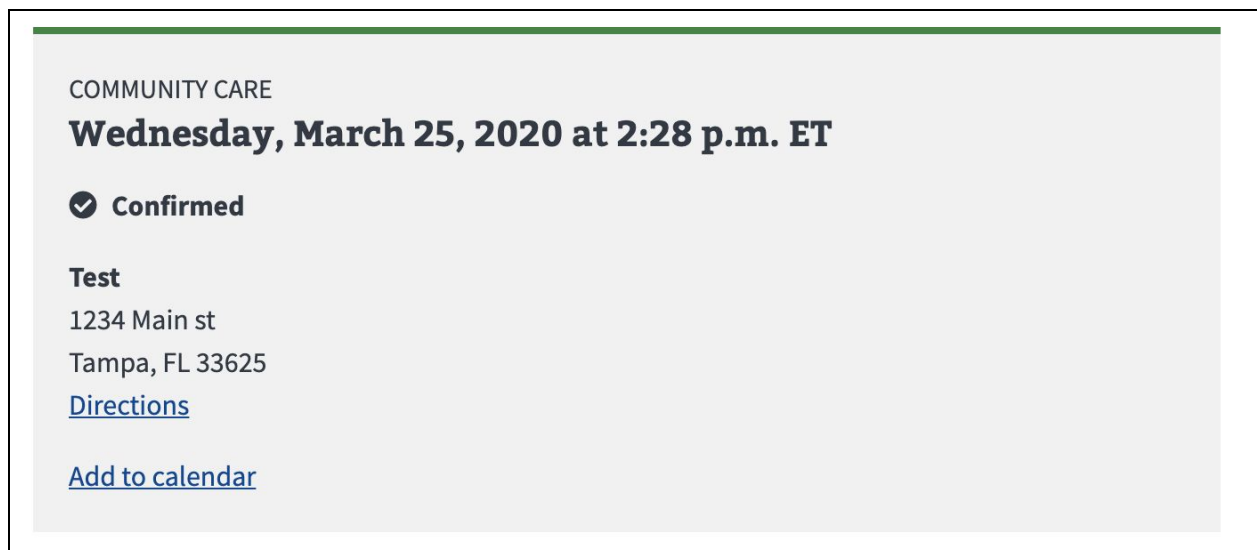


Fig. 9: Community Care Appointment card


VA appointment requests

- Facility name
- Facility address
- Google Maps directions link

- Preferred dates & times
- A 'show more' button that expands the reason for the appointment as entered by the veteran, as well as the veteran's contact details

VA APPOINTMENT

Primary care appointment


Canceled

CHYSHR-Loveland VA Clinic
5200 Hahns Peak Drive
Loveland, CO 80538-8852
[Directions](#)
Main phone: [970-313-0027](tel:970-313-0027)

Preferred date and time
Wed, February 19, 2020 in the morning
Tue, February 25, 2020 in the afternoon
Thu, February 27, 2020 in the morning

