My VA Health

VA | U.S. Department of Veterans Affairs

Veteran User-Guide

Patient Portal - Reference

Table of Contents

1 Introduction 1
1.1 When to Use My VA Health 1
1.2 Logging in to My VA Health 2
1.3 Overview of the My VA Health Patient Portal 4
1.4 Accessing Patient Information 4
1.4.1 Updating Notifications 5
1.5 Accessing Your Health Record in the Dashboard 6
2 Accessing Patient Questionnaires and Clipboards on the Dashboard 6
2.1 Veteran Clipboard and Clipboard Reference Table 7
3 Health Record 9
3.1 Health Record Reference Table 9
3.1.1 View Lab Results and Vitals 10
3.1.2 View Pathology Reports 10
3.1.3 View Radiology Reports 10
3.1.4 View Microbiology Reports 11
3.1.5 View Cardiology Reports 11
3.2 View Clinical Documents 11
3.2.1 View Visit Summaries 11
3.2.2 View Documents 11
4 Pharmacy 12
4.1 Pharmacy Reference Table 13
5 Messaging 16
5.1 Messaging Reference Table 16
5.2 Messaging 17
5.3 New Message 17
5.4 Manage Folders 18
5.5 Moving Your Messages 18
5.6 Replying to a Message 18
5.7 Sent Messages 18
5.8 Trashed Messages 18
6 Appointments 19
6.1 Appointment Reference Table 19
6.2 View Upcoming Appointments 20
6.3 View Past Appointments 20
6.4 Schedule a New Appointment (Coming Soon) 20
6.4.1 Scheduling an Appointment Not Listed in My VA Health 20
6.4.2 Choosing a Location 20

6.4.3 Selecting an Appointment Time 20
6.4.4 Adding Comments on Your Appointment 20
6.5 Cancel an Appointment 20
6.6 View Upcoming Video Visit Appointments 21
6.7 Joining a Video Visit Appointment 21
6.8 Overview of VA Video Connect (VVC) 21
6.8.1 Optional: Conduct a Test Call 21
7 Getting Started 21
7.1 Accessing Your Appointment 21
7.2 Enter Your Location for this Appointment 22
7.3 Making Camera and Microphone Selections 23
7.4 Google Chrome and VA Video Connect (VVC) 23
7.5 Internet Explorer 23
8 VA Video Connect Features 24
8.1 Navigating the Button Menu Bar 24
8.2 Chat with Participants 25
8.3 Screen and File Sharing 25
8.4 Adjust Camera and Microphone Settings 25
8.5 Ending Your Session 25
8.6 Support 26
8.6.1 Making a Test Call 26
8.6.2 Technical Support 26
9 Resources 26

My VA Health

1 Introduction

The purpose of this user guide is to familiarize Veterans with VA's new My VA Health patient portal and to point out its important features. The My VA Health patient portal is being used at facilities with the new electronic health record (EHR) system. Key features of My VA Health include the following:

- Accessing your medical information
- Requesting refills and renewals of VA prescriptions
- Messaging your health care team
- Viewing and managing medical appointments on your calendar

This document contains images to help you navigate the different sections of My VA Health discussed in the text. There are also hyperlinks throughout that will take you to other webpages for additional information.

1.1 When to Use My VA Health

Table 1: My VA Health Availability

When My VA Health becomes available for your site, you will use My VA Health, My Health*e*Vet and VA.gov to manage your healthcare.		
You will use My VA Health to:	**You will continue to use My Health*e*Vet to:**	**You will continue to use VA.gov to:**
• Review, schedule, request and cancel appointments • Refill and renew medications prescribed by providers • Send secure messages to your VA health care team • Manage your current health care records • Submit health record updates via patient questionnaires	• Manage your health records and request prescription refills or renewals for your medications ordered by VA providers from other VA medical facilities that are not using the new EHR » The prescriptions from VA medical facilities not using the EHR will not be transferred to My VA Health • Access past secure messages sent through My Health*e*Vet to My VA Health	• Access My VA Health and My Health*e*Vet • Change your address on file with VA for your health care and other VA benefits • Schedule, review and cancel appointments for VA health care facilities that have not yet transitioned to VA's new EHR • Apply for and manage other VA benefits

1.2 Logging in to My VA Health

You can log in to My VA Health at https://patientportal.myheath.va.gov. My Health*e*Vet (myhealth.va.gov) and VA.gov can also redirect you to My VA Health. You can authenticate your identity using any of these login credentials you use today:

- **Verified** ID.me account
- **Premium** DS Logon account
- **Premium** My Health*e*Vet account
- **Login.gov** account

Note: If you have a Basic My Health*e*Vet account, you should first upgrade your account to **Premium** by going to https://www.myhealth.va.gov/premium. For a step-by-step guide on how to upgrade your account to **Premium**, click here.

You can also upgrade your My Health*e*Vet login credentials to **Premium** by visiting your VA medical center or a VA outpatient clinic. Please contact your local connected care coordinator if you have questions.

