

VA.gov VA Online Scheduling (VAOSR)

Product Guide

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What is VAOS?

Tool Overview

VA Online Scheduling (VAOS) is a Veteran-facing online application for VA healthcare appointment scheduling. The legacy VAOS tool with which many Veterans are familiar has been available at <https://Veteran.mobile.va.gov/var/v4/> and also through the ‘Appointments’ dashboard in MyHealtheVet for the last several years. This tool has been phased out in favor of the new VAOS tool built on top of the VA.gov platform. This guide is only meant to cover the experience of the new tool.

How will I know which version of the tool a Veteran is using?

Both tools use the same backend scheduling systems, so there is no difference between them in terms of the data that’s ultimately submitted to the VA for scheduling or requesting appointments. However, an easy differentiator is the URL of the tool’s website. If the Veteran is on a URL that starts with va.gov, he or she is using the new tool. If the Veteran is on a site with a URL that starts with Veteran.mobile.va.gov, he or she is using the old tool. The full URLs for the appointment scheduling tools are:

Old VAOS Tool: <https://Veteran.mobile.va.gov/var/v4/>

New VAOS Tool: <https://www.va.gov/health-care/schedule-view-va-appointments/appointments>

When is VAOS being released?

The new VAOS tool was released to Veterans in March 2020 through a “phased rollout” - we gradually released the tool to a select percent of Veterans until 100% of users were using new VAOS on VA.gov. During the phased rollout, both the legacy and new VAOS tools were available to Veterans and they could use whichever they preferred.

As of this date (03/18/2021), the new VAOS tool is fully available to all Veterans on VA.gov throughout the VA digital ecosystem. This means that Veterans can be redirected to the new VAOS tool from MyHealtheVet, VA Mobile app store, and the native Launchpad app.

User Access

Who can use VAOS?

To use VAOS, Veterans must:

1. **Have an MHV Premium, DS Logon, or ID.me identity-proofed account**
2. **Be enrolled in VA healthcare**
3. **Be registered at one or more VA healthcare system that is still using VistA to manage schedules**

If a Veteran does not meet all three of these criteria, he or she should call in to their local VA healthcare facility to receive further assistance and schedule an appointment over the phone. VA healthcare facilities can be found on the VA Facility Locator, at [va.gov/find-locations/](https://www.va.gov/find-locations/).

Have an MHV Premium, DS Logon, or ID.me verified account

Veterans who do not have any of the above accounts should sign up for a free ID.me account via api.id.me/en/registration/new, and additionally go through the process to verify their identity. Learn more about signing into VA apps at mobile.va.gov/login-information.

Be enrolled in VA healthcare

Only Veterans enrolled in VA healthcare are eligible to schedule VA healthcare appointments. Veterans who are not enrolled in VA healthcare should fill out Form 10-10EZ online following the process at [va.gov/health-care/how-to-apply/](https://www.va.gov/health-care/how-to-apply/).

Be registered at one or more VA healthcare system that uses Vista

Veterans can only make appointments at facilities within their registered VA healthcare system or systems. Registration happens automatically when a Veteran has been seen at a VA facility within a given system in the past. Alternatively, Veterans can call or walk in to their local VA facility to set up their first appointment and register that way. Veterans who need to register within a system should find and call their preferred local VA facility using the VA Facility Locator at [va.gov/find-locations/](https://www.va.gov/find-locations/). Please note that some systems use proprietary technology to manage appointments (e.g., MyChart) – these systems are not supported in VAOS and Veterans should reach out to their respective local facilities to learn more.

How do Veterans access VAOS?

Eligible Veterans can access the VAOS tool through several different entry points, detailed further below.

Direct Link

Veterans can navigate to the tool directly by entering the application's URL into their preferred browser: [va.gov/health-care/schedule-view-va-appointments/appointments](https://www.va.gov/health-care/schedule-view-va-appointments/appointments). Note that Veterans will be prompted to login using one of the three authentication accounts (DS Logon, MHV Premium, or an identity-proofed (LOA3) ID.me account) to access VAOS directly.

VA.gov Schedule and Manage Health Appointments Page

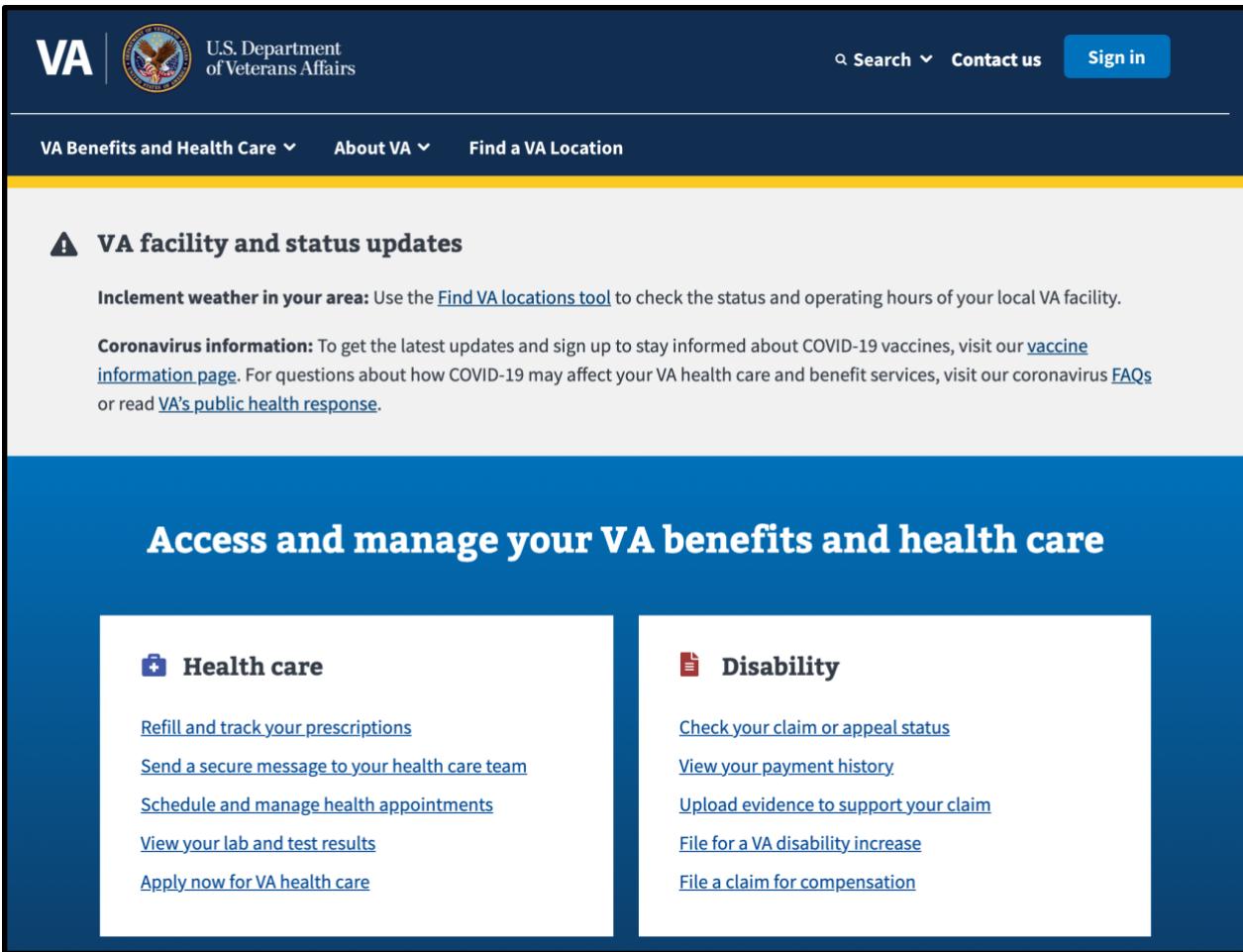
Veterans can navigate to the tool from the VA.gov ‘Schedule and Manage Health Appointments’ page ([va.gov/health-care/schedule-view-va-appointments/](https://www.va.gov/health-care/schedule-view-va-appointments/)) (Figure 1). If the Veteran is already signed in, they can click the “Go to your VA appointments” button. If the Veteran is signed out, they must first sign in with DS Logon, MHV Premium, or an identity-proofed (LOA3) ID.me account by clicking the “Sign in or create an account” button.

The screenshot shows a navigation bar at the top with links to 'Home', 'Health care', and 'Schedule and manage health appointments'. On the left, there's a sidebar titled 'Health care' with a blue circular icon containing a white cross. Below it are several menu items: 'Get benefits' (with a '+' sign), 'Manage benefits' (with a '-' sign), 'Refill and track prescriptions', 'Use secure messaging', and 'Schedule and manage health appointments' (which is highlighted with a grey background). Further down the sidebar are: 'View lab and test results', 'Order hearing aid batteries and accessories', 'Order prosthetic socks', 'COVID-19 vaccines at VA', 'Vacunas contra COVID-19 en el VA', 'Mga bakuna sa COVID-19 sa VA', 'Get medical records', 'Update health benefits info', and 'Pay your VA copay bill'. The main content area has a large heading 'Schedule and manage health appointments' followed by the subtext 'Schedule, cancel, and manage some health appointments online.' A note below states: 'Note: At this time, you can't schedule a COVID-19 vaccine appointment online. [Get the latest updates about COVID-19 vaccines at VA](#)'. A call-to-action box with a green border contains a lock icon and the text 'Please sign in to view, schedule, or cancel your appointment online'. It also includes the text 'Try signing in with your DS Logon, My HealtheVet, or ID.me account. If you don't have any of those accounts, you can create one now.' and a green button labeled 'Sign in or create an account'. At the bottom of the main content area, there's a note: 'Please note: The fastest way to make all your VA appointments is usually to call the VA or community care health facility where you want to receive care. If you can't keep an existing appointment, please contact the facility as soon as possible to reschedule or cancel. [Find your health facility's phone number](#)'.

