**Learn More about VA Appointments**

This page will tell you how to use the My HealtheVet VA Appointment Tool features. These features are available to Veterans who have a My HealtheVet Premium Account.

If you came to this page and are trying to schedule an appointment at the VA, there are two ways to do so.

1. Online: What you need to know to schedule an appointment online.
2. Phone: Find your VA facility’s phone number.

My HealtheVet VA Appointments is a tool that provides you information about your clinic appointments 24 hours a day, 7 days a week. This allows you to be more involved in your own health care. Use VA Appointments to prepare for your clinic visit to make the most of your appointment.

The **VA Appointments** tool is for Veterans who have a My HealtheVet [**Premium Account**](https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/my-healthevet-offers-three-account-types#premium). To get a *Premium* account, you need to complete the **[VA Release of Information Form (10-5345a-MHV)](https://www.myhealth.va.gov/documents/25286/25831/vha-10-5345a-MHV-fill.pdf/5e8cc5e3-25aa-4e7d-a8fe-df64d4dbb7e7" \t "_blank)**. This is done before allowing access to your VA health record. To learn more, go to: [**Upgrading your My HealtheVet account through In-person, Online or Manual Authentication**](https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/upgrading-your-my-healthevet-account-through-in-person-or-online-authentication).

Once you have a Premium account, you are able to view your VA appointments in your Health Calendar. The following links provide additional information about VA Appointments:

* [**Cancelled VA Appointments**](https://www.myhealth.va.gov/va-appointments#cancelled)
* [**Non-VA Care Appointments**](https://www.myhealth.va.gov/va-appointments#nonva)
* [**VA Appointment Email Reminders**](https://www.myhealth.va.gov/va-appointments#va-appointment-email-reminders)
* [**Frequently Asked Questions**](https://www.myhealth.va.gov/va-appointments#faqs)
* [**General Information**](https://www.myhealth.va.gov/va-appointments#info)
* [**Interactive Tutorials**](https://www.myhealth.va.gov/va-appointments#tutorials)
* [**Learn More About Specific Conditions**](https://www.myhealth.va.gov/va-appointments#learnmore)

**Cancelled VA Appointments**

You should always check the status of your VA Appointments before your clinic visit. This lets you know if your appointment has been changed or cancelled. You can do this one of two ways:

1. Health Calendar -
   * On the calendar, the date box displays the following text:  
     (Time) VA Appointment: CANCELLED
   * This text is also a link; if selected, it takes you to the VA Appointment Details page. This page provides more information about the appointment that was cancelled.
2. VA Appointment -
   * The status of your VA Appointment can be viewed on the Details page.
   * From the Summary page, select the link that displays the clinic. This takes you to the Details page.
   * If your appointment has been cancelled, it displays in the Status box as CANCELLED

If your appointment was cancelled by the clinic, they will reschedule it and send you a notification. You can also use [**Secure Messaging**](https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/faqs#smGeneralFAQ) to reschedule your VA Appointments.

**Non-VA Care Appointments**

You are able to view your **Non-VA Care Appointments** in My HealtheVet. *These appointments have been set up for you by the VA*. These appointments are not at your VA facility but scheduled for you in the community. This appointment type is listed under your VA Appointments as **Non-VA Care**. It will also include the type of appointment you have (such as Podiatry, Cardiology, Rehab, etc).

If you have a question regarding your Non-VA Care appointment, please contact your VA facility. You may use the **[VA Facility Locator](http://www1.va.gov/directory/guide/home.asp?isflash=1" \t "_blank)** to find the VA facility phone number where you receive care.

**Please note:** If your Non-VA Care Appointment, was cancelled or rescheduled by the community provider, it may not show up on your calendar or in your VA Appointment as CANCELLED. If you do not get a reminder about your appointment from the community provider, you should call them.

**VA Appointments Email Reminders**

You can receive email reminders for your VA appointments by setting it up on your [**Profiles**](https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/profiles) page.

You will receive two (2) reminders for each appointment. One email is sent 14 days before your appointment and another one 3 days before your appointment. The email reminders will be sent to the email address you provided when you registered for My HealtheVet. When you change your email address, be sure to make that change in your My HealtheVet account on your Profiles page.

**Frequently Asked Questions**

[**Frequently Asked Questions About VA Appointments:**](https://www.myhealth.va.gov/mhv-portal-web/web/myhealthevet/va-appointments-faqs) This site has questions and answers that help you understand more about the VA Appointments feature and how it can help you.

**General Information**

The following information makes it easier for you to partner with your health care team and cover issues you may want to talk about at your next clinic visit:

* **[Talking with your Doctor:](http://www.nlm.nih.gov/medlineplus/talkingwithyourdoctor.html" \t "_blank)** Offers suggestions to help you prepare for a visit with your health care provider. Visiting a doctor's office can make you nervous, impatient, or even scared. Being prepared can help you get the information you need. *(MedlinePlus®)*.
* **[Questions are the Answer: Get More Involved with your Health Care:](http://www.ahrq.gov/patients-consumers/patient-involvement/ask-your-doctor/index.html" \t "_blank)**Learn how you can improve your care and the care of your loved ones by taking an active role in your health care. *(HHS)*.
* **[A Guide for Older People: Talking with your Doctor:](http://www.nia.nih.gov/health/publication/talking-your-doctor/opening-thoughts-why-does-it-matter" \t "_blank)** How well you and your doctor talk to each other is one of the most important parts of getting good health care. Unfortunately, talking to your doctor is not always easy. This guide offers helpful tips. *(NIH)*.
* **[Five Steps to Safer Health Care:](http://www.ahrq.gov/patients-consumers/care-planning/errors/5steps/index.html" \t "_blank)** This fact sheet explains what you can do to get safer health care. *(HHS)*.
* **[Be Prepared for Medical Appointments: Build Your Question List:](http://archive.ahrq.gov/qual/beprepared.htm" \t "_blank)** You can improve your care and the care of your loved ones by taking an active role in your health care. Ask questions *(HHS)*.

**Interactive Tutorials**

* **[Talking with your Doctor](http://nihseniorhealth.gov/talkingwithyourdoctor/planningyourdoctorvisit/01.html" \t "_blank)** is a learning activity to help you plan for your next doctor's visit *(NIH)*.

**Learn More about Specific Conditions**

* **[Deaf or Hard of Hearing: Tips on Working with your Doctor](http://familydoctor.org/online/famdocen/home/seniors/medical-care/240.printerview.html" \t "_blank)** Learn what you can do to better understand everything your doctor tells you about your health. *(familydoctor.org)*.
* **[What to Ask Before Surgery:](https://www.ahrq.gov/professionals/quality-patient-safety/hais/tools/ambulatory-surgery/sections/implementation/training-tools/getting-ready.html" \t "_blank)** Here are some questions you may want to ask your health care team about what to expect before, during and after surgery *(HHS)*.