

My HealtheVet VA Appointments User Guide

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Where to Find Help

Frequently Asked Questions, Help and Contact MHV

- (1) Select **FAQ** to go to **Frequently Asked Questions** and get commonly asked questions and answers about VA Appointments (Figure 1)
- (2) Select **Help & User Guides** for general guidance on using My HealtheVet and User Guides for My HealtheVet features (Figure 1).

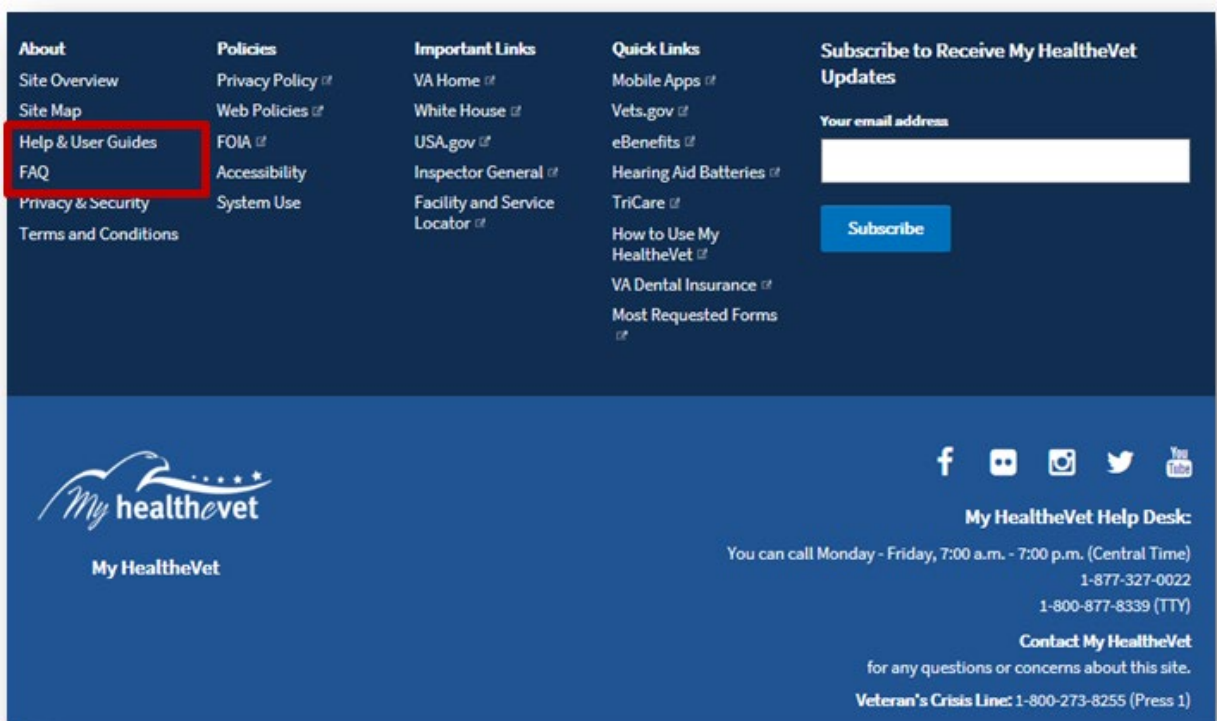


Figure 1: MHV Home Page - Help & User Guides/FAQ (Footer Section)

- (3) Select **Contact** to send a message to the My HealtheVet Help Desk or contact them at 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time), or 1-800-877-8339 (TTY) (Figure 2).

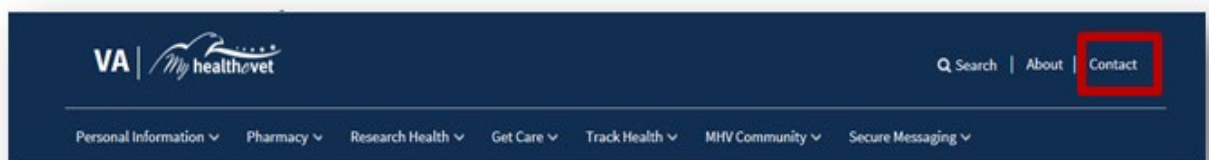


Figure 2: Contact Page

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VA Appointments – Feature Overview

VA Appointments give VA patients a detailed view of their VA clinic appointments 24 hours a day, 7 days a week. You have the option to view your VA Appointments if you have a My HealtheVet [Premium](#) account and have registered as a VA Patient.