Figure 1 - VAOS link from 'Schedule and Manage Health Appointments' page

VA.gov Homepage

Veterans can navigate to the 'Schedule and Manage Health Appointments' page from the VA.gov Homepage and clicking the 'Schedule and view your appointments' link in the 'Health care' card.



The image shows the VA.gov homepage with a prominent yellow banner at the top. The banner contains three main sections: 'VA Benefits and Health Care', 'About VA', and 'Find a VA Location'. Below the banner, there is a section titled 'VA facility and status updates' with a warning icon. It includes information about inclement weather and COVID-19. The main content area features a large blue call-to-action button with the text 'Access and manage your VA benefits and health care'. This button is divided into two sections: 'Health care' on the left and 'Disability' on the right, each with a list of links.

VA Benefits and Health Care | **About VA** | **Find a VA Location**

VA facility and status updates

Inclement weather in your area: Use the [Find VA locations tool](#) to check the status and operating hours of your local VA facility.

Coronavirus information: To get the latest updates and sign up to stay informed about COVID-19 vaccines, visit our [vaccine information page](#). For questions about how COVID-19 may affect your VA health care and benefit services, visit our coronavirus [FAQs](#) or read [VA's public health response](#).

Access and manage your VA benefits and health care

Health care

- [Refill and track your prescriptions](#)
- [Send a secure message to your health care team](#)
- [Schedule and manage health appointments](#)
- [View your lab and test results](#)
- [Apply now for VA health care](#)

Disability

- [Check your claim or appeal status](#)
- [View your payment history](#)
- [Upload evidence to support your claim](#)
- [File for a VA disability increase](#)
- [File a claim for compensation](#)

Figure 2 - VA.gov Homepage Health Care card

From My HealtheVet

Veterans can navigate to the tool from My HealtheVet by clicking the ‘Appointments’ feature (Figure 3) from their dashboard, then clicking on the “Schedule or cancel an appointment” button at the bottom of the appointments page or the ‘VA Online Scheduling’ link toward the top of the page (Figure 4). Veterans will also be redirected when they click on the blue “Schedule or Cancel VA Appointments” on the Schedule or cancel a VA Appointment Page.

The screenshot shows the My HealtheVet dashboard. At the top, there's a banner with the VA logo and the text "An official website of the United States government [Here's how you know](#).[®]". To the right of the banner is a red button with the text "Talk to the Veterans Crisis Line now". Below the banner, the VA logo and "My HealtheVet" text are displayed. On the right side of the header, there are links for "Search", "About", and "Contact". The main navigation menu includes "Home", "Personal Information", "Pharmacy", "Get Care", "Track Health", "Research Health", "MHV Community", and "Secure Messaging". Below the menu, a user profile section shows "Welcome, Test (Premium P)" and "U.S. Coast Guard". It also displays "Account last accessed: 27 Jan 2020 @ 1245 ET" and a "Log Out" link. The main content area is divided into several sections: "Pharmacy" (with links for "Refill VA Prescriptions", "Track Delivery", and "Medications Lists"), "Appointments" (with links for "View My VA Appointments", "Schedule a VA Appointment", and "VA Facility Locator" - this section is highlighted with a red box), "Messages" (with links for "Inbox" (12 messages), "Compose Message", and "Manage Folders"), and "Health Records" (with links for "Blue Button Medical Reports", "Labs and Tests", and "Track Health"). Below these sections is a "Resources" section containing links for "Benefits", "Veterans Health Library", "Community", "Mental Health", "Healthy Living", and "HealthLiving Assessment".

Figure 3 - The appointments feature available from the My HealtheVet dashboard

The screenshot shows the "View My VA Appointments" page. The left sidebar has a "Get Care" section with links for "Care Givers", "Treatment Facilities", "My Coverage", "Health Calendar", "Appointments" (which is highlighted with a blue background), and "Wellness Reminders". The main content area starts with a notice: "VA Appointments Unavailable" (info icon) - "All VA appointments may not be available for display. This is a temporary situation. You may wish to [telephone your VA Medical Center](#) and confirm any upcoming appointments." Below this is a section titled "View My VA Appointments" with the heading "Personal Health Record of TEST MHVZZVISNFIVE". It states that the information was last updated on 01/27/2020 at 14:12. There are links for "User Guide", "Learn More", "Print", and "Help". A "Before Your Appointment" section (info icon) contains a bulleted list: "The VA online scheduling tool may be available to access and confirm your VA appointments. Access to online scheduling varies by facility, date of last appointment, and type of appointment.", "Check the date, time and location of your scheduled upcoming appointment on the VA Appointments list before your visit.", and "Please remember to bring your insurance information with you to your appointment.". A note below says "You can choose to subscribe to VA Appointment email notifications and reminders on your [My Profile](#) page." At the bottom, there's a "VA Appointments Summary" section with a link "Select an item to view details." and a table with columns for "Appointment Date/Time", "Status", "Clinic Name", and "Medical Center Division".

Figure 4 - VA Online Scheduling tool link from the My HealtheVet Appointments page

VA Mobile App Store

Veterans will be able to access the new VAOS tool on the VA Mobile App store when they search for “VA Online Scheduling.” To launch the new tool, Veterans will not need to download a native app; instead they will click on the “Launch in Browser” blue button and will be redirected to the VA.gov scheduling page to access the new VAOS tool (Figure 5).

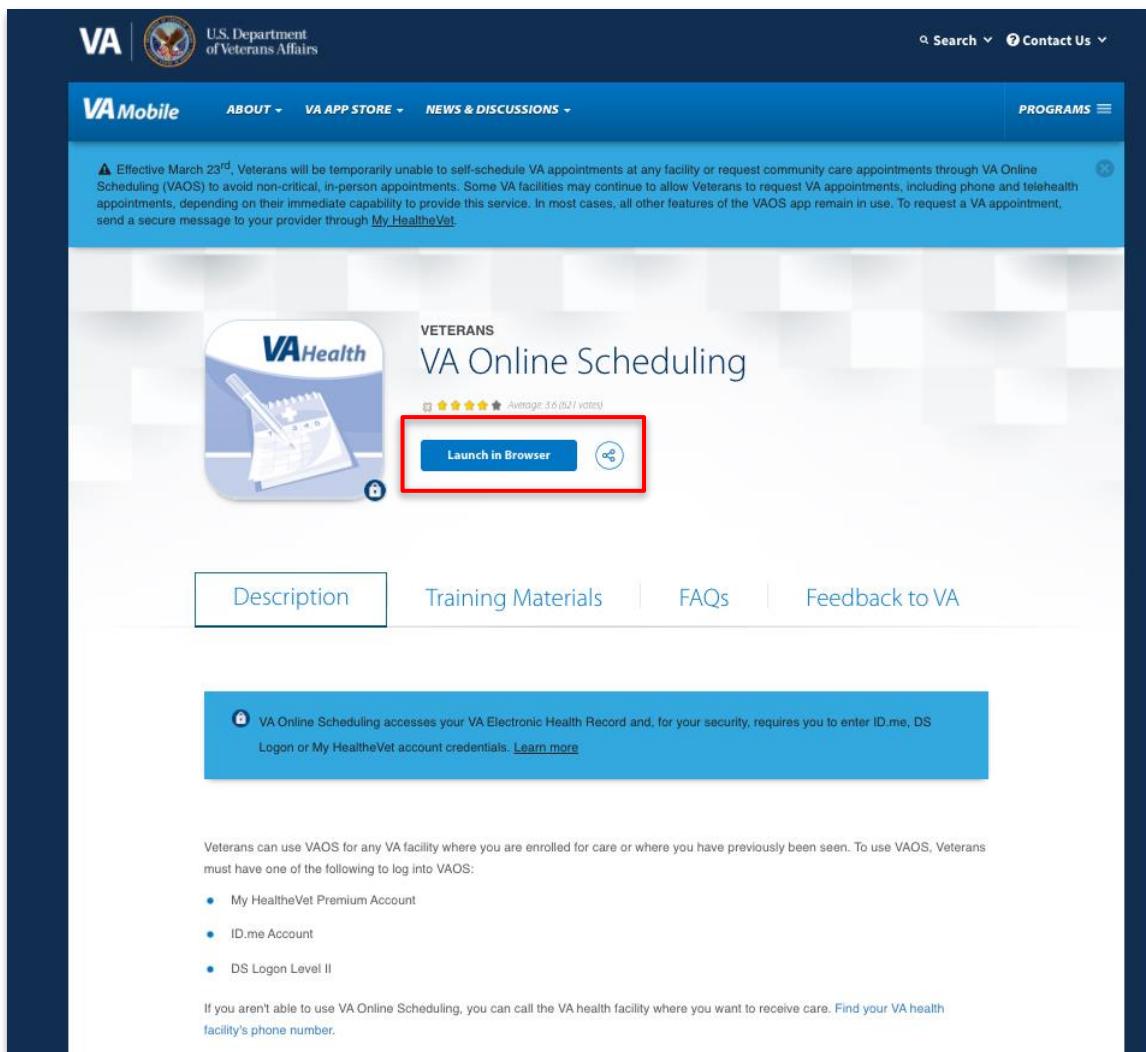


Figure 5 - VA Mobile App store blue button to open new VAOS tool on VA.gov

Launchpad App

Veterans can also access the new VAOS tool from within the native Launchpad app (available on iOS and Android devices). To do so, Veterans need to search for the VA Online Scheduling section of the app and select the blue “Open Application” button. This will redirect the Veteran to the VA.gov scheduling page to access the new VAOS tool.

