

VETERAN APPOINTMENT REQUEST (v 2.0)

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 VA Clerk | 19 |
| Booking by phone | 25 |

Application

Veteran Appointment Requests (VAR) version 2.0 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.

Access

Access method

VAR2.0 is a web-based application. The user can access the application from any desktop or mobile devices using any of the following supported browsers: IE10, Chrome 30, Firefox 24. Additionally, being a web based application, VAR requires internet connectivity.

User credentials

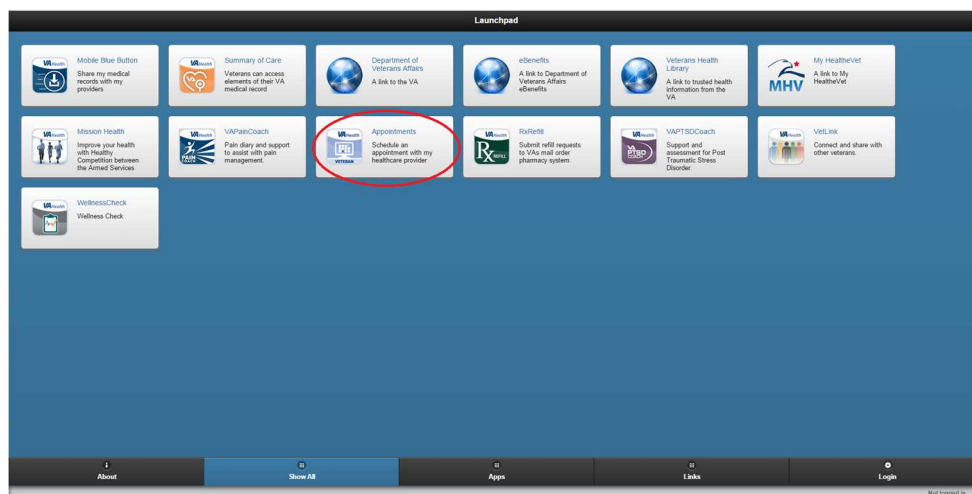
Veterans with a valid DSLOGON can use this application.

Access application

There are two ways to access this application:

- From Launchpad:

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



Select the Appointments icon.

- From the application URL: <https://vet-int.mobilehealth.va.gov/veteran-appointment-requests/>

The application can be accessed from a supported web browser by navigating to the following URL:

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:

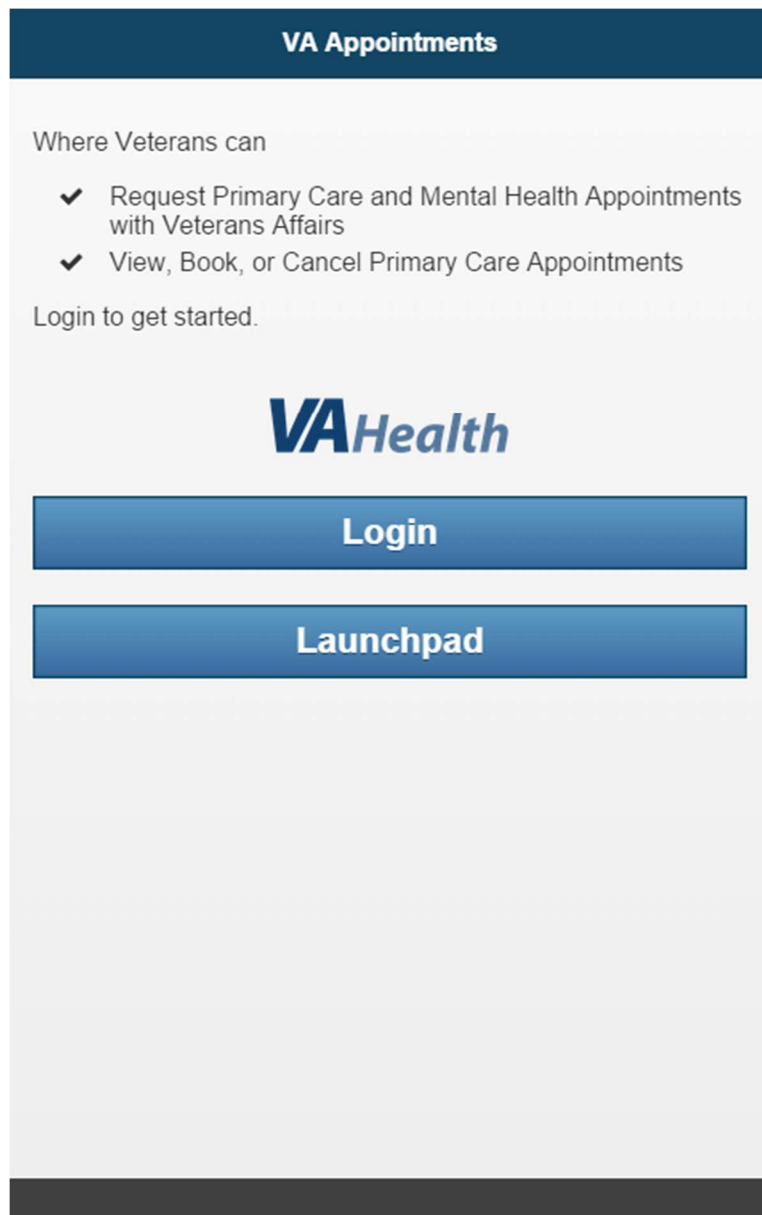
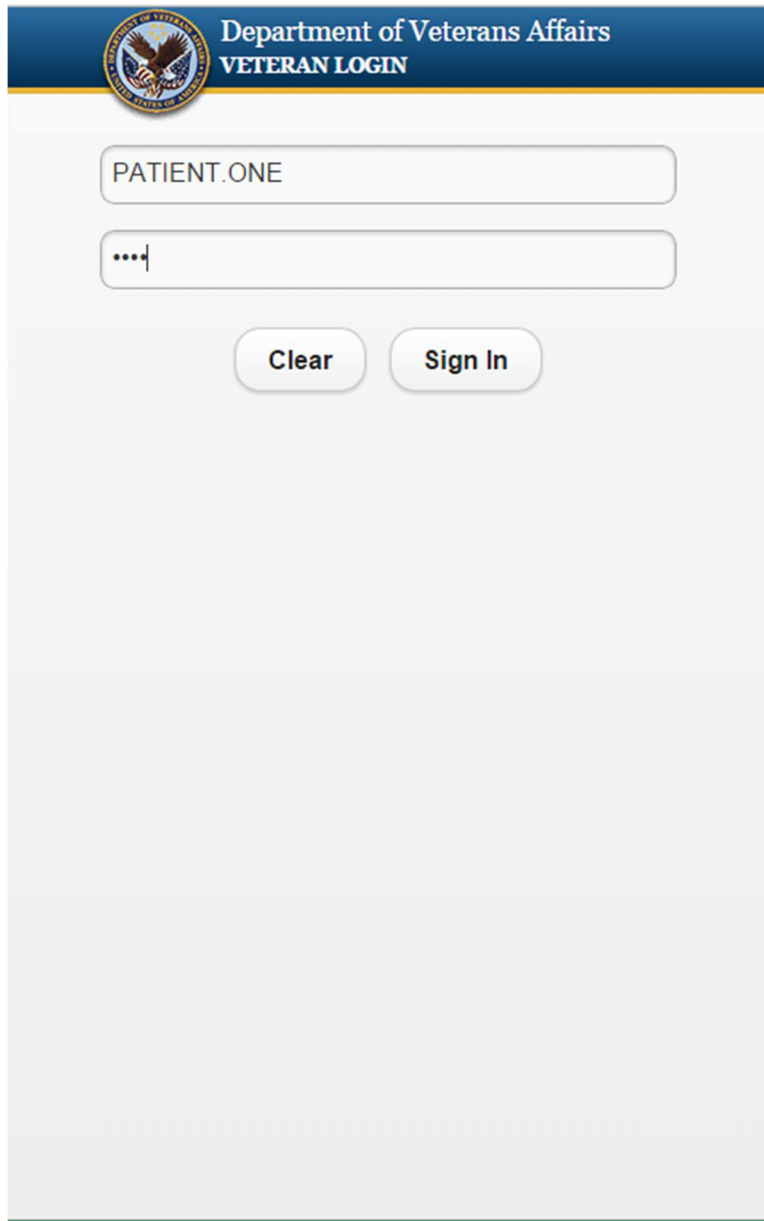


