

VETERAN APPOINTMENT REQUEST (v 2.1.0)

USER GUIDE



VA

U.S. Department
of Veterans Affairs

February 21, 2015

Contents

Application Overview.....	3
Prerequisites	3
Access method	3
User credentials	3
Accessing the application.....	3
Using the Application.....	4
Logging in	4
Application Menu.....	8
User Menu	9
Scheduling an appointment	10
Scheduling a Primary Care appointment directly	11
Requesting a VAClerk.....	19
Booking by phone	25

Veteran Appointment Requests (VAR) version 2.1.0 provides the Veteran with an interface to allow them to directly schedule an appointment in VistA from the web (desktop or mobile device). The patient can view their future booked VA appointments at the VA facility they selected.

While scheduling an appointment directly, the patient will see available appointment slots in Primary Care Clinics with their Patient Aligned Care Team (PACT) provider, in which they can book based upon appointment availability in VistA provided the site has elected to designate for direct patient booking using this app. The application shall support notifying the Veteran about the success of appointment cancellation and booking.

Prerequisites

Access method

VAR2.1.0 is a web-based application. The user can access the application from any desktop or mobile devices using any of the following supported browsers: IE11, Chrome 30, and Firefox 24. Additionally, being a web based application, VAR requires internet connectivity.

User credentials

Veterans with a valid Premium DSLOGON can use this application.

Accessing the application

There are two ways to access this application:

- From Launchpad:
 - Using a supported web browser, navigate to the Launchpad URL: <https://veteran.mobilehealth.va.gov/launchpad/>



- Select the Appointments icon.

- From the application directly:
 - The application can be accessed from a supported web browser by navigating to the following URL: <https://veteran.mobilehealth.va.gov/veteran-appointment-requests/>

Alternatively, the user can access VAR2 from Launchpad as described in the next section.

Using the Application

Logging in

Once the user navigates to the URL for VAR2, they presented with the following landing page:

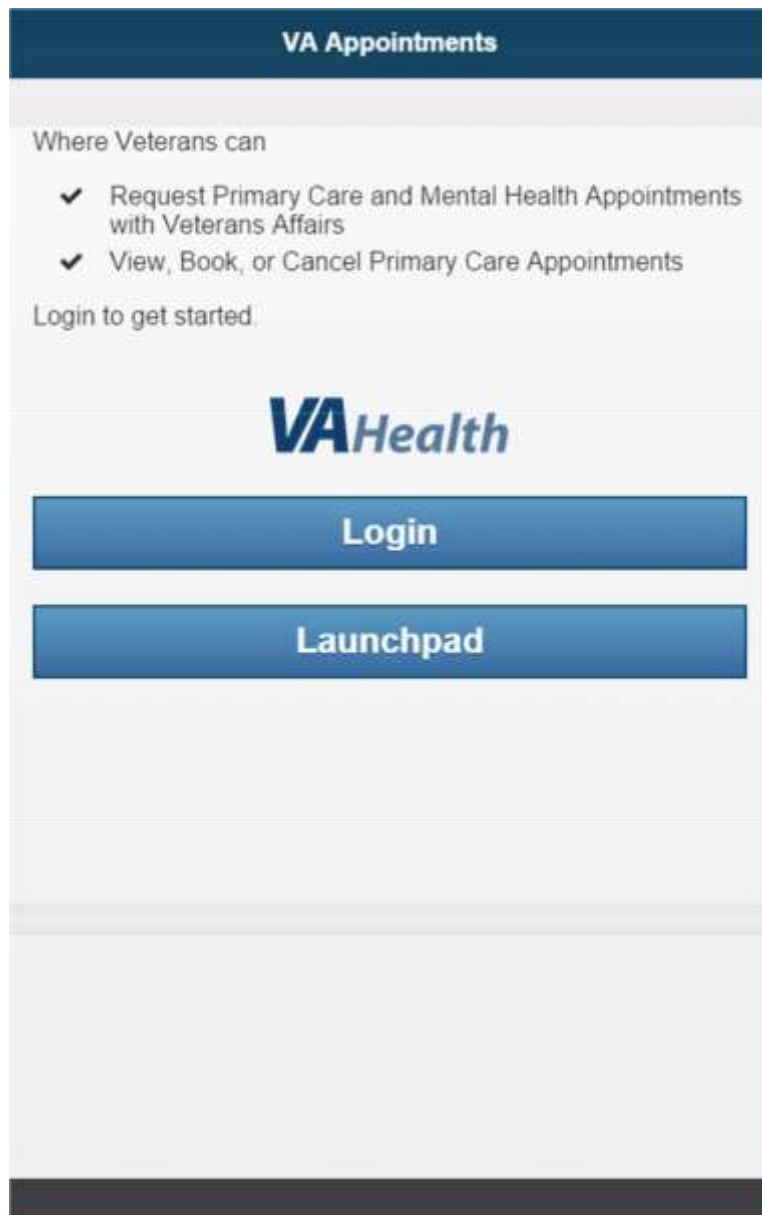
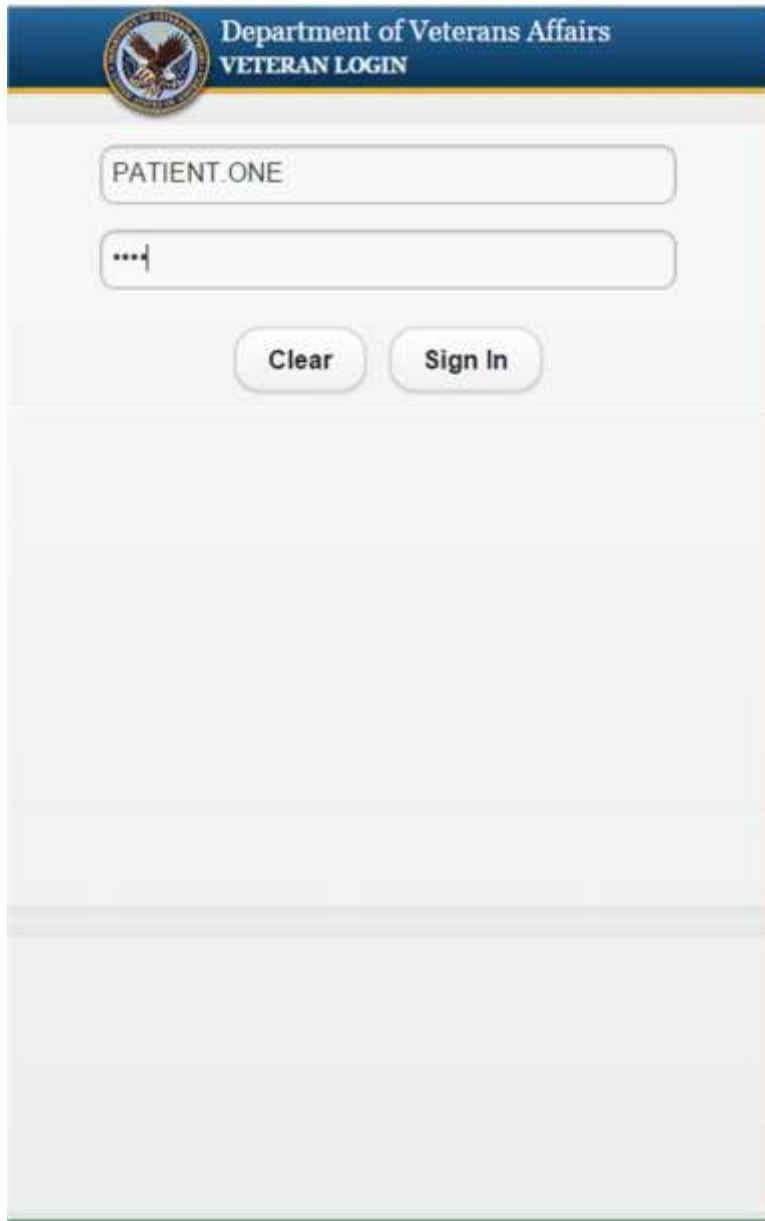


Figure 1.

On clicking the “Login” button, the user is taken to the following page:



The image shows a web form for the Department of Veterans Affairs. At the top, there is a blue header bar with the Department of Veterans Affairs seal on the left and the text "Department of Veterans Affairs" and "VETERAN LOGIN" on the right. Below the header, there are two input fields. The first field contains the text "PATIENT.ONE". The second field contains four asterisks "****" followed by a cursor. Below these fields are two buttons: "Clear" and "Sign In".

Figure 2.

User will need to type in his username and password to log in to the application. On successful authentication, the user is taken to the following page:



Figure 3.

Application Menu

Clicking on the icon at the top left corner as shown below can access the application menu.

