

Services

and Facility Operations

Veterans can:

- Find quick answers to their Eligibility Reform questions.
- Assess their priority level.
- Get help completing their 10-10 EZ Enrollment Form.
- Use their VIC card to access their own personal information.
- Print the information they need and keep it for the future.

Facilities can:

- Alleviate staff members from repeatedly explaining Eligibility Reform.
- Program local information, like facility maps, for veterans and their families.
- Interface with VistA and VIC cards to offer self-service patient information.
- Decrease waiting periods for veterans in search of information.
- Offer enhanced customer service.

Serving Veterans

with reliable, up-to-date

Information

- Reviewed, modified and endorsed by national Veterans Service Organizations.
- Based on information provided by the VA Health Benefits Call Center.
- Low-maintenance and centralized information updates.
- Designed to be flexible so facilities can customize as they see fit.

Veterans Health Administration
810 Vermont Avenue NW
Washington, DC 20240

Veterans Information Kiosk

Put the power of knowledge at veterans' fingertips



the
RIGHT care
at the
RIGHT time
in the
RIGHT place

VHA Office of Communications

The Veterans Information Kiosk

Wouldn't it be ideal if veterans and their families could learn the latest details of VHA health benefits from a single reliable source? And what if they could consult that same source for scheduling, prescription information and more?

Now they can - with the Veterans Information Kiosk.

Information at their Fingertips

Designed with a touch screen display, the Veterans Information Kiosk is an easy-to-use interactive program that answers hundreds of basic questions about the Uniform Health Benefits Package and National Enrollment System. An audio guide helps veterans touch their way to valuable information arranged under four main categories:

- How do I apply?
- How much does it cost?
- What are my benefits?
- Am I eligible?

In just a few touches, veterans can receive answers to specific questions like these:

- What is my co-payment for prescriptions?
- Will the VA treat me if I don't have health insurance?
- What is means testing?

Veterans can also find helpful instructions for filling out the 10-10 EZ enrollment form or can examine a sample application in the "How do I apply?" section. In the "Am I eligible?" section, they can provisionally assess their priority group.

A Veterans Information Kiosk in the lobby or waiting room of your facility or CBOC can significantly decrease the amount of

time your staff spends repeating answers to the same basic benefits questions.

Veterans and their spouses will take pride in finding the answers themselves. And once they find what they're looking for, the kiosk's printing capabilities let them take that information home for future reference.

Add Value with Local Information

The Veterans Information Kiosk began as an effort put forth by the VHA Office of Communications to communicate both national and local information of direct concern to veterans, starting with built-in information on the Uniform Benefits Package. You can also program the kiosk with locally produced information and other kiosk software - developed either as an optional extra or by internal resources - to provide veterans access to facility maps, bulletins, special announcements and much more.

The standard kiosk configuration comes equipped with a local area network (LAN) connection, a built-in VIC card reader and a low maintenance printer for hard copy output. These features mean that you can - with some additional programming - link the kiosk to VistA, recognize veterans through their ID cards, and provide individualized patient information, such as clinical appointment schedules or directions for taking medications.

Future add-ons are being planned for the Veterans Information Kiosk, as well. For example, connectivity to the VA Call Center will eventually allow veterans to receive further information directly from call center analysts. Links to other sources of veteran-related information via the Web also will be possible.

Veterans Voice Approval

To test pilot the Veterans Information Kiosk and gauge its effectiveness, units were placed in five VA facilities across the country. Some of the findings of the pilot study are listed below:

- Users felt the kiosk's information was well-organized, easy to read and appealing.
- Participants found the kiosk to be a beneficial source of information.
- Many said they would recommend the kiosk to friends and family.
- More than half said they normally rely on the VA medical staff as their source of information on VA health care.

Helen Cornish, director of VAMC Lexington, says the pilot kiosk at her facility has been "a big timesaver for employees and quite a successful customer service for our patients, who have enjoyed using it." Veterans who previously had to wait in line as employees searched for and printed appointment times now head straight to the kiosk. "The greatest benefit," she added, "is the overall increase in how well the veterans understand their health care benefits."



• **Price:** \$8,000 per unit, plus shipping and installation

• **Dimensions:** 58 1/8" Tall; 42 3/4" Wide; 32" Deep

Installation Requirements:

- Power
- LAN
- Modem connection, if desired

• **Technical Support:** Basic PC maintenance required

Standard Configuration:

- Kiosk shell
- Touch screen monitor and speaker
- CPU with 6.4 gigabyte hard drive
- LAN card and connection
- Internal modem
- VIC card reader
- Printer

Order the Veterans Information Kiosk

Just fill out the form below and fax it to:

Katie Lutts
Condor Technology Solutions
Fax: 410-246-5230

ORDER FORM

○ **Facility Name:** _____

○ **Shipping Address:** _____

Attn: _____

○ **Station Number:** _____

○ **Contact Person:** _____

Position: _____

○ **Phone Number:** _____

○ **Routing Symbol:** _____

○ **Technical Contact:** _____

○ **Technical Phone Number:** _____

○ **Modem Number:** _____

- *Additional questions about the Veterans Information Kiosk or ordering procedures can be directed to Katie Lutts at Condor Technology Solutions by calling 410-246-7373, ext. 236, or by e-mailing to Klutts@cndrone.com.*