

# **VETERAN APPOINTMENT REQUEST**

**(v 3.0)**

## **USER GUIDE**



**VA**

U.S. Department  
of Veterans Affairs

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## **Application Overview**

Veteran Appointment Requests (VAR) version 3.0 provides the Veteran with an interface to allow them to directly schedule an appointment in VistA from the web (desktop or mobile device) or create a request for the clerk to book an appointment. The patient can view their upcoming 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.

## **Prerequisites**

### **Access method**

VAR3.0 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 47+, Firefox 24+. Additionally, being a web based application, VAR requires internet connectivity.

### **User credentials**

Veterans with a valid DS LOGON can use this application.

## Accessing the application

There are two ways to access this application:

- From Launchpad:

From a supported web browser, navigate to the Launchpad URL: <http://10.2.2.5/launchpad/>



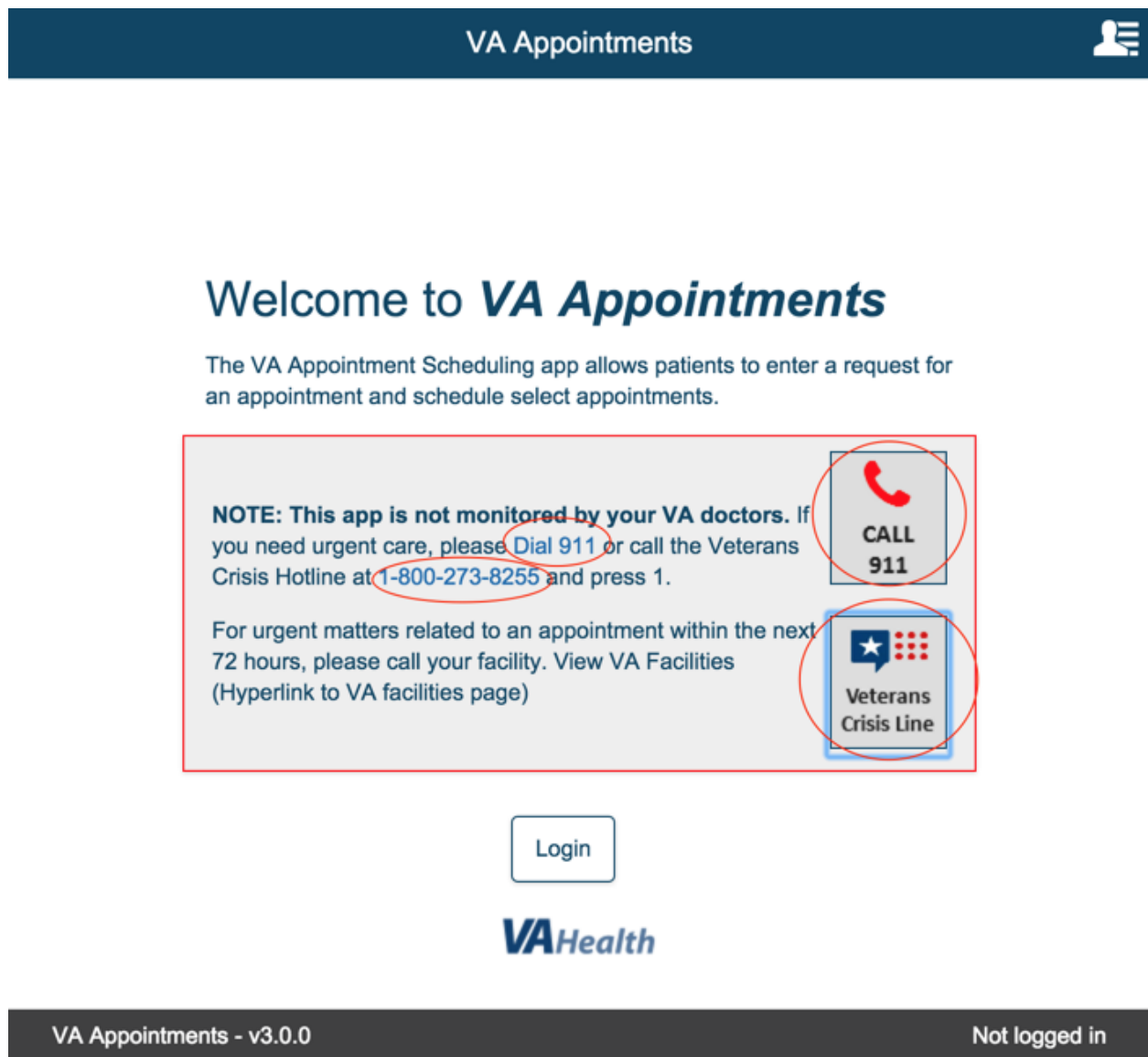
Select the Appointments icon.

- From the application URL: <https://10.2.2.5/veteran-appointment-requests>

The application can be accessed from a supported web browser by navigating to the following URL: <https://10.2.2.5/veteran-appointment-requests>

The following landing page is displayed.

Users can either click the phone number links or the icons to call.



Select the phone number link or the phone icons for 911 or Veterans Crisis Line.

The following confirmation modal is displayed. Selecting Return will close the confirmation modal and the user is returned back to the landing page.

Selecting Continue will initiate the call based on the phone application that is available in the device.



## Welcome to *VA Appointments*

### Confirmation

You are about to dial the number on your mobile device. Select CONTINUE to proceed, or select RETURN to return to the VA Appointments app.

[Continue](#)[Return](#)[CRISIS LINE](#)[Login](#)

**VA**Health

## Using the Application

### Logging in

Select Login from the Landing Page.

Enter valid user name and password and select 'Sign in'.





The screenshot shows the login interface for the Department of Veterans Affairs. At the top, there is a blue header bar with 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 field contains the text "patient.one". The second field contains four dots, indicating a password. Below the input fields, there are two buttons: "Clear" and "Sign In".



## User Enrolled in Veteran Health Administration

If valid credentials are entered and the patient is already enrolled in Veteran Health Administration the following landing page is displayed.

VA Appointments

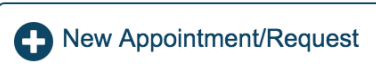
 **Appointments/Requests** 

### Appointments

Booked Date/Time	Facility/Clinic	
03/02/2016 @ 09:00	CHY PC RUXTON	>
03/03/2016 @ 09:00	CHY PC RUXTON	>
03/31/2016 @ 09:00	CHY PC RUXTON	>
04/01/2016 @ 09:00	CHY PC RUXTON	>

### Requests

Last Updated	Status	Facility/Clinic	
02/13/2016	Cancelled	TEST VAMC 3	>
12/05/2015	Cancelled	TEST VAMC 3	>
11/15/2015	Not Booked	TEST VAMC 3	>




VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## User Not Enrolled in Veteran Health Administration

If a user who is not enrolled in the Veteran Health Administration logs in, the following page is displayed.

VA Appointments



### Veterans Health Administration Enrollment

Currently we cannot find a record of your enrollment in the Veterans Health Administration.

To use this app, you need:

- To be actively enrolled in VA Healthcare
- To have been seen for medical care at a VA Medical Center (VAMC) or Community Based Clinic (CBOC)

Additionally, for some types of care, your selected facility may have additional rules for using this app to book an appointment.

If you have not enrolled, want to learn more, or would like to begin the enrollment process go to the [Apply for VA Health Benefits](#) webpage.

If you are enrolled please contact 1-877-222-VETS Monday through Friday between 8 a.m. and 8 p.m. ET and a representative will provide assistance. You may also contact your local VA health care facility.

To find a facility near you, visit the [VA Facility Locator](#).

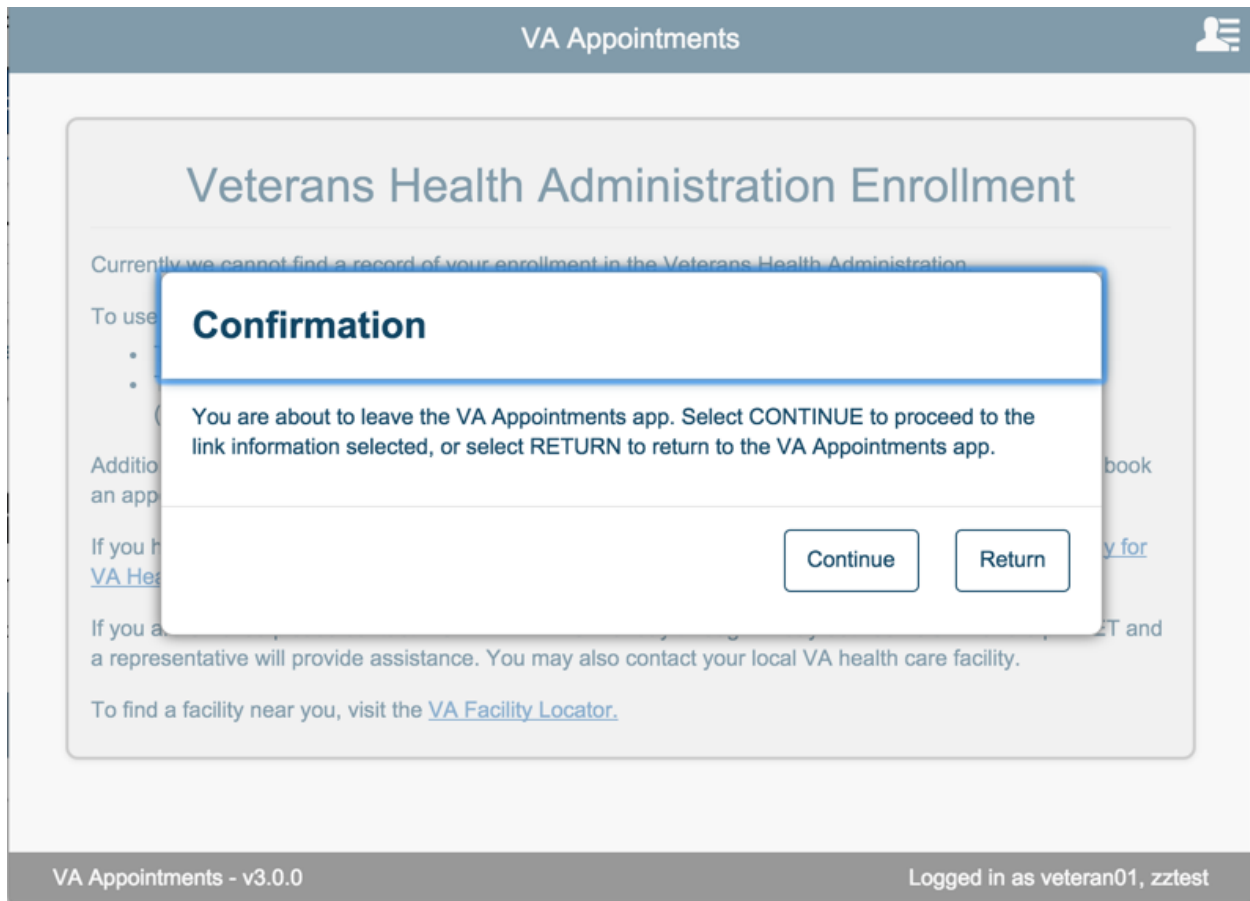
VA Appointments - v3.0.0

Logged in as veteran01, zztest

Selecting the links 'Apply for VA Health Benefits Link' or 'VA Facility Locator' will display a confirmation modal.