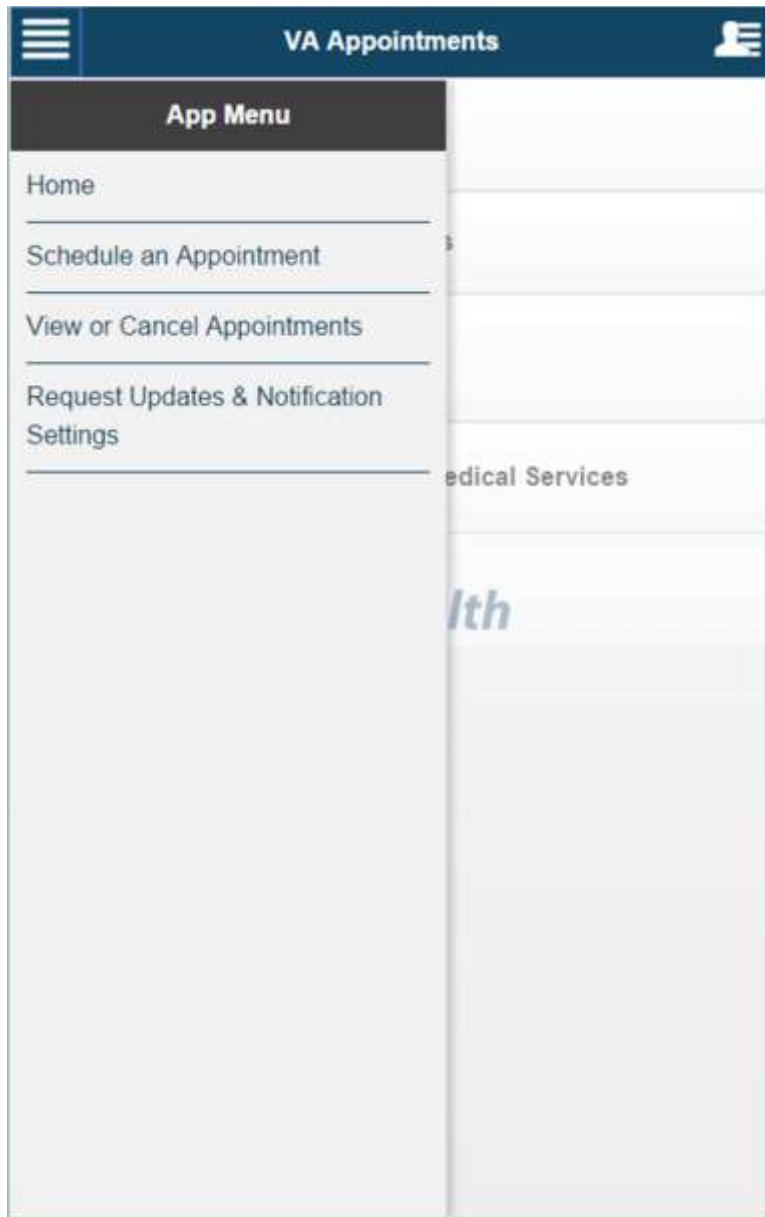


Figure 4.

User Menu

The User Menu can be accessed by clicking on icon at the top right corner of the menu as shown below:

