



VA Online Scheduling (VAOS) Suite Sustainment Request for Proposal (RFP)

User Interface Wireframes

Version 2.0 - 11 Dec 2018
(enhancements)

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Document History

Version	Date
2.0	11 Dec 2018

Notes

- Proposed application enhancements for future version:
- Show a list of past appointments for reference to past providers, etc.
 - Allow veteran to cancel a scheduled appointment
 - Allow veteran to opt in or out of receiving emails about an appointment.
- Also included updated user stories and acceptance criteria.

Welcome, John R Vetsample

John R. Vetsample
Denver, Colorado

Schedule An Appointment



Need to Contact the VA?

Call MyVA311 (844) 698-2311

[VA Facility Directory](#)

Upcoming Appointments

Date/Time	Details	Action
No Appointments Scheduled		

Recent Appointments

Date/Time	Details
Friday, 11/16/2018 - 1:00 PM	Audiology Appointment - Dr. Cal Broadus Room 222 - 4th Floor Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 303-399-8020

Notes

Welcome Screen

Start screen for the scheduling process.

The Recent Appointments table displays past appointments for reference related to providers/ locations etc.

User Story

As a veteran, I want to be welcomed into the application with a welcome screen, so that I know I am the correct user and that I can start the scheduling process. I should be able to cancel an appointment and opt in/out of receiving emails about an appointment from this screen.

Acceptance Criteria

- When I arrive at the welcome screen,
- I should see a welcome message with my name and where I live.
 - I should see a button to Schedule an Appointment.
 - If I need help, there is a link to the VA Facility Directory and the number for MyVA311.
 - I should see a list of both upcoming and recent appointments.
 - I should be able to cancel an appointment.
 - I should be able to opt in/out of receiving emails for any upcoming appointment.

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Schedule An Appointment

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[VA Facility Directory](#)

Upcoming Appointments

Date/Time	Details	Action
Monday, 12/17/2018 - 3:00 PM	Primary Care Appointment - Dr. Karen Wyatt Room 248 - 8th Floor Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 303-399-8020	   
Wednesday, 12/19/2018 - 3:00 PM	Optometry Appointment - Dr. Greg Brown Optometry Clinic - 5th Floor Denver VA Clinic 1041 Clermont Street Denver, CO 80220-3808 303-399-8025	  

Recent Appointments

Date/Time	Details
Friday, 11/16/2018 - 1:00 PM	Audiology Appointment - Dr. Cal Broadus Room 222 - 4th Floor Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 303-399-8020

Notes
Cancel An Appointment
Veteran has two upcoming appointments and would like to cancel the first one in the list.

User Story
As a veteran, I want to be welcomed into the application with a welcome screen, so that I know I am the correct user and that I can start the scheduling process. I should be able to cancel an appointment and opt in/out of receiving emails about an appointment from this screen.

- Acceptance Criteria**
When I arrive at the welcome screen,
- I should see a welcome message with my name and where I live.*
 - I should see a button to Schedule an Appointment.*
 - If I need help, there is a link to the VA Facility Directory and the number for MyVA311.*
 - I should see a list of both upcoming and recent appointments.*
 - I should be able to cancel an appointment.**
 - I should be able to opt in/out of receiving emails for any upcoming appointment.*

Cancel

Complete

Cancel Appointment

Are you sure you want to cancel this appointment?

VA Appointment Details

Appointment Date	Type of Appointment	Reason for Appointment
Monday, 12/17/2018 at 3:00 PM	Primary Care	User entered text, that describes reason for the requested appointment up to character max.
VA Location	Provider	
Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 Room 248 - 8th Floor 303-399-8020	Dr. Karen Wyatt	

No, Go Back

Yes, Cancel



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[VA Facility Directory](#)

Notes

Cancel An Appointment

Step 1 of Cancel process. Veteran must review the appointment information and confirm that they want to cancel the appointment.

User Story

As a veteran, I want to be welcomed into the application with a welcome screen, so that I know I am the correct user and that I can start the scheduling process. I should be able to cancel an appointment and opt in/out of receiving emails about an appointment from this screen.

Acceptance Criteria

When I arrive at the welcome screen,

- I should see a welcome message with my name and where I live.
- I should see a button to Schedule an Appointment.
- If I need help, there is a link to the VA Facility Directory and the number for MyVA311.
- I should see a list of both upcoming and recent appointments.
- I should be able to cancel an appointment.
- I should be able to opt in/out of receiving emails for any upcoming appointment.