Select Continue. This will direct user to the corresponding external website. If you do not want to be redirected now, select Return.

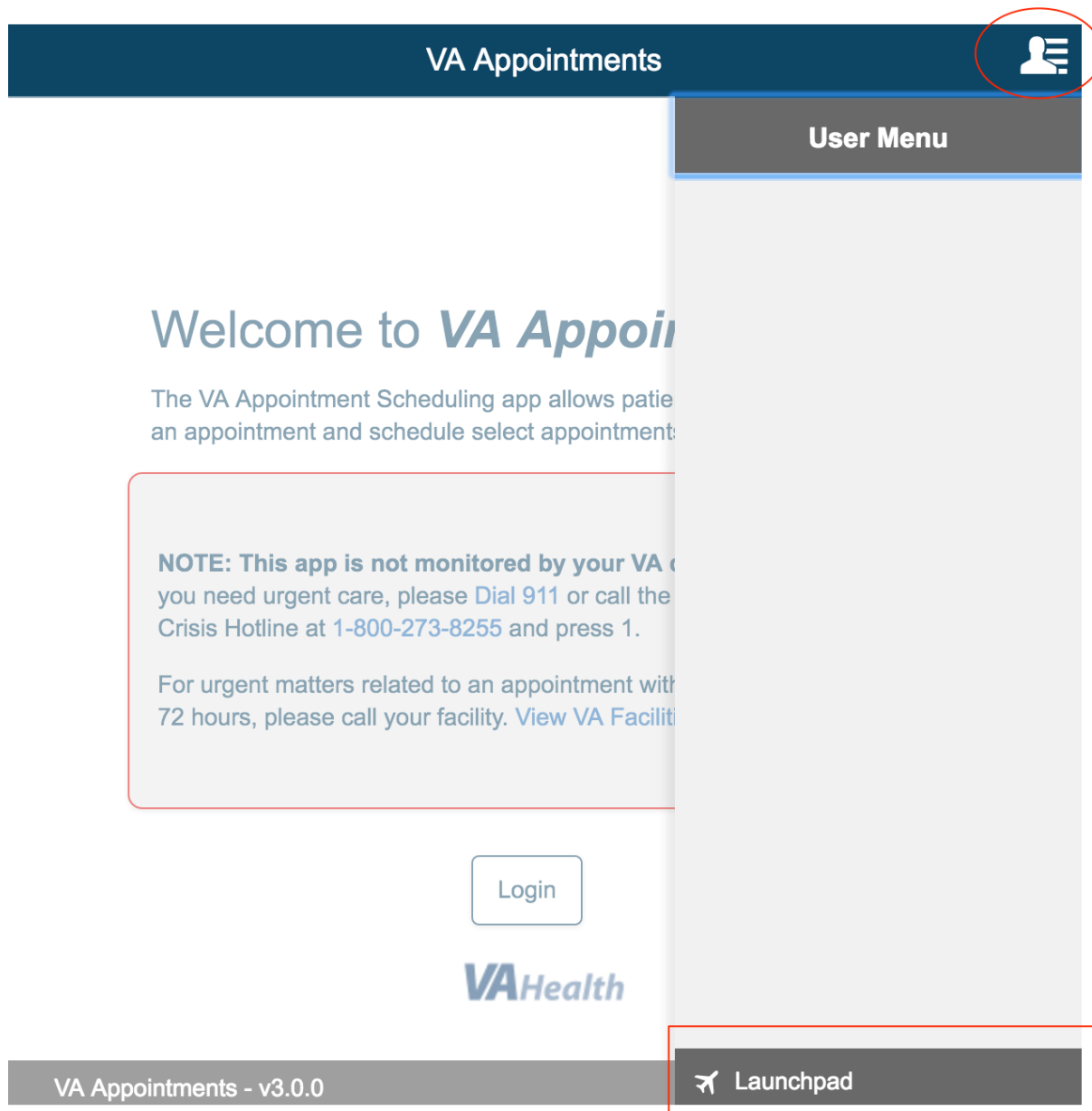
Selecting Return, will close the Confirmation modal and user will remain on the landing page.



## User Menu

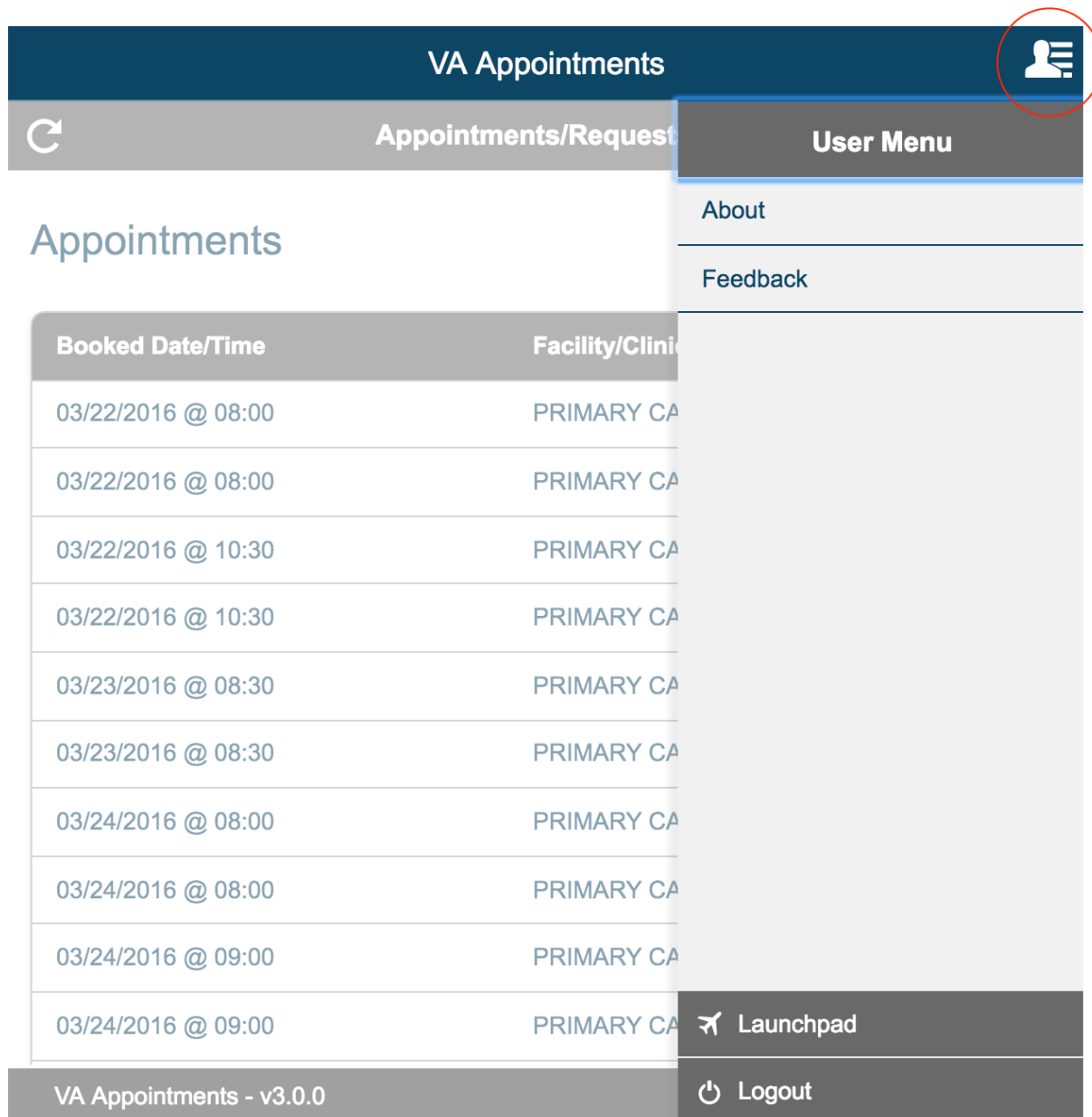
The User Menu can be accessed by selecting or tapping on the icon at the top right corner of the menu as shown below:

User can access only the launchpad from the user menu when they have not logged in to the application.



Select the User Menu icon again to close the user menu.

Login to the application. Once the user successfully logs into the application select the User Menu displayed on the top right corner of the page.



The screenshot shows the VA Appointments application interface. The top header is dark blue with the text "VA Appointments" and a user menu icon (a person silhouette with three horizontal lines) circled in red. Below the header, there is a navigation bar with a refresh icon and the text "Appointments/Requests". The main content area is titled "Appointments" and displays a table of booked appointments. The table has two columns: "Booked Date/Time" and "Facility/Clinic". The table lists 10 appointments, all at "PRIMARY CARE". The appointments are scheduled for 03/22/2016, 03/23/2016, and 03/24/2016. On the right side, the "User Menu" is open, showing options: "About", "Feedback", "Launchpad" (with a plane icon), and "Logout" (with a power icon). The bottom footer bar shows "VA Appointments - v3.0.0" on the left.