Show less ^

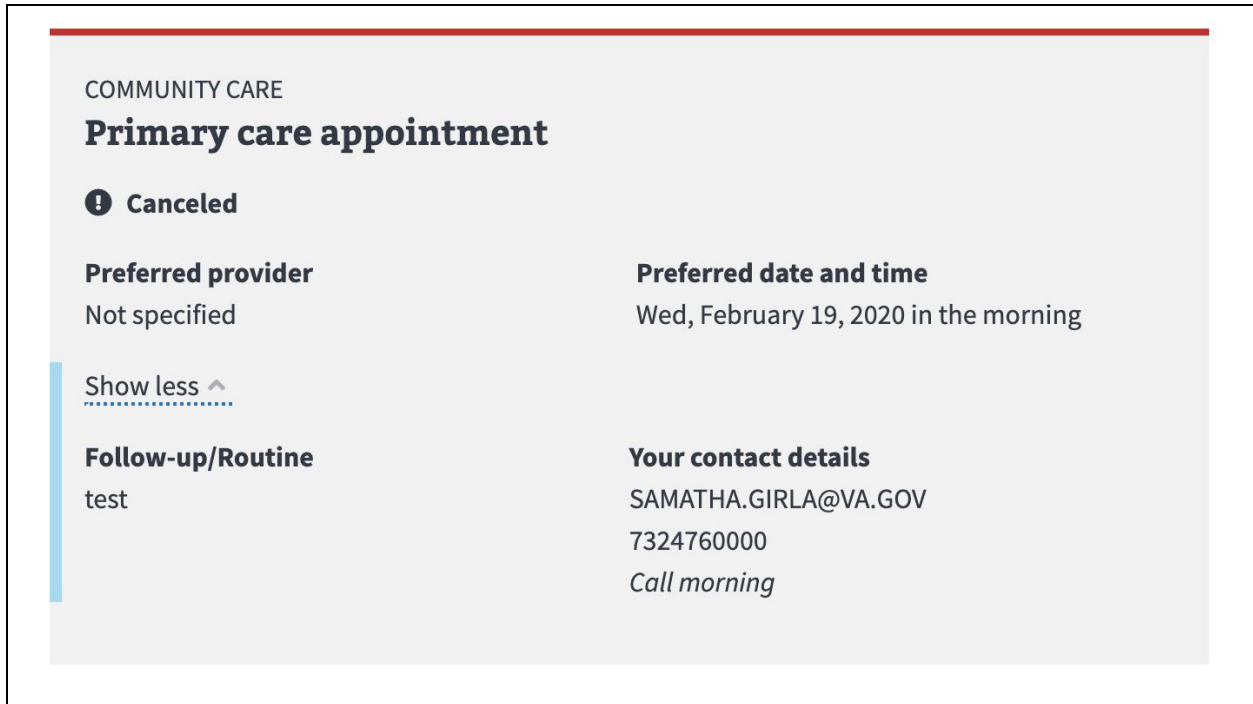
New issue
more details

Your contact details
someone@va.gov
1112223333
Call morning

Fig. 10: VA Appointment Request card

Community Care requests

- Preferred provider (if provided by the veteran at time of request booking)
- Preferred dates & times
- Reason for appointment
- Veteran's contact details

The image shows a screenshot of a 'Community Care Appointment Request card'. At the top, it says 'COMMUNITY CARE' in a small font, followed by 'Primary care appointment' in a larger, bold font. Below this, there is a status indicator: a blue circle with an exclamation mark followed by the word 'Canceled'. The card is divided into two main sections. The left section contains 'Preferred provider' with the value 'Not specified', a 'Show less' link with an upward arrow, and 'Follow-up/Routine' with the value 'test'. The right section contains 'Preferred date and time' with the value 'Wed, February 19, 2020 in the morning' and 'Your contact details' with the email 'SAMATHA.GIRLA@VA.GOV', the phone number '7324760000', and the text 'Call morning'. A light blue vertical bar is on the left side of the card.

COMMUNITY CARE

Primary care appointment

! Canceled

Preferred provider
Not specified

Preferred date and time
Wed, February 19, 2020 in the morning

[Show less ^](#)

Follow-up/Routine
test

Your contact details
SAMATHA.GIRLA@VA.GOV
7324760000
Call morning

Fig. 11: Community Care Appointment Request card

Cancel appointments and requests

All appointments and requests in the list on the VAOS homepage have a link that, when clicked, will attempt to cancel the appointment or request. Specifically, after clicking the link, a veteran will get a confirmation modal asking them to confirm that they want to cancel. If they affirm their cancellation, the tool will attempt to cancel the appointment or request. If successful, the veteran will see a confirmation of the cancellation and the appointment list will now show the appointment as cancelled (except for appointment requests with past preferred dates – these will drop off the list).

What can be cancelled?

- All requests (community care as well as VA) can be cancelled at any time
- VA appointments may be cancellable, but the tool won't know until a cancellation attempt is made
 - The ability to cancel any given appointment is determined by the site's specific configuration. While some sites allow cancelling online for certain types of care, other sites do not (or may not support cancelling the same types of care).
- VA Video Connect (telehealth) appointments are not cancellable
- Community Care confirmed appointments are not cancellable

What happens if a cancellation fails?

Cancellations may fail to go through for a variety of reasons. If the appointment type being cancelled is a confirmed appointment, the most likely reason is that the hosting facility or clinic does not allow online cancellation of appointments for that type of care.

Alternatively, an appointment cancellation may fail for a service-related issue. These typically resolve on their own within a few minutes.

If a cancellation fails, a confirmation screen will indicate that the attempt failed and will give the veteran phone numbers to call to help resolve the scheduling issue instead.