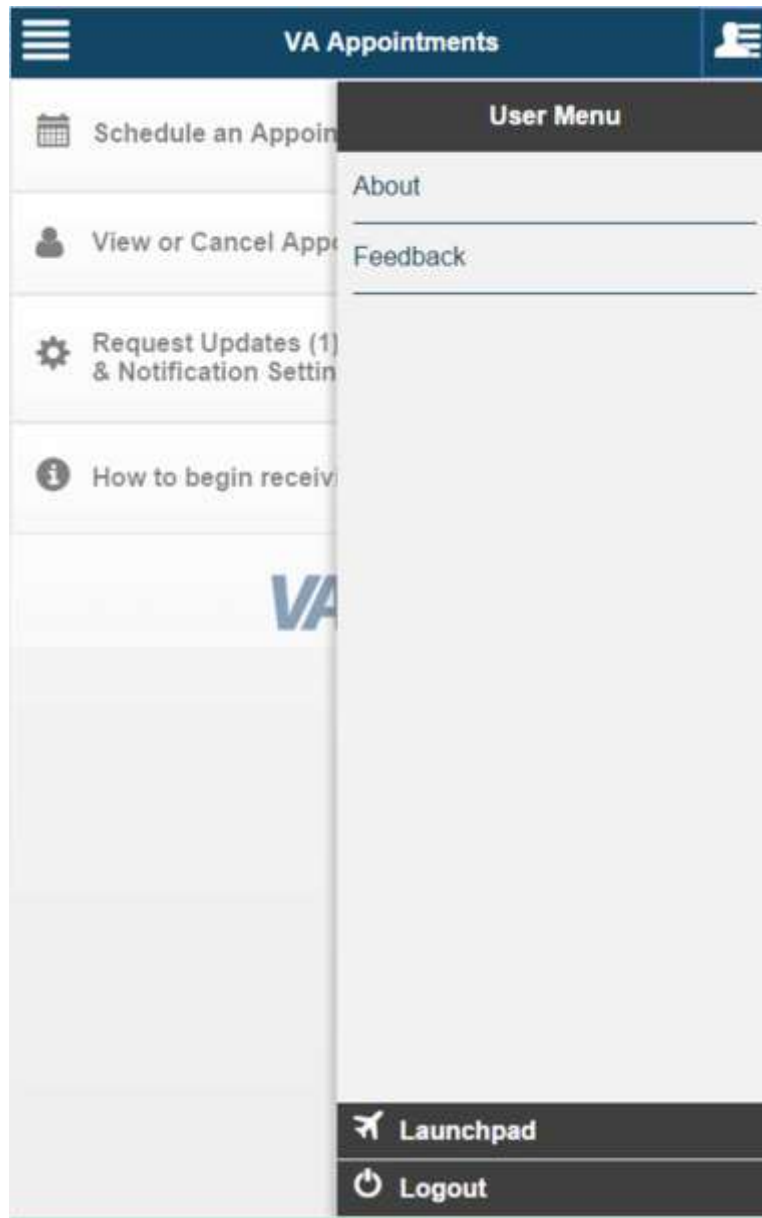


Figure 5.

Scheduling an appointment

There are three ways a veteran can make an appointment.

1. They can make an appointment directly in a Primary Care Clinic with their assigned PACT provider, if they are eligible.
2. They can submit a request for an appointment and a VA Scheduling Clerk can fulfil the request by actually scheduling the appointment using the Scheduling Manager Web Application.
3. They can submit a request for a phone call. A VA Scheduling Clerk will be able to see the request in the Scheduling Manager Web Application and will call the veteran back to schedule the appointment.

The key distinction to keep in mind is that a “Request” does NOT make an appointment in VistA. A “Request” will HAVE to be processed by a Scheduling Clerk to schedule an actual appointment.

The following sections explain how these three functionalities are implemented.

Scheduling a Primary Care appointment directly

Refer to Figure 3. Click on the button marked “Schedule an appointment”. You will be taken to the following screen.