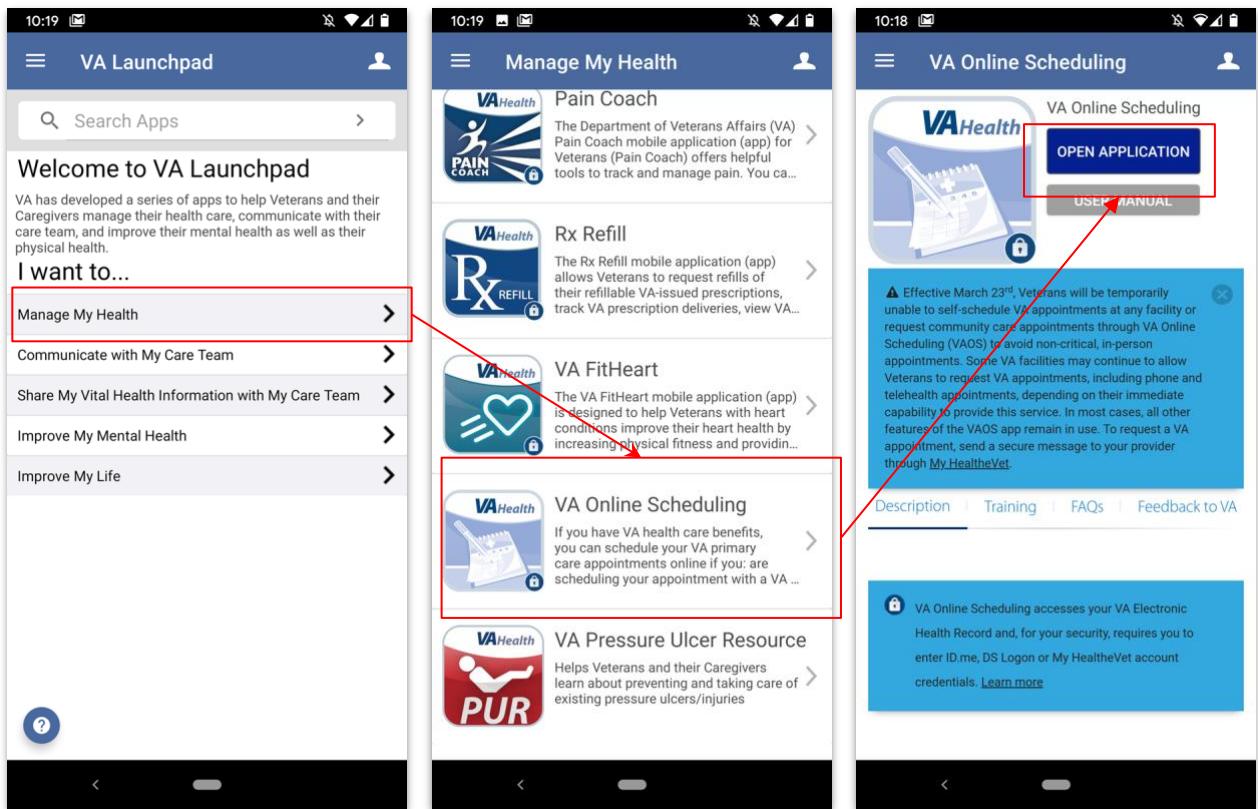


Figure 6 - VA Launchpad app screenshots showing location of VA Online Scheduling in app

eBenefits

In the near future, Veterans still using the eBenefits portal will also be redirected to new VAOS on VA.gov from the eBenefits homepage. For now, however, Veterans are still being redirected to MyHealtheVet where they'll be able to find the new VAOS tool after clicking on the "Schedule Appointment" links in MHV. (See Figure 3 and Figure 4)

View and Cancel Appointments or Requests

View appointments and requests

When Veterans navigate to the new VAOS tool through any of the above means, they should see a list of various upcoming appointments, as well as a button to start scheduling a new appointment (Figure 7).

What does the list include?

The list will show:

- All future confirmed & cancelled appointments
 - VA as well as Community Care appointments

- Only appointments scheduled in the next 396 days
- All active appointment requests
 - Any request that has not been resolved or cancelled will show
 - Including any request with a preferred appointment date that is in the past
- All future cancelled appointment requests
 - Any request with a future preferred date and a cancelled status will show

How is the list sorted?

Confirmed appointments (both active and cancelled) are shown first, listed in ascending order (closest appointment at the top, farthest in the future at the bottom). Requests are added into the list under all of the confirmed appointments, and are sorted alphabetically by type of care.

The screenshot shows the official website of the U.S. Department of Veterans Affairs (VA). At the top, there's a banner with the VA logo, the text "An official website of the United States government [Here's how you know](#)", and a red button "Talk to the Veterans Crisis Line now". Below the banner, the VA logo and "U.S. Department of Veterans Affairs" are displayed. On the right side of the header are links for "Search", "Contact us", and a user profile for "Judy". The main navigation menu includes "VA Benefits and Health Care", "About VA", "Find a VA Location", "My VA", and "My Health". The page title is "VA appointments". Below the title, there's a section titled "Create a new appointment" with a blue button "Schedule an appointment". Another section titled "Upcoming appointments" lists a single entry: "VA APPOINTMENT" for "Tuesday, January 28, 2020 at 8:40 a.m. MT". This entry is marked as "Canceled" and details the appointment: "CHY PC VAR2" at Cheyenne VA Medical Center, 2360 East Pershing Boulevard, Cheyenne, WY 82001-5356, with a link to "Directions" and a phone number "Main phone: [307-778-7550](#)".

Figure 7 - VAOS Homepage with appointment list and scheduling button

Appointment cards in the appointments list

The appointments list displays a card for each appointment or requested appointment. The information that's displayed on each card varies depending on the type of appointment or request.

All Appointments

- Status bar: a green, yellow, or red bar across the top of each card indicates the status of the appointment (confirmed, pending, and cancelled).
- Provider category (VA, Community Care, or VA Video Connect)
- Date, time, and local facility timezone of appointment (if known)
- Status text & icon: 'confirmed', 'pending', or 'cancelled' is displayed on each card under the date and time

VA Appointments

- Name of clinic that the patient has been booked into
- Address of the VA facility of the appointment
- Link to Google Maps of facility address
- Main phone number of the facility
- Option to download the appointment as an ICS and add it to calendar
- Reason for appointment (follow up, new issue, etc.)
- Any content that the Veteran entered in the 'appointment reason' text field

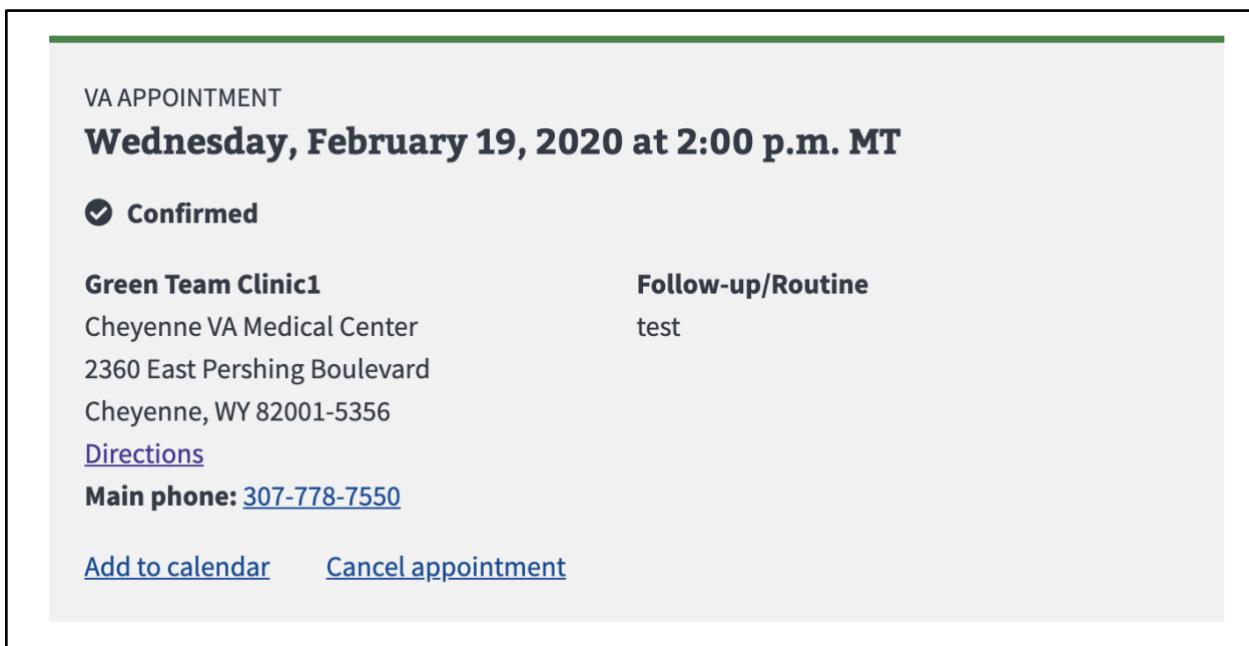


Figure 8 - VA Appointment card

VA VIDEO CONNECT

Thursday, November 26, 2019 at 10:00 a.m. ET

Confirmed

How to join your virtual session

[Join session](#)

You can join VA Video Connect 30 minutes prior to the start time

[Prepare for video visit](#) ▾

[Add to calendar](#)

Routine/follow-up visit

A purple pig and a green donkey flew a kite in the middle of the night and ended up sunburnt.