VA | Schedule Appointments

Cancel ☒ Complete ☒

Appointment Cancelled [< Return to Appointments Home](#)

☒ You have cancelled a VA appointment.

i Need to Contact the VA?
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[VA Facility Directory](#)

VA Appointment Details

Appointment Date	Type of Appointment	Reason for Appointment
Monday, 12/17/2018 at 3:00 PM	Primary Care	User entered text, that describes reason for the requested appointment up to character max.
VA Location	Provider	
Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 Room 248 - 8th Floor 303-399-8020	Dr. Karen Wyatt	

Notes
Cancel An Appointment
Step2 of Cancel process. Veteran has cancelled the appointment and receives confirmation.

User Story
As a veteran, I want to be welcomed into the application with a welcome screen, so that I know I am the correct user and that I can start the scheduling process. I should be able to cancel an appointment and opt in/out of receiving emails about an appointment from this screen.

- Acceptance Criteria**
When I arrive at the welcome screen,
- I should see a welcome message with my name and where I live.*
 - I should see a button to Schedule an Appointment.*
 - If I need help, there is a link to the VA Facility Directory and the number for MyVA311.*
 - I should see a list of both upcoming and recent appointments.*
 - I should be able to cancel an appointment.**
 - I should be able to opt in/out of receiving emails for any upcoming appointment.*

VA | Schedule Appointments

Location ✓ Type ✓ Date ✓ Review ✓ Complete ✓

Appointment Scheduled [< Return to Appointments Home](#)

✓ You have scheduled a VA appointment.

☒ Yes, send me emails about this appointment.

VA Appointment Details

Appointment Date	Type of Appointment	Reason for Appointment
Monday, 12/17/2018 at 3:00 PM	Primary Care	User entered text, that describes reason for the requested appointment up to character max.
VA Location	Provider	
Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 Room 248 - 8th Floor 303-399-8020	Dr. Karen Wyatt	

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[VA Facility Directory](#)

Notes

Email Notification Opt In/Out

By default, the veteran is opted in to receiving emails about the scheduled appointment. On the confirmation screen, the veteran can check/uncheck the box to receive emails.

User Story

As a veteran, I want to select the type of appointment I need so that I can choose the correct appointment type to satisfy my medical needs. As a veteran, I want to be able to opt in or out of receiving emails about upcoming appointments.

Acceptance Criteria

When I arrive at the Appointment Scheduled screen,

- I should see a message confirming that I have scheduled an appointment,
- And all the information about my appointment.
- I should be able to decide whether or not I receive emails about the appointment I have scheduled.
- I should see a link to return to the Welcome screen.

Welcome, John R Vetsample

John R. Vetsample
Denver, Colorado

Schedule An Appointment

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[VA Facility Directory](#)

Upcoming Appointments

Date/Time	Details	Action
Wednesday, 12/19/2018 - 3:00 PM	Optometry Appointment - Dr. Greg Brown Optometry Clinic - 5th Floor Denver VA Clinic 1041 Clermont Street Denver, CO 80220-3808 303-399-8025	

Recent Appointments

Date/Time	Details
Friday, 11/16/2018 - 1:00 PM	Audiology Appointment - Dr. Cal Broadus Room 222 - 4th Floor Denver VA Medical Center 1055 Clermont Street Denver, CO 80220-3808 303-399-8020

Notes

Email Notification Opt In/Out

The veteran’s choice made on the Confirmation screen carries through to the Welcome screen. In this example, the veteran originally opted not to receive email notifications and would like to change it to yes.

User Story

As a veteran, I want to select the type of appointment I need so that I can choose the correct appointment type to satisfy my medical needs. As a veteran, I want to be able to opt in or out of receiving emails about upcoming appointments.

Acceptance Criteria

- When I arrive at the Appointment Scheduled screen,
- I should see a message confirming that I have scheduled an appointment,
 - And all the information about my appointment.
 - I should be able to decide whether or not I receive emails about the appointment I have scheduled.
 - I should see a link to return to the Welcome screen.




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✔ You have selected to receive emails about the appointment.

Upcoming Appointments

Date/Time	Details	Action
Wednesday, 12/19/2018 - 3:00 PM	Optometry Appointment - Dr. Greg Brown Optometry Clinic - 5th Floor Denver VA Clinic 1041 Clermont Street Denver, CO 80220-3808 303-399-8025	  

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Date/Time	Details
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Notes

Email Notification Opt In/Out

The email yes/no icon in the Upcoming Appointments table is a toggle switch for opt in/out of receiving email notifications.

User Story

As a veteran, I want to be welcomed into the application with a welcome screen, so that I know I am the correct user and that I can start the scheduling process. I should be able to cancel an appointment and opt in/out of receiving emails about an appointment from this screen.

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- I should see a link to return to the Welcome screen.