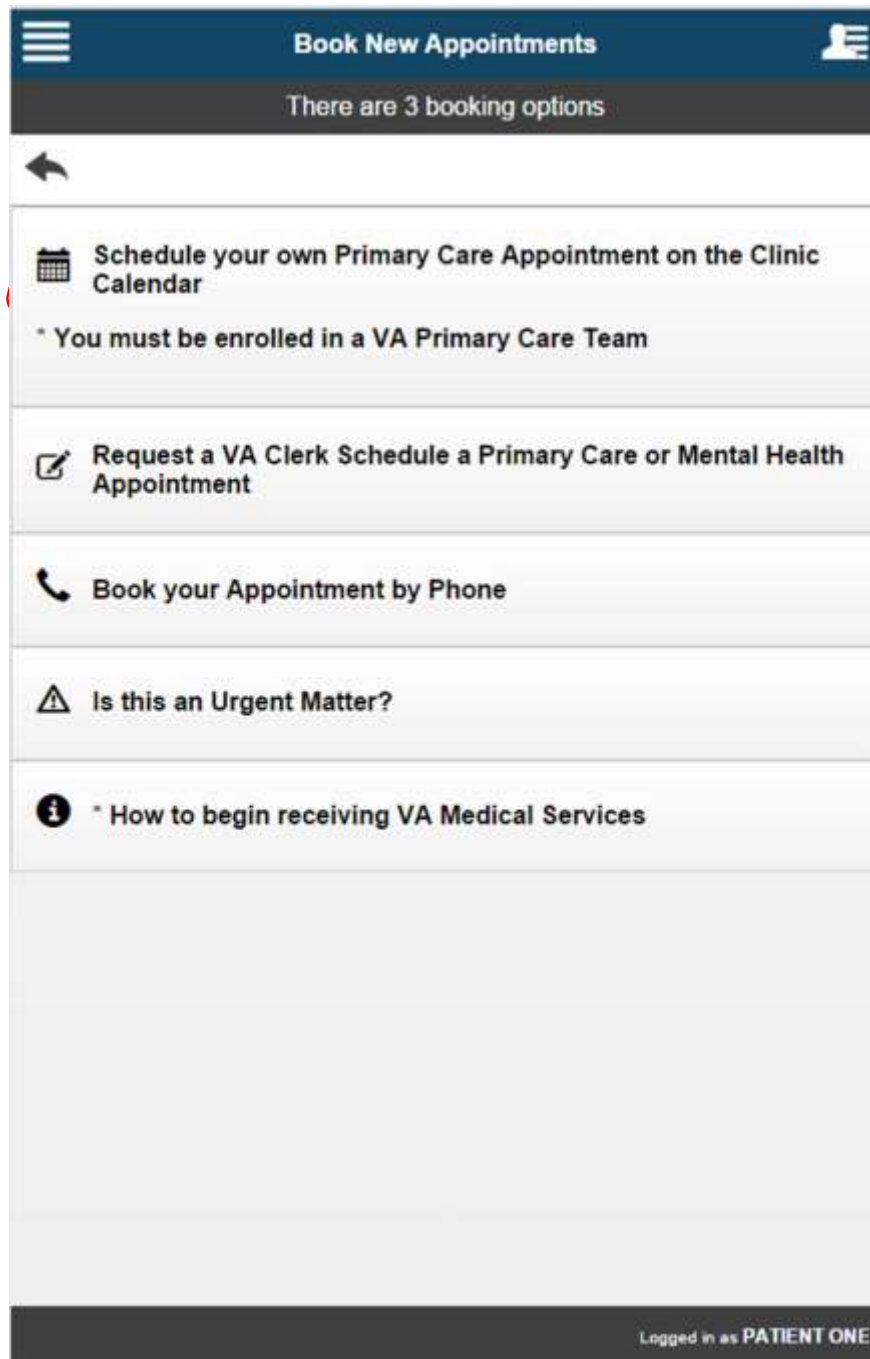


Figure 6.

Click on the Schedule your own PC appointment. You will be given a choice of the facilities you can book an appointment.

