

# August 6, 2021 Appointment Communications

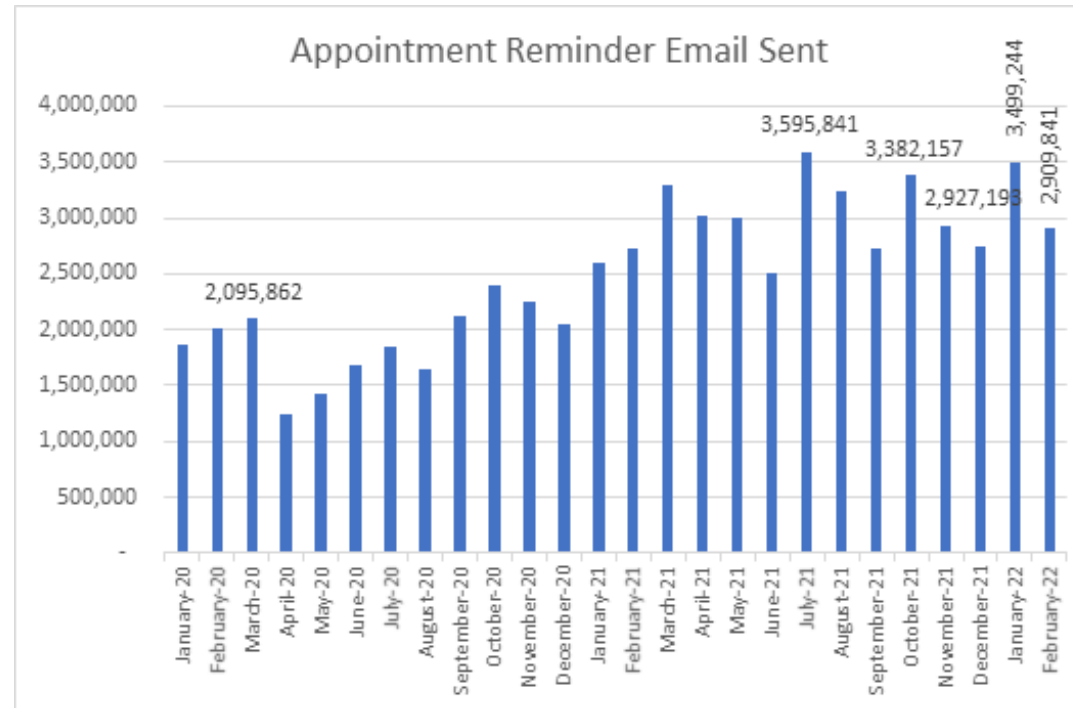
*The notifications one Veteran received before an appointment*

# VA Communications for my Appointment on 6 August 2021

- Emails
  - MHV 22 July 2021 - 15 days before
  - MHV 02 Aug 2021 - 4 days before
- Reminder Text plus Thank you for confirming text
  - 30 July - 6 days before
  - 4 August - 2 days before
  - 5 August (Thanks for confirming)
- Phone calls
  - 3 August - 3 days before
  - 4 August - 2 days before

# Reminder Emails

*MHV sends close to 3.5M appointment reminder emails each month to users that have requested the notification.*



Dear [REDACTED],

This is a reminder that you have one or more upcoming VA Appointment(s).  
**Your VA Appointment information was last updated in My HealtheVet on 21 Jul 2021 @ 0930 EDT.** Any changes you or the VA staff have made since then are NOT included in this letter.  
**Before Your Appointment:**

- Call your [VA facility](#) to validate the date, time and type of appointment (*telephone, video, in-person*).
- Bring your health insurance information.
- You may have access to [schedule or cancel a VA appointment online](#).

**CORONAVIRUS:**

If you have Coronavirus symptoms such as fever, cough, and/or shortness of breath, call your [local VA medical center](#). If you have an appointment, consider changing it to [a telehealth appointment](#). Read VA's [latest coronavirus information](#).

**NOTES:**

- Some VA appointments may not be viewable in My HealtheVet
- The date and time shown for your VA Appointment(s) below reflects the time zone where your appointment is scheduled.

**Upcoming Telephone, Video or In-Person VA Appointment(s):**

-----  
-----  
-----

- If you received this message in error or need technical assistance, please contact the [My HealtheVet Help Desk](#) or by phone 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. CT
- or 1-800-877-8339 (TTY).

**Please do not reply directly to this email as it is an automated message from the My HealtheVet System**

Date:	06 Aug 2021 @ 1400 MDT
Status:	Confirmed
Medical Center Division:	[REDACTED] VAMC
Clinic Contact Information:	(555)555-5555
Date:	13 Jun 2022 @ 1420 MDT
Status:	Confirmed
Medical Center Division:	[REDACTED] VAMC
Clinic Contact Information:	555-555-5555

**Quick Reference Guide:**

View the clinic where you are scheduled and other details of your VA Appointments

Change your VA Appointment email notification settings

- Go to My HealtheVet at [www.myhealth.va.gov](#) and log on to your account
- Select the Get Care tab, then select the Appointment tab to view your VA Appointments Summary
- Select the clinic name to view your VA Appointment details
- Go to My HealtheVet at [www.myhealth.va.gov](#) and log on to your account
- Select the Personal Information tab from the main menu, then select [My Profile](#)

From: Department of Veterans Affairs: My HealtheVet <[No\\_Reply\\_Allowed@va.gov](mailto:No_Reply_Allowed@va.gov)>

Date: Mon, Aug 2, 2021, 11:50 PM  
Subject: VA Appointment Reminder  
To: <[REDACTED]@gmail.com>

Dear [REDACTED],

This is a reminder that you have one or more upcoming VA Appointment(s).  
**Your VA Appointment information was last updated in My HealtheVet on 02 Aug 2021 @ 0212 EDT.** Any changes you or the VA staff have made since then are NOT included in this letter.