VA VIDEO CONNECT

Thursday, November 26, 2019 at 10:00 a.m. ET

Confirmed

How to join your virtual session

[Join session](#)

You can join VA Video Connect 30 minutes prior to the start time

[Prepare for video visit](#) ▾

[Add to calendar](#)

Routine/follow-up visit

A purple pig and a green donkey flew a kite in the middle of the night and ended up sunburnt.

Before your appointment:

- If you're using an iPad or iPhone for your appointment, you'll need to download the VA Video Connect iOS app beforehand. If you're using any other device, you don't need to download any software or app before your appointment.
- You'll need to have access to a web camera and microphone. You can use an external camera and microphone if your device doesn't have one.

To connect to your Virtual Meeting Room at the appointment time, click the "Join session" button on this page or the link that's in your confirmation email.

To have the best possible video experience, we recommend you:

- Connect to your video appointment from a quiet, private, and well-lighted location
- Check to ensure you have a strong Internet connection before your appointment
- Connect to your appointment using a Wi-Fi network if using your mobile phone, rather than your cellular data network

Medication review

During your video appointment, your provider will want to review all the medications, vitamins, herbs, and supplements you're taking—no matter if you got them from another provider, VA clinic, or local store.

Please be ready to talk about your medications during your video visit to ensure you're getting the best and safest care possible.

Figure 9 - VA Video Connect Appointment card with both sets of instructions showing

Community Care Appointments

- Provider name
- Provider address
- Google Maps directions link
- Link to download and add appointment to calendar

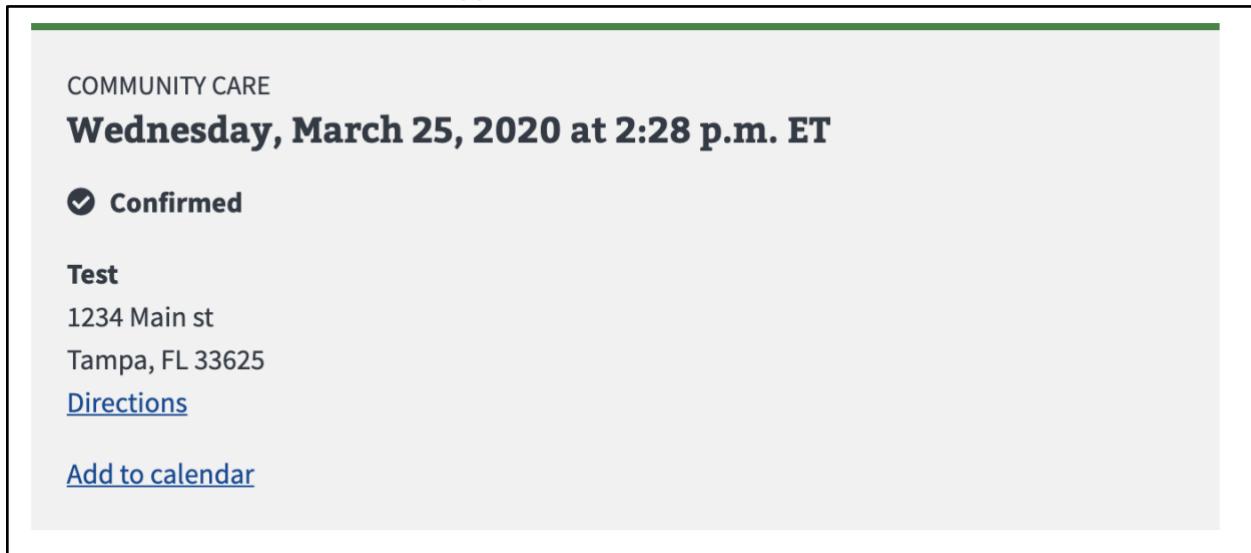


Figure 10 - Community Care Appointment card

VA appointment requests

- Facility name
- Facility address
- Google Maps directions link
- Preferred dates & times
- A 'show more' button that expands the reason for the appointment as entered by the Veteran, as well as the Veteran's contact details

VA APPOINTMENT

Primary care appointment

! Canceled

CHYSHR-Loveland VA Clinic

5200 Hahns Peak Drive
Loveland, CO 80538-8852
[Directions](#)

Main phone: [970-313-0027](#)

[Show less ^](#)

New issue
[more details](#)

Preferred date and time

Wed, February 19, 2020 in the morning
Tue, February 25, 2020 in the afternoon
Thu, February 27, 2020 in the morning

Your contact details

someone@va.gov
1112223333
Call morning

Figure 11 - VA Appointment Request card

Community Care requests

- Preferred provider (if provided by the Veteran at time of request booking)
- Preferred dates & times
- Reason for appointment
- Veteran's contact details

COMMUNITY CARE

Primary care appointment

! Canceled

Preferred provider	Preferred date and time
Not specified	Wed, February 19, 2020 in the morning

[Show less ^](#)

Follow-up/Routine	Your contact details
test	SAMATHA.GIRLA@VA.GOV 7324760000 <i>Call morning</i>

Figure 12 - Community Care Appointment Request card

VA APPOINTMENT

Express care appointment

! Pending

The time and date of this appointment are still to be determined.

DAYTSHR -Dayton VA Medical Center
4100 West Third Street
Dayton, OH 45428-9000
[Directions](#)
Main phone: [937-268-6511](#)

[Show less ^](#) [Cancel appointment](#)

Reason for appointment	Your contact details
Ear, nose, sinus, throat and mouth problems	aarathi.poldass@va.gov (555) 555-5555 <i>Call morning</i>

Figure 13 - Express Care Appointment request card

Cancel appointments and requests

All appointments and requests in the list on the VAOS homepage have a link that, when clicked, will attempt to cancel the appointment or request. Specifically, after clicking the link, a Veteran will get a confirmation modal asking them to confirm that they want to cancel. If they affirm their cancellation, the tool will attempt to cancel the appointment or request. If successful, the Veteran will see a confirmation of the cancellation and the appointment list will now show the appointment as cancelled (except for appointment requests with past preferred dates – these will drop off the list).

What can be cancelled?

- All requests (community care as well as VA) can be cancelled at any time
- VA appointments may be cancellable, but the tool won't know until a cancellation attempt is made
 - The ability to cancel any given appointment is determined by the site's specific configuration. While some sites allow cancelling online for certain types of care, other sites do not (or may not support cancelling the same types of care).
- VA Video Connect (telehealth) appointments are not cancellable
- Community Care confirmed appointments are not cancellable

What happens if a cancellation fails?

Cancellations may fail to go through for a variety of reasons. If the appointment type being cancelled is a confirmed appointment, the most likely reason is that the hosting facility or clinic does not allow online cancellation of appointments for that type of care.

Alternatively, an appointment cancellation may fail for a service-related issue. These typically resolve on their own within a few minutes.

If a cancellation fails, a confirmation screen will indicate that the attempt failed and will give the Veteran phone numbers to call to help resolve the scheduling issue instead.