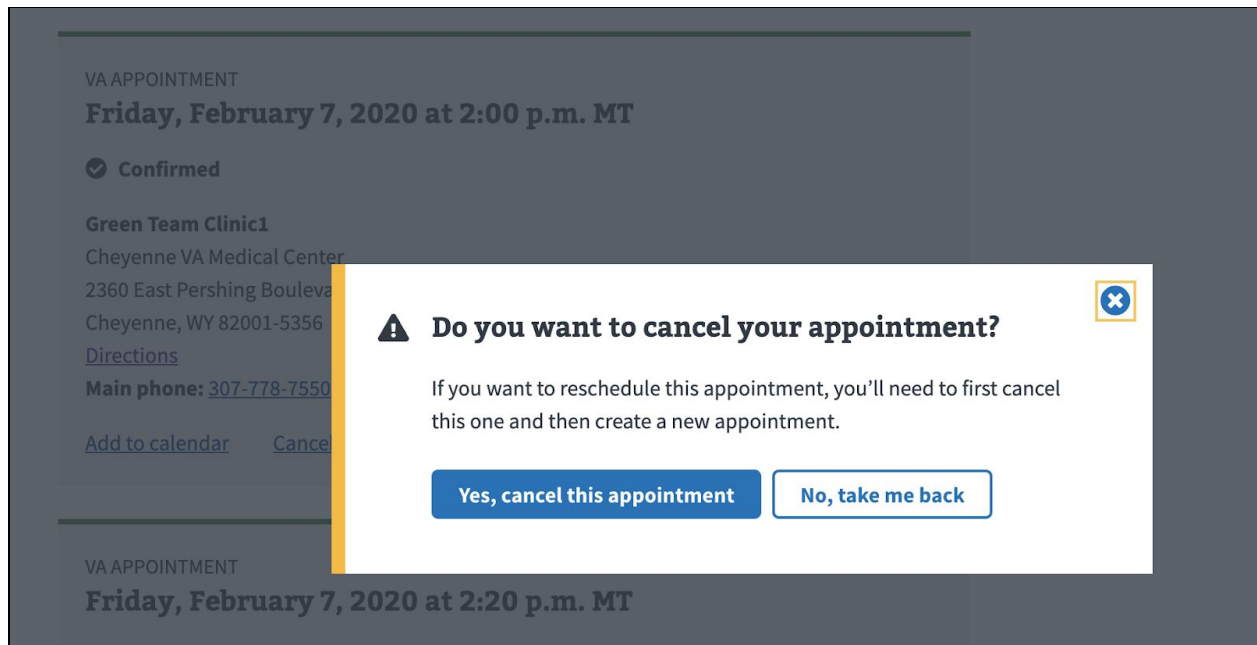


Fig. 12: Cancel appointment affirmation screen

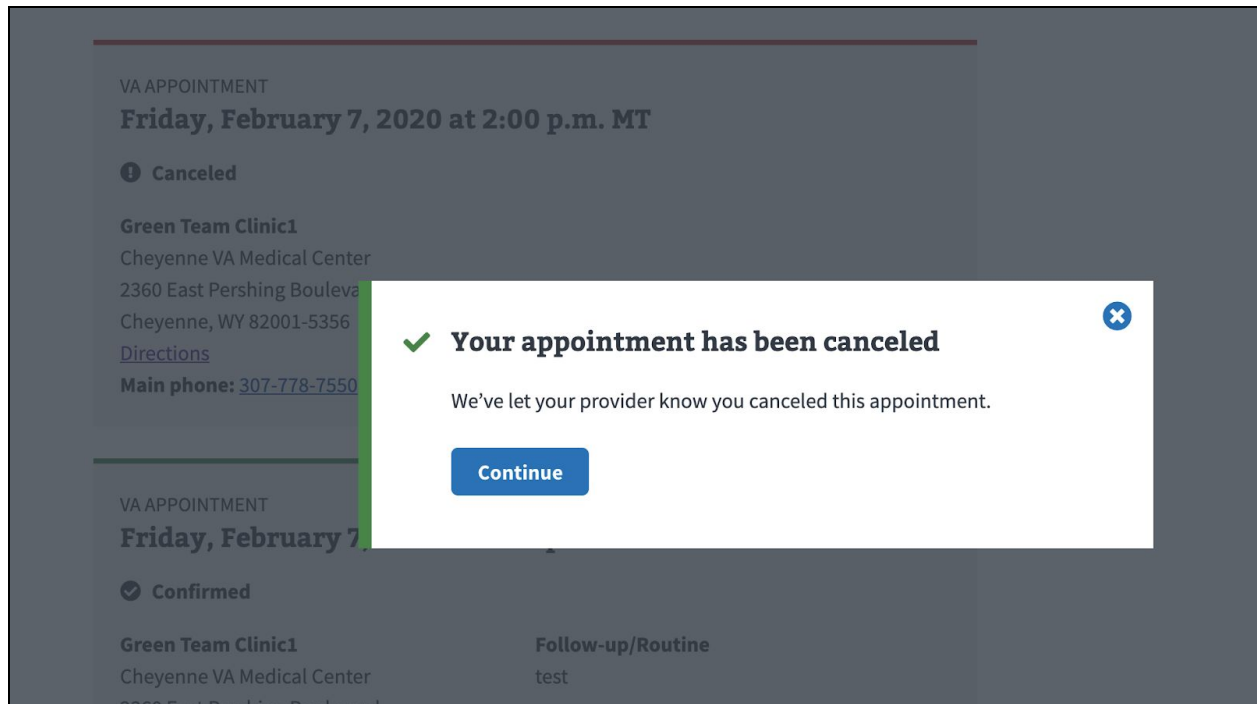


Fig. 13: Cancellation attempt successful

Schedule a new appointment

Starting the scheduling process

To start the scheduling process, click on the 'Schedule an appointment' button at the top of the VAOS homepage (above the list of upcoming appointments).