The VA Appointments feature gives you the option to:

- View VA appointments on the Health Calendar
- Add non-VA appointments to the Health Calendar
- Look up past appointments from the last two years
- Find the location of the VA facility for your appointments
- Set up email reminders for upcoming VA appointments
- Print a list of your future VA appointments
- Access the VA Online Scheduling

The [VA Online Scheduling](#) tool may be available to access your appointments that are from your official VA Medical Record. VA Online Scheduling lets you view, schedule, or cancel appointments at VA facilities.

If you have already registered for a My HealtheVet account and need to check that you have registered as a **VA Patient**, you can do the following:

- Login to My HealtheVet
- Select the **PERSONAL INFORMATION** tab
- Select the **My Profile** sub-tab
- Under **What is Your Relationship to VA**, if you use the VA Health Care System, make sure you select the **VA Patient** checkbox
 - If **VA Patient** is not checked and you use the VA Health Care System, select this box
 - This will put a checkmark in the box
- Select the **Save** button at the bottom of the screen

You are responsible for protecting the personal health information you print out or download. *It is important to protect your information.* Protect this information the same way you would protect your banking or credit card information. Do not leave your printed information in a printer. Do not save your downloaded information to a public computer. When using a public computer, save your health information to a CD or a thumb drive. Remember to take the CD or thumb drive with you when you finish.

IMPORTANT: Please note that any information entered in your My HealtheVet account is for you only and is not shared with your VA facility. If you need to update the information in your official VA record, including the mailing address for your VA prescriptions, please contact the appropriate office at your local VA facility.

Getting Started with VA Appointments

Step 1 – Sign in to My HealtheVet

Sign in to your My HealtheVet account by selecting the **Sign in** button on the right side of the screen to access VA Appointments (Figure 3). You must have already registered as a user. If you do not have a My HealtheVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form. Click on the login link in the Congratulations box to log in to your account.

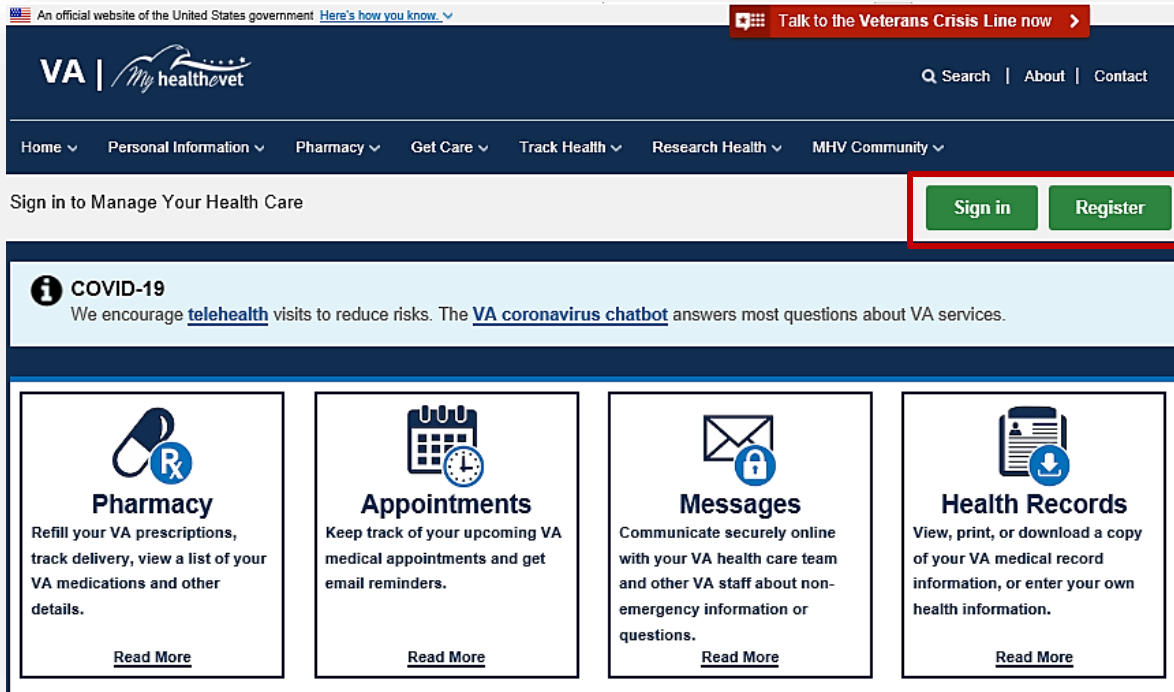


Figure 3: Sign In Home Page

Step 2 – View VA Appointments

There are three ways you can access VA Appointments (Figure 4).

