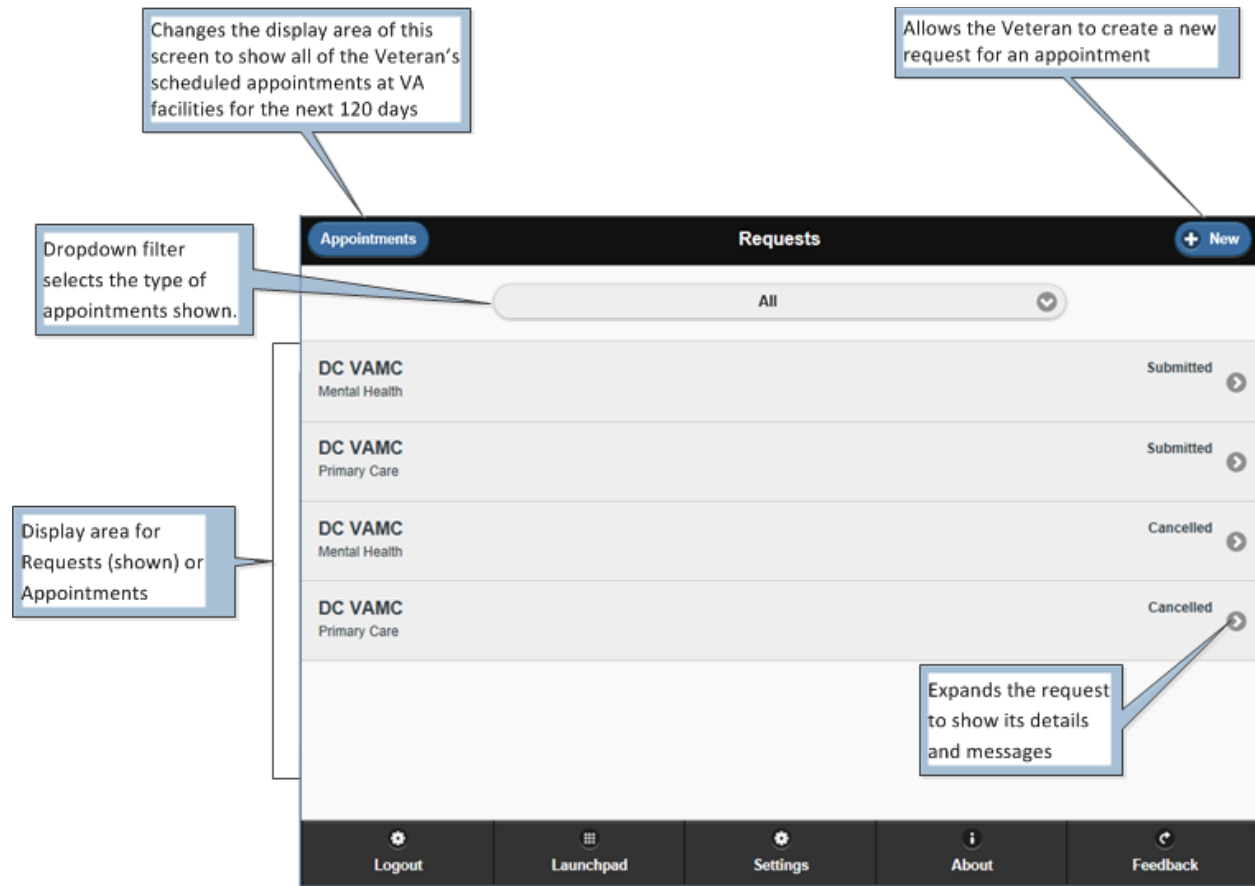


## Welcome to the Department of Veterans Affairs Mobile Veteran Appointment Request Application.

This application allows a Veteran to request and manage appointments. The first screen, Requests, displays all of the appointment requests and appointments.