Booked Date/Time	Facility/Clinic
03/22/2016 @ 08:00	PRIMARY CARE
03/22/2016 @ 08:00	PRIMARY CARE
03/22/2016 @ 10:30	PRIMARY CARE
03/22/2016 @ 10:30	PRIMARY CARE
03/23/2016 @ 08:30	PRIMARY CARE
03/23/2016 @ 08:30	PRIMARY CARE
03/24/2016 @ 08:00	PRIMARY CARE
03/24/2016 @ 08:00	PRIMARY CARE
03/24/2016 @ 09:00	PRIMARY CARE
03/24/2016 @ 09:00	PRIMARY CARE

VA Appointments - v3.0.0

User Menu

- About
- Feedback
- Launchpad
- Logout

## User Menu > About

Select the About link from User Menu.

This displays the version information of the application and the purpose of the application. This section has the link to the user guide. Selecting OK will close the modal and return user back to the page that they were on.

**VA Appointments**

**Appointments/Requests** + New Appointment/Request

### About

**Veteran Appointment Requests v3.0.0**

The app is intended to allow Veterans to

- Directly schedule Primary Care appointments in facilities where a Veteran has a Primary Aligned Care Team (PACT)
- Request Primary Care and Mental Health appointments
- View or Cancel Booked Appointments

See the [User Guide](#) for more detailed instructions for using this app.

**VAHealth**

**OK**

03/24/2016 @ 09:00	PRIMARY CARE SITE 695	>
03/24/2016 @ 09:00	PRIMARY CARE SITE 695	>

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

## User Menu > Feedback

Select Feedback link from user menu.

User can fill in and submit the feedback form to better improve the service provided to the user by using this app.

VA Appointments

< Appointments/Requests

Feedback

**Please** take a moment to give us your feedback. Your responses will be anonymous and help us to improve our service to you.

---

As related to your booked appointment, were you able to get an appointment as soon as you thought you needed it?

☐ Never

☐ Sometimes

☐ Usually

☐ Always

☐ No appointments booked

---

How likely are you to recommend this application to someone else?

5

1 Not at all likely – 10 Extremely likely

---

Comments

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## User Menu > Launchpad

Selecting launchpad link from user menu takes user to Launchpad. Launchpad displays all the different apps that are currently available for the user.

User can access the apps from launchpad.





## **User Menu > Logout**

Selecting logout from User Menu logs out the user and takes the user to Launchpad.

## **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 fulfill the request by 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.

## New Appointment/Request

Once the user has logged into the application, select the ' + New Appointment/Requests' button that is displayed on the Appointments/Requests Landing page.

**VA Appointments**

**Appointments/Requests** + New Appointment/Request

### Appointments

Booked Date/Time	Facility/Clinic	
03/02/2016 @ 09:00	CHY PC RUXTON	>
03/03/2016 @ 09:00	CHY PC RUXTON	>
03/31/2016 @ 09:00	CHY PC RUXTON	>
04/01/2016 @ 09:00	CHY PC RUXTON	>

### Requests

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

New Appointment/Request page is displayed.

In this page the user has to first select one of the three radio button options. This is required and is denoted by '\*'.

The first radio button 'Schedule a Primary Care appointment myself' is selected, if the user wants to directly schedule a Primary Care appointment.

The second radio button 'Request help scheduling a Primary Care appointment' is selected, if the user wants to request a clerk to schedule a Primary Care appointment.

The third radio button 'Request help scheduling a Mental Health appointment' is selected, if the user wants to request a clerk to schedule a Mental Health appointment.

User can always select the Cancel button or select the Appointment/Request back button to exit the New Appointment/Requests page and return to the Appointments/Requests page.

VA Appointments

< Appointments/Requests New Appointment/Request

\* required field

\* What would you like to do?

- ☐ Schedule a **Primary Care** appointment myself
- ☐ Request help scheduling a **Primary Care** appointment
- ☐ Request help scheduling a **Mental Health** appointment

Cancel


VA Appointments - v3.0.0 Logged in as ONE, PATIENT

## Schedule a Primary Care appointment myself (Direct Scheduling)

Select 'Schedule a Primary Care appointment myself' radio button.  
Appointment Details section is displayed.

### Facility

This section displays the list of facilities that the user has been registered to.  
This is a required field. User must select one facility if multiple facilities are available. 'View Your Care Team (PACT)' link is displayed for each facility.  
Select the radio button to select a facility.

VA Appointments

\* required field

\* What would you like to do?

☒ Schedule a **Primary Care** appointment myself

☐ Request help scheduling a **Primary Care** appointment

☐ Request help scheduling a **Mental Health** appointment

Appointment Details

\* Select Facility:

☐ CHEYENNE VAMC

AUDELHUK, CECILIA C; SANLUCAS, KRIS E; CHALMERS, BONITA;  
PALETTA, KENNY J; CINALLI, LORENE R

[View Your Care Team \(PACT\)](#)

☐ VA CNTRL WSTRN MASSCHUSETTS HCS

HOLSINGER, COY JAWED

[View Your Care Team \(PACT\)](#)

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Click the 'View Your Care Team (PACT)' link. A modal is displayed that lists the Primary Care Providers and Team List.

Click the close button to return to the New Appointment

The screenshot shows a web application interface with a modal titled "VA Appointments". The modal contains a long list of provider information, each entry consisting of a Person ID, a ZZStaff ID, and the provider's name. The list is as follows:

- Person332885001 ZZStaff332885001; Person117229001 ZZStaff117229001;
- Person291137001 ZZStaff291137001; Person197904001 ZZStaff197904001;
- Person363594001 ZZStaff363594001; Person155064001 ZZStaff155064001;
- Person277403001 ZZStaff277403001; Person30436001 ZZStaff30436001;
- Person285173001 ZZStaff285173001; CHEAM,KELLIE; SVINTH,DARLA;
- KARN,BEATRIZ V; MORRISETTE,OWEN M; EVANOFF,DELLA; HENRIE,DOREEN L;
- CIULLA,VIRGIE; Person200389426 ZZStaff200389426; Person200927200
- ZZStaff200927200; Person234556001 ZZStaff234556001; Person143920001
- ZZStaff143920001; Person91623001 ZZStaff91623001; Person336175001
- ZZStaff336175001; Person77931001 ZZStaff77931001; Person361459001
- ZZStaff361459001; Person212569001 ZZStaff212569001; Person115591001
- ZZStaff115591001; Person206304001 ZZStaff206304001; Person206304001
- ZZStaff206304001; Person228221001 ZZStaff228221001; Person14287001
- ZZStaff14287001; Person240177001 ZZStaff240177001; Person322252001
- ZZStaff322252001; Person319319001 ZZStaff319319001; Person95319001
- ZZStaff95319001; Person367479001 ZZStaff367479001; Person142443001
- ZZStaff142443001; Person191975001 ZZStaff191975001; Person138278001
- ZZStaff138278001; Person173075001 ZZStaff173075001; Person197904001
- ZZStaff197904001; Person217924001 ZZStaff217924001; Person185500001
- ZZStaff185500001; Person263123001 ZZStaff263123001

At the bottom right of the modal, there is a "Close" button, which is circled in red in the image. The background of the application shows a header "VA Appointments" and a user profile icon. The footer of the application displays "VA Appointments - v3.0.0" and "Logged in as ONE, PATIENT".

If only one facility is available, the facility is displayed as read only and user cannot change the facility.

VA Appointments

< Appointments/Requests

New Appointment/Request

\* required field

\* What would you like to do?

☒ Schedule a **Primary Care** appointment myself

☐ Request help scheduling a **Primary Care** appointment

☐ Request help scheduling a **Mental Health** appointment

Appointment Details

Facility:

CHEYENNE VAMC

AUDELHUK, CECILIA C; SANLUCAS, KRIS E; CHALMERS, BONITA;  
PALETTA, KENNY J; CINALLI, LORENE R

[View Your Care Team \(PACT\)](#)

VA Appointments - v3.0.0

Logged in as patient66, zztest

## Clinic

Clinics are displayed based on the facility selected. This section displays clinic name, location, and the number of appointments available for that clinic within the +1 to + 90 day range where the user has a PACT team under the selected facility.

If only one facility is available, then clinics associate with that facility are automatically displayed.

This is a required fields and user must select one clinic if multiple clinics are available

If only one clinic is available for the selected facility, the clinic displays as read only text and user cannot change the clinic value.

### VA Appointments



#### Appointment Details

**\* Select Facility:**

☐ CHEYENNE VAMC  
AUDELHUK,CECILIA C; SANLUCAS,KRIS E; CHALMERS,BONITA;  
PALETTA,KENNY J; CINALLI,LORENE R  
[View Your Care Team \(PACT\)](#)

☒ VA CNTRL WSTRN MASSCHUSETS HCS  
HOLSINGER,COY JAWED  
[View Your Care Team \(PACT\)](#)

**Clinic:**  
MOCK CLINIC NAME 1469  
NHM/AHMED FRIENDLY  
1080 available slots

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

For those clinics where there are open slots available to book an appointment, the radio button is enabled.

24



## Reason for Appointment

This field is displayed as soon as a clinic is selected.

This is a required multi line text box. 150 alphanumeric characters are allowed.

The character count down will indicate the remaining number of characters allowed.

The screenshot displays the 'VA Appointments' interface. At the top, a dark blue header bar contains the title 'VA Appointments' and a user icon. Below this, a light gray form area contains a red-bordered label '\* Reason for Appointment:'. Underneath the label is a multi-line text input field with the placeholder text 'New issue'. At the bottom right of the text field, the text '141 characters remaining' is displayed and circled in red. The bottom of the interface features a dark gray footer bar with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.


## Preferred Date

This is a required field. This field is displayed after a clinic is selected. The date entered must be in the range between today + 1 and today + 90. The user can either directly type a preferred date or use the calendar picker to select a date.

The calendar picker will allow user to select only those dates within the range.


Selecting a valid date will display the 'Select Date and Time' section. If invalid dates or dates out of range are entered, the 'Select Date and Time' section is not displayed and validation error message is displayed above the 'What would you like to do?' section.

## VA Appointments



**\* Preferred Date:**

Appointments may be scheduled between 03/02/2016 and 05/30/2016.



March 2016»

Su	Mo	Tu	We	Th	Fr	Sa
28	29	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	29	30	31	1	2
3	4	5	6	7	8	9

requests:

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## Select Date and Time

This section is displayed only if a valid preferred date is keyed in or selected. Only those dates with available appointment slots are displayed under each month.

The available dates are grouped by month.

Each month is expanded by default. User can expand and collapse as needed.

Under each month, dates with available appointment slots are displayed.

The dates are collapsed by default. User can expand and collapse as needed.

Expanding each date displays timeslots that are available.