- (1) Select the **Appointments** or **View My VA Appointments** link in the dashboard
- (2) Or, select **Appointments** under the **Get Care** tab

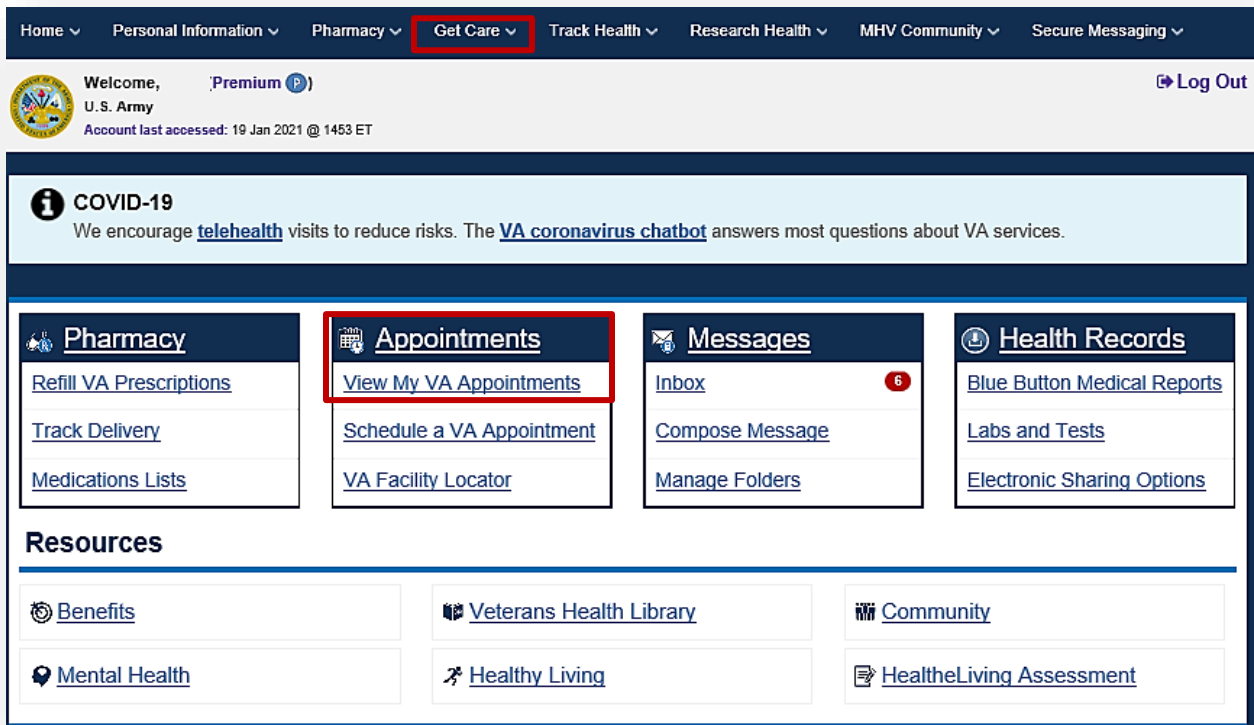


Figure 4: Access VA Appointments

- (3) The **Get Care** Quick Link box provides easy access to the **Appointment** feature (Figure 5).
- (4) The VA Appointments Summary page displays a table that shows the past two (2) years and your future VA Appointments. This information is from your official VA Medical Record.

My HealtheVet / Get Care / Appointments

View My VA Appointments

Personal Health Record of MARK MHVDAYMARK
Your VA Appointments Information was last updated in My HealtheVet on 01/19/2021 at 17:08.

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Get Care

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Schedule or Cancel a VA Appointment Online
- Wellness Reminders

i Before Your Appointment

- Check your appointment date, time and type (*telephone, video, in-person*).
- You may have access to [schedule or cancel a VA appointment online](#).
- Bring your insurance information.
- Set up VA Appointment email reminders on [My Profile](#) page.

