

- Introduction
 - Hello, and welcome to the Patient Check-In product demo. This video demonstrates how Veterans can use the product to check in to their scheduled medical appointments using their mobile device.
 - The product uses a two-step process, starting with pre-check-in and finishing with check in on the day of the appointment.
 - Product Guides for the tools can be found here (point to url)
- Pre-Check-in
 - Pre-check-in typically begins 7 days before the Veteran's scheduled medical appointment (with some variation between clinics).
 - Veterans will receive a text message on their mobile device asking them to confirm their appointment. Once confirmed they will receive a personalized link to begin pre-check-in on VA.gov.
 - When the Veteran opens the link, they will be required to sign in using their last name and last four digits of their social security number.
 - If a Veteran has difficulty signing in, it may be necessary to contact the VA to check what information is on file for their account.
 - Once signed in, the Veteran will see a list of their appointments for the current day. They can get started on the pre-check-in process by tapping "answer questions."
 - The Veteran will first be asked to confirm their current contact information including
 - They can select Yes or No to indicate if the information is correct
 - The Veteran will next be asked to confirm their current emergency contact including.....
 - Finally, the Veteran will be asked to confirm their next of kin information including....
 - Once they have confirmed all three by selecting yes or no, they have completed pre-check-in and can exit the page.
 - If they answered "No" to any questions, instructions will be provided on how to update their information by visiting VA.gov or talking to a staff member on the day of their appointment.
 - Pre check in closes at 11:59pm the day before their scheduled appointment.
- Check-in
 - On the day of their appointment, and no more than 30 minutes before the appointment time, the Veteran can access the check in tool by texting "check in" to "53079" or scanning the QR code located on posters throughout the clinics with their mobile device.

- Veterans will receive a personalized link to use for checking in to their appointment.
- If any of the following issues occur, the Veteran will receive a text message instructing them to see a staff member at the clinic to complete check in or provide additional instructions:
 - Their mobile number does not match the number on file with the VA
 - Their health insurance needs review;
 - It is too early to check in, and therefore the Veteran needs to wait until 30 minutes or less before their scheduled appointment;
 - It is too late to check in, that is, it's 15 minutes or more after their scheduled appointment;
 - There was a problem with the check in tool;
 - Or, an appointment could not be found;
- When the Veteran opens the link, they will be required to sign in using their last name and last four digits of their social security number.
- If a Veteran has difficulty signing in, it may be necessary to contact the VA to check what information is on file for their account.
- Once signed in
 - if the Veteran did not complete the pre-check-in confirmations, they are asked to confirm their contact, emergency contact, and next of kin information before they are able to complete check in
 - If the Veteran completed pre-check-in, they will not be asked to confirm their information again prior to checking in
- If “No” is answered to any of the contact confirmation questions, the Veteran is instructed to check in with a staff member at the clinic to complete check in and update their information
- If “Yes” is answered to all contact confirmation questions, the Veteran will see a list of their appointments for the current day and can tap “Check in now” for one of their appointments
- The Veteran is now checked in for their appointment and the staff notified that they have checked in. The Veteran can now be seated in the waiting room until they are called for their appointment.
- If the Veteran needs to check in to another appointment on the same day, they can repeat the check in process by texting “check in” to “53079.”
- Conclusion
 - I hope this demonstration was helpful. Please reach out to the Modernized Check in Team with any questions. Thank you.