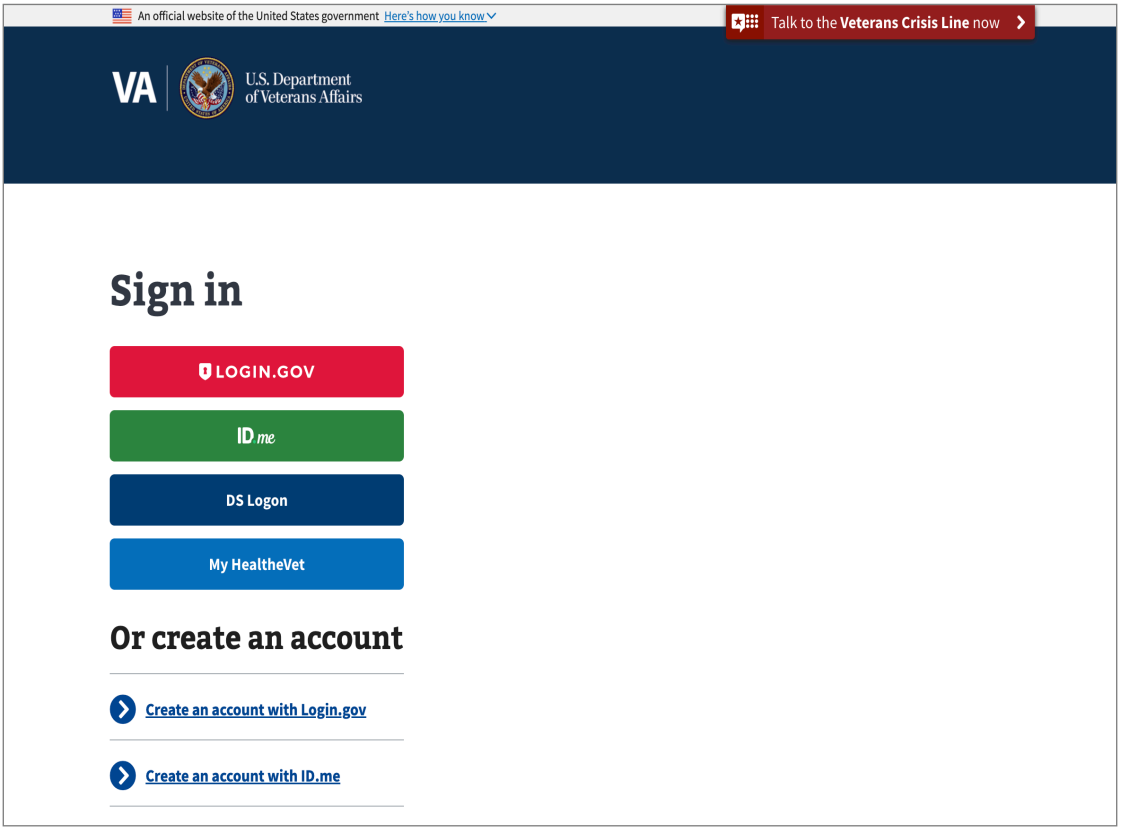


Figure 1: Sign-In Page for My VA Health, Select an Option to Log In

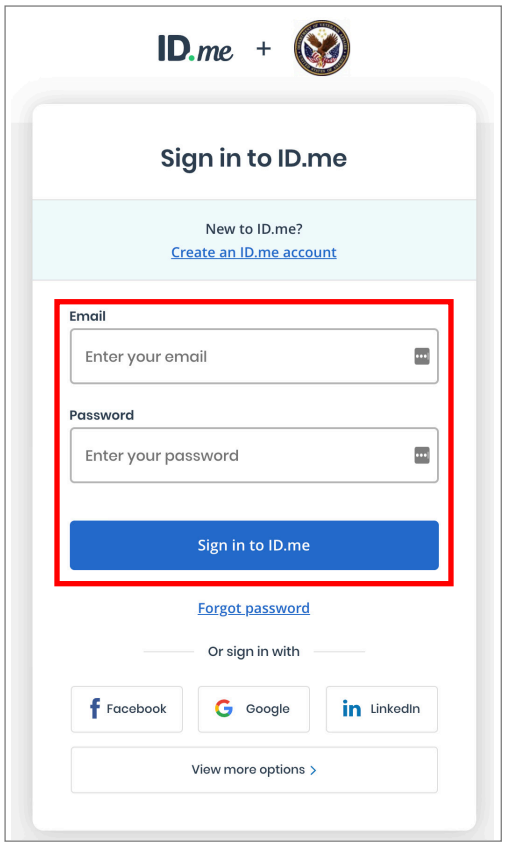


Figure 2: ID.me Sign-In Option

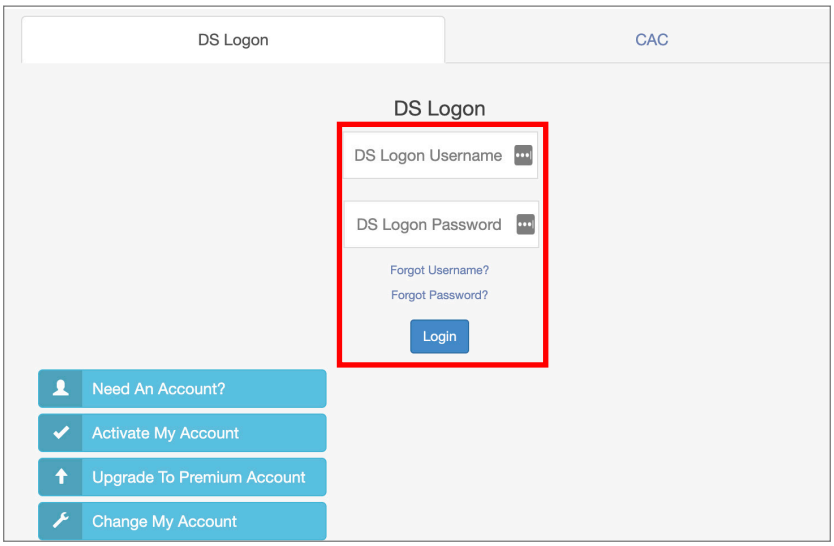


Figure 3: DS Logon Premium Option

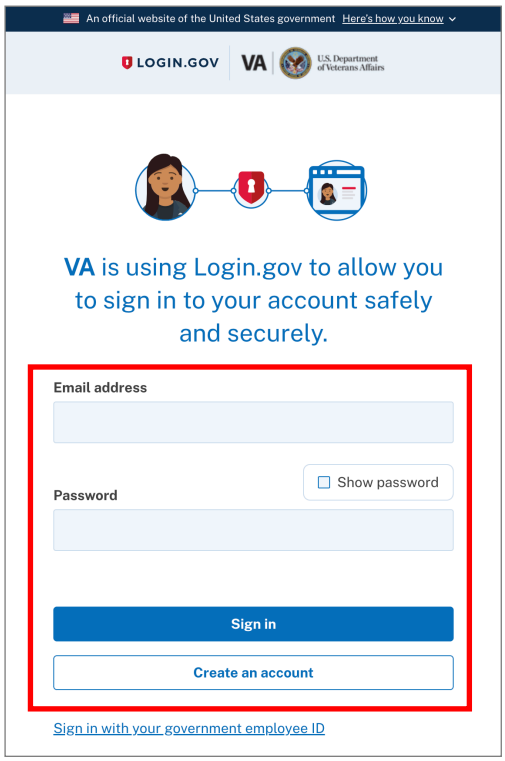


Figure 4: Login.gov Option

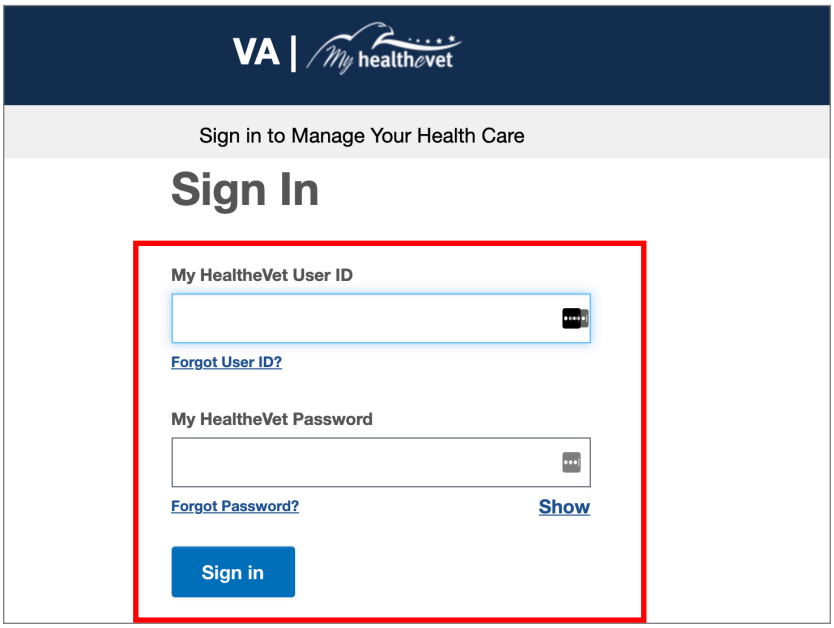


Figure 5: My HealtheVet Premium Option

1.3 Overview of the My VA Health Patient Portal

Once you log in to My VA Health, you will see your own personal dashboard. Your dashboard consists of six menus: **Home**, **Appointments**, **Messaging**, **Pharmacy, Health record** and **Clipboards**.

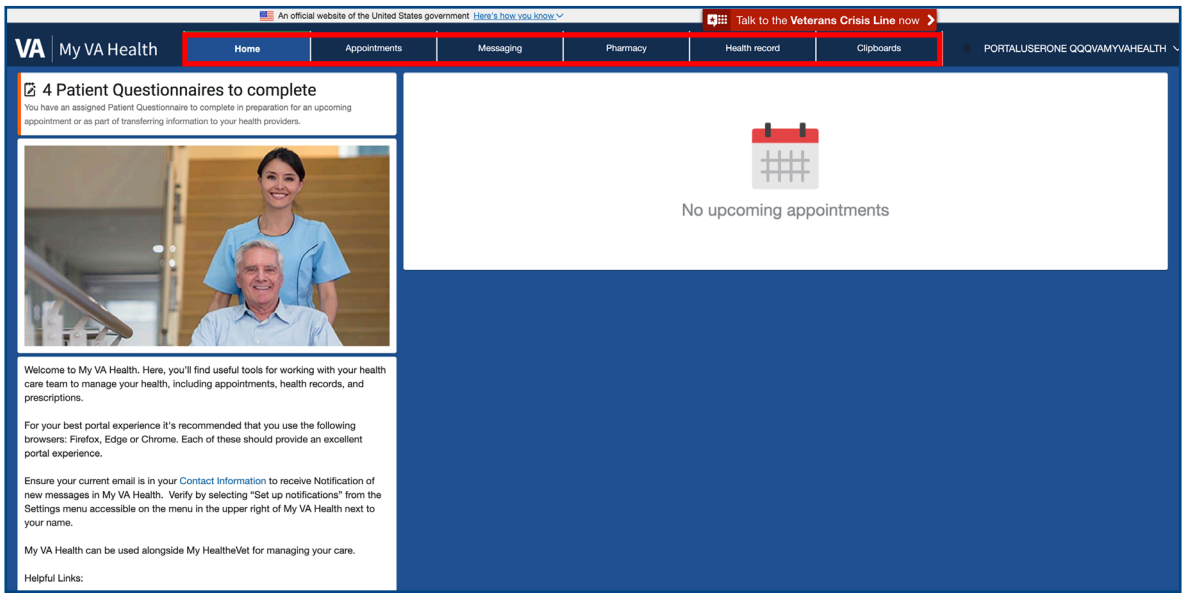


Figure 6: My VA Health Patient Portal Dashboard

1.4 Accessing Patient Information

Select your name in the top-right corner to open the **Settings** menu. Select **View patient information** to view your personal details, including address, contact information, insurance information and a list of the medical providers you have an existing patient relationship with.

