VA | U.S. Department of Veterans Affairs

VA coronavirus chatbot

An interactive digital tool designed to quickly answer Veterans' top questions

THE PROBLEM

Veterans need answers quickly during the coronavirus pandemic. But relying solely on call centers to meet Veteran needs could lead to increased call volumes, frustrating hold times for Veterans, staffing challenges for VA, and delayed access to clinical advice for callers with urgent health care needs.

THE SOLUTION

In partnership with the Office of Community Care and the Veterans Experience Office, the Digital Experience Product Office within OIT launched an interactive chatbot to better serve Veterans' increased need for information and services during the coronavirus pandemic.
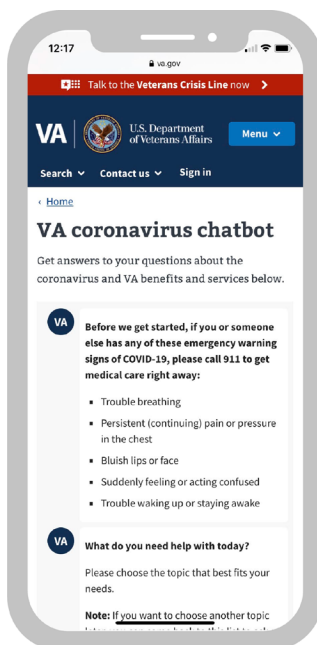
CHATBOT FEATURES

In partnership with Veterans, we researched, designed, and built a digital experience that directs users to information and services without requiring a phone call.

Basic symptom checking

Access to a coronavirus symptom self-checker tool, aligned with the latest CDC advice

Veteran-focused Frequently Asked Questions

Information about how Veterans can access VA health care and other benefits and services during this time

Need-specific contact information

Clear direction to help Veterans connect quickly with someone to talk more about their specific needs

Explore the new VA coronavirus chatbot
va.gov/coronavirus-chatbot