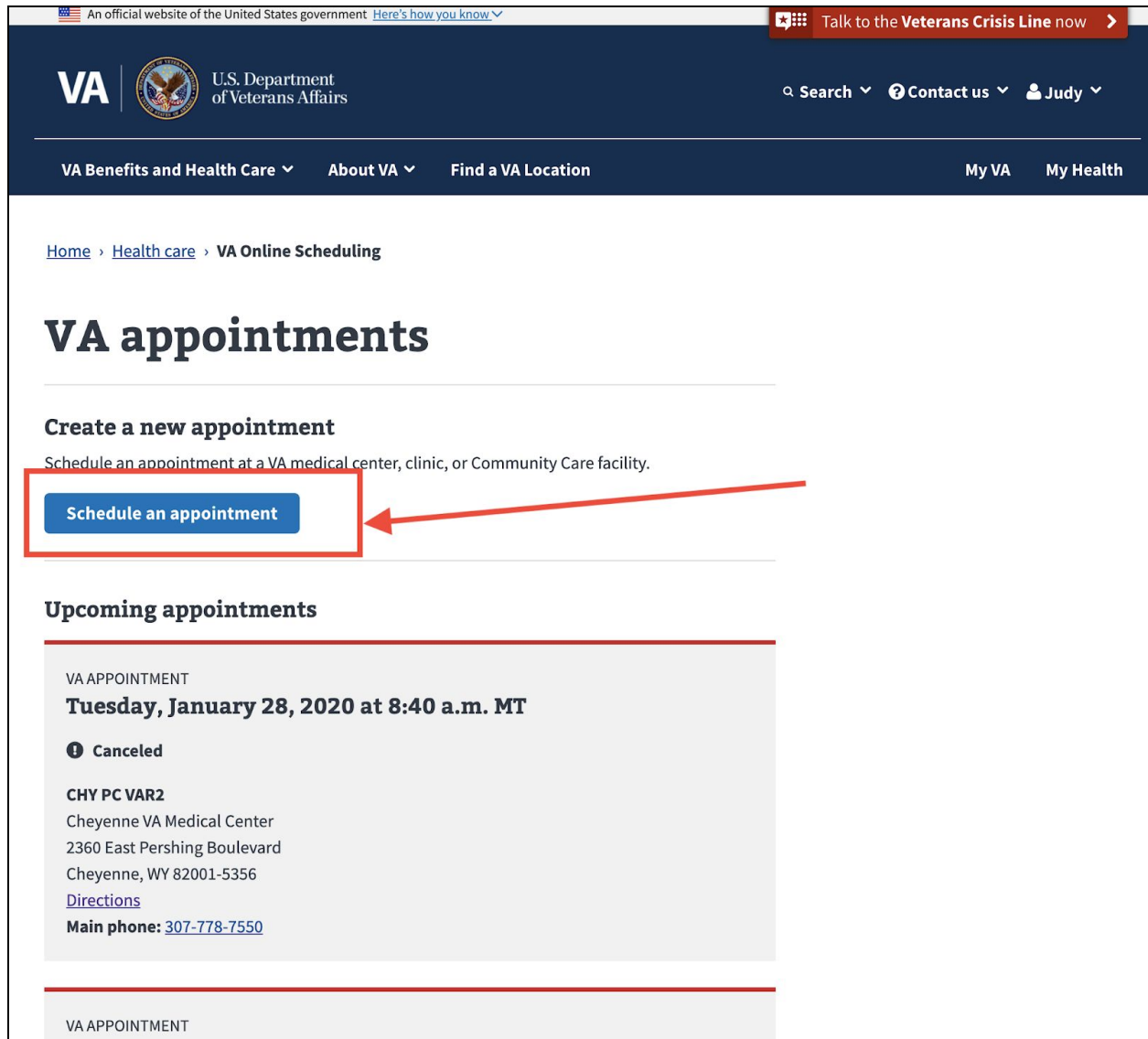


Fig. 14: Button to start scheduling a new appointment is at the top of the VAOS homepage

Overview of the scheduling process

The scheduling process is organized into three chronological chapters:

1. **Selecting a type of care and provider options for an appointment**
2. **Entering appointment details including the date / time, visit type, etc.**
3. **Providing contact information and submitting the request**

Possible scenarios for the Appointment Details chapter

In general, all appointments share very similar 1st and 3rd chapters. However, the second chapter (appointment details) is highly conditional and based on the veteran's answers to

questions in chapter 1 as well as some questions in the early parts of chapter 2. Depending on the answers, veterans will see one of:

- VA Appointment Request flow
 - In many cases, veterans will not be scheduling an appointment but will rather be submitting a request to have a scheduling clerk schedule an appointment for them with the given information in the request.
- Community Care Appointment Request flow
 - Some veterans may have the option of seeing a Community Care provider. Veterans who elect this option are only able to submit a request for an appointment with a Community Care provider. A scheduling clerk will receive this request and take care of actually scheduling an appointment time.
- VA Direct Scheduling flow
 - Some veterans may have the option of directly scheduling an appointment. When possible, VAOS will schedule an actual appointment with an actual time slot for veterans with the given information entered by them.

Chapter 1: Select type of care and provider details for an appointment

Select a Type of Care

The first screen in the scheduling process is pivotal to the downstream options available to a veteran. On this page, veterans will pick the type of care that they are seeking. The available types of care are:

- Amputation care
- Audiology and speech
- Mental health
- MOVE! Weight management program
- Nutrition and food
- Ophthalmology
- Optometry
- Pharmacy
- Podiatry
- Primary care
- Sleep medicine
- Social work

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NEW APPOINTMENT

Choose the type of care you need

- ☐ Amputation care
- ☐ Audiology and speech (including hearing aid support)
- ☐ Mental health
- ☐ MOVE! weight management program
- ☐ Nutrition and food
- ☐ Ophthalmology
- ☐ Optometry
- ☐ Pharmacy
- ☐ Podiatry (only available online for Community Care appointments)
- ☐ Primary care
- ☐ Sleep medicine
- ☐ Social work

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Fig. 15: Type of Care selection page

Note on 'Audiology and speech'

'Audiology' is actually a base category that includes both 'Routine hearing exam' as well as 'Hearing aid support.' Veterans who elect for a VA appointment will not have to pick which of these two subcategories they need – but veterans who choose Community Care will have to make a selection later in the scheduling process.

Note on 'Sleep medicine'

'Sleep medicine' is a base category that includes both 'Sleep medicine and home sleep testing' as well as 'Continuous Positive Airway Pressure (CPAP)' subcategories. Veterans who choose 'Sleep medicine' will need to make a subcategory selection on the next page in the scheduling workflow (regardless of whether they are making a VA or Community Care appointment).

Choose between VA and Community Care providers

After a Type of Care is selected, a veteran may be presented with the choice of scheduling a VA appointment or scheduling a Community Care appointment. Whether or not a veteran sees this page and has to make this choice is determined automatically by the VAOS tool, based on several factors:

- **Type of Care:** Only audiology, Nutrition and food, Optometry, Podiatry, and Primary Care are eligible for Community Care scheduling online. Likewise, Podiatry is only available online for veterans wishing to schedule a Community Care appointment.
- **Veteran's Community Care Eligibility status:** Currently, the service that provides eligibility information to the VAOS tool only checks eligibility based on static codes. However, over the coming weeks, the service will begin factoring in drive time eligibility checks. In the long-term, the service may also check eligibility based on wait times, but this capability does not yet exist. If a veteran suspects they should be eligible for Community Care but are not, they should call their local VA facility to help them schedule an appointment.
- **Veteran's VA Healthcare System registration status:** In addition to being eligible for Community Care, a veteran must be registered in a VA system that currently supports scheduling Community Care appointments online. Not all systems support this capability. Thus, a veteran who is eligible for Community Care may not get the option to choose Community Care through VAOS because they are not registered at any sites that support Community Care scheduling.

Community Care and Podiatry

Podiatry is online available for online scheduling within the context of Community Care. Thus, if a veteran selects Podiatry on the Type of Care page and doesn't meet the above criteria for Community Care scheduling, this veteran will be told that Podiatry appointments can't be scheduled for them. Alternatively, if a veteran does meet Community Care eligibility requirements for Podiatry, that veteran will be directed to the Community Care scheduling workflow automatically and will bypass the 'Choose where you want to receive your care' page. If they wish to make a podiatry appointment at a VA facility, they can still do so by calling their local VA facility.

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NEW APPOINTMENT

Choose where you want to receive your care

You're eligible to see either a VA provider or Community Care provider for this type of care.

(*Required)

☐ **VA medical center or clinic**
Go to a VA medical center or clinic for this appointment

☐ **Community Care facility**
Go to a Community Care facility near your home

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Need help?

Fig. 16: VA or Community Care choice page

Chapter 2: Appointment Details

Scheduling a VA Appointment

If a veteran either actively chooses to have their appointment at the VA or doesn't get the option to choose, they will be put into the VA scheduling flow after selecting a type of care.