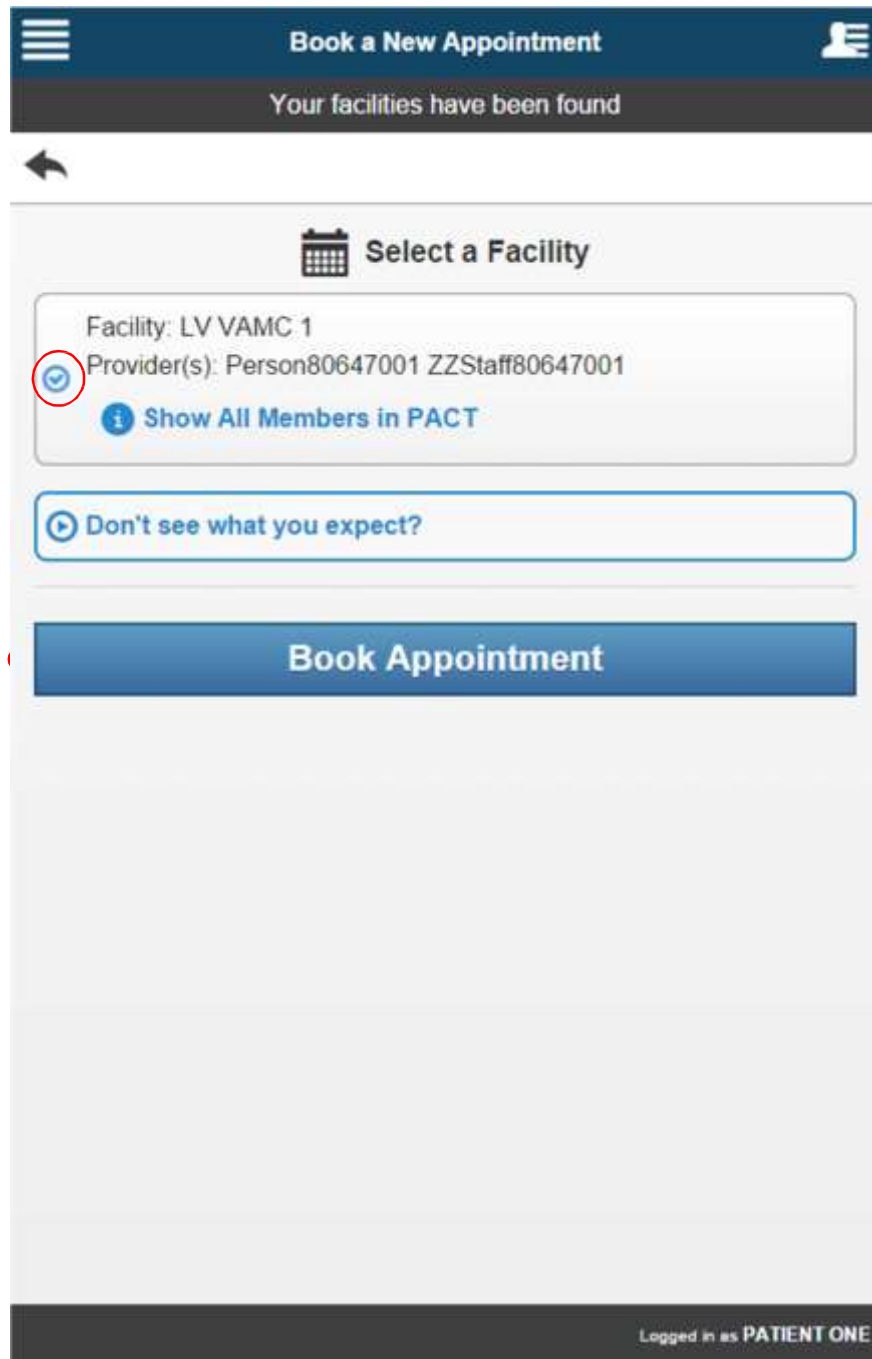


Figure 7.

Upon selecting the Facility and clicking on "Book Appointment", the application retrieves all the Primary Care Clinics the user can book an appointment.

Schedule My Appointment

Choose a Primary Care Clinic

Facility: LV VAMC 1
Provider(s): Person80647001 ZZStaff80647001

* Required fields

GENERAL MEDICINE
☒ BLD#1 BASEMENT
1294 Appointments Available

* Reason for Appointment (138 characters remaining)
Routine annual Checkup



* Desired Appointment Date
02/22/2015

Find an Appointment




Logged in as PATIENT ONE

Figure 8.


All the fields on this page are required. After filling up the fields, when you click the “Find an Appointment” button, the application retrieves all the available appointment slots in that clinic and presents it in a calendar format. The dates marked in “yellow” have open appointment slots.


Schedule My Appointment


Select a day with available appointments

 AVAILABLE
 PATIENT APPT
 CALL CLINIC

←
Feb 2015
→

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19 	20	21
22	23	24	25	26	27	28

Person80647001 ZZStaff80647001
LV VAMC 1, GENERAL MEDICINE
Logged in as PATIENT ONE

Figure 9.

Click on any date. The application retrieves the available appointment slots for that particular day and shows it on the next screen.

Schedule My Appointment

Select Book to confirm appointment

Person80647001 ZZStaff80647001

Wednesday, February 25, 2015 @ 10:00

LV VAMC 1, GENERAL MEDICINE

Routine annual Checkup

Reason for Appointment (138 characters remaining)

Routine annual Checkup

Book

Logged in as PATIENT ONE

Figure 11.

Clicking the “Book” button will schedule the appointment in VistA. The user will be presented with a confirmation screen.