If the preferred date is available and there are time slots available, the date is automatically expanded and focus is moved to that date.

VA Appointments

\* Preferred Date:

Appointments may be scheduled between 03/02/2016 and 05/30/2016.

04/03/2016

Sunday

\* Select Date/Time:

The following dates are available. Select a date to see available times.

▼ March

> 03/03/2016

> 03/04/2016

> 03/06/2016

> 03/07/2016

> 03/09/2016

> 03/10/2016

> 03/12/2016

▼ April

> 04/02/2016

▼ 04/03/2016

08:00

08:30

09:00

09:30

10:00

10:30

11:00

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Selecting a time slot displays, 'You are scheduling an appointment for: <day>, <Date Time>'.

VA Appointments

13:30

14:00

14:30

15:00

15:30

16:00

16:30

You are scheduling an appointment for: Monday, 05/30/2016 15:00

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## Email Preferences

Default value is set to No. User can change this value any time a new appointment or request is initiated. Email Preference is a global preference that is persisted for the patient.

VA Appointments

Email Preferences

Send me updates on my appointments and requests:

Yes

No

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Select 'Yes' toggle button. This displays the Email field. This is a required field. The email address can be 100 characters long.

A valid email address must be entered to be saved successfully.

The screenshot shows a web interface for 'VA Appointments'. At the top is a dark blue header with the title 'VA Appointments' and a user icon. Below this is a light gray panel titled 'Email Preferences'. Inside this panel, there is a section 'Send me updates on my appointments and requests:' with two toggle buttons: 'Yes' (which is selected and highlighted in dark blue) and 'No' (which is unselected and white). Below the toggles, the label '\* Email:' is circled in red, indicating a required field. Underneath the label is a text input field containing the email address 'patient01@test.com'. At the bottom of the interface is a dark gray footer bar. On the left side of the footer, it says 'VA Appointments - v3.0.0'. On the right side, it says 'Logged in as ONE, PATIENT'.

VA Appointments

**Email Preferences**

Send me updates on my appointments and requests:

**Yes** No

\* Email:

patient01@test.com

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## Schedule Appointment / Cancel Appointment

### Schedule Appointment button

Clicking on 'Schedule Appointment' button validates the form for any errors. If no errors, the appointment is scheduled and the following Appointment Scheduled page is displayed. User can navigate back to the Appointments/Requests page by selecting 'Appointments/Requests' button.

**VA Appointments**

[Appointments/Requests](#) **Appointment Details**

**Status:** Scheduled

**Appointment Date/Time:** 04/05/2016 @ 09:30

**Clinic:** MOCK CLINIC NAME 1469

**Reason for Visit:** Test

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

## Cancel Appointment

On the Appointments/Request landing page select the appointment to be cancelled from the Appointments list table.

Appointment Details page is displayed. Select the Radio button 'Yes' under 'I need to cancel this appointment'. Reason for Cancellation drop down list box is displayed. This is a required field and is denoted by '\*'. The list of reasons is specific to the facility.

VA Appointments

< Appointments/Requests

Appointment Details

\* required field

**Appointment Date/Time:**  
03/24/2016 @ 08:00

**Clinic:**  
PRIMARY CARE

**Reason for Visit:**  
Routine Lab work that  
needs to be performed. I  
need revisit of my  
medications as well.  
Need to discuss few side  
effects as a result of new  
medicati

I need to cancel this appointment

Yes

No

\* Reason for Cancellation

✓ Select

DEATH IN FAMILY

OTHER

TRANSFER OPT CARE TO OTHER VA

TRAVEL DIFFICULTY

UNABLE TO KEEP APPOINTMENT

WEATHER

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Select a Reason for Cancellation from the drop down and select 'Cancel Appointment button'

VA Appointments

Appointment Details

Appointment Date/Time: 03/24/2016 @ 08:00 Clinic: PRIMARY CARE

Reason for Visit: Routine Lab work that needs to be performed. I need revisit of my medications as well. Need to discuss few side effects as a result of new medicati

I need to cancel this appointment

Yes No

\* Reason for Cancellation

TRAVEL DIFFICULTY

Cancel Appointment

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Confirmation modal is displayed. Selecting 'No' closes the modal and returns user to the Appointment Details page.

Selecting 'Yes', closes the modal and displays the Appointment Cancelled Page.

VA Appointments

Appointment Details

Appointment Date/Time: 03/24/2016 @ 08:00 Clinic: PRIMARY CARE

Reason for Visit: Routine Lab work that needs to be performed. I need revisit of my medications as well. Need to discuss few side effects as a result of new medicati

I need to cancel this appointment

Yes No

\* Reason for Cancellation

TRAVEL DIFFICULTY

Cancel Appointment

**Confirmation**

Are you sure you want to cancel this appointment?

Select Yes to cancel, No to return to the Appointment details page.

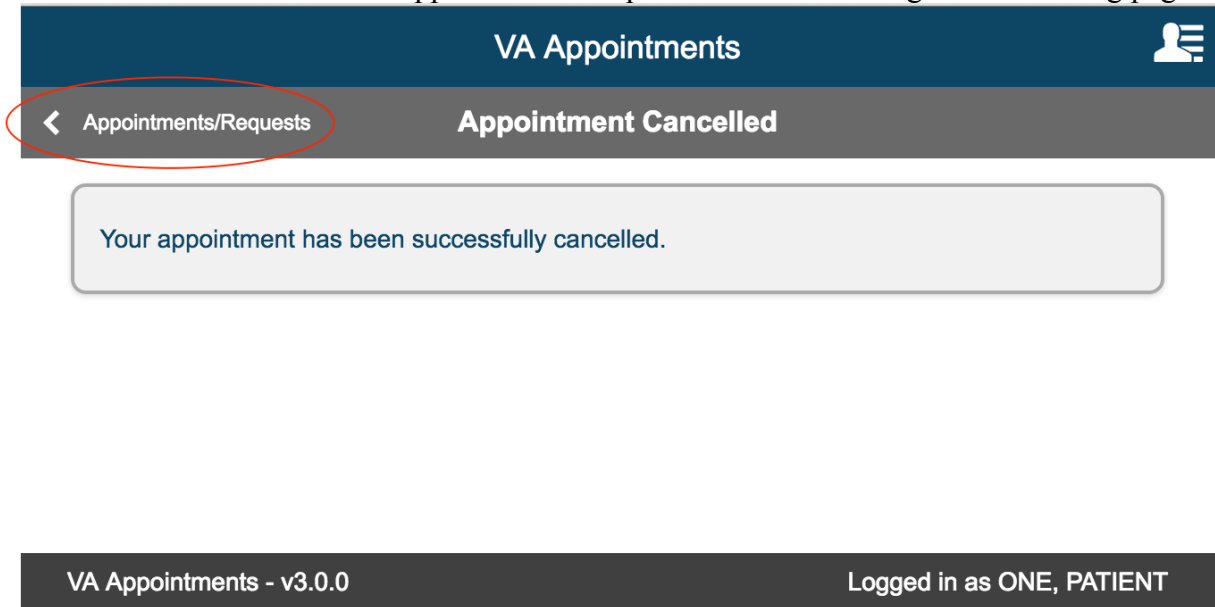
Yes No

VA Appointments - v3.0.0

Logged in as ONE, PATIENT



The Appointment Cancelled page displayed a confirmation message that the appointment is cancelled. User can select the '< Appointments/Requests' back button to go to the landing page.



## Request help Scheduling Primary Care appointment/ Scheduling a Mental Health appointment

On New Appointment/Request page select the radio button 'Request help scheduling a **Primary Care** appointment'.

VA Appointments

Appointments/Requests New Appointment/Request

\* required field

\* What would you like to do?

☐ Schedule a **Primary Care** appointment myself

☒ Request help scheduling a **Primary Care** appointment

☐ Request help scheduling a **Mental Health** appointment

Request Details

Facility:

WASHINGTON

\* Type of Visit:

☒ Office Visit ☐ Phone Call ☐ Video Conference

VA Appointments - v3.0.0 Logged in as ONE, PATIENT

Once a radio button is selected the 'Request Details' section is displayed.

## Facility:

If the user is registered only in one facility, the Facility section displays the facility by default.

VA Appointments

Appointments/Requests

New Appointment/Request

\* required field

\* What would you like to do?

☐ Schedule a **Primary Care** appointment myself

☒ Request help scheduling a **Primary Care** appointment

☐ Request help scheduling a **Mental Health** appointment

Request Details

Facility:


WASHINGTON

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

If the user is registered in more than one facility, the list of all registered facilities are displayed. Select one facility by selecting the radio button.

## VA Appointments



\* required field

\* **What would you like to do?**

☐ Schedule a **Primary Care** appointment myself

☒ Request help scheduling a **Primary Care** appointment

☐ Request help scheduling a **Mental Health** appointment

---

**Request Details**

\* **Facility:**

☐ BUTLER

☐ IRON MOUNTAIN VAMC

☐ PROVIDENCE VAMC

☒ WASHINGTON

\* **Type of Visit:**

☒ Office Visit      ☐ Phone Call      ☐ Video Conference

VA Appointments - v3.0.0

Logged in as patient01, zztest


## Type of Visit:

This is a required field. The default value selected is 'Office Visit'. The user can change the selection based on their requirement.

NOTE: Video Conference option is currently not available.

If the 'Video Conference' radio button is selected, the following informational message is displayed.

### VA Appointments




**\* Type of Visit:**

☐ Office Visit    ☐ Phone Call    ☒ Video Conference

Video Conferences are not available in all VA clinics. If Video Conference appointments are not available, your request will be treated as a Phone Call request. For more information on Video Conferences go to the User Guide.

**\* Purpose of Visit:**

Select 

VA Appointments - v3.0.0

Logged in as patient01, zztest

## Purpose of Visit:

This is a required field. The default value is 'Select'. User must select a different value from the drop down list.

The screen shot below shows the different options available in the drop down.