Choosing a VA Healthcare System and Facility

After selecting a type of care, veterans will be presented with a list of VA healthcare systems (if registered at more than 1) and the VA facilities within them. Veterans are required to choose a system and facility for their appointment.

Once a facility is selected, the VAOS tool performs automated checks to ensure that the veteran is able to complete the scheduling process at that facility. These checks include:

- **Type of Care:** Not all facilities support a given type of care – and even when they do, they may not support scheduling that type of care online. Each facility is configured independently from others.
- **Recency:** Veterans are only able to use online scheduling if they've been seen at the selected facility for that type of care in the past 2 years. VAOS will automatically check their completed appointment history to make this determination.
- **Request Limits:** Facilities may opt to enforce a limit on the number of requests that can be outstanding simultaneously for a given type of care. If a veteran is at or above this number of outstanding requests, they will not be able to complete the scheduling process for that type of care at the facility.
 - Note: veterans should be able to navigate back to the VAOS homepage and from there, find & cancel the outstanding request if desired. That should clear out their active requests and enable them to schedule a new appointment. This may not be prudent as it could adversely reset their wait time for an appointment due to the new request restarting at the bottom of the scheduling queue.

If a veteran's scheduling selections fail any of these checks, the veteran will be prevented from continuing the scheduling process until a different selection is made (either with regard to the type of care or the system / facility for the appointment). An alert message with more details about the failed check will show on the selection page at that time.

NEW APPOINTMENT

Choose a VA location for your appointment

You're registered at the following VA medical centers. Please let us know where you would like to have your appointment. (*Required)

- ☐ DAYTSR -Dayton VA Medical Center
- ☒ CHYSHR-Cheyenne VA Medical Center

Appointments are available at the following locations. Some types of care are only available at certain locations. Please choose your preferred location. (*Required)

- ☒ CHYSHR-Cheyenne VA Medical Center (Cheyenne, WY)
- ☐ CHYSHR-Sidney VA Clinic (Sidney, NE)
- ☐ CHYSHR-Fort Collins VA Clinic (Fort Collins, CO)
- ☐ CHYSHR-Loveland VA Clinic (Loveland, CO)
- ☐ CHYSHR-Wheatland VA Mobile Clinic (Cheyenne, WY)

⚠ This facility does not allow online requests for this type of care

This facility does not allow scheduling requests for this type of care to be made online. Not all facilities support online scheduling for all types of care.

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Fig. 17: System & facility selection page, with failed type of care check alert

Direct scheduling

Some facility + Type of Care combinations support direct scheduling an appointment time with a specific clinic. If the VAOS tool determines that a veteran's specific combination of answers

enables them to directly schedule an appointment time, the tool will put them in the corresponding workflow to finish the direct scheduling process.

selecting a patient clinic

After selecting a VA system and facility, the veteran may be presented with a screen listing all of the clinics at which a veteran has been seen for that type of care at that VA facility. This screen will only show if the veteran's combination of selections makes their appointment eligible for direct scheduling, which is determined automatically by the VAOS tool based on:

- **Direct scheduling is configured for the selected type of care at the selected facility:** direct scheduling must be configured by the facility for each type of care. Not all types of care at all facilities are configured for direct scheduling.
- **Veteran has been seen for the selected type of care at the given clinic:** in the list of clinics, a veteran will only see clinics that they've been seen at in the past 2 years. Thus, if a veteran has not been seen at any clinics for this type of care within the past 2 years, they will not have any clinics to select and will not see the direct scheduling page.

If a veteran does not recognize any of the clinics in their clinics list, or does not wish to proceed scheduling into any of them, they can select the 'I need a different clinic' option. Clicking this option will send veterans to the 'request an appointment' flow, which is covered later in this guide.

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NEW APPOINTMENT

Choose your VA clinic for your primary care appointment

In the last 24 months you have had a primary care appointment in the following clinics, located at:

Cheyenne VA Medical Center

2360 East Pershing Boulevard

Cheyenne, WY 82001-5356

Main phone: [307-778-7550](tel:307-778-7550)

You can choose a clinic where you've been seen or request an appointment at a different clinic. (*Required)

- ☐ Green Team Clinic1
- ☐ CHY PC CASSIDY
- ☐ Green Team Clinic2
- ☐ CHY PC VAR2
- ☐ I need a different clinic

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Fig. 18: Selecting an appointment clinic

Selecting a date and time for an appointment

Once a clinic has been selected, veterans will be prompted to select a preferred date for their appointment. This information is used to 1.) report on VA wait times and 2.) determine which dates are closest to the veteran's preferred date, in order to show the correct dates in the calendar on the next page.

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NEW APPOINTMENT

Tell us when you want to schedule your appointment

When is the earliest you want to be seen? (*Required)

Month	Day	Year
Apr ▾	1 ▾	2020

Why are you asking me this? ▾

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Need help?