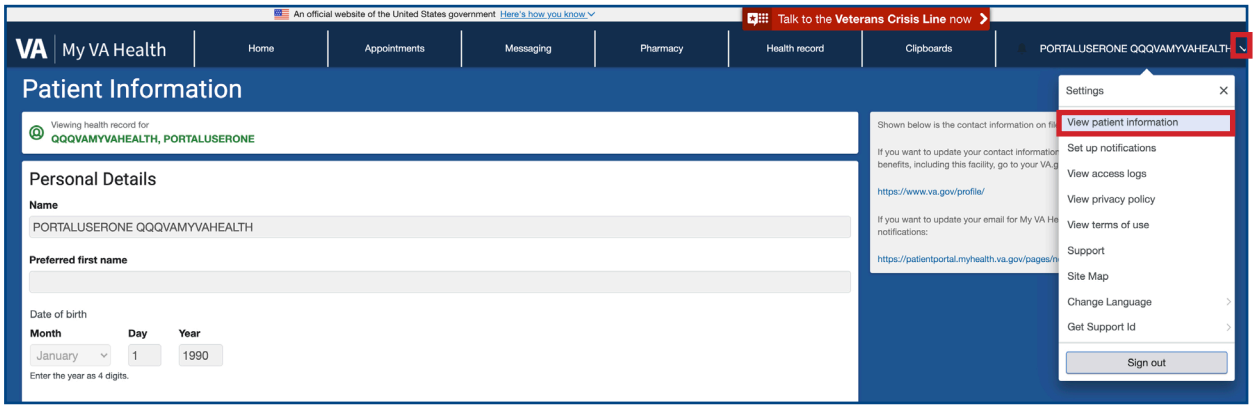


Figure 7: Settings Menu (View Patient Information)

1.4.1 Updating Notifications

In the **Settings** menu, select **Set up notifications** to make changes to your notifications settings and email address. Under **Email Address**, you can update the email address where you receive health record and messaging notifications. Enter your preferred email address and select **Save**. You can also choose to receive health record notifications by checking the corresponding box and selecting **Save**.

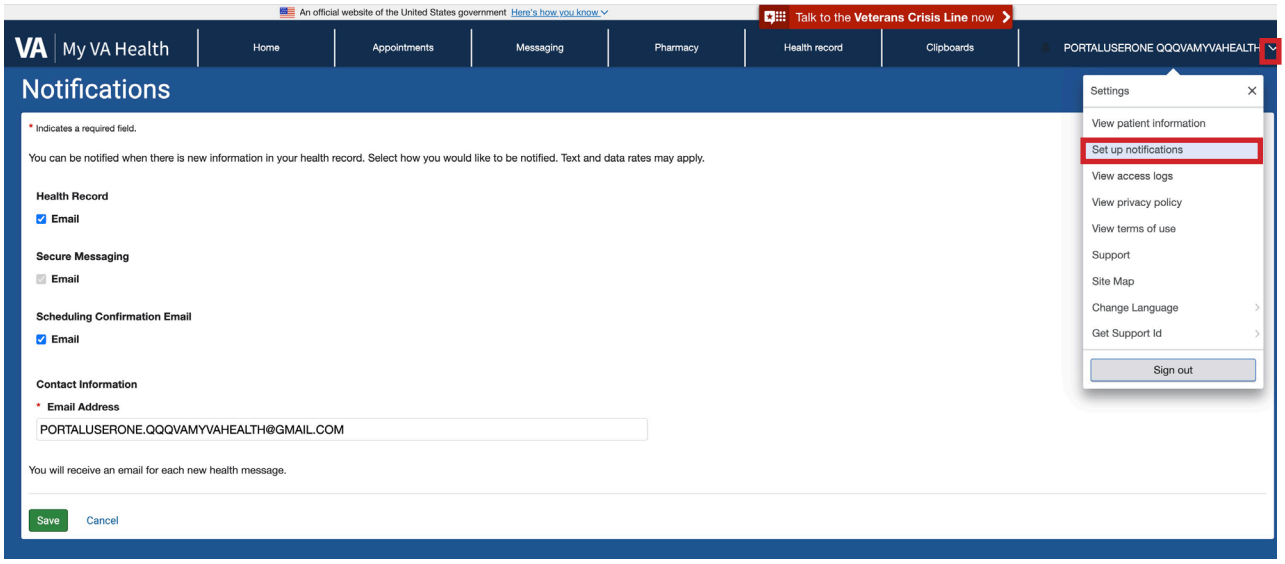


Figure 8: Settings Menu (Set Up Notifications)

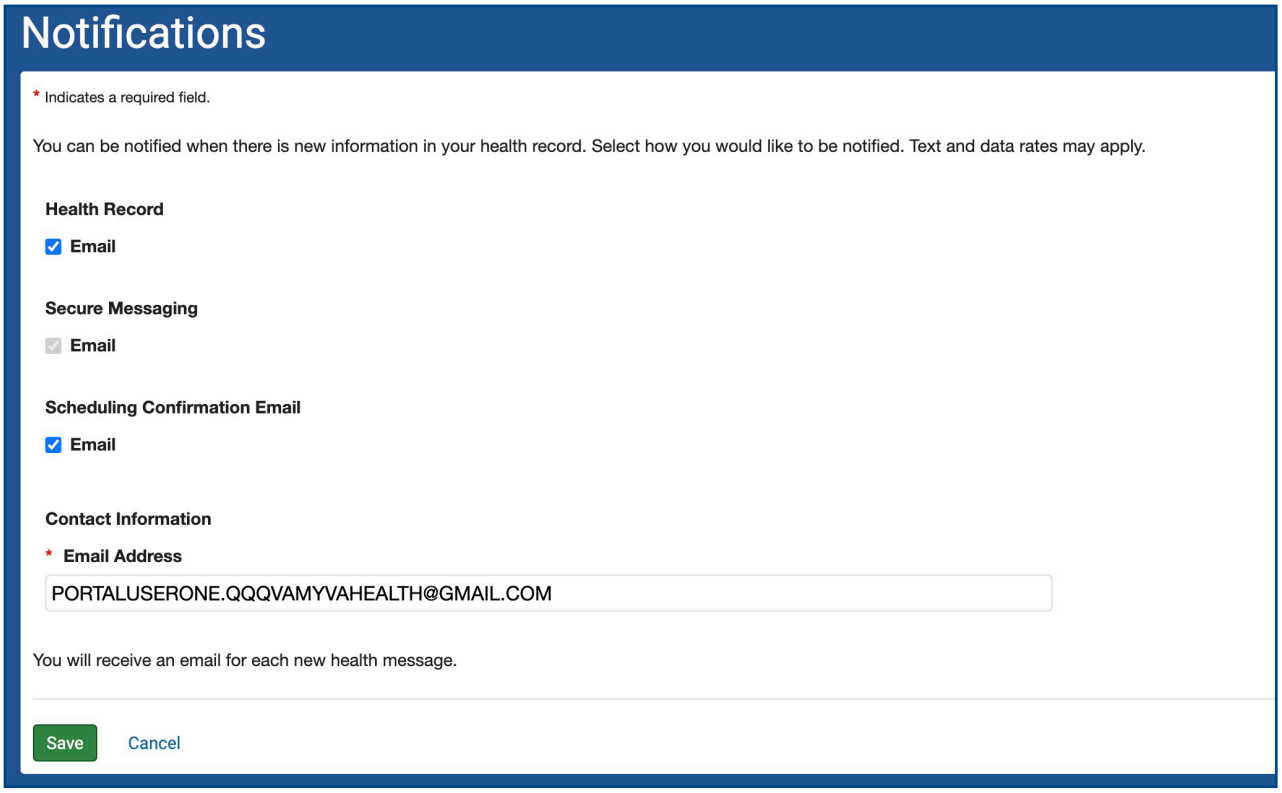


Figure 9: Settings Menu (Notifications Options)

1.5 Accessing Your Health Record in the Dashboard

You can access your information 24 hours a day, 7 days a week. You can view profile data (e.g., height, weight, blood pressure and active health issues) from the last encounter where that information was collected. This information is pulled from your VA health record.

2 Accessing Patient Questionnaires and Clipboards on the Dashboard

Clipboards are the documents that you normally complete on paper when you visit your provider. You can now do this online in My VA Health by selecting the option under the **Clipboards** tab on your dashboard before, during or between your appointments. Clipboards are also called patient questionnaires.

Your My VA Health home page (dashboard) will display a reminder to complete any clipboards awaiting your action. You can view these by clicking the link, which will open the **Clipboards** page.

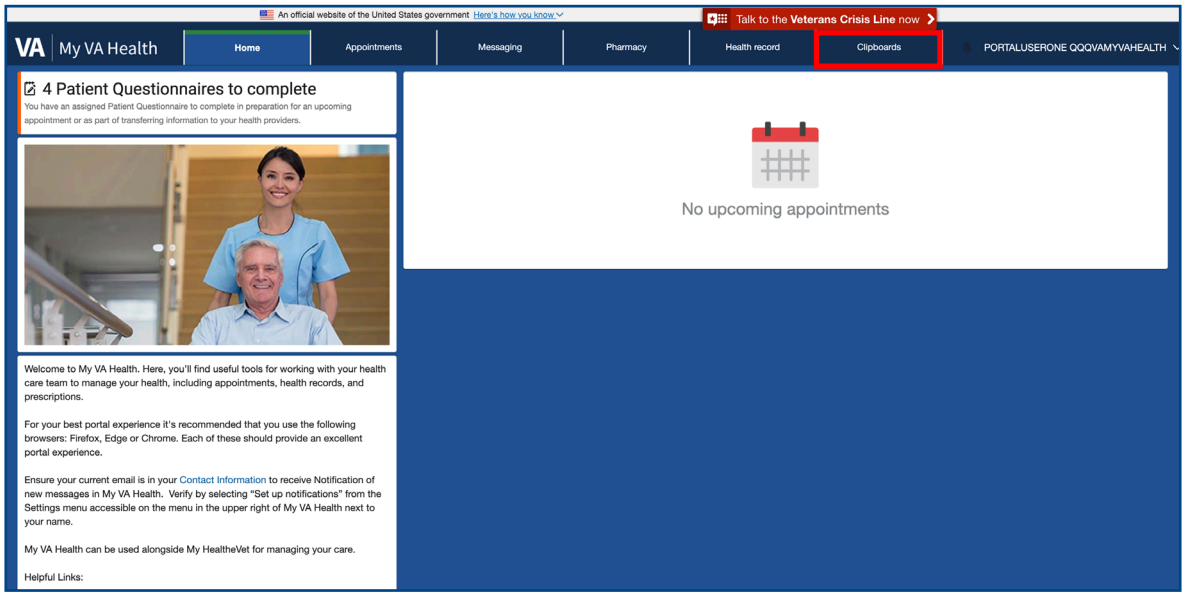


Figure 10: My VA Health Dashboard (Clipboards Tab)

Note: After you submit a clipboard, changes will not be reflected in your health record until they are accepted into your chart by your health care team.