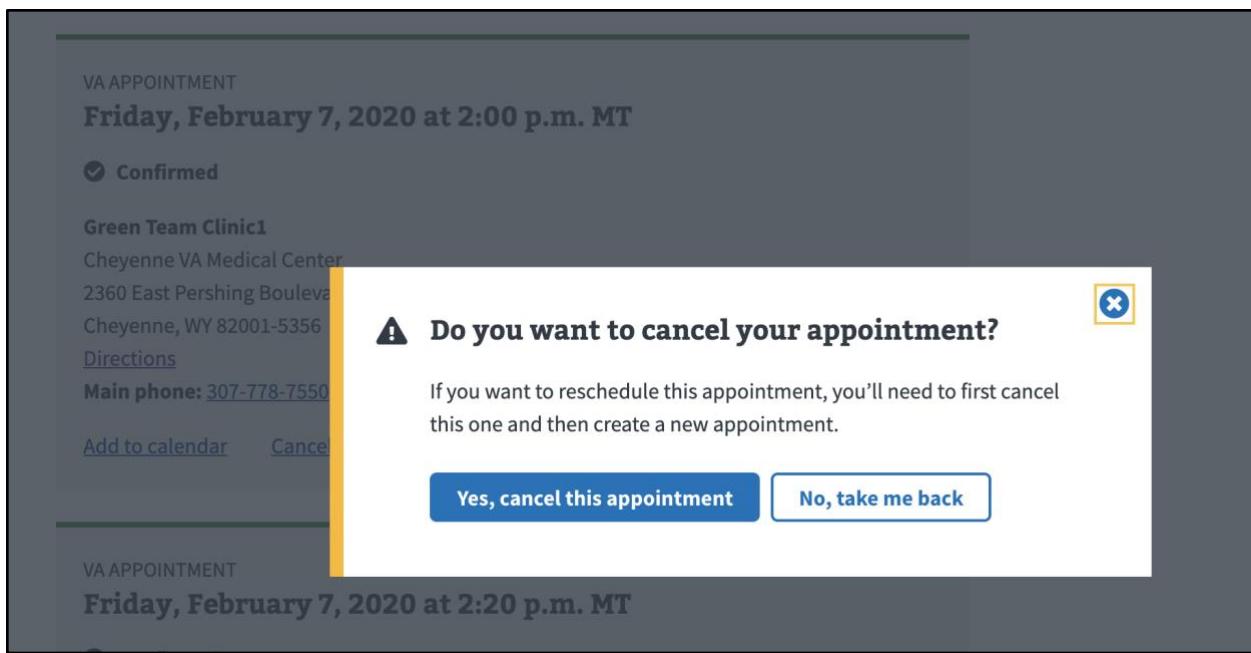


Figure 14 - Cancel appointment affirmation screen

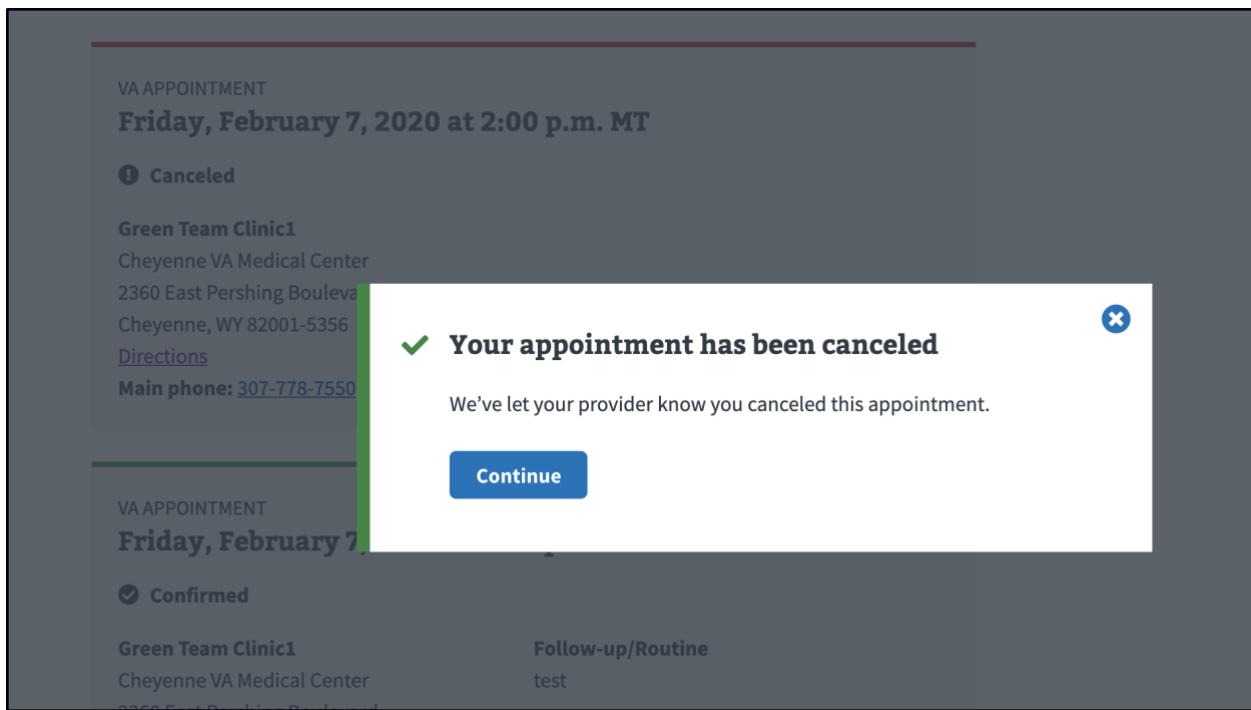


Figure 15 - Cancellation attempt successful

View Past Appointments

A new feature added previously not part of the legacy VAOS application is the ability for Veterans to view their past appointments. Veterans can now see their past appointment data dating back to the previous 2 years.

The screenshot shows the 'VA appointments' page. At the top, there is a heading 'Create a new appointment' with a sub-instruction 'Schedule an appointment at a VA medical center, clinic, or Community Care facility.' Below this is a blue button labeled 'Schedule an appointment'. Further down, there are two tabs: 'Upcoming appointments' and 'Past appointments', with 'Past appointments' being the active tab. A dropdown menu titled 'Select a date range' is open, showing several options: 'Past 3 months' (which is checked), 'Dec. 2019 – Feb. 2020', 'Sept. 2019 – Nov. 2019', 'June 2019 – Aug. 2019', 'All of 2020', and 'All of 2019'. An 'Update' button is located next to the dropdown. Below the dropdown, there is a section for a 'VA APPOINTMENT' with a date listed as 'Friday, May 15'. To the right of the date, there is a link 'Find facility information'. At the bottom left of the screenshot, the text 'CHY PC VAR2' is visible.

Figure 16 - Past Appointments screen with select date range

Schedule a new appointment

Starting the scheduling process

To start the scheduling process, click on the “Schedule an appointment” button at the top of the VAOS homepage (above the list of upcoming appointments).

An official website of the United States government [Here's how you know](#)

VA U.S. Department of Veterans Affairs

Talk to the **Veterans Crisis Line** now

Search Contact us Judy

VA Benefits and Health Care About VA Find a VA Location My VA My Health

Home > [Health care](#) > [VA Online Scheduling](#)

VA appointments

Create a new appointment

Schedule an appointment at a VA medical center, clinic, or Community Care facility.

[Schedule an appointment](#)

Upcoming appointments

VA APPOINTMENT
Tuesday, January 28, 2020 at 8:40 a.m. MT

Canceled

CHY PC VAR2
Cheyenne VA Medical Center
2360 East Pershing Boulevard
Cheyenne, WY 82001-5356
[Directions](#)
Main phone: [307-778-7550](#)

VA APPOINTMENT

Figure 17 - Button to start scheduling a new appointment is at the top of the VAOS homepage

Overview of the scheduling process

The scheduling process is organized into three chronological chapters:

1. Selecting a type of care and provider options for an appointment
2. Entering appointment details including the date / time, visit type, etc.
3. Providing contact information and submitting the request

Possible scenarios for the Appointment Details chapter

In general, all appointments share very similar 1st and 3rd chapters. However, the second chapter (appointment details) is highly conditional and based on the Veteran's answers to

questions in chapter 1 as well as some questions in the early parts of chapter 2. Depending on the answers, Veterans will see one of:

- VA Appointment Request flow
 - In many cases, Veterans will not be scheduling an appointment but will rather be submitting a request to have a scheduling clerk schedule an appointment for them with the given information in the request.
- Community Care Appointment Request flow
 - Some Veterans may have the option of seeing a Community Care provider. Veterans who elect this option are only able to submit a request for an appointment with a Community Care provider. A scheduling clerk will receive this request and take care of actually scheduling an appointment time.
- VA Direct Scheduling flow
 - Some Veterans may have the option of directly scheduling an appointment. When possible, VAOS will schedule an actual appointment with an actual time slot for Veterans with the given information entered by them.

Chapter 1: Select type of care and provider details for an appointment

Select a Type of Care

The first screen in the scheduling process is pivotal to the downstream options available to a Veteran. On this page, Veterans will pick the type of care that they are seeking. The available types of care are:

- Amputation care
- Audiology and speech (including hearing aid support)
- Mental health
- MOVE! weight management program
- Nutrition and food
- Ophthalmology
- Optometry
- Pharmacy
- Podiatry
- Primary care
- Sleep medicine
- Social work

NEW APPOINTMENT

Choose the type of care you need

- Amputation care
- Audiology and speech (including hearing aid support)
- Mental health
- MOVE! weight management program
- Nutrition and food
- Ophthalmology
- Optometry
- Pharmacy
- Podiatry (only available online for Community Care appointments)
- Primary care
- Sleep medicine
- Social work

[« Back](#)

[Continue »](#)

Figure 18 - Type of Care selection page

Note on 'Audiology and speech'

'Audiology' is actually a base category that includes both 'Routine hearing exam' as well as 'Hearing aid support.' Veterans who elect for a VA appointment will not have to pick which of these two subcategories they need – but Veterans who choose Community Care will have to make a selection later in the scheduling process.