Figure 1

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



The image shows a login interface for the Department of Veterans Affairs. At the top, there is a blue header bar containing 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 contains the text "PATIENT.ONE" and the second contains four dots, indicating a password field. 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:

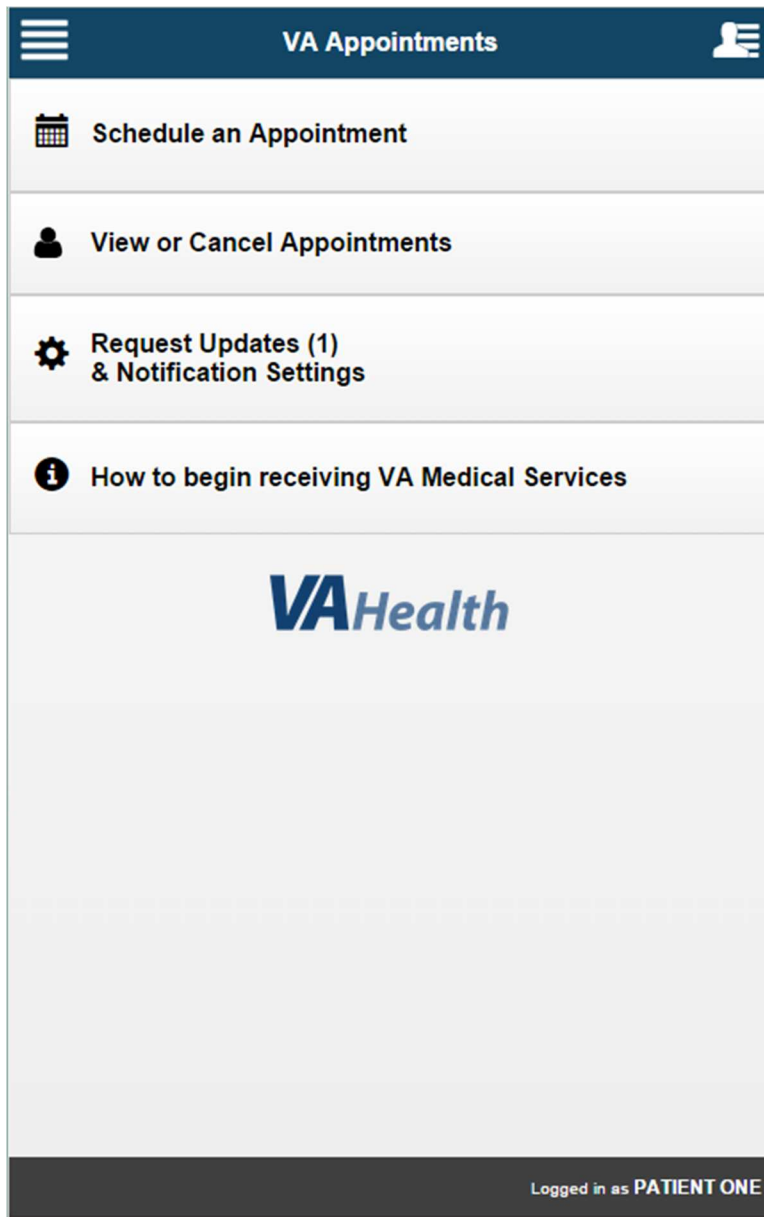


Figure 3

Application Menu

The application menu can be accessed by clicking on the icon at the top left corner as shown below.