VA Appointments Summary (Telephone, Video, In-Person)

Select an item to view details.

Appointment Date/Time	Status	Clinic Name	Medical Center Division
2019 May 23 @ 09:00 EDT	Completed	ADTP SM	Unknown
2019 May 16 @ 11:00 EDT	Completed	ADTP SM	Unknown

Showing 1 to 2 of 2 entries

10 First Previous **1** Next Last

[Schedule or Cancel a VA Appointment](#)

i This information is from your official VA Medical Record.

VA appointment details from your medical record can change to display the most current information. Please check for updates.

Figure 5: Get Care Appointments Link

- (5) **(Optional)** You may subscribe to VA Appointment email notifications and reminders via your [My Profile](#) page.

NOTE: My HealtheVet does not share your information with VA's appointment system. To cancel, change or request an appointment with your VA health care team, you will need to contact your local VA.

- (6) Select an appointment link to view details (Figure 6):

Appointment Date/Time	Status	Clinic Name	Medical Center Division
2019 May 23 @ 09:00 EDT	Completed	ADTP SM	Unknown
2019 May 16 @ 11:00 EDT	Completed	ADTP SM	Unknown

Figure 6: View Details of Appointment

(7) The event details display (Figure 7):

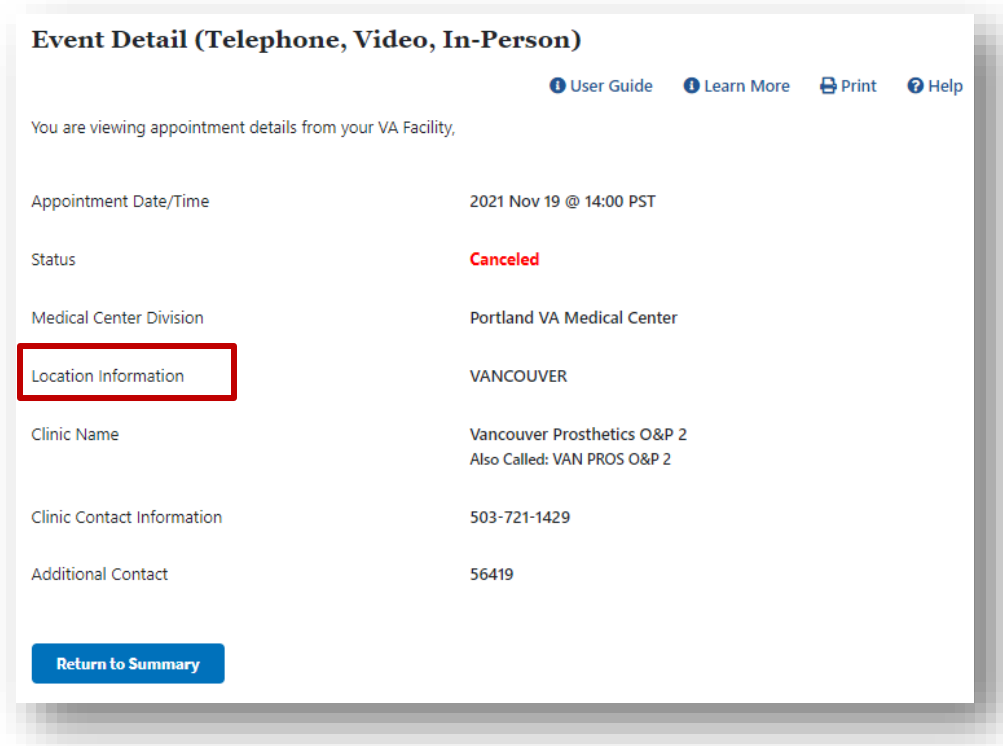


Figure 7: Event Detail

Step 3 – Self-schedule or Request VA Appointments

To self-schedule your VA Appointments, you must have had a primary care appointment within the last two years at a VA facility that participates in online scheduling. VA appointment scheduling is [available at select VA Medical Centers](#). You can request help scheduling primary care appointments at facilities where you receive care. You can also self-schedule or request help scheduling specialty appointments, such as outpatient mental health, optometry, and audiology, at participating facilities.