The **Clipboards** page displays a list of all clipboards assigned to you, organized by either assigned or available clipboards. Select **Take Now** to open a clipboard's **Overview** page. (If you have already started the clipboard, **Take Now** will instead read **Continue**.)

2.1 Veteran Clipboard and Clipboard Reference Table

Table 2: Clipboard Reference Table

Button	Description
Take Now	The **Take Now** button takes you to the clipboard's **Overview** page. If you have already started the clipboard, the button will instead read **Continue**.
Continue !	The **Continue** button will allow you to resume answering questions in a clipboard that was previously started but not completed.
Available	The **Available** menu shows you all available clipboards you have not yet completed and submitted.
Completed	The **Completed** menu shows you all the clipboards you have submitted to your health care team. If no clipboards have been submitted, then a "None completed" message will display. **Note:** After you submit a clipboard, changes will not be reflected in your health record until they are accepted by your health care team.

Button	Description	Actions
Add New Allergy	The **Allergies** section on the **Clipboards** page provides a list of all your current allergies and any documented reactions.	• Modify a current allergy by selecting **Edit**. • Add a new allergy by selecting **Add New Allergy**.
Add New Health Issue	The **Active Health Issues** section shows all active issues, as well as a record of past issues, in your health record and includes the onset date of the issue and your managing provider(s).	• Add a new health issue to your health record by selecting **Add New Health Issue**. • Modify a health issue by selecting **Edit**.
Add New Medication	The Medications section displays current (i.e., active) and comprehensive (i.e., historical) medications prescribed by VA facilities using the new EHR.	• Edit your medication details by selecting **Edit**. • Add medications not on this list (e.g., over-the-counter medications), that are currently being taken by selecting **Add New Medication**. • Update the status of your medications by selecting the appropriate option under the **Status** column. If you are taking all medications as prescribed, select the box at the top labeled **Check Here**.

Button	Description	Actions
Add New Procedure	The **Procedures and Surgeries** section displays all the procedures documented in your health record and the date of each procedure.	• Modify your health record by selecting **Edit**. • Add procedures and surgeries by selecting **Add New Procedure**.
Add New Immunization	The **Immunizations** section displays all the immunizations documented in your health record and the approximate date you received them.	• Modify your immunizations by selecting **Edit**. • Add new immunizations you have received by selecting **Add New Immunization**.

Button	Description
Add New Family Member	The **Add New Family Member** button allows you to add a new family member and their related health issues to the **Family History** section in your health record.
Edit	The **Edit** button allows you to modify details in your clipboard. After you submit your clipboard, your health care team will accept the information into your health record.
	The **Trash Can** button allows you to request the removal of details in your health record via the clipboard.
Remove	The **Remove** button allows you to request that information in your health record be deleted.
Save	The **Save** button allows you to save information in your clipboard.
Submit Answers Edit	After you have completed all sections on the **Clipboards** page, the **Submit** page will display a list of the completed forms. Here, you can select a form to review your answers in each section or select the **Edit** button to revise your answers. When you are finished, select **Submit Answers** and you will receive a confirmation message on the **Overview** page. You cannot make additional changes to a clipboard after submitting it to your health care team.

3 Health Record

Selecting the **Health record** option from the dashboard will take you to your health profile, where you can access key information from your health record. The table below outlines how you can quickly access specific information in your record.

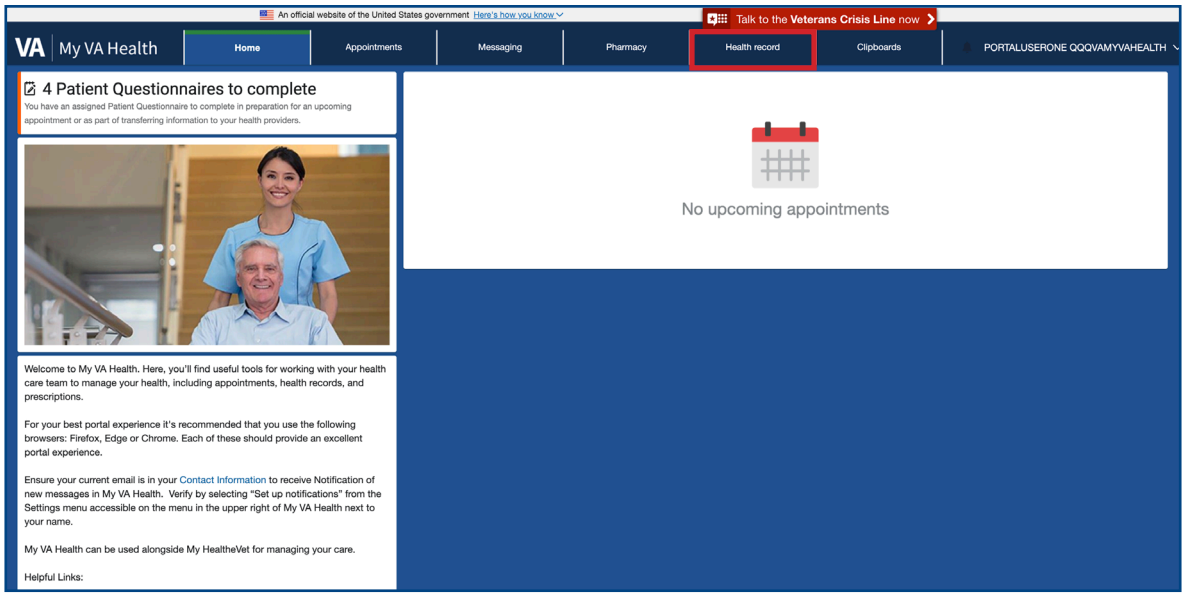


Figure 11: My VA Health Dashboard (Health Record Tab)

3.1 Health Record Reference Table

Table 3: Health Record Reference Table

Button	Description
View health profile	The **View health profile** section shows your documented immunizations, health issues and allergies.
Immunizations	**Immunizations** provides a history of your immunizations with dates and descriptions.
Current Allergies	**Current Allergies** shows a list of all current allergies and any documented reactions.
View lab results and vitals	The **View lab results and vitals** section displays your lab results and clinical measurements.

Button	Description
COVID-19 records	The **COVID-19 records** section displays your specific COVID-19 immunizations and test results.
View health conditions	The **View health conditions** section shows the health conditions documented in your health record.
View procedures	The **View procedures** section displays documented procedures and the date they occurred.
View clinical documents	The **View clinical documents** section allows you to view or download documents and education materials; view clinical notes; and view, download or transmit visit summaries that are in your health record.
Learn more about this health condition	The **Learn more about this health condition** link shows more clinical details about the health information displayed using the **Veterans Health Library Search**. (The **Learn more about this** option will appear in other areas of My VA Health to provide more detail on the given topic.)

3.1.1 View Lab Results and Vitals

This section allows you to view discrete lab results and measurements in your health record.

- Reference ranges come directly from the lab that completed the test and are meant to be a guide on where your health care team would expect results for that test to fall.
- Lab results processed by other health care organizations may not display in My VA Health.
- In situations where your results are outside the lab reference range, results may display a “high” or “low” indicator next to them. This is meant to enhance your knowledge and understanding of the results.
- You can also select a lab result to see its history and how it has trended over time.

3.1.2 View Pathology Reports

In the **View Reports** section, you can view specific reports in your health record. In the drop-down menu for report type, select **Pathology** to access your pathology reports. If no reports are in your chart, “No information recorded” will display.

3.1.3 View Radiology Reports

The **Radiology** section provides access to your radiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information recorded” will display.

3.1.4 View Microbiology Reports

The **Microbiology** section provides access to your microbiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information found” will display.

3.1.5 View Cardiology Reports

The **Cardiology** section provides access to your cardiology results. Results can be viewed or downloaded. If no reports are in your chart, “No information found” will display.