Note on ‘Sleep medicine’

‘Sleep medicine’ is a base category that includes both ‘Sleep medicine and home sleep testing’ as well as ‘Continuous Positive Airway Pressure (CPAP)’ subcategories. Veterans who choose ‘Sleep medicine’ will need to make a subcategory selection on the next page in the scheduling workflow (regardless of whether they are making a VA or Community Care appointment).

Choose between VA and Community Care providers

After a Type of Care is selected, a Veteran may be presented with the choice of scheduling a VA appointment or scheduling a Community Care appointment. Whether or not a Veteran sees this page and has to make this choice is determined automatically by the VAOS tool, based on several factors:

- **Type of Care:** Only Audiology, Nutrition and food, Optometry, Podiatry, and Primary Care are eligible for Community Care scheduling online. Likewise, Podiatry is only available online for Veterans wishing to schedule a Community Care appointment.
- **Veteran’s Community Care Eligibility status:** Currently, the service that provides eligibility information to the VAOS tool only checks eligibility based on static codes. However, over the coming weeks, the service will begin factoring in drive time eligibility checks. In the long-term, the service may also check eligibility based on wait times, but this capability does not yet exist. If a Veteran suspects they should be eligible for Community Care but are not, they should call their local VA facility to help them schedule an appointment.
- **Veteran’s VA Healthcare System registration status:** In addition to being eligible for Community Care, a Veteran must be registered in a VA system that currently supports scheduling Community Care appointments online. Not all systems support this capability. Thus, a Veteran who is eligible for Community Care may not get the option to choose Community Care through VAOS because they are not registered at any sites that support Community Care scheduling.

Community Care and Podiatry

Podiatry is available for online scheduling within the context of Community Care. Thus, if a Veteran selects Podiatry on the Type of Care page and doesn’t meet the above criteria for Community Care scheduling, this Veteran will be told that Podiatry appointments can’t be scheduled for them. Alternatively, if a Veteran does meet Community Care eligibility requirements for Podiatry, that Veteran will be directed to the Community Care scheduling workflow automatically and will bypass the ‘Choose where you want to receive your care’ page. If they wish to make a podiatry appointment at a VA facility, they can still do so by calling their local VA facility.

NEW APPOINTMENT

Choose where you want to receive your care

You're eligible to see either a VA provider or Community Care provider for this type of care.

(*Required)

VA medical center or clinic

Go to a VA medical center or clinic for this appointment

Community Care facility

Go to a Community Care facility near your home

[« Back](#)

[Continue »](#)

Figure 19 - VA or Community Care choice page

Chapter 2: Appointment Details

Scheduling a VA Appointment

If a Veteran either actively chooses to have their appointment at the VA or doesn't get the option to choose, they will be put into the VA scheduling flow after selecting a type of care.

Choosing a VA Healthcare Facility

After selecting a type of care, Veterans will be presented with a list of VA healthcare facilities (if registered at more than one). Veterans are required to choose a facility for their appointment.

Once a facility is selected, the VAOS tool performs automated checks to ensure that the Veteran is able to complete the scheduling process at that facility. These checks include:

- **Type of Care:** Not all facilities support a given type of care – and even when they do, they may not support scheduling that type of care online. Each facility is configured independently from others.
- **Recency:** Veterans are only able to use online scheduling if they've been seen at the selected facility for that type of care in the past 2 years. VAOS will automatically check their completed appointment history to make this determination.

- **Request Limits:** Facilities may opt to enforce a limit on the number of requests that can be outstanding simultaneously for a given type of care. If a Veteran is at or above this number of outstanding requests, they will not be able to complete the scheduling process for that type of care at the facility.
 - Note: Veterans should be able to navigate back to the VAOS homepage and from there, find & cancel the outstanding request if desired. That should clear out their active requests and enable them to schedule a new appointment. This may not be prudent as it could adversely reset their wait time for an appointment due to the new request restarting at the bottom of the scheduling queue.

If a Veteran's scheduling selections fail any of these checks, the Veteran will be prevented from continuing the scheduling process until a different selection is made (either with regard to the type of care or the facility for the appointment). An alert message with more details about the failed check will show on the selection page at that time.

The screenshot shows a 'NEW APPOINTMENT' section with the title 'Choose a VA location for your Primary care appointment'. Below the title, a note says 'Below is a list of VA locations where you're registered that offer Primary care appointments. Locations closest to you are at the top of the list.' A sub-section titled 'Facilities based on your home address:' lists the following locations:

- PSC 808 Box 37
FPO, AE 09618
- Fort Collins VA Clinic**
Fort Collins, CO
929.1 miles
- Loveland VA Clinic**
Loveland, CO
932.2 miles
- Cheyenne VA Medical Center**
Cheyenne, WY
950.5 miles
- Wheatland VA Mobile Clinic**
Wheatland, WY
954.6 miles
- Sidney VA Clinic**
Sidney, NE
1043.7 miles

At the bottom of the list, there is a link '+ 3 more locations' and two buttons: '<< Back' and 'Continue >'.

Figure 20 - Facility selection page

Direct scheduling / Self Scheduling

Some facility + Type of Care combinations support direct scheduling an appointment time with a specific clinic. If the VAOS tool determines that a Veteran's specific combination of answers enables them to directly schedule an appointment time, the tool will put them in the corresponding workflow to finish the direct scheduling process.

Selecting a patient clinic

After selecting a VA system and facility, the Veteran may be presented with a screen listing all of the clinics at which a Veteran has been seen for that type of care at that VA facility. This screen will only show if the Veteran's combination of selections makes their appointment eligible for direct scheduling, which is determined automatically by the VAOS tool based on:

- **Direct scheduling is configured for the selected type of care at the selected facility:** direct scheduling must be configured by the facility for each type of care. Not all types of care at all facilities are configured for direct scheduling.
- **Veteran has been seen for the selected type of care at the given clinic:** in the list of clinics, a Veteran will only see clinics that they've been seen at in the past 2 years. Thus, if a Veteran has not been seen at any clinics for this type of care within the past 2 years, they will not have any clinics to select and will not see the direct scheduling page.

If a Veteran does not recognize any of the clinics in their clinics list, or does not wish to proceed scheduling into any of them, they can select the 'I need a different clinic' option. Clicking this option will send Veterans to the 'request an appointment' flow, which is covered later in this guide.

NEW APPOINTMENT

Choose your VA clinic for your primary care appointment

In the last 24 months you have had a primary care appointment in the following clinics, located at:

Cheyenne VA Medical Center

2360 East Pershing Boulevard

Cheyenne, WY 82001-5356

Main phone: [307-778-7550](#)

You can choose a clinic where you've been seen or request an appointment at a different clinic. (*Required)

- Green Team Clinic1
- CHY PC CASSIDY
- Green Team Clinic2
- CHY PC VAR2
- I need a different clinic

[« Back](#)

[Continue »](#)

Figure 21 - Selecting an appointment clinic

Selecting a date and time for an appointment

Once a clinic has been selected, Veterans will be prompted to select a preferred date for their appointment. This information is used to 1.) report on VA wait times and 2.) determine which dates are closest to the Veteran's preferred date, in order to show the correct dates in the calendar on the next page.

NEW APPOINTMENT

Tell us when you want to schedule your appointment

When is the earliest you want to be seen? (*Required)

Month Day Year

Apr	1	2020
-----	---	------

Why are you asking me this? 

[« Back](#)

[Continue »](#)

Need help?

Figure 22 - Entering a preferred appointment date

Once a preferred date has been selected, Veterans will see a calendar with available appointment dates. After selecting a date, they'll be able to choose an open time slot. These available dates and time slots are retrieved from the clinic's current status, so should accurately reflect the times available for an appointment.

NEW APPOINTMENT

Tell us the date and time you'd like your appointment

Please select a desired date and time for your appointment. Appointment times are displayed in Mountain time (MT).

◀ Previous **February 2020** Next ▶

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28

2:00 p.m. 2:20 p.m. 2:40 p.m.

Figure 23 - Selecting a date and time for a VA direct scheduled appointment

Creating an appointment request

Given that not all types of care at all facilities support direct scheduling through VAOS, Veterans may be prompted to create an appointment request instead of directly scheduling an appointment.

Select preferred appointment dates

The next page after selecting a VA system and facility will present Veterans with an interactive calendar of dates. Veterans will need to select a date as well as general time of day (am or pm) that they would prefer for their appointment. Up to 3 day + time of day combinations can be selected, but only one is required.

There is no guarantee that the VA will be able to accommodate a Veteran's date and time preferences, so Veterans are encouraged to use all three possible slots.

NEW APPOINTMENT

Choose a day and time for your appointment

You can choose up to 3 dates. A scheduling coordinator will call you to schedule the best time for your appointment.

[<< Previous](#) **January 2020** [Next >](#)

Monday	Tuesday	Wednesday	Thursday	Friday
		1	2	3
6	7	8	9	10
13	14	15	16	17
20	21	22	23	24
27	28	29	30	31

February 2020

Monday	Tuesday	Wednesday	Thursday	Friday
3	4 AM	5	6 AM PM	7
10	11	12	13 <input checked="" type="checkbox"/> AM <input checked="" type="checkbox"/> PM	14

Figure 24 - Choose a preferred date and time of day for a VA appointment request

Scheduling a Community Care Appointment

If a Veteran meets all of the eligibility requirements for scheduling a Community Care appointment (as outlined in the 'Choose VA or Community Care' section earlier) and chooses the Community Care option on the corresponding page, that Veteran will be taken down the Community Care appointment request flow. Note that Community Care appointments cannot be directly scheduled in VAOS – an appointment request must be submitted instead.