The screenshot displays the 'VA Appointments' form. At the top, the title 'VA Appointments' is centered in a dark blue header, with a user icon on the right. Below the header, the form contains several sections. The first section, labeled '\* Type of Visit:', includes three radio buttons: 'Office Visit' (selected), 'Phone Call', and 'Video Conference'. The second section, labeled '\* Purpose of Visit:', is circled in red. A dropdown menu is open for this section, showing the following options: 'Select' (with a checkmark), 'Routine/Follow-Up', 'New Issue', 'Medication Concern', and 'Other'. Below the dropdown, a message states: 'You may request an appointment date between 03/06/2016 and 05/30/2016.' The third section, labeled '\* Choice #1 Date:', includes a date input field with a calendar icon and a time selection area with 'AM' and 'PM' buttons. Below this, there are similar fields for 'Choice #2 Date:' and 'Choice #3 Date:', each with a date input and a time selection area. The bottom of the form features a dark grey footer with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as patient01, zztest' on the right.

**VA Appointments**

**\* Type of Visit:**

☒ Office Visit ☐ Phone Call ☐ Video Conference

**\* Purpose of Visit:**

- ✓ Select
- Routine/Follow-Up
- New Issue
- Medication Concern
- Other

You may request an appointment date between 03/06/2016 and 05/30/2016.

**\* Choice #1 Date:**

**Choice #1 Time:**

**Choice #2 Date:**

**Choice #2 Time:**

**Choice #3 Date:**

**Choice #3 Time:**

VA Appointments - v3.0.0 Logged in as patient01, zztest

**Other Purpose:**

This is a required field. This field is displayed only if the user selects Purpose of Visit = 'Other'

User can enter Alphanumeric text of 50 characters long.

VA Appointments

\* Type of Visit:

☒ Office Visit

☐ Phone Call

☐ Video Conference

\* Purpose of Visit:

Other

\* Other Purpose:

Test Purpose...

VA Appointments - v3.0.0

Logged in as patient01, zztest

### Desired Appointment Dates/Times

This is a required field. User must select 'Choice #1 Date'.

Date can either be typed in or can be selected by selecting the calendar icon. User can only select a value between today +5 and today +90.

Choice #1 Time is defaulted to AM. User can always change this default value. But a value must be selected.

VA Appointments

\* Purpose of Visit:

Select

Desired Appointment Dates/Times

You may request an appointment date between 03/06/2016 and 05/30/2016.

\* Choice #1 Date:

MM/DD/YYYY

AM

PM

March 2016

Su	Mo	Tu	We	Th	Fr	Sa
28	29	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	29	30	31	1	2
3	4	5	6	7	8	9

#2 Time:

PM

#3 Time:

PM

None:

\* Best Times for VA to Call:

VA Appointments - v3.0.0

Logged in as patient01, zztest



Validations occur for invalid or out of range date selections.

VA Appointments

Desired Appointment Dates/Times

You may request an appointment date between 03/06/2016 and 05/30/2016.

\* Choice #1 Date:

Choice #1 Time:

06/01/2016

AM

PM

Please enter a date between 03/06/2016 and 05/30/2016.

Choice #2 Date:

Choice #2 Time:

04/31/2016

AM

PM

Please enter a valid Date.

Choice #3 Date:

Choice #3 Time:

MM/DD/YYYY

AM

PM

VA Appointments - v3.0.0

Logged in as patient01, zztest

User must select valid dates and time for Choice #1.

Choice #2 and Choice #3 date and time fields are optional.

VA Appointments

Desired Appointment Dates/Times

You may request an appointment date between 03/06/2016 and 05/30/2016.

\* Choice #1 Date:

Choice #1 Time:

04/01/2016

AM

PM

Friday

Choice #2 Date:

Choice #2 Time:

MM/DD/YYYY

AM

PM

Choice #3 Date:

Choice #3 Time:

MM/DD/YYYY

AM

PM

VA Appointments - v3.0.0

Logged in as patient01, zztest

41

## Phone/Verify Phone

This is a required field. The data entered is automatically formatted to display as (xxx) xxx-xxxx.

Phone and Verify Phone must be the same.

If the numbers do not match, an error message is displayed to the user.

The screenshot shows a web form titled "VA Appointments" with a user icon in the top right. The form contains three sections: "Phone:", "Verify Phone:", and "Best Times for VA to Call:". The "Phone:" field contains the value "(703) 567-8900". The "Verify Phone:" field contains the value "(703) 567-8901". A red oval highlights the "Verify Phone:" field and the error message "The phone numbers do not match." below it. The "Best Times for VA to Call:" section has two radio button options: "9 AM - 11 AM" and "11 AM - 1 PM", both of which are unselected. The footer of the form displays "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

**VA Appointments**

**\* Phone:** (703) 567-8900

**\* Verify Phone:** (703) 567-8901

The phone numbers do not match.

**\* Best Times for VA to Call:**

☐ 9 AM - 11 AM

☐ 11 AM - 1 PM

VA Appointments - v3.0.0

Logged in as patient01, zztest

Phone number must be valid. The following error message is displayed for invalid entry.

The screenshot shows a web form titled "VA Appointments" with a dark blue header. On the right side of the header is a user icon and a hamburger menu icon. The form has a light gray background and contains the following elements:

- \* Phone:** A text input field containing the value "(111) 111-1111". This field and the error message below it are circled in red.
- \* Verify Phone:** An empty text input field.
- \* Best Times for VA to Call:** Two radio button options:
  - ☐ 9 AM - 11 AM
  - ☐ 11 AM - 1 PM

Below the form, a dark gray footer bar contains the text "VA Appointments - v3.0.0" on the left and "Logged in as patient01, zztest" on the right.

Please enter a valid US Phone number.

## Best Times for VA to Call:

This is a required field.

User can select more than one option.

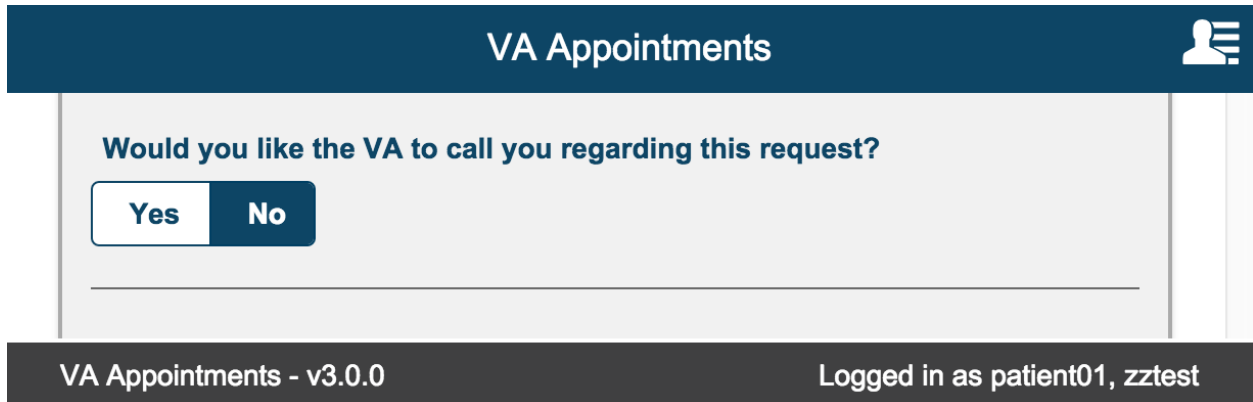
VA Appointments

<

## Would you like the VA to call you regarding this request?

Default value is No. User can leave it as is or toggle to 'Yes' if they would like the VA to call regarding the request.

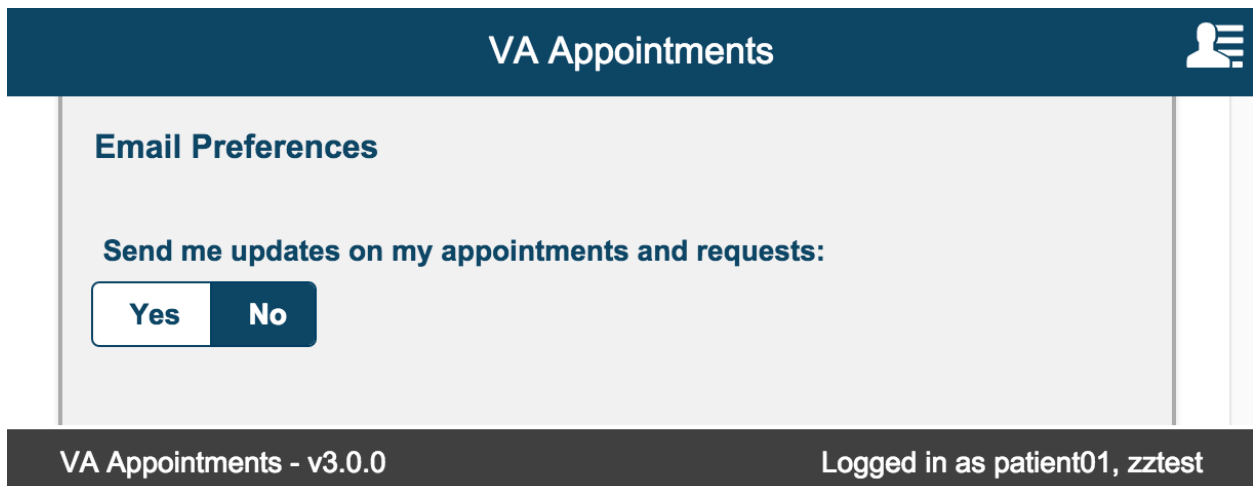
The value set in this field applies to only this request.



The screenshot shows a web interface for 'VA Appointments'. At the top is a dark blue header with the title 'VA Appointments' and a user icon. Below the header is a light gray form area. Inside the form, the question 'Would you like the VA to call you regarding this request?' is displayed. Below the question are two buttons: 'Yes' (white with a dark blue border) and 'No' (solid dark blue). Below the buttons is a horizontal line. At the bottom of the form is a dark gray footer bar containing the text 'VA Appointments - v3.0.0' on the left and 'Logged in as patient01, zztest' on the right.

## Email Preferences

Default value is set to No. User can change this value any time a new appointment or request is initiated. Email Preference is a global preference that is persisted for the patient.



The screenshot shows a web interface for 'VA Appointments'. At the top is a dark blue header with the title 'VA Appointments' and a user icon. Below the header is a light gray form area. Inside the form, the title 'Email Preferences' is displayed. Below the title is the text 'Send me updates on my appointments and requests:'. Below this text are two buttons: 'Yes' (white with a dark blue border) and 'No' (solid dark blue). At the bottom of the form is a dark gray footer bar containing the text 'VA Appointments - v3.0.0' on the left and 'Logged in as patient01, zztest' on the right.