3.2 View Clinical Documents

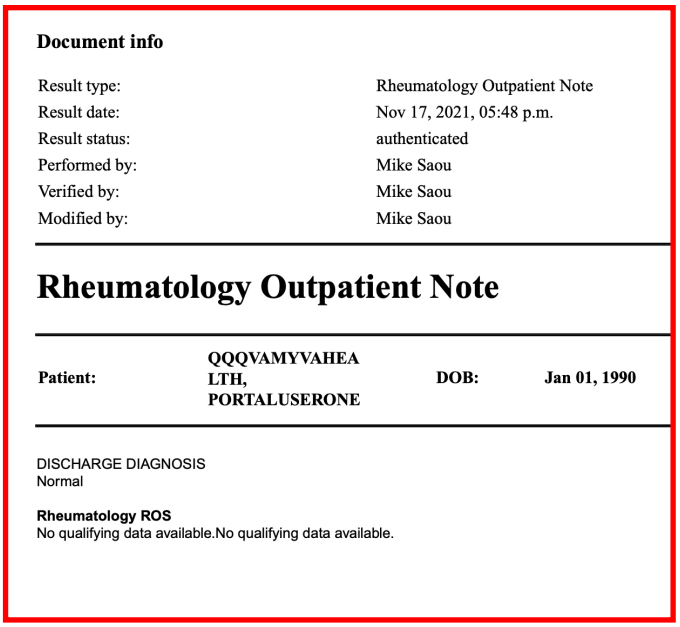
The **View clinical documents** menu shows clinical notes, visit summaries and documents. To navigate your clinical documents, use the sections on the left panel. Documents can be accessed via the interface or downloaded locally. Figure 11 shows an example of a document you may download or print for your records.

3.2.1 View Visit Summaries

The **View Visit Summaries** section in the **View Clinical Documents** tab allows you to view, download and transmit documents from encounters with your provider or health care team.

3.2.2 View Documents

The **View Documents** section in the **View Clinical Documents** tab shows documents your provider or health care team have saved to your health record, including discharge instructions, summaries, education content, text-based or scanned documents.



Document info

Result type:	Rheumatology Outpatient Note
Result date:	Nov 17, 2021, 05:48 p.m.
Result status:	authenticated
Performed by:	Mike Saou
Verified by:	Mike Saou
Modified by:	Mike Saou

Rheumatology Outpatient Note

Patient:	**QQQVAMYVAHEALTH, PORTALUSERONE**	**DOB:**	**Jan 01, 1990**

DISCHARGE DIAGNOSIS
Normal

Rheumatology ROS
No qualifying data available.No qualifying data available.

Figure 12: Sample Clinical Document

4 Pharmacy

The Pharmacy tab on your dashboard displays your current (i.e., active) and comprehensive (i.e., historical) medications prescribed by VA facilities using the new EHR. Note that you must continue to use My Health***e***Vet to request online prescription refills or renewals for your medications that were ordered by VA providers from VA medical facilities that are not using the new EHR. The prescriptions from VA medical facilities not using the new EHR will not be transferred to My VA Health.

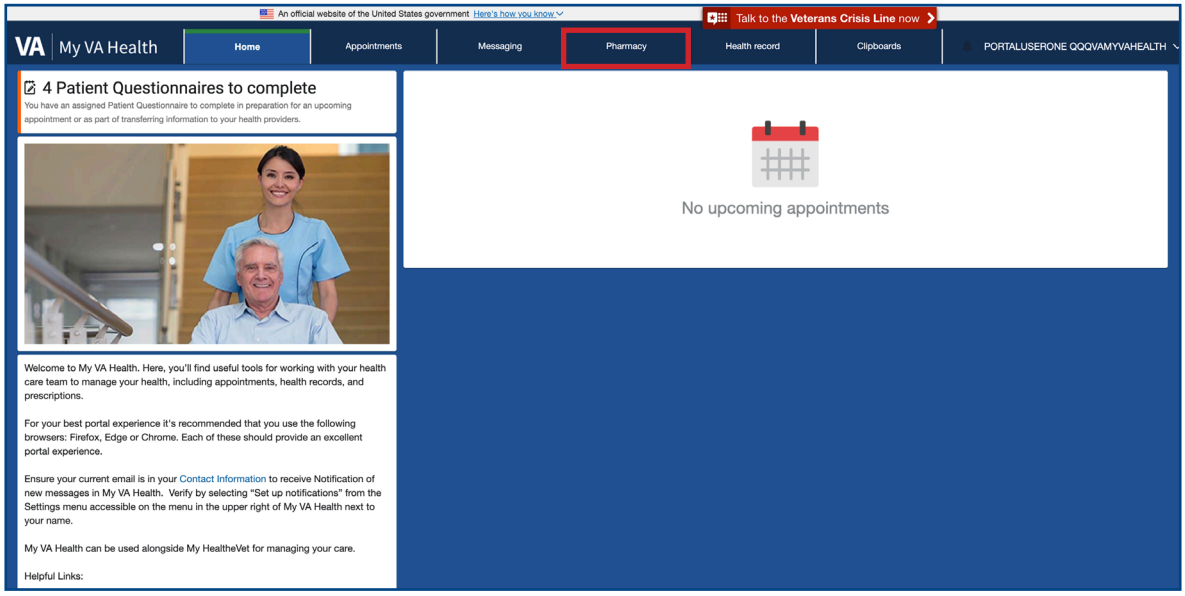


Figure 13: My VA Health Dashboard (Pharmacy Tab)

4.1 Pharmacy Reference Table

Table 4: **Pharmacy Reference Table**

Button	Description	Actions
Pharmacy	The **Pharmacy** tab takes you to your current and comprehensive medications prescribed by VA facilities using the new EHR. ***See figure 14 on page 14.*** Note that you must continue to use My Health***e***Vet to request online prescription refills or renewals for your medications that were ordered by VA providers from VA medical facilities that are not using the new EHR. You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.	• On the **Pharmacy** tab under the **Medication Details** section, selecting **Refill** on a medication with zero refills remaining will trigger the prescription renewal request message template. • Here you can send a prescription renewal request to your provider and/or health care team. • In the prescription renewal message template, you can select the message recipient from the drop-down menu. The menu will only list providers that you have a direct relationship with and health care teams that you can message. • Additionally, you can type in the reason for renewal, quantity and any other comments. • After choosing how you should be contacted for follow-up, select **Send**. • When the request has been sent, a confirmation message will appear at the top of your screen. • Messages can be reviewed in the sent messages folder or by selecting the **Messaging tab**.
View comprehensive medications	**View comprehensive medications** is a view-only section that displays all completed, expired and discontinued medications transferred to your health record.	• This is a view-only section.

An official website of the United States government Here's how you know

Talk to the Veterans Crisis Line now

VA | My VA Health

Home | Appointments | Messaging | Pharmacy | Health record | Clipboards | PORTALUSERONE QQQVAMYVAHEALTH

Pharmacy

View current medications

View comprehensive medications

Current Medications

Print

Viewing health record for:
PORTALUSERONE QQQVAMYVAHEALTH

loratadine 5 mg oral tablet, chewable

Refills Remaining	Dispensed Quantity	Last Refill Date	
N/A	N/A	N/A	Details

atorvastatin

Refills Remaining	Dispensed Quantity	Last Refill Date	
N/A	N/A	N/A	Details

amLODIPine 2.5 mg oral tablet

Refills Remaining	Dispensed Quantity	Last Refill Date	
N/A	N/A	N/A	Details

loratadine 10 mg tablet

Refills Remaining	Dispensed Quantity	Last Refill Date		
2	90	January 14, 2022	Refill Requested April 21, 2022	Details

pseudoephedrine 30 mg tablet

Refills Remaining	Dispensed Quantity	Last Refill Date		
0	24	January 14, 2022	Refill	Details

⚠ **Coming Soon - Manage Prescription Refills at Mann-Grandstaff VA Medical Center**

- You must use My HealtheVet to get refills for prescriptions from a VA Medical Center that is not managed by My VA Health.
- My VA Health currently manages your prescriptions for Mann-Grandstaff VA Medical Center (Spokane), Jonathan M. Wainwright (Walla Walla), and Columbus Chalmers P. Wylie VA Medical Center.
- If a prescription is viewable in My VA Health but you are unable to request a refill, you may be required to use My HealtheVet for that prescription or contact your VA health care provider.
- The 'Current Medications' and 'Comprehensive Medications' sections may not include all your VA prescriptions or documented medications.
- You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.
- If you have not received your refill request and only have 10 days or less of medication, call your VA Pharmacy at the number on your prescription label.
- Always consult your pharmacy or health care provider for complete instructions and prescription information.

Need support for My VA Health patient portal?