Select a preferred date

The first page in the Community Care scheduling workflow will present Veterans with an interactive calendar. As with the VA Appointment Request workflow, Veterans will need to make at least one date selection, but can choose up to 3 distinct date + time of day combinations that fit best with their schedules.

NEW APPOINTMENT

Choose a day and time for your appointment

You can choose up to 3 dates. A scheduling coordinator will call you to schedule the best time for your appointment.

< Previous

January 2020

Next >

Monday

Tuesday

Wednesday

Thursday

Friday

1

2

3

6

7

8

9

10

13

14

15

16

17

20

21

22

23

24

27

28

29

30

31

February 2020

Monday

Tuesday

Wednesday

Thursday

Friday

3

AM

4

5

AM

6

PM

7

AM

PM

10

11

12

13

14

Figure 25 - Select a preferred date and time of day for a Community Care appointment request

Community Care Preferences

After selecting preferred dates, Veterans will be asked to select:

- [If registered at more than 1 VA healthcare system that supports online scheduling] a city/state that is closest to them
 - Note that these city/state combinations in the list represent the city/state components of parent VAMC addresses
- Preferred language for the appointment
- [Optional] preferred provider contact information

The screenshot shows a web page titled "Tell us your Community Care preferences". At the top, there is a breadcrumb navigation: Home > Health care > VA Online Scheduling > New appointment. Below the title, a question asks if the user prefers a specific language, marked as required. A dropdown menu is open, showing "English" as the selected option. The next section asks if the user has a preferred provider, also marked as required. Two radio button options are shown: "Yes" and "No/I don't know", with "No/I don't know" being selected. At the bottom, there are two buttons: a light blue "« Back" button and a dark blue "Continue »" button.

Home > Health care > VA Online Scheduling > New appointment

NEW APPOINTMENT

Tell us your Community Care preferences

Do you prefer that your Community Care provider speak a certain language? (*Required)

English

Do you have a referral or preferred Community Care provider for this appointment? (*Required)

Yes

No/I don't know

[« Back](#)

[Continue »](#)

Figure 26 - Select Community Care provider preferences

Select a reason for your appointment

After selecting a date/time (or for VA requests, after selecting a phone/office/video visit), Veterans will need to select a reason for their appointment, as well as write more details about the appointment. For appointment requests, the information written into the text box is sent to scheduling clerks. For directly scheduled appointments, the information goes to the provider who will review it before the appointment itself.

NEW APPOINTMENT

Choose a reason for your appointment

Please let us know why you're making this appointment. (*Required)

- Routine or follow-up visit
- I have a new medical issue
- I have a concern or question about my medication
- My reason isn't listed here

Please give us more detail about why you're making this appointment. This will help us schedule your appointment with the right provider or facility. Please also let us know if you have any scheduling issues, like you can't have an appointment on a certain day or time. (*Required)

100 characters remaining

[« Back](#)

[Continue »](#)

Figure 27 - Choose a reason for your appointment

[VA Appointment Request flow only] Select how you'd like to be seen

When creating an appointment request, VAOS will ask Veterans to choose between an in-person office visit, a phone call, or a VA Video Connect (telehealth) appointment. This page appears after the 'reason for appointment' page and does not show for Veterans who are directly scheduling an appointment (only in-person office visits can be directly scheduled online through the VAOS tool).

NEW APPOINTMENT

Choose a type of appointment

Please let us know how you would like to be seen for this appointment. (*Required)

- Office visit
- Phone call
- Telehealth (through VA Video Connect)

[« Back](#)

[Continue »](#)

Need help?

Figure 28 - Choose how you'd like to be seen for VA appointment requests

Chapter 3: Contact Information and Submit

Select preferred contact information

After entering a reason for appointment (or selecting a type of visit in the case of the direct scheduling flow), Veterans are presented with their contact information for purposes of follow-up. The phone and email address that pre-populate are derived from the Veteran Profile database – however, if any Veteran wants to change the contact information for appointments, they can overwrite the populated information on this page.

Additionally, Veterans are required to indicate their preferred time of day for phone calls that may be made by the VA to confirm details about the appointment.

NEW APPOINTMENT

Your contact information

This is the contact information we have on file for you. We'll use this information to contact you about scheduling your appointment. You can update your contact information here, but the updates will only apply to this tool.

If you want to update your contact information for all your VA accounts, please [go to your profile page](#).

Your phone number **(*Required)**

123-456-7890

What are the best times for us to call you? **(*Required)**



Morning (8 a.m. – noon)



Afternoon (noon – 4 p.m.)



Evening (4 p.m. – 8 p.m.)

Your email address **(*Required)**

SOMEONE@VA.GOV

[« Back](#)

[Continue »](#)

Figure 29 - Enter preferred contact information for appointment follow-up

Review your appointment & submit

The review page comes after contact information. On this page, Veterans will get a chance to see the information they've provided before submitting the appointment or appointment request. Most review fields include an 'edit' button on the right-hand side that, when pressed, will navigate the Veteran to the screen in VAOS that asks for the given information.

Once a Veteran is satisfied that the information on the page is accurate, they can submit by hitting the blue "Submit" button at the bottom of the review screen.

Review your appointment details

You're requesting a Community Care appointment

Please review the information before submitting your request. If you need to update any details, click Edit to go back to the screen where you entered the information. After you update your information, you'll need to go through the tool again to request your appointment.

COMMUNITY CARE

Primary care

Preferred date and time

[Edit](#)

February 05, 2020 in the morning

Preferred provider

[Edit](#)

Provider not specified

Prefers provider to speak English

Practice in

Follow-up/Routine

[Edit](#)

hi

Your contact details

[Edit](#)

SOMEONE@VA.GOV

1234567890

Call morning

Request appointment

Figure 30 - Review appointment or request details

Confirmation screen

A confirmation screen should show regardless of whether the submission was successful or failed. In both cases, the confirmation screen will include information about the status of the request (success vs. fail) as well as the details of the booked appointment or appointment request. From the confirmation screen, Veterans have options to start a new appointment, view

their list of appointments and requests, or click a link to add the current appointment to their calendar (in the case of directly scheduled appointments).

The screenshot shows a confirmation message for a new appointment submission. At the top, a breadcrumb navigation path is visible: Home > Health care > VA Online Scheduling > New appointment. Below this, the heading 'NEW APPOINTMENT' is displayed. The main message, 'Your appointment request has been submitted', is prominently shown in large, bold, dark text. A callout box contains a green checkmark icon and the text: 'Your appointment request has been submitted. We're reviewing your request. You don't have anything to do right now. A scheduler will contact you to schedule the first available appointment.' Below this, under the heading 'COMMUNITY CARE', the appointment details for a 'Primary care appointment' are listed: 'Preferred provider' (No preference), 'Preferred date and time' (February 5, 2020 in the morning), and a 'Show more' link. At the bottom, two blue buttons are present: 'View your appointments' and 'New appointment'.

Figure 31 - Confirmation screen

Error States

The following are examples of the various error states a Veteran may encounter during their scheduling process. Majority of these error states are either due to configuration settings of the VATS/VistA systems and are considered 'acceptable.' Error messages that are due to system-specific errors are logged accordingly.

Global

- If a user doesn't have any registered VistA sites, we show a warning modal saying we couldn't find any health care registrations instead of the application
- If a user does not have an MVI profile, we show a message saying we were unable to find their veteran records (generic va.gov message)

Appointment list

- When one of the three appointment/request services fails, we show an error alert instead of any appointment data
- When either the CDW clinics or facility locator services fail, cards on the appointment list will show links to the facility locator instead of addresses

Cancellation

- When cancelling fails, we show an error alert with facility contact info in the cancel modal

New Community Care request

- If a user chooses Podiatry and the eligibility or supported sites calls fail, we show a modal saying Podiatry is not available
- If a user chooses a CC supported type of care but the eligibility or supported sites calls fail, we skip the facility type choice page

New appointment or request flow

- If the parent sites or child facilities calls fail, we show an error alert on the facility choice page
- If a user is registered at one site and none of the child facilities support requests or direct scheduling, we show a warning that this medical center doesn't allow online scheduling and stop them from continuing.
- If a user is registered at multiple sites and they choose a site where none of the child facilities support requests or direct scheduling, we show a warning that this medical center doesn't allow online scheduling and stop them from continuing, unless they choose a different site
- If a user chooses a site and facility where they don't have a recent enough past visit to make a request, and they're not eligible for direct scheduling, we show a warning alert and prevent them from continuing with that facility
- If the past visits or request limits calls fail, and the user is not eligible for direct scheduling, we show a warning alert and prevent them from continuing with that facility

- If a user chooses a site and facility where more open requests than are allowed, and they're not eligible for direct scheduling, we show a warning alert and prevent them from continuing with that facility
- If a user chooses a site and facility where they pass all the request related checks, but they're not eligible for direct scheduling, we send them to the calendar page instead of the clinic choice page
- If a user chooses a site and facility that supports direct scheduling and not requests, but there are no clinics available for that facility and type of care, we show a warning alert and prevent them from continuing with that facility
- If a user chooses a site and facility that supports direct scheduling and not requests, but they do not have a recent enough visit for that type of care, we show a warning alert and prevent them from continuing with that facility
- If the call to fetch appointment slots fails, a user is shown an error alert on the calendar page and is presented with a link to go into the request flow instead
- If the call to fetch appointment slots returns no slots, the user is shown a warning modal and prevented from continuing (we may show a link to the request flow, not sure)
- If the call to submit an appointment or appointment request fails, we show an error alert with facility contact info.