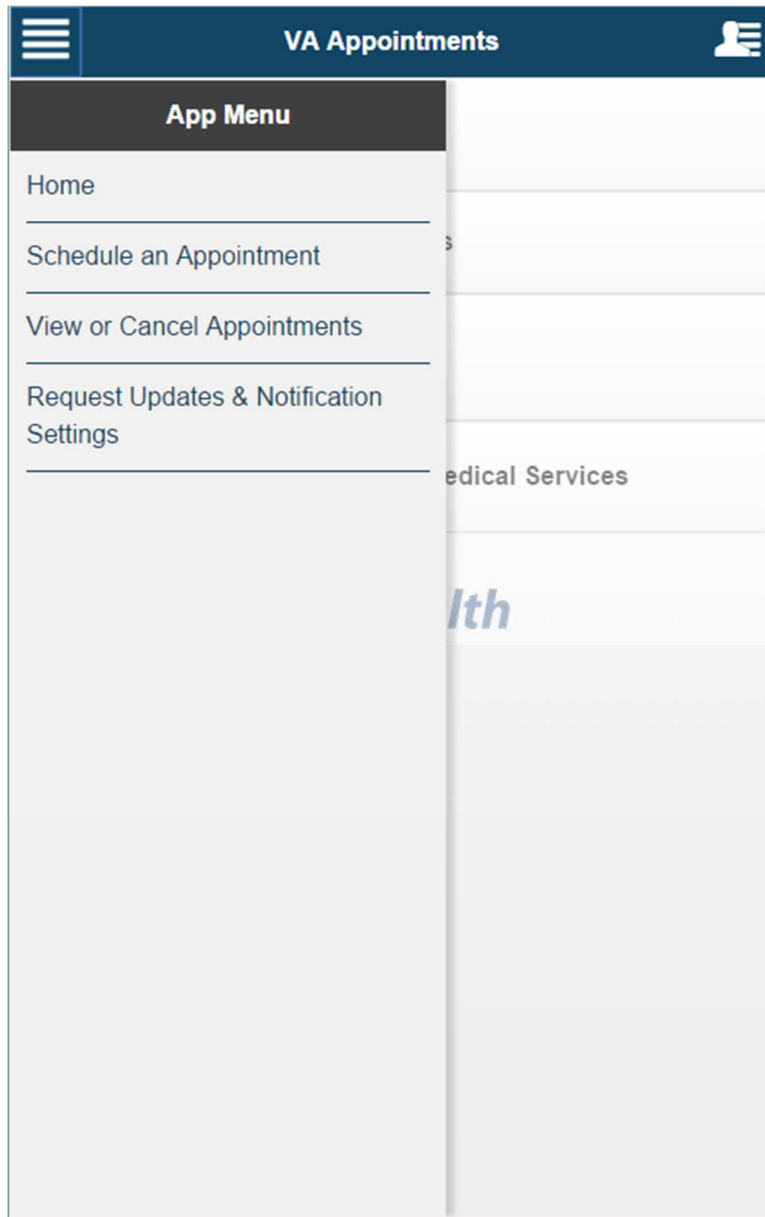


Figure 4

User Menu

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

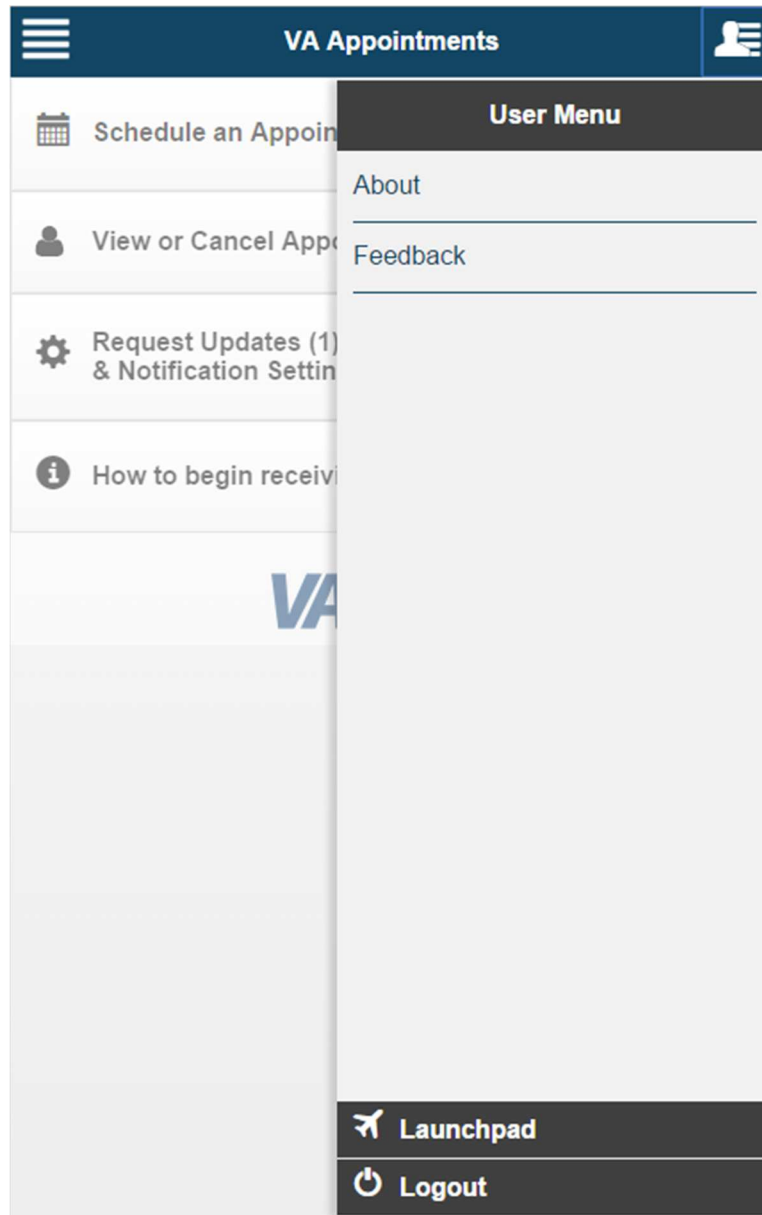


Figure 5

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.