Fig. 19: Entering a preferred appointment date

Once a preferred date has been selected, veterans will see a calendar with available appointment dates. After selecting a date, they'll be able to choose an open time slot. These available dates and time slots are retrieved from the clinic's current status, so should accurately reflect the times available for an appointment.

NEW APPOINTMENT

Tell us the date and time you'd like your appointment

Please select a desired date and time for your appointment. Appointment times are displayed in Mountain time (MT).

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✓ 26

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☐ 2:00 p.m.

☒ 2:20 p.m.

☐ 2:40 p.m.

March 2020

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Wednesday

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6

9

10

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16

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20

Fig. 20: Selecting a date and time for a VA direct scheduled appointment

Creating an appointment request

Given that not all types of care at all facilities support direct scheduling through VAOS, veterans may be prompted to create an appointment request instead of directly scheduling an appointment.

Select preferred appointment dates

The next page after selecting a VA system and facility will present veterans with an interactive calendar of dates. Veterans will need to select a date as well as general time of day (am or pm) that they would prefer for their appointment. Up to 3 day + time of day combinations can be selected, but only one is required.

There is no guarantee that the VA will be able to accommodate a veteran's date and time preferences, so veterans are encouraged to use all three possible slots.

NEW APPOINTMENT

Choose a day and time for your appointment

You can choose up to 3 dates. A scheduling coordinator will call you to schedule the best time for your appointment.

[< Previous](#)[Next >](#)

January 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

February 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	AM 4	5	AM 6 PM	7
			<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
10	11	12	13	14

Fig. 21: Choose a preferred date and time of day for a VA appointment request

Scheduling a Community Care Appointment

If a veteran meets all of the eligibility requirements for scheduling a Community Care appointment (as outlined in the 'Choose VA or Community Care' section earlier) and chooses the Community Care option on the corresponding page, that veteran will be taken down the Community Care appointment request flow. Note that Community Care appointments cannot be directly scheduled in VAOS – an appointment request must be submitted instead.

Select a preferred date

The first page in the Community Care scheduling workflow will present veterans with an interactive calendar. As with the VA Appointment Request workflow, veterans will need to make at least one date selection, but can choose up to 3 distinct date + time of day combinations that fit best with their schedules.

NEW APPOINTMENT

Choose a day and time for your appointment

You can choose up to 3 dates. A scheduling coordinator will call you to schedule the best time for your appointment.

[< Previous](#)[Next >](#)

January 2020

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

February 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	AM 4	5	AM 6 PM	7
			<input checked="" type="checkbox"/> AM	<input checked="" type="checkbox"/> PM
10	11	12	13	14

Fig. 22: Select a preferred date and time of day for a Community Care appointment request

Community Care Preferences

After selecting preferred dates, veterans will be asked to select:

- [If registered at more than 1 VA healthcare system that supports online scheduling] a city/state that is closest to them
 - Note that these city/state combinations in the list represent the city/state components of parent VAMC addresses
- Preferred language for the appointment
- [Optional] preferred provider contact information

The screenshot shows a web form titled 'Tell us your Community Care preferences'. At the top, there is a breadcrumb trail: 'Home > Health care > VA Online Scheduling > New appointment'. Below this, the text 'NEW APPOINTMENT' is displayed. The main heading is 'Tell us your Community Care preferences'. The first question is 'Do you prefer that your Community Care provider speak a certain language? (*Required)', followed by a dropdown menu currently set to 'English'. The second question is 'Do you have a referral or preferred Community Care provider for this appointment? (*Required)', with two radio button options: 'Yes' (unselected) and 'No/I don't know' (selected). At the bottom, there are two buttons: '« Back' and 'Continue »'.

[Home](#) > [Health care](#) > [VA Online Scheduling](#) > **New appointment**

NEW APPOINTMENT

Tell us your Community Care preferences

Do you prefer that your Community Care provider speak a certain language? (*Required)

English

Do you have a referral or preferred Community Care provider for this appointment? (*Required)

☐ Yes

☒ No/I don't know

[« Back](#) [Continue »](#)

Fig. 23: Select Community Care provider preferences

Select a reason for your appointment

After selecting a date/time (or for VA requests, after selecting a phone/office/video visit), veterans will need to select a reason for their appointment, as well as writing more details about the appointment. For appointment requests, the information written into the text box is sent to

scheduling clerks. For directly scheduled appointments, the information goes to the provider who will review it before the appointment itself.