To see details of a request and display messaging click anywhere in a request

The screenshot shows a mobile application interface for viewing request details. The screen is titled 'Details' and has a 'Back' button at the top left and a 'Cancel' button at the top right. The main content is divided into several sections: 'Request Status', 'Additional Request Details', 'Request Details', and 'Notification Preferences'. Callouts provide context for various elements: 'Returns to the Requests screen' points to the 'Back' button; 'Cancels the appointment' points to the 'Cancel' button; 'This status message is dependent on whether the request is booked, submitted, etc.' points to the 'Status changed to Submitted' message; 'Message entry pane. The message becomes a permanent part of this request and is seen by VA staff.' points to the text input field; 'Prior messages from the Veteran and staff' points to the message history; and 'Request details and Veteran preferences' points to the 'Request Details' section.

**Returns to the Requests screen**

**Cancels the appointment**

**This status message is dependent on whether the request is booked, submitted, etc.**

**Message entry pane. The message becomes a permanent part of this request and is seen by VA staff.**

**Prior messages from the Veteran and staff**

**Request details and Veteran preferences**

**Details**

**Request Status**

Status changed to **Submitted**

This appointment request has been submitted. After review by the clinic, updated information will be available here.

**Additional Request Details**

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

Send

From VA: 07/25/2013 15:27

From Me: Do I need to fast for these tests?

**Request Details**

Submitted Date	Thursday July 25, 2013
Status	Submitted
Phone	[REDACTED]
Best Times for VA to Call	9 AM - 11 AM
Facility	DC VAMC
Type of Care	Mental Health
Provider	Provider that I want to see is not listed
Preference	Book appointment with any available provider
Purpose of Visit	Other
Other Purpose of Visit	Need tests
Type of Visit	Office Visit
1st Choice	08/09/2013 AM
2nd Choice	08/16/2013 AM
3rd Choice	08/23/2013 AM

**Notification Preferences**

Text Messaging Allowed	No
Email Messaging Allowed	Yes
Email Address	demo.user@comcast.net
Notification Frequency	Daily

To create a new appointment request the Veteran selects the New Button on the Request screen and fills in the required information.

This notice reminds the Veteran if an appointment is needed within 3 days to call the VA clinic for assistance.

The phone number the Veteran will use for the call back. This may not be the same number as the text message contact number

Select one or more of the time slots available for a call back

Choose the VA facility where appointment will be. This is an auto complete box and will display Most Recent Facility and Search results.

The providers shown in the dropdown list are based on the facility and type of care chosen

Select from the dropdown either Routine follow-up, New Issue, Medication Concern, or Other

Free form text entry

The Veteran can enter a message here. This allows for a limited dialog with VA staff.

Clicking in any of the choice boxes opens a calendar the Veteran can use to select a date

If the Veteran chooses to create or change their preferences they can select the Change button.

The Review button will become active when all of the required information has been entered

New Request

+ Urgent Matter?

Phone7035551212

Verify Phone☒ Verified

Best Times for VA to Call

☒ 9 AM - 11 AM

☐ 11 AM - 1 PM

☐ 1 PM - 3 PM

☐ 3 PM - 4 PM

FacilityDC VAMC

Type of Care

☒ Primary Care

☐ Mental Health

ProviderVMSVMS2

Preference (optional)☒ Willing to see any available provider

Purpose of VisitOther

Other Purpose of VisitNeed tests

Optional

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

Do I need to fast for these tests?

Type of Visit

☒ Office Visit

☐ Phone Call

☐ Video Conference

1st Choice8/9/2013

AMPM

2nd Choice8/16/2013

AMPM

3rd Choice8/23/2013

AMPM

Notification Preferences

Change

Text Messaging AllowedNo

Email Messaging AllowedYes

Email Addressdemo.user@comcast.net

Notification FrequencyDaily

\* All fields are required before submission

CancelReview

After clicking on Review a summary of the request is displayed for the Veteran to Review.

The screenshot shows a mobile application interface for verifying a request. At the top, there are two buttons: 'Edit' (with a left arrow) and 'Submit' (with a checkmark). Below these is the title 'Verify Request'. The main content is divided into two sections: 'Request Details' and 'Notification Preferences'. The 'Request Details' section contains a list of fields with their values. The 'Notification Preferences' section contains a list of settings. Callouts provide additional context for the 'Edit' and 'Submit' buttons and the 'Request Details' section.