**Before Your Appointment:**

- Call your [VA facility](#) to validate the date, time and type of appointment (*telephone, video, in-person*).
- Bring your health insurance information.
- You may have access to [schedule or cancel a VA appointment online](#).

**CORONAVIRUS:**

If you have Coronavirus symptoms such as fever, cough, and/or shortness of breath, call your [local VA medical center](#). If you have an appointment, consider changing it to [a telehealth appointment](#). Read VA's [latest coronavirus information](#).

**NOTES:**

- Some VA appointments may not be viewable in My HealtheVet
- The date and time shown for your VA Appointment(s) below reflects the time zone where your appointment is scheduled.

**Upcoming Telephone, Video or In-Person VA Appointment(s):**

-----  
-----  
-----

•If you received this message in error or need technical assistance, please contact the [My HealtheVet Help Desk](#) or by phone 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. CT or 1-800-877

Date:  
Status:  
Medical Center Division:  
Clinic Contact Information:

06 Aug 2021 @ 1400 MDT  
Confirmed  
[REDACTED] VAMC  
(555)555-5555

Date:  
Status:  
Medical Center Division:  
Clinic Contact Information:

13 Jun 2022 @ 1420 MDT  
Confirmed  
[REDACTED] VAMC  
555-555-5555

**Quick Reference Guide:**

View the clinic where you are scheduled and other details of your VA Appointments

Change your VA Appointment email notification settings

- Go to My HealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov) and log on to your account
- Select the Get Care tab, then select the Appointment tab to view your VA Appointments Summary
- Select the clinic name to view your VA Appointment details
- Go to My HealtheVet at [www.myhealth.va.gov](http://www.myhealth.va.gov) and log on to your account
- Select the Personal Information tab from the main menu, then select [My Profile](#)

MHV Email 2 Aug 21

# *Reminder Text Messages*

30 July @ 0857

You have an upcoming appointment with PRIMARY CARE - DR. [REDACTED] ( BLDG 100 PRIMARY CARE ) at [REDACTED] VAMC on AUG 6 at 14:00.

If you have questions regarding the type of appointment (In person, Telephone or Video), please call [REDACTED] Facility main number.

Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.

Reply:

**Y45** to CONFIRM

**N46** to CANCEL

More info at <https://www.myhealth.va.gov> or [REDACTED] Facility main number

Download calendar file for this appointment.

<http://vetext.info/ics/55555.55.55>

No visitors or guests inside VA [REDACTED] Facilities.

100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.

Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [REDACTED] Facility main number.

Send STOP to end messages.

Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).

# 30 July @ 0909

- Thank you for confirming your appointment with PRIMARY CARE - DR. [REDACTED] (BLDG 100 PRIMARY CARE) at [REDACTED] VAMC. Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.
- No visitors or guests inside VA [REDACTED] Facilities.  
100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.
- Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [\[REDACTED\]](tel:[REDACTED]).  
Facility main number
- Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).



4 Aug @ 0934 from 53079

You have an upcoming appointment with PRIMARY CARE - DR. [REDACTED] BLDG 100 PRIMARY CARE ) at [REDACTED] AMC on AUG 6 at 14:00.

If you have questions regarding the type of appointment (In person, Telephone or Video), please call [REDACTED].

Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.

Reply:

Y45 to CONFIRM

N46 to CANCEL

More info at <https://www.myhealth.va.gov> or [REDACTED].

Download calendar file for this appointment.

<http://vetext.info/ics/55555555.55.55>

No visitors or guests inside VA [REDACTED] Facilities.

100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.

Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [REDACTED].

Send STOP to end messages.

Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).

# 4 Aug @ 0947

- Thank you for confirming your appointment with PRIMARY CARE - DR. [REDACTED] (BLDG 100 PRIMARY CARE) at [REDACTED] VAMC. Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.
- No visitors or guests inside VA [REDACTED] Facilities.  
100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.
- Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [\[REDACTED\]](tel:[REDACTED]).  
Facility main number
- Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).

# Text - 5 Aug @ 0925

•You have an appointment with PRIMARY CARE - DR. [REDACTED] ( BLDG 100 PRIMARY CARE ) at [REDACTED] VAMC tomorrow at 14:00. If you can't make it, we prefer you cancel, it's easy, just reply with N50 and we will find another veteran to fill your slot. Otherwise, reply Y49 to confirm you will be there.

If you have questions regarding the type of appointment (In person, Telephone or Video), please call

[REDACTED] Facility main number .

•Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.

•More info at <https://www.myhealth.va.gov> or [REDACTED] Facility main number .

•No visitors or guests inside VA [REDACTED] Facilities.  
100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.

•Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [REDACTED] Facility main number .

•Send STOP to end messages.

•Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).

# 5 Aug @ 1147

- Thank you for confirming your appointment with PRIMARY CARE - DR. [REDACTED] (BLDG 100 PRIMARY CARE) at [REDACTED] VAMC. Please do not arrive any earlier than 15 minutes prior to your scheduled appointment time.
- No visitors or guests inside VA [REDACTED] Facilities.  
100 percent health screenings and face masks required. Please visit [www.vafacility.va.gov](http://www.vafacility.va.gov) for more information.
- Got a fever, cold, cough or flu-like symptoms? Stay home and phone VA first: [\[REDACTED\]](tel:[REDACTED]).  
Facility main number
- Learn more about the VA Mission Act at [www.missionact.va.gov](http://www.missionact.va.gov).