Select 'Yes' toggle button. This displays the Email field. This is a required field. The email address can be 100 characters long.

A valid email address must be entered to be saved successfully.

VA Appointments

Email Preferences

Send me updates on my appointments and requests:

**Yes** No

\* Email:

patient01@gmail.com

VA Appointments - v3.0.0

Logged in as patient01, zztest

## Submit Request/Cancel Buttons

### Cancel button

Selecting Cancel displays the confirmation modal. Selecting 'No' closes the modal and returns user to the New Appointment/Request form.

Selecting 'Yes' in the confirmation modal, closes the modal and returns user to Appointments/Requests landing page. The New Appointment/Request form is not saved.

VA Appointments

for clinical questions that may need provider attention.

**Cancel Confirmation**

Are you sure you want to cancel this request?

Yes No

patient01@gmail.com

VA Appointments - v3.0.0

Logged in as patient01, zztest

## Submit Request Button

Select 'Submit Request' on the form.

If the request form passes validation (no errors are triggered), the system displays the Request Details page for the submitted request.

**VA Appointments**

**Request Details**

**Status:** Submitted  
This request has been submitted.

**Updated:** 02/22/2016 17:55

**Request Details**

**Submitted:** 02/22/2016 @ 17:55

**Facility:** WASHINGTON

**Type of Care:** Primary Care

**Type of Visit:** Office Visit

**Desired Appointment Date/Time**

**1st Choice:** 03/02/2016 PM

**2nd Choice:** 03/03/2016 PM

**3rd Choice:** 03/01/2016 PM

**Phone:** (678) 345-6789

**Best Times for VA to Call:** 1 PM - 3 PM

**Purpose of Visit:** New Issue

[Cancel Request](#)

VA Appointments - v3.0.0

Logged in as ONE, PATIENT


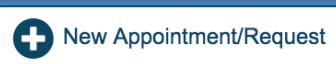
## View Appointments/Requests

Login to the app as a user that is already enrolled in Veteran Health Administration and already has appointments scheduled and requests created. The appointments/requests page is displayed.

### Refresh to view Appointments/Requests

Select the refresh button on the header for the page to refresh and display any updates to the Appointments and Requests.

VA Appointments

 Appointments/Requests 

### Appointments

Booked Date/Time	Facility/Clinic	
03/03/2016 @ 09:00	CHY PC RUXTON	>
03/04/2016 @ 09:00	CHY PC RUXTON	>
04/01/2016 @ 09:00	CHY PC RUXTON	>
04/02/2016 @ 09:00	CHY PC RUXTON	>

### Requests

Last Updated	Status	Facility/Clinic	
03/01/2016	Submitted	WASHINGTON	>

VA Appointments - v3.0.0 Logged in as ONE, PATIENT






## View Appointment/Request Details





### Appointment Details

From the Appointments table select an appointment to view details.


VA Appointments

 **Appointments/Requests**  New Appointment/Request 

### Appointments

Booked Date/Time	Facility/Clinic	
03/03/2016 @ 09:00	CHY PC RUXTON	
03/04/2016 @ 09:00	CHY PC RUXTON	
04/01/2016 @ 09:00	CHY PC RUXTON	
04/02/2016 @ 09:00	CHY PC RUXTON	

### Requests

Last Updated	Status	Facility/Clinic	
03/01/2016	Submitted	WASHINGTON	

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Appointment Details Page is displayed.

VA Appointments

Appointments/Requests

Appointment Details

**Appointment Date/Time:**  
03/03/2016 @ 09:00

**Clinic:**  
CHY PC RUXTON

**Reason for Visit:**  
Medication Concern

Cancel Appointment

VA Appointments - v3.0.0


Logged in as ONE, PATIENT

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

## Request Details


Now from Request Table select a Request to view details

VA Appointments



### Requests

Last Updated	Status	Facility/Clinic	
03/01/2016	Submitted	WASHINGTON	>
02/13/2016	Cancelled	TEST VAMC 3	>
12/05/2015	Cancelled	TEST VAMC 3	>
11/15/2015	Not Booked	TEST VAMC 3	>

 New Appointment/Request

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Request Details page is displayed

VA Appointments

< Appointments/Requests

Request Details

Status: Submitted

Updated: 03/01/2016 23:59

View status updates for this request under the "Requests" section of the Appointments and Requests page. Once scheduled, the resulting appointment will be displayed under the "Appointments" section of the same page.

Request Details

Submitted:

03/01/2016 @ 23:59

Facility:

WASHINGTON

Type of Care:

Primary Care

Type of Visit:

Office Visit

Desired Appointment Date/Time

1st Choice:

03/07/2016 AM

Phone:

(703) 267-8900

Best Times for VA to Call:

11 AM - 1 PM

Purpose of Visit:

Medication Concern

Cancel Request

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

## Cancelling Appointment/Request

### Cancel Appointment

From the Appointments/Requests page, select the appointment that you want to cancel from the Appointments table.

On the Appointment Details page select the Cancel Appointment button.

The screenshot displays the 'VA Appointments' interface. At the top, a dark blue header contains the title 'VA Appointments' and a user icon. Below this, a grey navigation bar shows a back arrow and the text 'Appointments/Requests', followed by the current page title 'Appointment Details'. The main content area is a light grey box containing the following details:

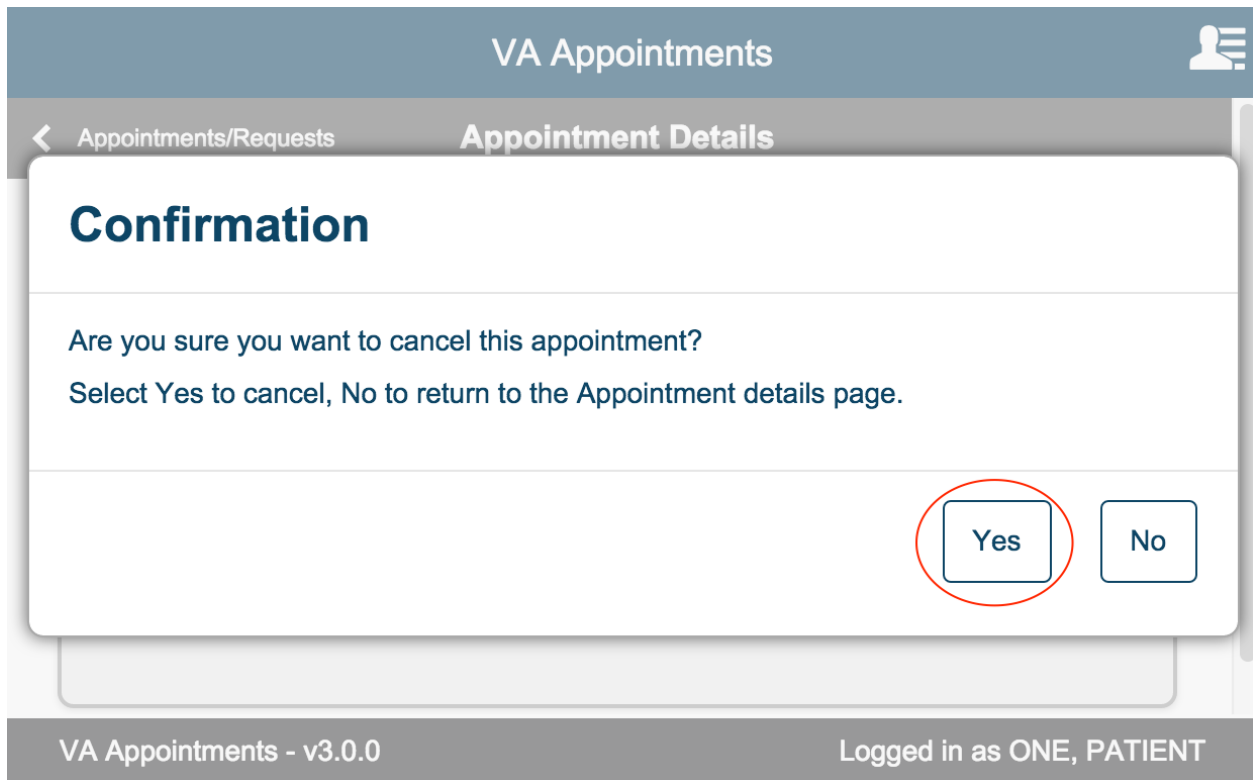
- Appointment Date/Time:** 03/03/2016 @ 09:00
- Clinic:** CHY PC RUXTON
- Reason for Visit:** Medication Concern

A horizontal line separates the appointment details from the bottom section, which features a button labeled 'Cancel Appointment'. This button is circled with a red oval to indicate it is the target for the user's action.

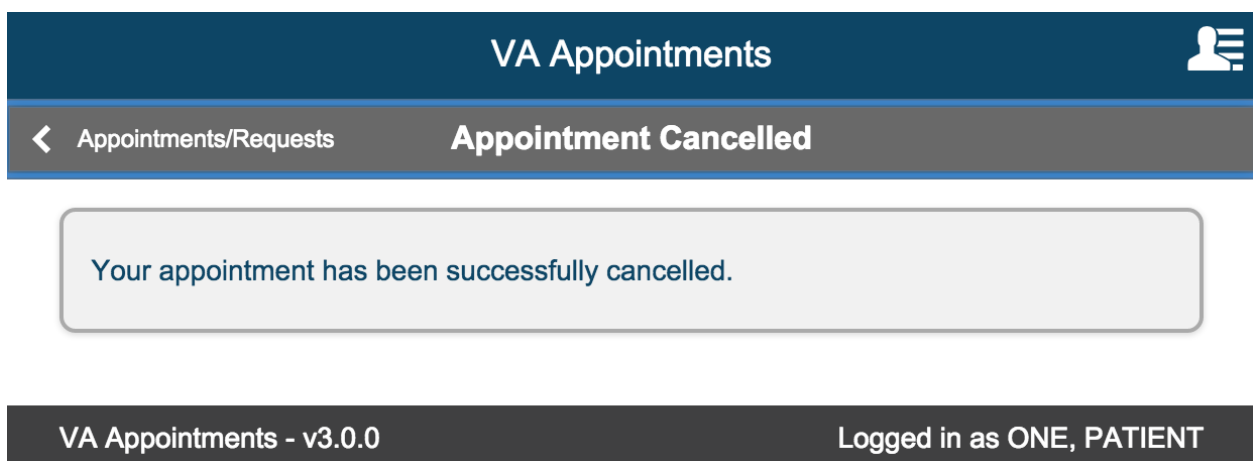
At the bottom of the screen, a dark grey footer bar contains the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

Confirmation modal is displayed.

