

Appointment Scheduling/Request Kickoff

KICKOFF

Goal:

- Build appointment request and scheduling in the VA mobile app

Which objective does this help achieve?

- From the [mobile roadmap](#): Enable Veterans to complete frequent transactions quickly

Product Notes

Product Overview

- Veterans can schedule 4 different types of appointments
 - VA Direct
 - VA Request
 - Vaccine Request
 - Community Care Request
- There are a variety of types of care a Veteran can schedule/request ranging from Primary Care to Amputation Care
 - Primary care is often the first entry point for Veterans seeking care ([DSVA scheduling research, Feb 2020](#))
- User flows vary widely from the type of appointment and type of care a Veteran is seeking

User Research


- Geography is a primary factor for participants in scheduling and accessing health care ([Facilities/Personalization Research, Jun 2021](#))
 - Participants expected to be able to edit their facility list by geographic factors other than home address; multiple participants talked about finding facilities based on their current location in VAOS and in their profile facility list. They felt this would be useful for travel.
 - In VAOS and profile, participants are expected to be able to manage facilities in their list by geographic radius.

- Personalization is expected in the scheduling flow
 - Most participants saw value in being able to save facilities to limit their options in scheduling, sending secure messages, and for travel purposes
([Facilities/Personalization Research, June 2021](#))
- There is a general negative sentiment towards calling the VA ([Facilities/Personalization Research, June 2021](#))
 - Participants described calling as taking a long time and being inefficient. One participant described lining up multiple activities to do while on hold so they didn't get bored.
- Participants understood they needed to call to schedule because a facility didn't offer online scheduling, but it didn't make sense to everyone that some VA facilities could schedule online and others could not. ([Facilities/Personalization Research, June 2021](#))
 - One participant wanted to see this information sooner in the scheduling process; they understood once they saw the information but were mildly annoyed it took that long

Analytics

- VA appointment requests are the majority of submissions
 - Appointment Types July- September 2021
 - VA Request- 90.5%
 - VA Direct - 7.6%
 - Community care request- 1.7%
 - Vaccine requests- .2%
- Appointment requests generally have higher success rates
 - Flows are much more simple
 - Submission Success Rate (July-Sept 2021)
 - VA Request- 99.14%
 - VA Direct- 87.16%
 - Vaccine- 98.48%
 - Community Care Request- 98.48%
- Primary care and mental health care types are the most popular types of appointments
- [Analytics dashboard](#)

External team dependencies

- The VAOS team owns the web-based scheduling tool on va.gov
 - Lauren Alexanderson, VA Product Owner
 - Lauren Ernest, VAOS PM
 - Peter Russo, VAOS UX
 - Corey Ferris, VAOS BE
 -  VAOS Team Guide

Test accounts

- Suggested test account:
 - cecil.morgan@id.me
- Other test accounts:
 - judy.morrison@id.me (has most permissions, so this isn't necessarily representative of the average Veteran user)
 - +998 (or +198? Confirm with Lauren) is a test user that also has a Cerner facility

Measuring success

- Appointment scheduling/request has a funnel-like structure and we can measure success by establishing milestones in the process and set up metrics to capture where folks are 'falling off' in the process
- Examples:
 - Successful submission/request conversion rate
 - Number of successful requests/Number of requests started
 - Number of successful new appointments/Number of new appointments started
 - Number of online transactions
 - Number of cancellations
 - Pageviews (already track)
 - Appointment list views
 - Appointment detail views

Launch Planning

- Timeline & targeted launch dates
 - Any drop dead VA dates?
 - The VAOS team are updating endpoints to include reschedule, and that work is scheduled to be launched in January 2022
- Contact center documentations
 - We will need to provide significant documentation to whichever call center supports this functionality

REQUIREMENTS DEFINITION

Project plan - phases of work

- Epic level sequence of chunks of work with clear outputs

MVP feature set - Product Requirements (developed by PMs and signed off by POs)

- What features should be part of this initiative?
- Feasibility signed off by BE

Open questions

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Next Steps:

- Scheduling comparative analysis