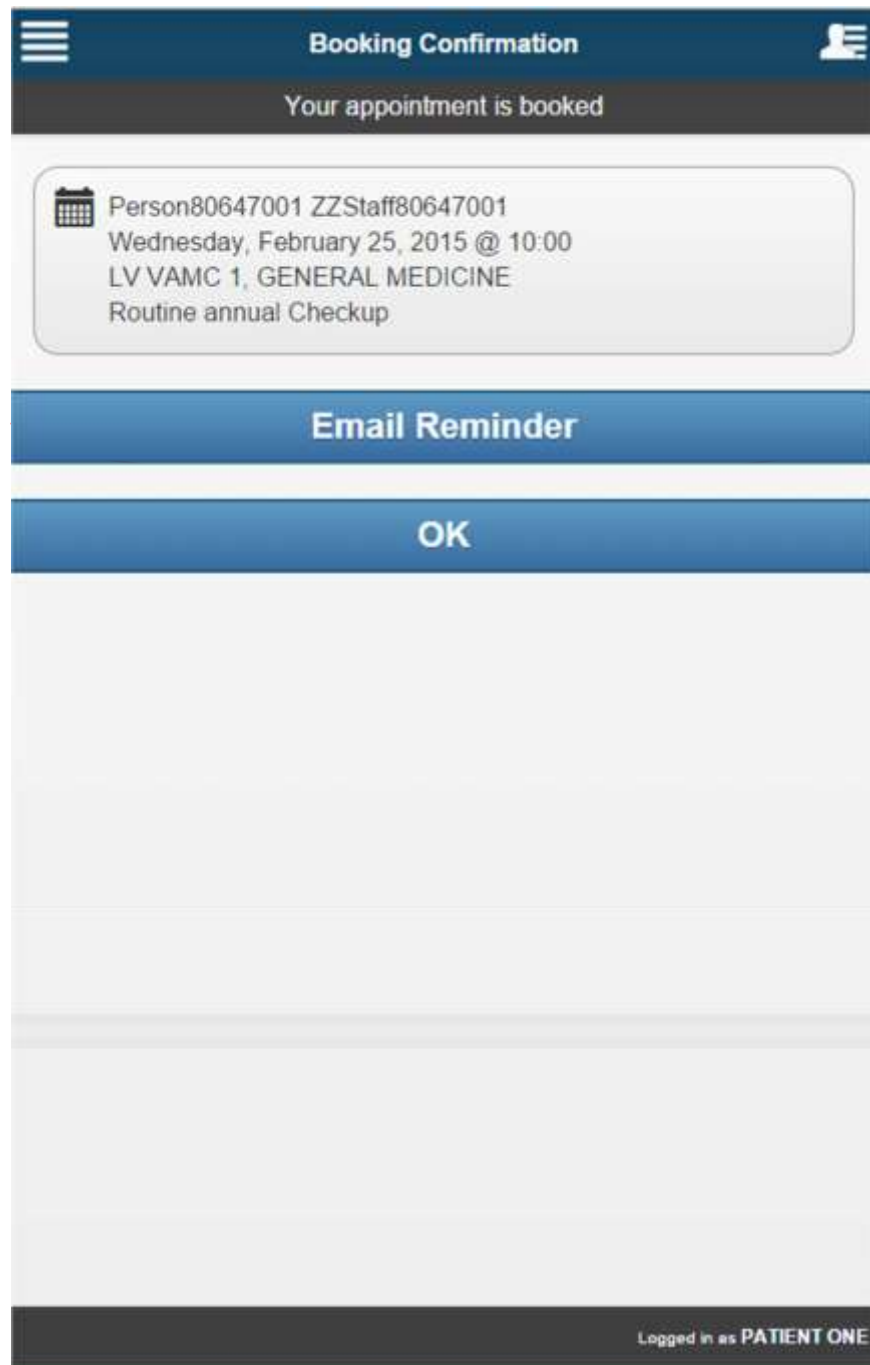





Figure 12.

At this point, the appointment has been successfully booked. The user can go back to the home page of the application or have the application send an email reminder. To receive an email reminder, click on the “Email Reminder” button. On the following screen, the user will have to enter and re-enter their email address and click the email button to receive an email reminder.



Email Confirmation

Please provide a valid email to send the confirmation



Person80647001 ZZStaff80647001

Wednesday, February 25, 2015 @ 10:00

LV VAMC 1, GENERAL MEDICINE

Routine annual Checkup

Cancel

Email

Logged in as PATIENT ONE

Figure 13.

Requesting a VA Clerk

In order to request an appointment, click on the “Request a VA Clerk” button in Figure 6 (shown below).



On the following notice screen, click continue. If you don't wish to see this Notice page in future, check the “Do not show again” checkbox.