Select No button to return back to appointment details page. Select Yes to confirm canceling the appointment.



On selecting yes, the appointment status is updated and the Appointment Cancelled page is displayed.



Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

## Cancel Request

Select the request that you want to cancel. On the Request Details Page select the Cancel Request button

VA Appointments

1st Choice:

03/07/2016 AM

Phone:

(703) 267-8900

Best Times for VA to Call:

11 AM - 1 PM

Purpose of Visit:

Medication Concern

Cancel Request

Message a Scheduling Clerk

You may send up to two (2) messages while this request is in Submitted status.  
If you need additional information, please call the clinic.

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Confirmation modal is displayed.

Select No button to return back to request details page. Select Yes to confirm canceling the request.

The screenshot shows the 'VA Appointments' app interface. At the top, a blue header bar contains the title 'VA Appointments' and a user icon. Below the header, the app displays appointment details: '1st Choice: 03/07/2016 AM', 'Phone:', and 'Best Times for VA to'. A white 'Confirmation' modal is centered on the screen, featuring a blue header with the title 'Confirmation'. The modal's body contains the text: 'Are you sure you want to cancel this request?' and 'Select Yes to cancel, No to return to the Request details page.' At the bottom right of the modal are two buttons: 'Yes' and 'No'. The 'Yes' button is circled in red. Below the modal, a section titled 'Message a Scheduling Clerk' provides instructions: 'You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.' The bottom of the app has a dark grey footer bar with the text 'VA Appointments - v3.0.0' on the left and 'Logged in as ONE, PATIENT' on the right.

VA Appointments

1st Choice:  
03/07/2016 AM

Phone: Best Times for VA to

### Confirmation

Are you sure you want to cancel this request?  
Select Yes to cancel, No to return to the Request details page.

Yes No

**Message a Scheduling Clerk**

You may send up to two (2) messages while this request is in Submitted status.  
If you need additional information, please call the clinic.

VA Appointments - v3.0.0 Logged in as ONE, PATIENT



On selecting yes button, the request is cancelled and the status for the request is updated.

VA Appointments

< Appointments/Requests

Request Details

Status: Cancelled

Updated: 02/13/2016 00:00

You have successfully cancelled this request.

Request Details

Submitted:

02/13/2016 @ 00:00

Facility:

TEST VAMC 3

Type of Care:

Mental Health

Provider:

zztest  
appointment\_provider4

Type of Visit:

Office Visit

Desired Appointment Date/Time

1st Choice:

2nd Choice:

3rd Choice:

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

Select the Appointments/Requests button to return to the page to view the Appointments and Requests.

## Message a Scheduling Clerk

This is an optional text field that allows user to communicate with the clerk. This feature is available only on New Request and Submitted requests. The user can send only up to two messages. User can view messages exchanged on the request details page.

This messaging should not be used for cancelling an appointment or for clinical questions that requires provider attention. The message text box is multiline that allows a max of 100 characters. The character count down will indicate the remaining number of characters.

User can send messages when creating new request or on request details page of a Submitted Request.

The screenshot displays the 'VA Appointments' interface. At the top, a dark blue header contains the text 'VA Appointments' and a user icon. Below this, a light gray box titled 'Message a Scheduling Clerk' contains a 'Message:' label, a text input field with 'Message 1', and a character count '91 characters remaining'. A red oval highlights the title, and another red oval highlights the character count. Below the input field, a dark gray bar shows 'VA Appointments - v3.0.0' and 'Logged in as ONE, PATIENT'. The bottom section shows a detailed view of the messaging interface. It includes the same title, a red-bordered box with instructions: 'You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.', a 'Message to Provider:' label, a text input field with 'Message2', and a character count '92 characters remaining'. A 'Send' button is highlighted with a red oval. Below the input field, there is a section for messages. 'From VA:' is on the left, and 'From Me:' is on the right. A green bubble from 'From Me:' contains the text '03/02/2016 @ 00:21 Message 1'. The bottom dark gray bar also shows 'VA Appointments - v3.0.0' and 'Logged in as ONE, PATIENT'.

**VA Appointments**

**Message a Scheduling Clerk**

**Message:**

Message 1

91 characters remaining

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

**VA Appointments**

**Message a Scheduling Clerk**

You may send up to two (2) messages while this request is in Submitted status. If you need additional information, please call the clinic.

**Message to Provider:**

Message2

92 characters remaining

**Send**

From VA:

From Me:

03/02/2016 @ 00:21  
Message 1

VA Appointments - v3.0.0


Logged in as ONE, PATIENT

## Messaging Rules

### Maximum 2 messages can be sent

A user can send only maximum of 2 messages per request.

## VA Appointments



### Message a Scheduling Clerk

You have reached your two message maximum. If you need additional information, please call the clinic.

---

From VA:

From Me:

03/02/2016 @ 00:24  
Message2

03/02/2016 @ 00:21  
Message 1

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## Cancelled request cannot send messages

Messages cannot be sent on a Cancelled request.

VA Appointments

Appointments/Requests

Request Details

Status: Cancelled

Updated: 12/05/2015 00:00

Request Details

Submitted:  
12/05/2015 @ 00:00

Type of Care:  
Primary Care

Desired Appointment Date/Time  
1st Choice:  
%m/26/2015 PM

Phone:  
(123) 456-7890

Purpose of Visit:  
Routine follow-up

Facility:  
TEST VAMC 3

Provider:  
zztest appointment\_provider1

2nd Choice:  
10/27/2015 AM

Best Times for VA to Call:  
9 AM - 11 AM

Type of Visit:  
Office Visit

3rd Choice:  
10/28/2015 PM

Message a Scheduling Clerk

Messages cannot be sent for requests in Cancelled or Not Booked status. If you need additional information, please call the clinic.

From VA:  
01/21/2016 @ 16:25

From Me:

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## Not Booked request cannot send messages

Messages cannot be sent on a Not Booked request.

VA Appointments

Status: Not Booked

Updated: 11/15/2015 00:00

We were unable to contact you at the phone number provided to discuss your appointment. We apologize for not being able to book this second request for an appointment. You can call the facility to discuss scheduling options for your current need or you can start a new appointment request using this application.

Request Details

Submitted:

11/15/2015 @ 00:00

Facility:

TEST VAMC 3

Type of Care:

Primary Care

Provider:

zztest.appointment\_provider1

Type of Visit:

Office Visit

Desired Appointment Date/Time

1st Choice:

11/26/2015 PM

2nd Choice:

11/27/2015 AM

3rd Choice:

11/28/2015 PM

Phone:

(123) 456-7890

Best Times for VA to Call:

11 AM - 1 PM, 3 PM - 4 PM,  
9 AM - 11 AM, 1 PM - 3 PM

Preference:

Call before booking appointment

Purpose of Visit:

Other

Other Purpose of Visit:

Text Text for Other Purpose of Visit

Message a Scheduling Clerk

Messages cannot be sent for requests in Cancelled or Not Booked status. If you need additional information, please call the clinic.

From VA:

From Me:

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## No Messages Exchanged

If no historical messages are found and the request is in Not Booked or Cancelled status, informational text 'No messages were exchanged on this request.'

VA Appointments

Appointments/Requests

Request Details

Status: Cancelled

Updated: 02/13/2016 00:00

You have successfully cancelled this request.

Request Details

Submitted:  
02/13/2016 @ 00:00

Type of Care:  
Mental Health

Desired Appointment Date/Time  
1st Choice:  
02/19/2016 AM

Phone:  
(123) 456-7890

Purpose of Visit:  
New issue

Facility:  
TEST VAMC 3

Provider:  
zztest appointment\_provider4

2nd Choice:  
02/18/2016 PM

Best Times for VA to Call:  
9 AM - 11 AM

Type of Visit:  
Office Visit

3rd Choice:  
02/17/2016 PM

Message a Scheduling Clerk

No messages were exchanged on this request.

VA Appointments - v3.0.0

Logged in as ONE, PATIENT

## **Error Messages**

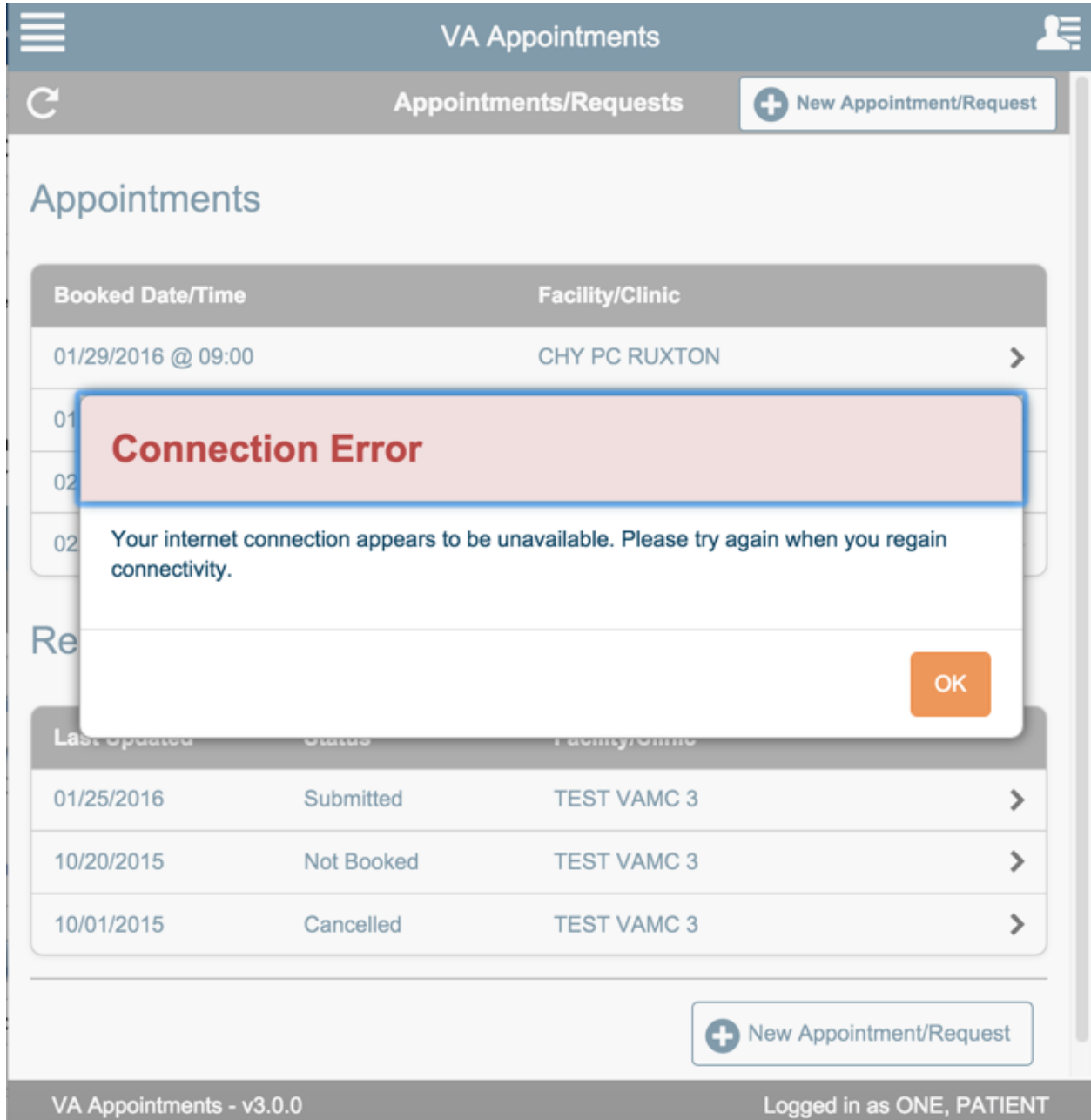
Error messages are displayed in the app due to environment issues. Changes may not be saved when a system error is encountered.