**Callouts:**

- Edit:** Returns the Veteran to the Request screen to make any corrections to the information
- Submit:** Submits the request to the VA facility. The message: "Request has been submitted successfully. After review by the clinic, updated information will be available." will be displayed briefly
- Request Details:** Request details and notification preferences

**Verify Request**

**Request Details**

Phone	[REDACTED]
Best Times for VA to Call	9 AM - 11 AM
Facility	DC VAMC
Request Message	Do I need to fast for these tests?
Type of Care	Primary Care
Provider	VMSVMS2
Preference	Willing to see any available provider
Purpose of Visit	Other
Other Purpose of Visit	Need tests
Type of Visit	Office Visit
1st Choice	8/9/2013 AM
2nd Choice	8/16/2013 AM
3rd Choice	8/23/2013 AM

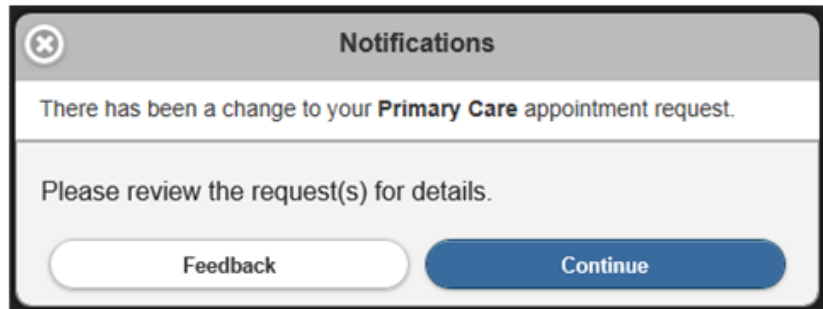
**Notification Preferences**

Text Messaging Allowed	No
Email Messaging Allowed	Yes
Email Address	demo.user@comcast.net
Notification Frequency	Daily

When a VA staff member takes an action on the request the Veteran will receive a notice when they login.

The Veteran will see this message when they login if a VA staff member has taken action on one of their requests.

The Veteran would click on the request, opening the request, to see its new status



A modal window titled "Notifications" with a close button (X) in the top left corner. The main text reads: "There has been a change to your **Primary Care** appointment request." Below this, it says: "Please review the request(s) for details." At the bottom, there are two buttons: "Feedback" (light blue) and "Continue" (dark blue).

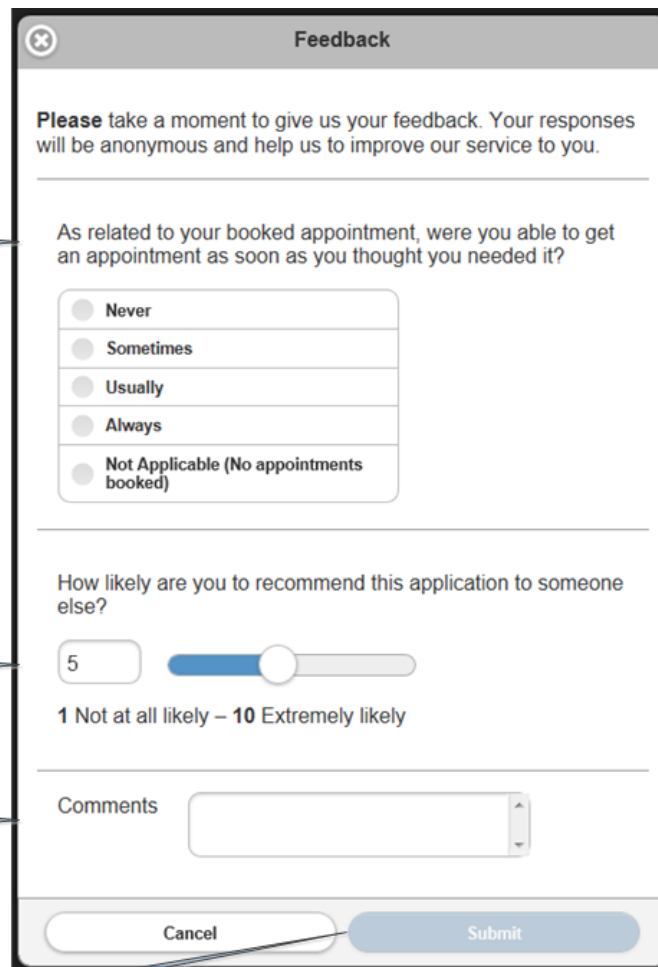
The veteran can provide feedback on appointment availability and rate their experience with the application

The Veteran can rate the availability of appointments

The Veteran can type a number or use the slider, one automatically updates the other.