- **Call:** 1 (888) 444-MYVA or 1 (888) 444-6962 **Or**
- **Chat online Mon - Fri** 8am-5pm CST: My VA Health Support Portal

Figure 14: Current and Comprehensive Medications (Pharmacy Tab)

An official website of the United States government Here's how you know

Talk to the Veterans Crisis Line now

VA | My VA Health

Home | Appointments | Messaging | Pharmacy | More | PORTALUSERONE QQQVAMYVAHEALTH

Prescription Renewal

Your provider needs to approve refills for this medication. Fill out this form to complete your request.

Do not use messaging for urgent matters. Normal turn-around time is one business day.

Viewing health record for
QQQVAMYVAHEALTH, PORTALUSERONE

* Indicates a required field.

Who do you want to send this request to? *

Select a recipient

pseudoephedrine 30 mg tablet
Ordered By: Dhingra (Cerner), Ashish, Cerner Dev **Date Started On:** Mar 14, 2022

Show more info

Reason for renewal

Example: "out of meds"

Quantity

Example: "one week's worth"

* **How should we contact you if we have questions?**

- By secure message
- By phone (please provide number)

Additional comments

Send

Figure 15: Prescription Renewal (Refill Button Screen)

Button	Description	Actions
View current medications	The **View current medications** section in the **Pharmacy** tab displays medications managed by My VA Health, community care prescriptions and documented home medications.	• You can request refills and renewals for medications managed by My VA Health. • The **Print** button in the upper right-hand corner will print the medications list.
Details	The **Details** button displays additional information about your medications, including directions for use, dosage, prescription number and provider.	• Selecting **Medication Details** opens a pop-up window with additional information about the medication.
Learn more about this medication	The **Learn more about this medication** link directs you to the **Veterans Health Library** reference site. On this site, you can search for more information regarding your medication.	• You can use the search window in the top-right of the **Veterans Health Library** to modify your search criteria when researching your medications.
Refill	The **Refill** button enables you to request refills for qualifying medications. If there are zero refills remaining, this button triggers the prescription renewal request message template. ***See figure 15 on page 14.*** You can also request refills and renewals by calling the phone number on your prescription label, mailing in a refill slip or at your next appointment.	• Selecting **Refill** will open the refill medication pop-up window. After reviewing the details, select **Refill**. • When the request is submitted, a "Refill successful" message displays indicating your request has been sent to the pharmacy. • The medication also shows the date of when the refill was requested.

5 Messaging

The **Messaging** section of your dashboard allows you to connect with your provider and health care team. Messages are sent securely to ensure Health Insurance Portability and Accountability Act (HIPAA) compliance and to protect sensitive information.

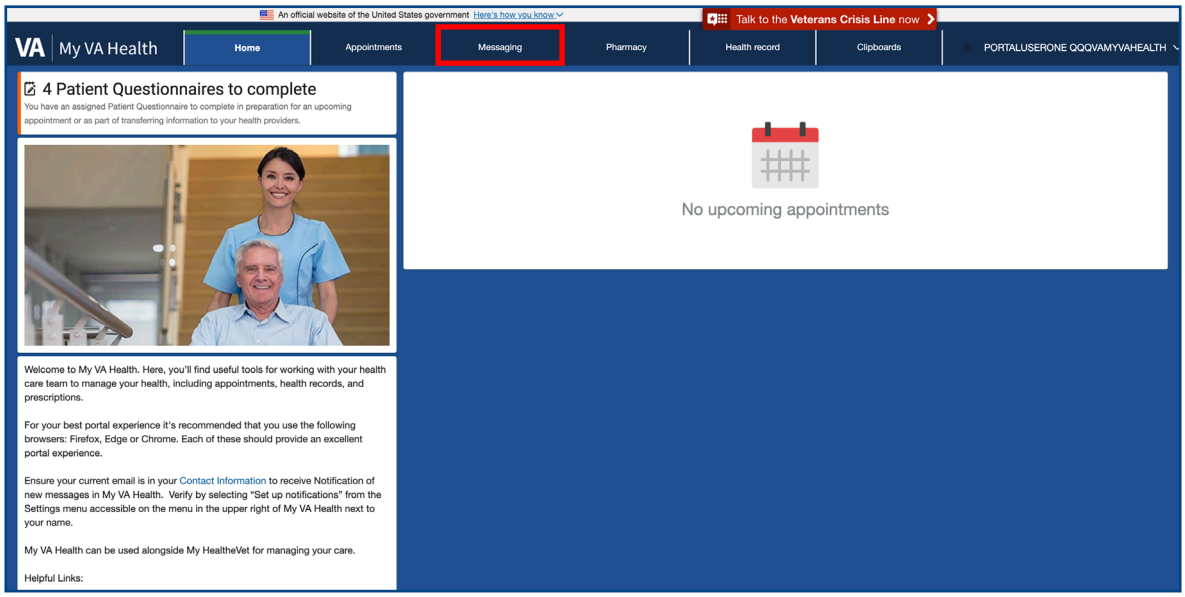


Figure 16: My VA Health Dashboard (Messaging Tab)

5.1 Messaging Reference Table

Table 5: Message Reference Table

Button	Description
Messaging	The **Messaging** tab takes you to all of your messages.
New Message	Select the **New Message** button to open a new message template. Messages sent from My VA Health and saved to your chart may be viewed by all clinicians that access your health record.
View and send messages	The **View and send messages** section allows you to view your inbox and send new messages.
View sent messages	The **View sent messages** section allows you to review messages sent to your provider or health care team. You can also see if a message has been reviewed or not.

Button	Description
View trashed messages	The **View trashed messages** section contains messages that have been removed from the **Inbox**. These messages can either be removed permanently or restored to the **Inbox**. This doesn't remove the message from your health record, just from viewing in your patient portal.
Manage Folders	The **Manage Folders** button allows you to create and delete folders to organize your messages.

5.2 Messaging

The **View and Send Messages** page in the **Messaging** tab shows updates or responses received from your health care team or provider. Selecting **New Message** will display a form where you can create and send a message to your health care team or provider.

Selecting **Manage Folders** will open another screen where you can add, edit and delete folders in your **Inbox**.

5.3 New Message

You can search for your provider by typing their name or part of their name in the **To** field. Each search result will include the provider's first and last name, specialty, VA facility location and their affiliated health care team so you can make sure you are messaging the correct provider. In the drop-down field, you will see providers that you have an existing relationship with, along with health care teams that can be messaged. Messages sent to providers will be sent to a shared inbox (i.e., pool), and other members of your health care team may review and respond to your communication.

You can attach up to 25 MB of pictures or documents to your message. This includes the following file types:

- Images:

  .JPG, .JPEG, — JPEG/JIFF images

  .PNG — Portable (Public) Network Graphic images

  .BMP — Windows OS/2 Bitmap graphics

  .GIF — Graphic Interchange Format images

  .TIFF — Tagged Image File Format

- Documents:

  .PDF — Portable Document Format, Adobe Acrobat, Adobe Reader files

  .DOC, .DOCX — Documents, Microsoft Word documents

  .PPT, .PPTX, .PPS, .PPSX — Presentations, Microsoft PowerPoint presentations

  .ODT — OpenDocument Text files

  .XLS, .XLSX — Worksheets, Microsoft Excel worksheets

  .TXT — Text files

  .RTF — Rich Text Format files

- Videos:

  .MP4, .M4V — MPEG-4 videos

  .MOV — QuickTime movies

  .WMV — Windows Media Video movies

  .MPG — MPEG-1 videos

Select the **Send** button at the bottom of the page to deliver the message.

5.4 Manage Folders

By selecting the **Manage Folders** button in the **View and Send Messages** section, you can add, edit or delete folders in your **Inbox**. To delete a message, select the **Trash** button to move it to the **Trash** folder.

5.5 Moving Your Messages

Selecting a message will open the message in another window. Here you can reply to the message, forward the message or move it to another folder using the **Move To** drop-down menu.

5.6 Replying to a Message

Select the **Reply, Reply All** or **Forward** button to open a new message window. Note that messages will be sent to a shared inbox (i.e., pool), and all members of your health care team may review and respond to your communication.

Select the **Choose File** button to attach up to 25 MB of pictures or documents to the message, then select the **Send** button.

5.7 Sent Messages

The **Sent Messages** section in the **Messaging** tab allows you to review messages you have sent. Messages will show the subject, recipient, date and time and an “Unopened” or “Reviewed” status. Once clinical staff have opened your message, you will see the status change from “Unopened” to “Reviewed.”

5.8 Trashed Messages

The **View Trashed Messages** section allows you to review messages that have been moved from the **Inbox** into the **Trash** folder. Messages can be removed permanently by selecting the **Delete** button or restored to the **Inbox** by selecting **Move to Inbox**.

Note: Messages deleted within My VA Health are not deleted from your health record.

6 Appointments

The **Appointments** tab in your dashboard allows you to access details about future and past appointments.