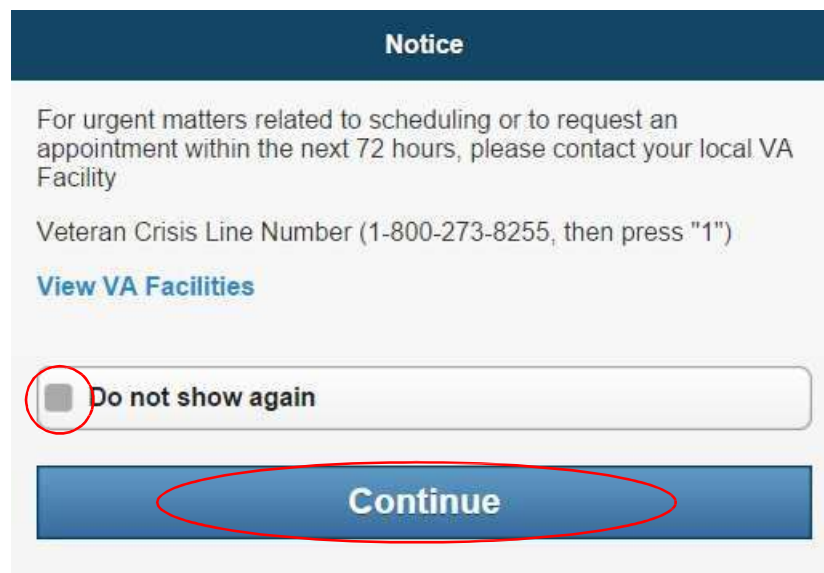



A screenshot of a web interface. At the top is a dark blue header bar with the word "Notice" in white. Below the header, the text reads: "For urgent matters related to scheduling or to request an appointment within the next 72 hours, please contact your local VA Facility". Below this is the text "Veteran Crisis Line Number (1-800-273-8255, then press '1')". Underneath is a blue link that says "View VA Facilities". Further down is a checkbox labeled "Do not show again". The checkbox is currently unchecked. At the bottom of the notice area is a large blue button with the word "Continue" in white. Red circles and an oval are drawn around the checkbox and the "Continue" button respectively.


Figure 14.

The next three figures show the “New Request” form. The user is required to fill in all the pertinent details for the request. The fields marked with an asterisk (*) denote a required field.




New Request



 Appointment Request Details

*Required Fields

 Urgent Matter?

*Facility


LV VAMC 2

*Type of Care

☒ Primary Care

☐ Mental Health

*Provider

Select

*Preference

☒ Book appointment with any available provider

☐ Call before booking appointment

*Type of Visit

☒ Office Visit

☐ Phone Call

☐ Video Conference

Logged in as PATIENT ONE

Figure 15.

New Request

☐ Phone Call

☐ Video Conference

*Purpose of Visit

New issue

Appointment Dates / Times

*1st Choice

02/26/2015

AM PM

2nd Choice

02/27/2015

AM PM

3rd Choice

02/26/2015

AM PM

Message a Scheduling Clerk (93 characters remaining)

This exchange is limited to four (4) messages. If you need additional information, please call the Clinic.

Testing

*Phone

Logged in as PATIENT ONE

Figure 16.

New Request

02/26/2015 AM PM

Message a Scheduling Clerk (93 characters remaining)

This exchange is limited to four (4) messages. If you need additional information, please call the Clinic.

Testing

*Phone
(123) 456-7890

*Verify Phone
(123) 456-7890

*Best Times for VA to Call

☐ 9 AM - 11 AM

☒ 11 AM - 1 PM

☐ 1 PM - 3 PM


☐ 3 PM - 4 PM


Cancel Review


Logged in as PATIENT ONE


Figure 17.

Clicking on the Review button takes the user to the Request Details page. Upon reviewing the details, user can go back and modify their request by clicking on the “Edit” button. If they are satisfied with the choices, they can click on the submit button to place the request.



New Request



 Request Details


Facility	LV VAMC 2
Type of Care	Primary Care
Provider	The provider I want to see is not listed
Type of Visit	Office Visit
1st Choice	02/26/2015 AM
2nd Choice	02/27/2015 PM
3rd Choice	02/26/2015 PM
Phone	(123) 456-7890
Best Times for VA to Call	11 AM - 1 PM
Preference	Book appointment with any available provider
Purpose of Visit	New issue


Edit

Submit


Logged in as PATIENT ONE

Figure 18.



Request Submitted

Your appointment request has been submitted

 Request Details

Submitted Date	Saturday February 21, 2015
Status	Submitted
Facility	LV VAMC 2
Type of Care	Primary Care
Provider	The provider I want to see is not listed
Type of Visit	Office Visit
1st Choice	02/26/2015 AM
2nd Choice	02/27/2015 PM
3rd Choice	02/26/2015 PM
Phone	(123) 456-7890
Best Times for VA to Call	11 AM - 1 PM
Preference	Book appointment with any available provider
Purpose of Visit	New issue

OK

Logged in as PATIENT ONE

Figure 19.

Booking by Phone

This functionality is similar to the previous option of “Requesting an appointment”. Upon submission of the form, the request will show up in the clerks queue.