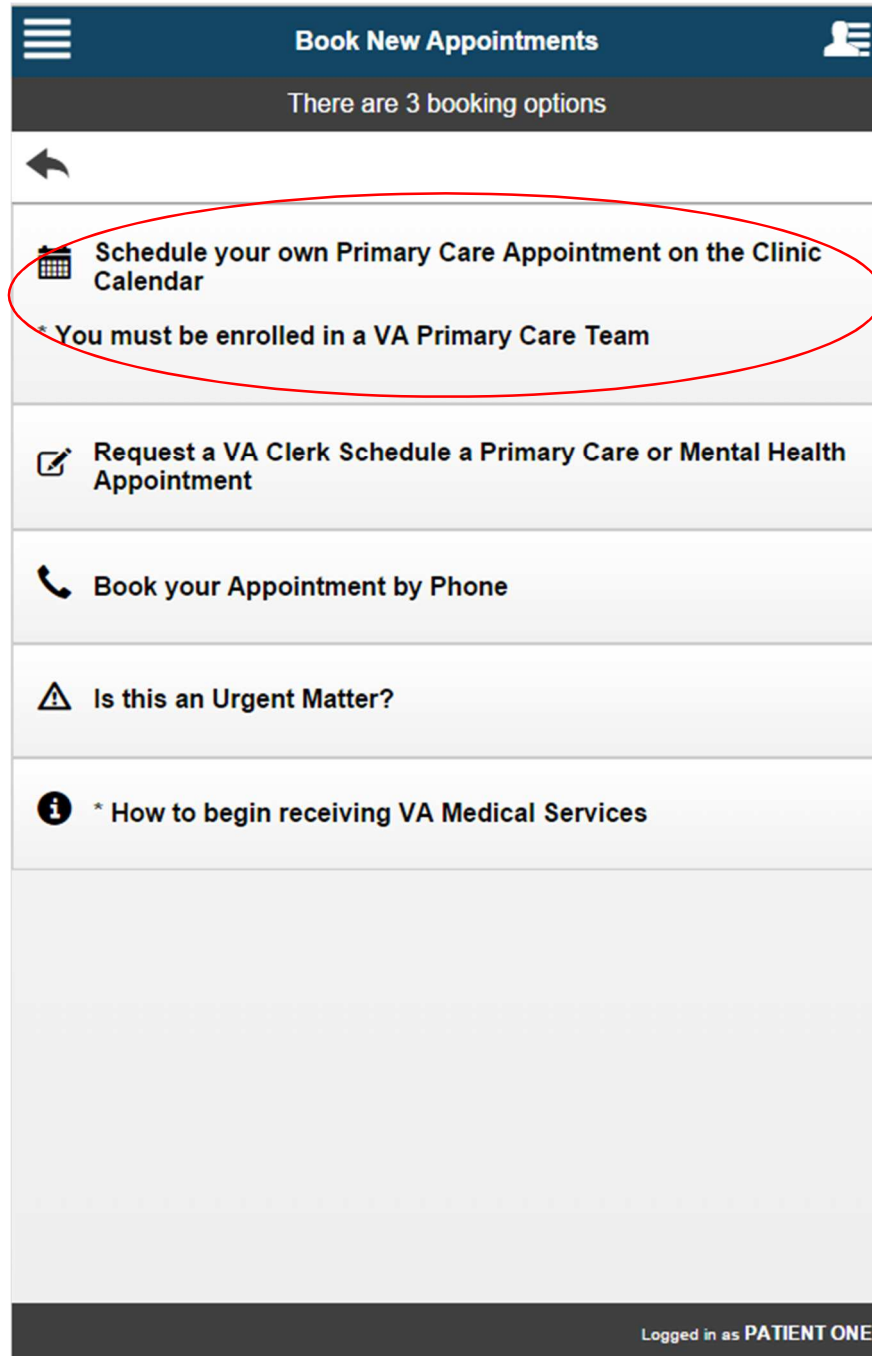


Figure 6

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

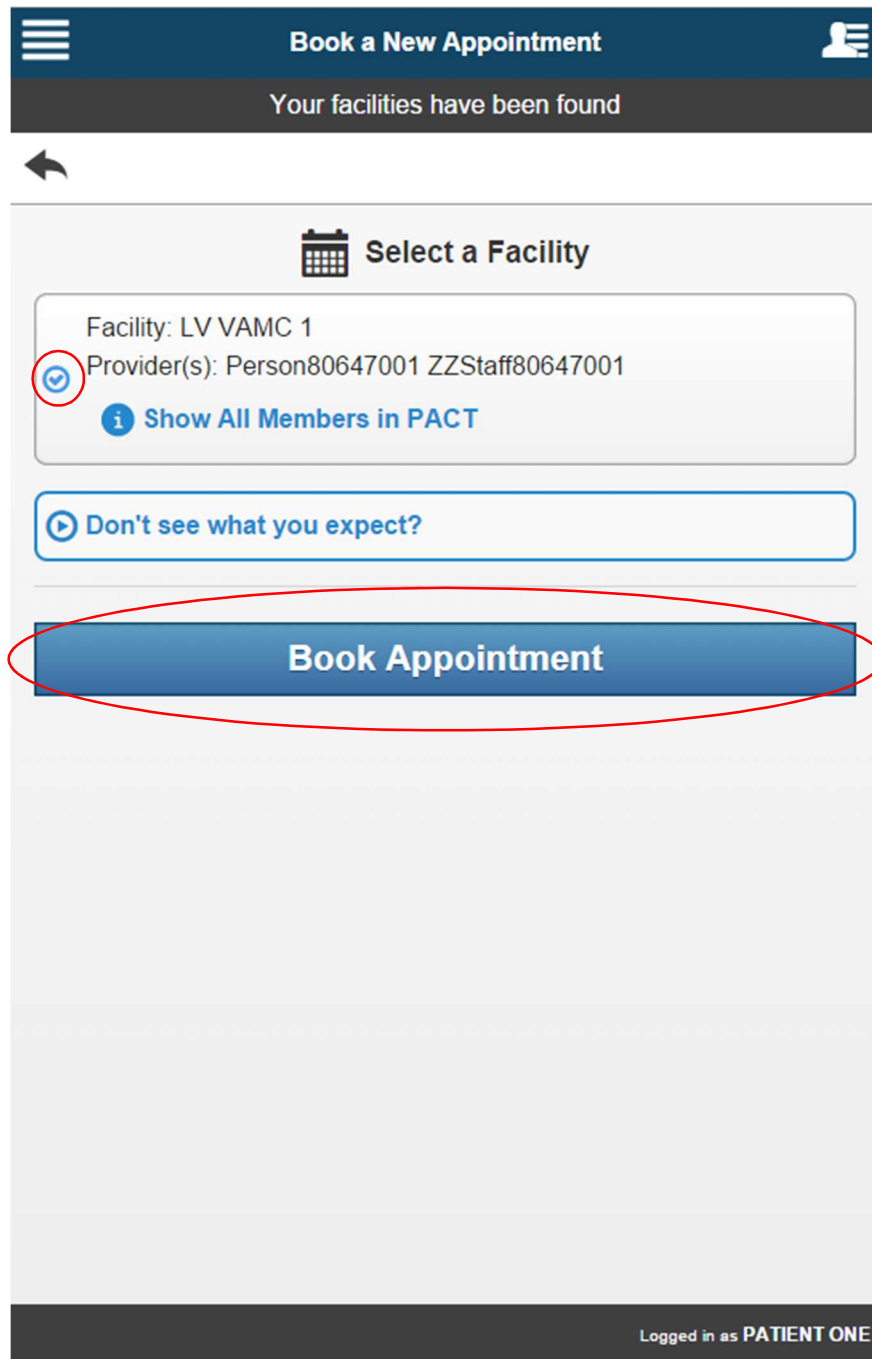


Figure 7

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” has 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 an appointment time

 PATIENT APPT



 Wed, Feb 25, 2015 

| | | |
|-------|-------|-------|
| 09:00 | 09:15 | 09:30 |
| 09:45 | 10:00 | 10:15 |
| 10:30 | 10:45 | 11:00 |
| 11:15 | 11:30 | 11:45 |
| 12:00 | 12:15 | 12:30 |
| 12:45 | | |

Person80647001 ZZStaff80647001
LV VAMC 1, GENERAL MEDICINE

Logged in as PATIENT ONE

Figure 10

Click on any open slot. The next screen summarizes the user inputs.

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.