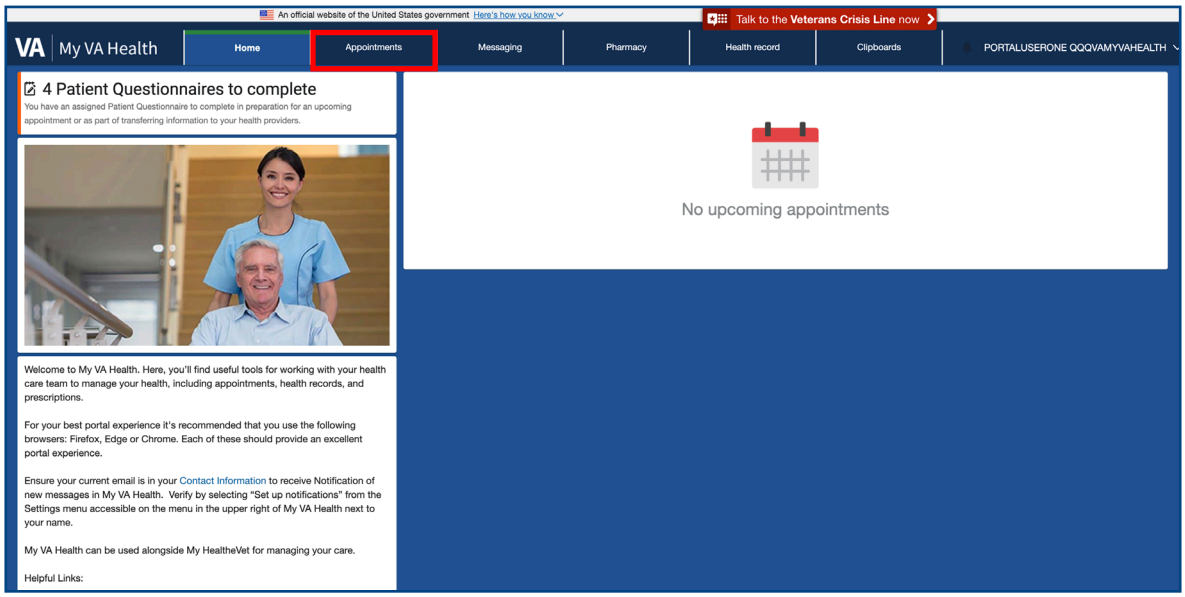


Figure 17: My VA Health Dashboard (Appointments Tab)

6.1 Appointment Reference Table

Table 6: Appointment Reference Table

Button	Description
Appointments	The **Appointments** tab displays all of your past and upcoming appointments.
View upcoming appointments	The **View upcoming appointments** section displays all available appointment times for a specific provider.
Past Appointments	**Past Appointments** allows you to view your prior appointments with a VA facility that has transitioned to the new EHR.
View Details	**View Details** allows you to view instructions from your health care team and information to prepare for your appointment.
Cancel Appointment	**Cancel Appointment** allows you to remove your appointment from the schedule, so long as it is within the cancellation window.

6.2 View Upcoming Appointments

The **View upcoming appointments** section allows you to view a list of future appointments that have been scheduled. You will see the date and time of the appointment as well as the location and the provider.

The **Schedule Appointment** button allows you to book an appointment through My VA Health. You can select the provider and appointment type and choose from times made available by site scheduling staff. Select **Print** to quickly print a list of your upcoming appointments. The **Options** drop-down menu lets you view more details for an appointment and cancel an appointment, if necessary.

6.3 View Past Appointments

The **Appointment Type** drop-down menu allows you to filter your past appointments by type (e.g., primary care, audiology).

6.4 Schedule a New Appointment (Coming Soon)

To schedule a new appointment, select **Schedule Appointment**.

6.4.1 Scheduling an Appointment Not Listed in My VA Health

You can request help with scheduling appointments by sending a message to your provider or health care team from the **Messaging** tab.

6.4.2 Choosing a Location

To choose a location for your appointment, use the drop-down menu and search for locations by ZIP code and then select **Next**.

6.4.3 Selecting an Appointment Time

To select an appointment time with a provider, you can review a list of providers under the **All Providers** section, choose the provider you want and select **Apply**.

Note: It is recommended that you choose your primary care provider.

6.4.4 Adding Comments on Your Appointment

You can provide additional comments regarding any specific needs or requests for your provider or health care team to consider prior to your appointment. You can also request that an email be sent with the appointment details. To book the appointment, select **Confirm your appointment.**

The scheduling team will review the appointment request and respond with additional information as appropriate.

6.5 Cancel an Appointment

You can cancel an appointment from the appointment window (if online cancellation is available). Online cancellation may not be available at every VA facility. Select **Cancel Appointment** from the **Options** drop-down menu to open the **Confirm Appointment Cancellation** window and select a reason for cancellation. If you are unable to cancel an appointment online, please call your provider's office.

6.6 View Upcoming Video Visit Appointments

Select **View upcoming appointments** to view future appointments that have already been scheduled. Video visits will be identified in your appointment list by a video camera button.

6.7 Joining a Video Visit Appointment

Selecting **Join Now** will launch the virtual medical room where you and your provider will meet.

The **Options** drop-down menu allows you to select between **View Details**, **Test Connection** and **Cancel Appointment**.

Table 7: Options Drop-Down Reference Table

Button	Description
View Details	**View Details** allows you to view more instructions from your health care team to prepare for your appointment.
Test Connection	**Test Connection** allows you to conduct a test call from your computer or mobile device before your appointment.
View Details	**Cancel Appointment** allows you to remove your appointment from the schedule within the cancellation window.

6.8 Overview of VA Video Connect (VVC)

This option is if you want to use VA Video Connect on your computer or mobile device's web browser (e.g., Google Chrome, Microsoft Edge, Safari). VA Video Connect has a user-friendly design and allows you and your health care team to seamlessly connect in a secure environment.

Note: Some features may not be available in all browsers.

6.8.1 Optional: Conduct a Test Call

To conduct a test call, visit the VA Video Connect test site from your computer or mobile device.

7 Getting Started

7.1 Accessing Your Appointment

You can access the **Virtual Medical Room** through My VA Health or via a Telehealth Scheduling email that you will receive when your appointment is booked. You will receive an email from video.appointment@va.gov or VHATMPScheduling@va.gov with a link to join the **Virtual Medical Room**.

7.2 Enter Your Location for this Appointment

A welcome screen will appear requesting your location for the video appointment. Supplying your location allows your provider to check if you have 911 service available should an emergency arise during the appointment.

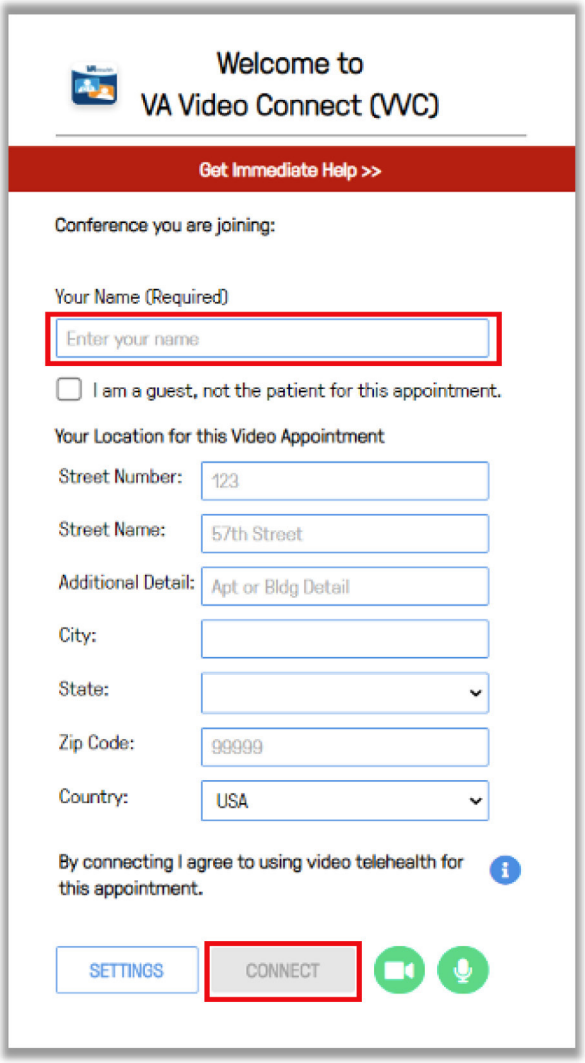


Figure 18: VA Video Connect Welcome Screen

1. Enter your name in the **Your Name** field.
2. Enter your location information.
    - Enter the street number (e.g., 123) and name (e.g., 57th Street) and any additional details (e.g., Apt 1B or Bldg 202) in the designated boxes.
3. Select **Connect** and proceed to making camera and microphone selections.

7.3 Making Camera and Microphone Selections

Select your microphone and camera using the drop-down menus. There is no need to adjust these settings since your device defaults to connecting with enabled audio and video.

7.4 Google Chrome and VA Video Connect (VVC)

If you are prompted by your web browser to allow a camera and/or microphone, select **Allow.** When you first access VA Video Connect, Google Chrome may require you to enable camera and microphone access.

You will be directed to VA Video Connect when using Google Chrome (the preferred browser), Microsoft Edge, Safari, Firefox, Opera or Brave.

