



Department of
Veterans Affairs

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Fact Sheet

Veterans Point of Service Program

The Veterans Health Administration's (VHA) Veterans Point of Service Program (VPS) designs, develops and deploys self-service devices that provide beneficiaries and employees standard, easy-to-use capabilities to perform clinical and business transactions.

Beyond spending time with clinical care providers, Veterans need to receive and provide information in order to manage their health and their relationship with VHA. VetLink helps Veterans do just that.

What can Veterans do on VetLink?

- Check in to appointments
- Review and update their addresses, phone numbers, and email addresses
- Review and update their next of kin information
- Review and update their insurance information
- Review their co-pay balances (co-pay payment coming soon)
- Review their VA prescriptions and allergy information for medication reconciliation (coming soon)
- View and print upcoming appointments

For VA Medical Centers, kiosks enable them to make better use of Veteran waiting time, formerly a non-value added time, for updating important information, filling out clinical questionnaires, reviewing their medications and allergies, providing important information to their care providers, and more. Kiosks provide:

- More time to spend with Veterans needing more assistance
- Less returned mail and lost prescriptions
- More information about a Veteran's condition available for the care provider for their appointments
- More time for staff to perform their other administrative duties

What are VetLink Devices?

- Secure, touch-screen devices, equipped with a card scanner, card swipe, printer, proximity sensor
- Powered by configurable, modular software
- Freestanding, desktop, wall-mounted, and mobile (tablet)
- Compliant with the Americans with Disabilities (ADA)

- Act and Section 508 regulations for use by Veterans with disabilities
- Operate as “thin clients” so no data is left on the kiosk
- Standardized, uniform interface for staff and Veterans nationwide

Where are VetLink Devices?

- Currently deployed in 22 VA Medical Centers and 98 CBOCs
- More than 1,000 devices now in use, with the next wave of deployment starting in July 2013

Do Veterans use VetLink Devices?

- Yes! VetLink has been used to pre-register and/or check-in Veterans over 1.2 million times.
- More than 90% of Veterans find VetLink easy to use, based on quarterly surveys
- Veterans have provided 108,000 address updates, 92,000 next of kin updates, 86,000 race/ethnicity updates on kiosks since VetLink debuted in May 2011.