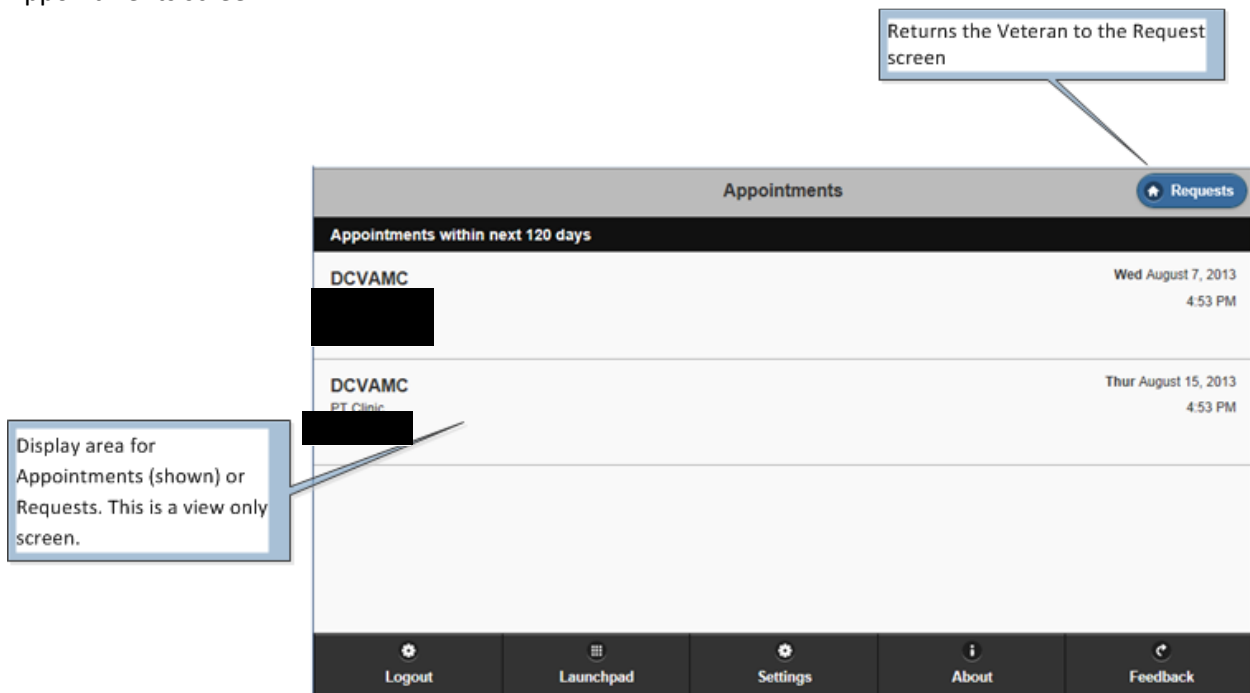
Written comments are optional

The Submit button will become active when the first two questions have been answered.



A modal window titled "Feedback" with a close button (X) in the top left corner. The main text reads: "Please take a moment to give us your feedback. Your responses will be anonymous and help us to improve our service to you." Below this, there are two questions. The first question is: "As related to your booked appointment, were you able to get an appointment as soon as you thought you needed it?" with five radio button options: "Never", "Sometimes", "Usually", "Always", and "Not Applicable (No appointments booked)". The second question is: "How likely are you to recommend this application to someone else?" with a numeric input field showing "5" and a slider control. Below the slider, it says: "1 Not at all likely – 10 Extremely likely". At the bottom, there is a "Comments" label and a text input field. At the very bottom, there are two buttons: "Cancel" (light blue) and "Submit" (dark blue).

To view just booked appointments that occur in the next 120 days the Veteran can open the Appointments screen.



The Veteran can create or edit their notification preferences either by selecting on Settings on the bottom bar or while in the process of creating a new appointment request.