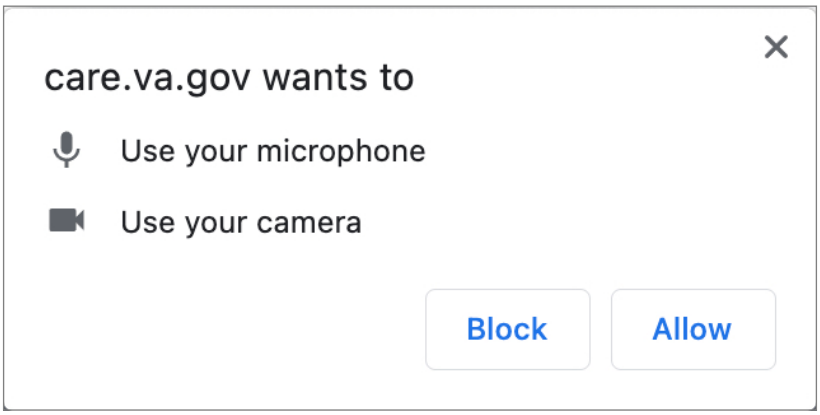


Figure 19: Requesting Camera and Microphone Access

1. Select **START** to join your **Virtual Medical Room**. After joining, you may again be prompted to allow **care.va.gov** to access your camera and microphone. If prompted, select **Allow**.
2. Wait for your provider to join the appointment. Until your provider joins, a message will display at the top of the screen that reads "Your provider will join you shortly."
3. After your provider joins, the message will be replaced by a live video view. The **Participants** list on the left of the screen will display the names of all participants.

7.5 Internet Explorer

VA Video Connect no longer supports the Internet Explorer browser. If you attempt to access VA Video Connect via Internet Explorer, you will receive an alert instructing you to download Google Chrome.

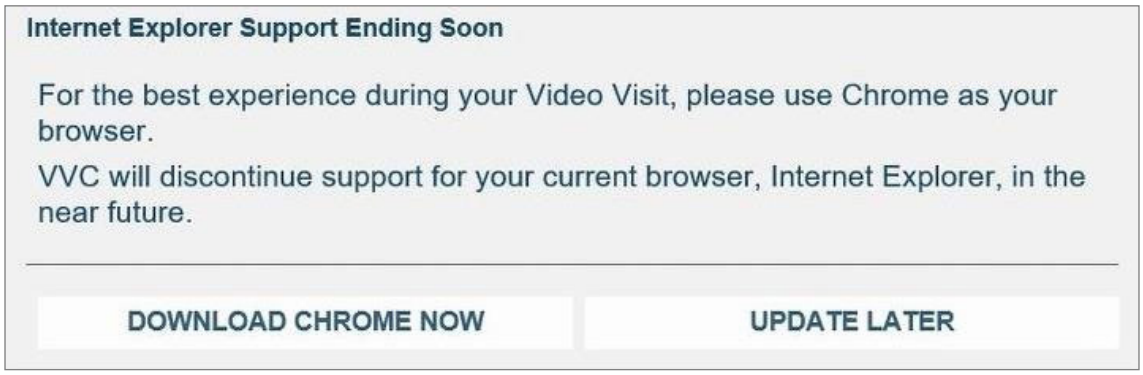


Figure 20: Internet Explorer Redirect

8 VA Video Connect Features

VA Video Connect has the following features:

- Chat with participants
- Screen and file sharing

8.1 Navigating the Button Menu Bar

VA Video Connect options can be accessed via a menu bar located at the bottom of the screen. The menu bar may disappear when not in use. Move your cursor over the video to restore the menu bar.

Table 8: Button Menu Bar Reference Table

Button	Actions
Volume	Select the **Volume** button to adjust the video volume.
Camera	Select the **Camera** button to stop/start your live video.
Microphone	Select the **Microphone** button to mute or unmute your microphone.
Disconnect	Select the **Disconnect** button to end your video session.
Share Screen	Select the **Share Screen** button to share your screen content with participants. This button is only available when using Google Chrome.
File Share	Select the **File Share** button to share a file from your local device with participants.
Float/Reset Video Window	Select the **Float/Reset Video Window** button to expand incoming video image. Select this button again to return the video image to normal.
Help Desk Information	Select the **Help Desk Information** button to display video session information or view the end user license agreement.
Raise/Lower Hand	Select the **Raise/Lower Hand** button to raise your hand. Clicking on the button again will lower your hand.

8.2 Chat with Participants

You can use the chat box to send messages to other participants. If you do not see the chat box, select the **Chat box** tab at the top of the box to expand the chat area.

8.3 Screen and File Sharing

The **Share Screen** button allows you to display images, documents, webpages or other content open on your device (e.g., a picture or document) without sharing the source files. The **File Share** button allows you to upload and share files with participants.

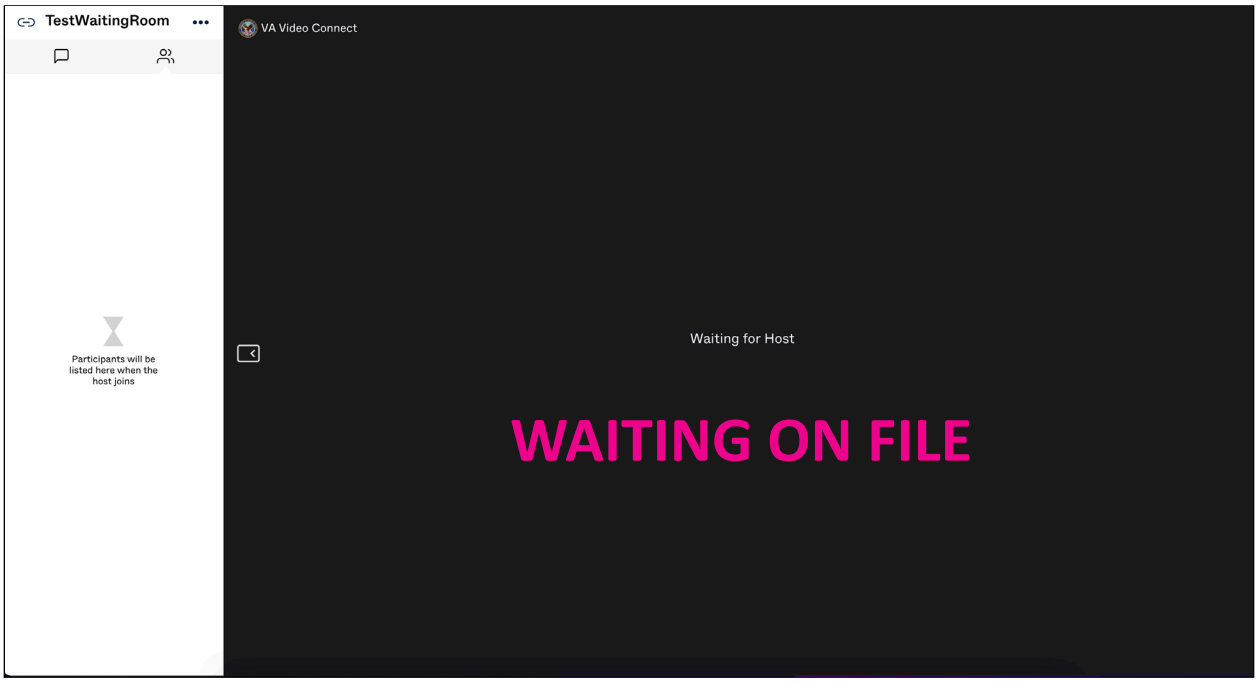


Figure 21: Display of Share Screen/File Share

8.4 Adjust Camera and Microphone Settings

Select **Settings** to adjust your microphone and camera options.

8.5 Ending Your Session

1. Select **Disconnect** to end the appointment session.
2. You will receive confirmation that you have been disconnected. You will be prompted to close your browser tab.

8.6 Support

8.6.1 Making a Test Call

To test if your device is compatible with VA Video Connect, visit the VA Video Connect test site. More information is available on our FAQs page.

8.6.2 Technical Support

If you have trouble opening VA Video Connect or connecting with your provider for an appointment, or if you need assistance for any other reason, call the Office of Connected Care Help Desk at 866-651-3180 or 703-234-4483. Assistance is available 24 hours a day, seven days a week. For additional information, refer to the VA Video Connect App Page, Training Materials tab.

To review the full VA Video Connect User Guide, click here.

9 Resources

Learn more about upgrading to a My Health***e***Vet **Premium** account at www.myhealth.va.gov/premium

Read more about VA's Electronic Health Record Modernization (EHRM) program at www.ehrm.va.gov

VA website: www.va.gov

My Health***e***Vet: www.myhealth.va.gov

My VA Health: https://patientportal.myhealth.va.gov

Revised 05/12/22

© Cerner Corporation. All rights reserved. This document contains confidential and/or proprietary information belonging to Cerner and its related affiliates and/or subcontractors.