User might have to perform the action again after the error is resolved.

Below are some of the errors the user may encounter when accessing the app.

## Internet Connection

If internet connection is disrupted when accessing the application, the following error message is displayed to the user

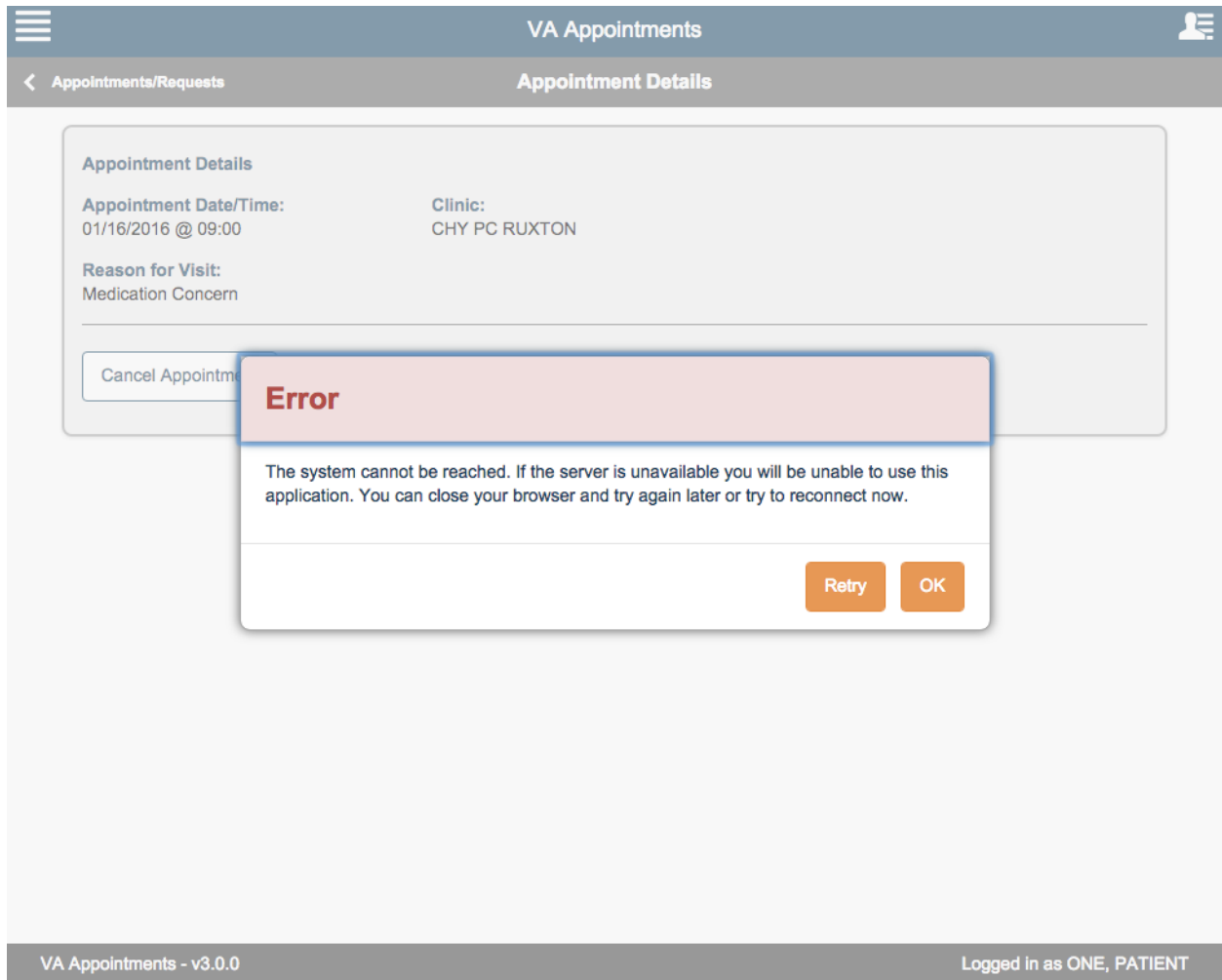


The user can select OK in the error modal and the modal closes. User can retry to access the app when internet connection is restored.



## Server Unavailable

There are certain instances the backend server might be disrupted or not reachable. In such cases, when a user tries to perform an action that needs to make a call to the backend services, for example the database, the following error message is displayed to the user.



Selecting Retry will try to access the backend services. If the services is back up, the error message is not displayed anymore and the user can continue to use the app.

If the backend service is still down, the error message is displayed again. To close the error message modal, select OK.

User can retry to access the app after some time.

## Session Timeout Warning

Session timeout message is displayed when the application has been idle. The current setting for session timeout is 15 mins. User is displayed a warning message after 12 mins of inactivity to let them know that they will be logged out of the application after 3 minutes. The 3-minute warning will reduce to 2 mins and then to 1 min if the user does not take an action.

Selecting Continue will reset the session and the user can continue to use the application.

Selecting Logout will log the user out of the application.

The screenshot shows the VA Appointments mobile application interface. At the top, there is a header bar with a menu icon, the title "VA Appointments", and a user icon. Below the header, there is a sub-header bar with a refresh icon, the text "Appointments/Requests", and a button labeled "+ New Appointment/Request". The main content area is titled "Appointments" and displays a list of appointments. A modal dialog box is overlaid on the list, containing a warning message: "Your user session will time out in 3 minutes." Below this message, there is explanatory text: "To help protect your information, your user session times out after 15 minutes. If you are actively using your mobile apps, simply select **Continue** to reset the session. You can also select **Logout** to logout of your user session now." At the bottom of the dialog, there are two buttons: "Logout" and "Continue". Below the dialog, a table of appointments is visible. The table has three columns: "Last Updated", "Status", and "Facility/Clinic". The first row shows "01/25/2016", "Submitted", and "TEST VAMC 3". The second row shows "10/20/2015", "Not Booked", and "TEST VAMC 3". At the bottom of the screen, there is a footer bar with the text "VA Appointments - v3.0.0" on the left and "Logged in as ONE, PATIENT" on the right.

**Your user session will time out in 3 minutes.**

To help protect your information, your user session times out after 15 minutes.  
If you are actively using your mobile apps, simply select **Continue** to reset the session.  
You can also select **Logout** to logout of your user session now.

Logout Continue

Last Updated	Status	Facility/Clinic
01/25/2016	Submitted	TEST VAMC 3
10/20/2015	Not Booked	TEST VAMC 3

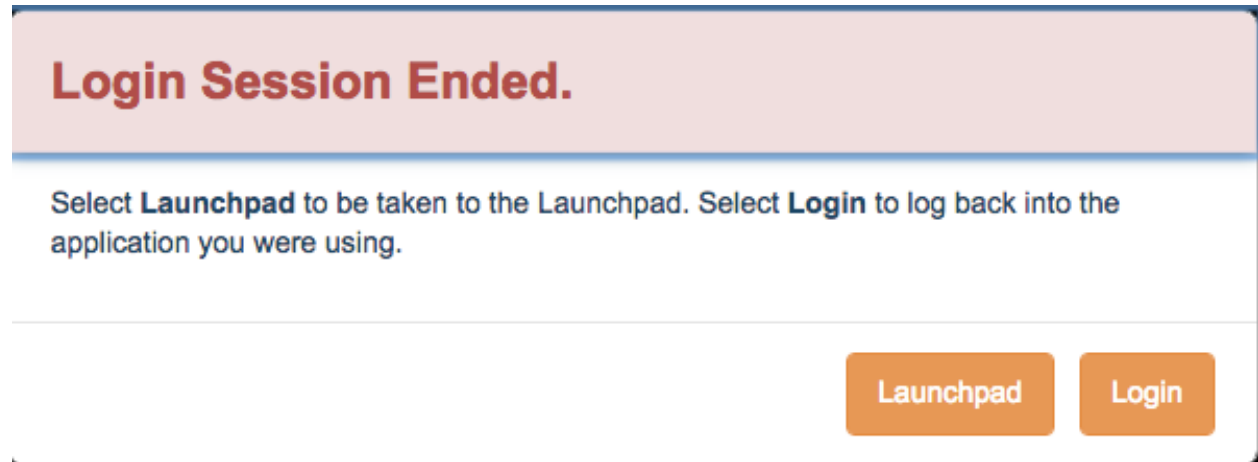
VA Appointments - v3.0.0

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## Login Session Ended

If the user does not take an action within 3 minutes after the session timeout warning message is displayed. The user is automatically logged out of the application.

This action is performed by the application due to security reasons.



Select Login to login back to the application.

Select Launchpad to navigate to the launchpad to access other apps that are available on Launchpad.