Error Messages Displayed

Generic error

We're sorry. We've run into a problem. Something went wrong on our end. Please try again later. -- <https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/ErrorMessageBox.jsx>

No registration

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/NoRegistrationMessage.jsx>

No supported facilities

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/NoValidVAFacilities.jsx>

Single system eligibility messages

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/SingleFacilityEligibilityCheckMessage.jsx>

Podiatry message

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/TypeOfCareUnavailableModal.jsx>

Multiple site eligibility messages

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/EligibilityCheckMessage.jsx>

Appointment Slot error

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/containers/DateTimeSelectPage.jsx#L47>

Appointment Submission error

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/containers/ReviewPage.jsx#L82>

Cancel failed

<https://github.com/department-of-veterans-affairs/vets-website/blob/master/src/applications/vaos/components/cancel/CancelAppointmentFailedModal.jsx>

COVID-19 Vaccine Appointments

COVID-19 vaccine scheduling is a separate flow from primary or specialty care scheduling within VAOS.

Schedule a Vaccine Appointment

When COVID-19 vaccine scheduling is available online at one or more of a Veteran's registered facilities, the option displays on the VAOS Homepage. Only the first dose can be scheduled online.

To enter the flow select 'COVID-19 vaccine' from the radio options and click 'Start scheduling'.

The screenshot shows the VAOS homepage with a navigation bar at the top. Below the navigation, the main content area has a title 'VA appointments' and a sub-section 'Schedule a new appointment'. Under this section, there are two radio button options: 'Primary or specialty care' and 'COVID-19 vaccine'. The 'COVID-19 vaccine' option is selected, indicated by a blue circle. Below the radio buttons is a green button labeled 'Start scheduling' with a right-pointing arrow icon.

Figure 32 - VAOS Homepage with COVID-19 vaccine scheduling enabled

Key information regarding subsequent doses is presented before continuing with scheduling.

COVID-19 VACCINE

COVID-19 vaccine appointment

Here's what to know:

-  Some COVID-19 vaccines require 2 doses.
-  If you get a vaccine that requires a second dose, we'll schedule your second appointment while you're here for your first dose.

If you have questions, [go to our main COVID-19 vaccine at VA page](#).

[« Back](#)

[Continue »](#)

Figure 33 - COVID-19 vaccine appointment planning page

Check if already received vaccine

Veterans are prompted to answer whether they have already received any COVID-19 vaccine dose at a VA healthcare facility or elsewhere.

- If a Veteran has already received a dose, they are directed to contact the location of their first dose.
- If a Veteran has not yet received any dose, they continue through the online scheduling flow.

Selecting a facility

A Veteran may choose to schedule their first dose at any VA healthcare facility where they are registered if that facility has the COVID-19 vaccine type of care turned on for online scheduling. Veterans are required to choose a facility for their appointment.

COVID-19 VACCINE

Choose a location

Below is a list of VA locations where you're registered that offer COVID-19 vaccine appointments. Locations closest to you are at the top of the list.

Facilities based on your home address:

PSC 808 Box 37
FPO, AE 09618

Or, [use your current location](#)

Please select where you'd like to have your appointment.

(*Required)

Rawlins VA Clinic

Rawlins, WY
837.4 miles

Cheyenne VA Medical Center

Cheyenne, WY
950.5 miles

[« Back](#)

[Continue »](#)

Figure 34 - COVID-19 Vaccine Appointment Facility Selection

Selecting a clinic

After selecting a VA facility, the Veteran may be presented with a page listing all of the clinics offering COVID-19 vaccine scheduling at the respective facility. Veterans are required to choose a clinic for their appointment. If only one clinic is set up at the respective facility, the Veteran will bypass this page.

COVID-19 VACCINE

Choose a clinic

Choose a clinic located at:

Cheyenne VA Medical Center

2360 East Pershing Boulevard
Cheyenne, WY 82001-5356

Main phone: 307-778-7550

Choose a clinic (*Required)

- CHY PC CASSIDY
- CHY PC VAR2
- Green Team Clinic1
- Green Team Clinic2

[« Back](#)

[Continue »](#)

Figure 35 - COVID-19 Vaccine Appointment Clinic Selection

Selecting a date and time for an appointment

Available dates and time slots are retrieved from the clinic's current status and display in a calendar. Veterans are required to choose a date and time for their appointment.

COVID-19 VACCINE

Choose a date (*Required)

Appointment times are displayed in Mountain time (MT).

When choosing a date, make sure:

- You won't have had a flu shot or any other vaccine in the past **2 weeks**.
- You can return to Cheyenne VA Medical Center for your second dose **3 to 4 weeks after the date you select**.

 Previous	March 2021					Next
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	2	3	4	5		
8	9	10	11	12		
15	16	17	18	19		
22	23	24	25	26		
29	30	31				

<input type="radio"/> 8:00 a.m.	<input type="radio"/> 8:15 a.m.	<input type="radio"/> 8:30 a.m.	<input type="radio"/> 8:45 a.m.
<input type="radio"/> 9:00 a.m.	<input checked="" type="radio"/> 9:15 a.m.	<input type="radio"/> 9:30 a.m.	<input type="radio"/> 9:45 a.m.
<input type="radio"/> 10:00 a.m.	<input type="radio"/> 10:15 a.m.	<input type="radio"/> 10:30 a.m.	<input type="radio"/> 10:45 a.m.
<input type="radio"/> 11:00 a.m.	<input type="radio"/> 11:15 a.m.	<input type="radio"/> 11:30 a.m.	<input type="radio"/> 11:45 a.m.

[« Back](#) [Continue »](#)

Figure 36 - COVID-19 Self Scheduling Calendar

Second dose information

Once a date is selected, an informational page provides guidance on when to expect to return to the selected VA healthcare facility for a second dose based on the recommendations for each vaccine brand.

- A Veteran cannot choose which vaccine they receive when scheduling in VAOS

COVID-19 VACCINE

When to expect a second dose

If you need a second dose, you may need to return to the Cheyenne VA Medical Center after the dates below, depending on which vaccine you receive:

If you receive your first dose on **Wednesday, March 31, 2021** and receive:

Moderna

Requires 2 doses

Plan to return after Wednesday, April 28, 2021

Pfizer

Requires 2 doses

Plan to return after Wednesday, April 21, 2021

Johnson & Johnson

1 dose only

[« Back](#)

[Continue »](#)

Figure 37 - Second Dose Informational Page

Contact information

Veterans are presented with their contact information for purposes of follow-up. The phone and email address that pre-populate are derived from the Veteran Profile database – however, if a Veteran wants to change the contact information for appointments, they can overwrite the populated information on this page. Changes made on this page only apply to the individual appointment.

COVID-19 VACCINE

Confirm your contact information

This is the contact information we have on file for you. We'll use this information to contact you about scheduling your appointment. You can update your contact information here, but the updates will only apply to this tool.

If you want to update your contact information for all your VA accounts, please [go to your profile page](#).

Your phone number **(*Required)**

5035551234

Your email address **(*Required)**

veteran@gmail.com

[« Back](#)

[Continue »](#)

Figure 38 - Contact Information page

Review appointment and submit

Veterans will get a chance to see the information they've provided before submitting the appointment. Once a Veteran is satisfied that the information on the page is accurate, they can schedule by clicking the blue "Schedule appointment" button.

COVID-19 VACCINE

Review your appointment details

Please review the information before confirming your appointments.

COVID-19 vaccine

Wednesday, March 10, 2021 at 9:20 a.m. MT

CHY PC CASSIDY
Cheyenne VA Medical Center
Cheyenne, WY

Your contact details [Edit](#)

veteran@gmail.com
5035551234

Schedule appointment

Figure 39 - Review appointment details

Confirmation page

A confirmation should show regardless of whether the submission was successful or failed. In both cases, the confirmation page will include information about the status of the request (success vs. fail) as well as the details of the booked appointment. From the confirmation page, Veterans can add the current appointment to their calendar or return to the VAOS Homepage to view their list of appointments.

COVID-19 VACCINE

Your appointment has been scheduled

- ✓ Your appointment is confirmed. Please see your appointment details below.

COVID-19 VACCINE

Tuesday, March 9, 2021 at 11:40 a.m. MT

✓ Confirmed

Cheyenne VA Medical Center

2360 East Pershing Boulevard

Cheyenne, WY 82001-5356

[Directions](#)

Main phone: [307-778-7550](tel:307-778-7550)

[Add to calendar](#)

[View your appointments](#)

Figure 40 - Confirmation page

Cancel a Vaccine Appointment

COVID-19 vaccine appointments cannot be cancelled online. Veterans should call the VA healthcare facility where they schedule their appointment to make any changes.