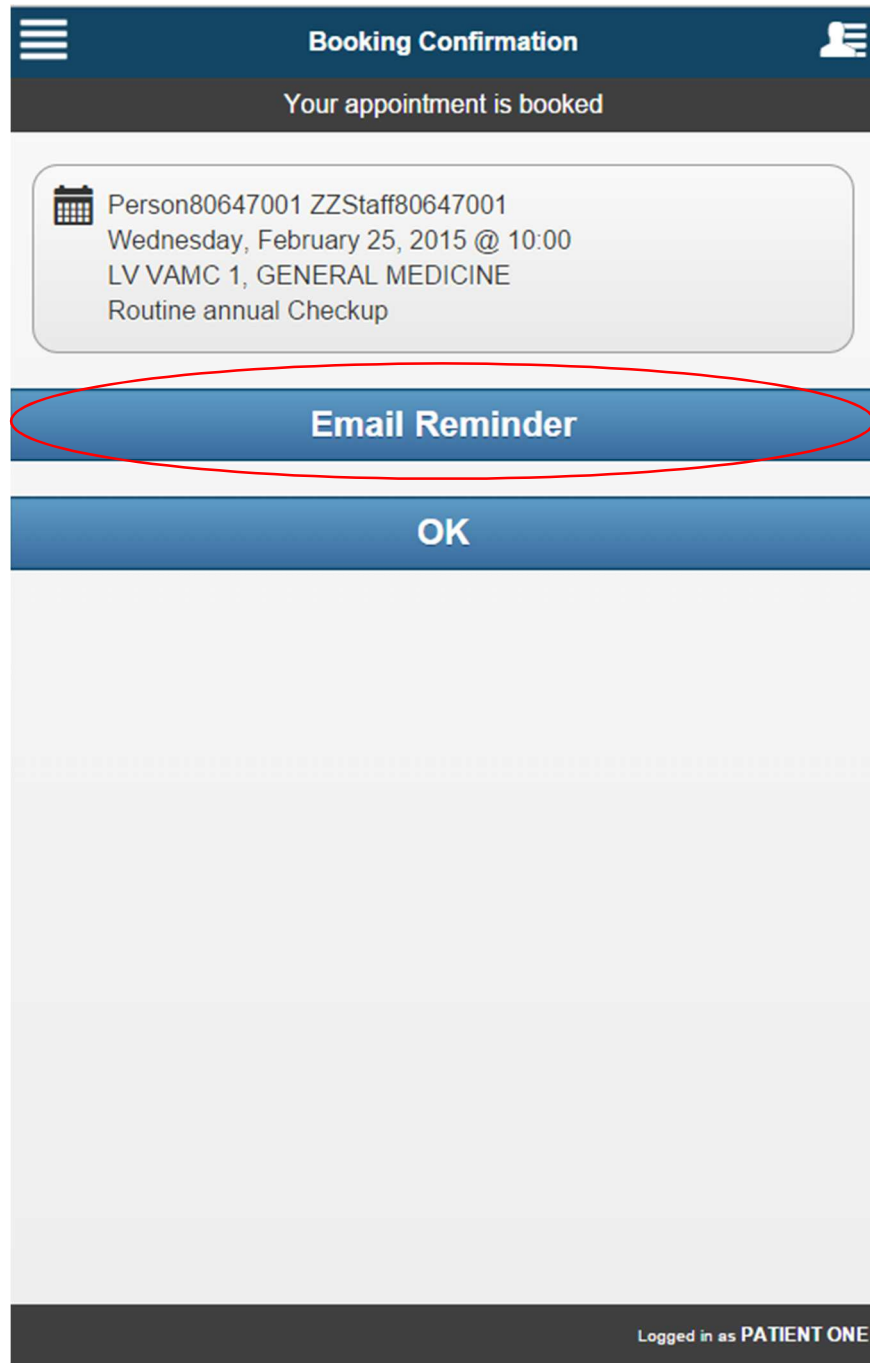




Figure 12

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

abcd@efgh.com

abcd@efgh.com

 Person80647001 ZZStaff80647001
Wednesday, February 25, 2015 @ 10:00
LV VAMC 1, GENERAL MEDICINE
Routine annual Checkup

Cancel

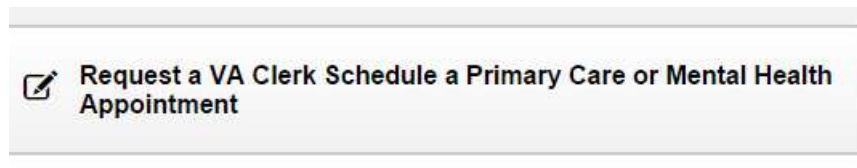
Email

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.

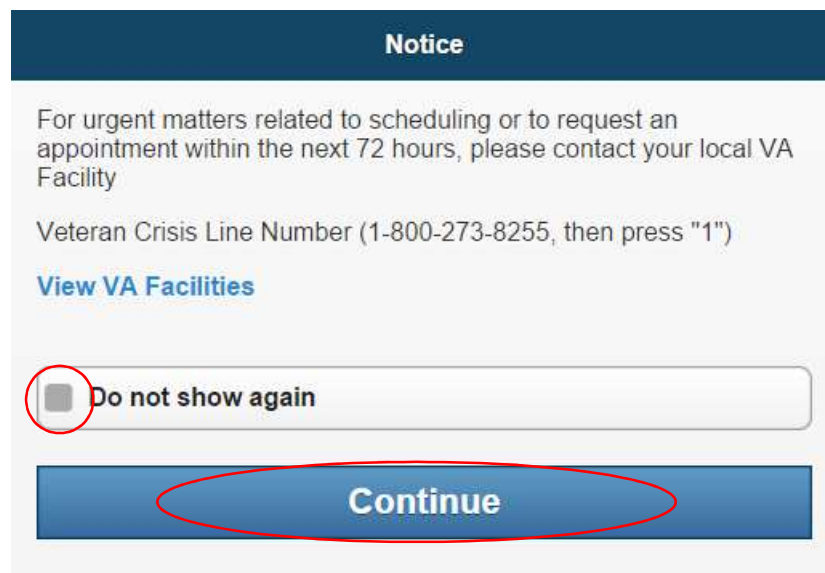




A screenshot of a web interface. At the top is a dark blue header bar with the word "Notice" in white. Below the header, the text reads: "For urgent matters related to scheduling or to request an appointment within the next 72 hours, please contact your local VA Facility". Below this is the text: "Veteran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

AMPM

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.