[Home](#) › [Health care](#) › [VA Online Scheduling](#) › **New appointment**

NEW APPOINTMENT

Choose a reason for your appointment

Please let us know why you're making this appointment. **(*Required)**

☒ Routine or follow-up visit

☐ I have a new medical issue

☐ I have a concern or question about my medication

☐ My reason isn't listed here

Please give us more detail about why you're making this appointment. This will help us schedule your appointment with the right provider or facility. Please also let us know if you have any scheduling issues, like you can't have an appointment on a certain day or time. **(*Required)**

100 characters remaining

[« Back](#)

Continue »

Fig. 24: Choose a reason for your appointment

[VA Appointment Request flow only] Select how you'd like to be seen

When creating an appointment request, VAOS will ask veterans to choose between an in-person office visit, a phone call, or a VA Video Connect (telehealth) appointment. This page appears after the 'reason for appointment' page and does not show for veterans who are

directly scheduling an appointment (only in-person office visits can be directly scheduled online through the VAOS tool).

The screenshot shows a web page for scheduling a VA appointment. At the top, there is a breadcrumb trail: [Home](#) > [Health care](#) > [VA Online Scheduling](#) > **New appointment**. Below this, the text 'NEW APPOINTMENT' is displayed. The main heading is 'Choose a type of appointment' in a large, bold, dark font. Underneath, a message reads: 'Please let us know how you would like to be seen for this appointment. (*Required)'. There are three radio button options: 'Office visit', 'Phone call', and 'Telehealth (through VA Video Connect)'. At the bottom of the form area, there are two buttons: a light blue button with a dark blue border labeled '« Back' and a solid dark blue button labeled 'Continue »'. Below the buttons, there is a section titled 'Need help?' followed by a horizontal line.

Fig. 25: Choose how you'd like to be seen for VA appointment requests

Chapter 3: Contact Information and Submit

Select preferred contact information

After entering a reason for appointment (or selecting a type of visit in the case of the direct scheduling flow), veterans are presented with their contact information for purposes of follow-up. The phone and email address that pre-populate are derived from the Veteran Profile database – however, if any veteran wants to change the contact information for appointments, they can overwrite the populated information on this page.

Additionally, veterans are required to indicate their preferred time of day for phone calls that may be made by the VA to confirm details about the appointment.

[Home](#) › [Health care](#) › [VA Online Scheduling](#) › **New appointment**

NEW APPOINTMENT

Your contact information

This is the contact information we have on file for you. We'll use this information to contact you about scheduling your appointment. You can update your contact information here, but the updates will only apply to this tool.

If you want to update your contact information for all your VA accounts, please [go to your profile page](#).

Your phone number **(*Required)**

123-456-7890

What are the best times for us to call you? **(*Required)**

☒ Morning (8 a.m. – noon)

☐ Afternoon (noon – 4 p.m.)

☐ Evening (4 p.m. – 8 p.m.)

Your email address **(*Required)**

SOMEONE@VA.GOV

[« Back](#)

[Continue »](#)

Fig. 26: Enter preferred contact information for appointment follow-up

Review your appointment & submit

The review page comes after contact information. On this page, veterans will get a chance to see the information they've provided before submitting the appointment or appointment request. Most review fields include an 'edit' button on the right-hand side that, when pressed, will navigate the veteran to the screen in VAOS that asked for the given information.

Once a veteran is satisfied that the information on the page is accurate, they can submit by hitting the blue 'submit' button at the bottom of the review screen.

Review your appointment details

You're requesting a Community Care appointment

Please review the information before submitting your request. If you need to update any details, click Edit to go back to the screen where you entered the information. After you update your information, you'll need to go through the tool again to request your appointment.

COMMUNITY CARE

Primary care

Preferred date and time

[Edit](#)

February 05, 2020 in the morning

Preferred provider

[Edit](#)

Provider not specified

Prefers provider to speak English

Practice in

Follow-up/Routine

[Edit](#)

hi

Your contact details

[Edit](#)

SOMEONE@VA.GOV

1234567890

Call morning

Request appointment

Fig. 27: Review appointment or request details

Confirmation screen


A confirmation screen should show regardless of whether the submission was successful or failed. In both cases, the confirmation screen will include information about the status of the request (success vs. fail) as well as the details of the booked appointment or appointment

request. From the confirmation screen, veterans have options to start a new appointment, view their list of appointments and requests, or click a link to add the current appointment to their calendar (in the case of directly scheduled appointments).

[Home](#) › [Health care](#) › [VA Online Scheduling](#) › **New appointment**


NEW APPOINTMENT

Your appointment request has been submitted

 **Your appointment request has been submitted.**
We're reviewing your request. You don't have anything to do right now. A scheduler will contact you to schedule the first available appointment.

COMMUNITY CARE

Primary care appointment

 **Pending**
The time and date of this appointment are still to be determined.

Preferred provider
No preference

Preferred date and time
February 5, 2020 in the morning

[Show more](#) ▼

[View your appointments](#)

[New appointment](#)

Fig. 28: Confirmation screen