Self-schedule or Request VA Appointments from the Home Page

(1) After logging in, click on the **Schedule or Cancel a VA Appointment** box on the bottom right side of the home page:



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(2) Click on the **blue** button to schedule or cancel a VA appointment online

Note: If you do not receive care at a facility that participates in online scheduling, you will not see the **blue** button.

(3) You are taken to the **Appointments/Requests** page to view, schedule or cancel an appointment

Note: The VA Appointments page must be refreshed if you want to access the online scheduling tool in the same session.

Self-schedule or Request VA Appointments from View My VA Appointments Page (Figure 8).

My HealthVet / Get Care / Appointments

Get Care

- Care Givers
- Treatment Facilities
- My Coverage
- Health Calendar
- Appointments**
- Schedule or Cancel a VA Appointment Online
- Wellness Reminders

View My VA Appointments

Personal Health Record of MARK MHVDAYMARK
Your VA Appointments Information was last updated in My HealthVet on 01/19/2021 at 17:08.

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Before Your Appointment

- Check your appointment date, time and type (*telephone, video, in-person*).
- You may have access to [schedule or cancel a VA appointment online](#).
- Bring your insurance information.
- Set up VA Appointment email reminders on [My Profile](#) page.

VA Appointments Summary (Telephone, Video, In-Person)

Select an item to view details.

Appointment Date/Time	Status	Clinic Name	Medical Center Division
2019 May 23 @ 09:00 EDT	Completed	ADTP SM	Unknown
2019 May 16 @ 11:00 EDT	Completed	ADTP SM	Unknown

Showing 1 to 2 of 2 entries

10

First Previous **1** Next Last

[Schedule or Cancel a VA Appointment](#)

This information is from your official VA Medical Record.
VA appointment details from your medical record can change to display the most current information. Please check for updates.

Figure 8: View My VA Appointments

(4) After signing in, click on **Schedule or Cancel a VA Appointment Online** (Figure 9).

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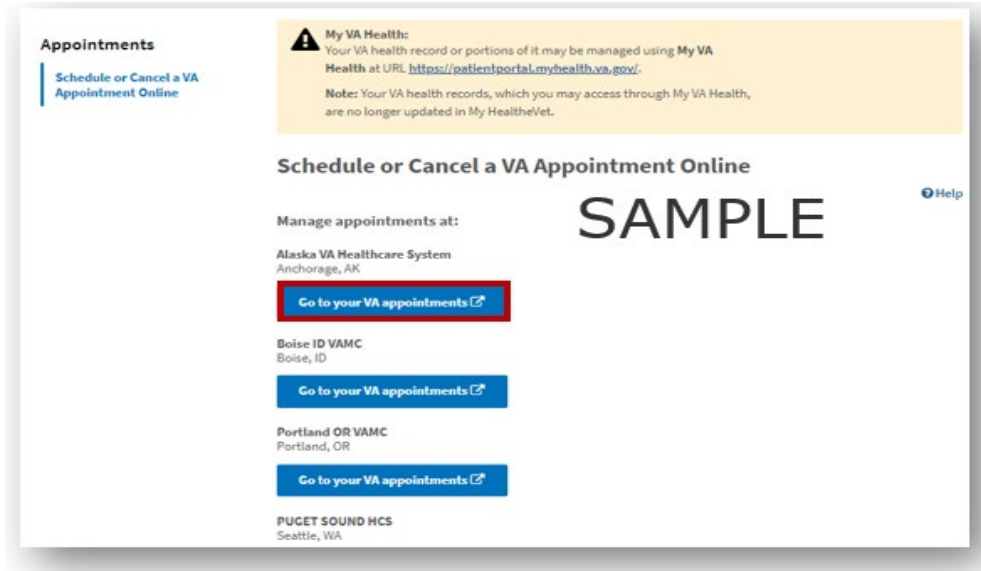


Figure 9: Sample VA Appointments Page

- (5) Click on the button for the VA health care facility where you want to schedule an appointment

Health Calendar

View VA Appointments in the Health Calendar

There are three ways you can access the Health Calendar (*Figure 10*):

- (1) Select **Health Calendar** under the **Get Care** tab.
- (2) Or, Select **Health Calendar** in the Dashboard.
- (3) Another way, select **Health Calendar** while under **View Appointments**.

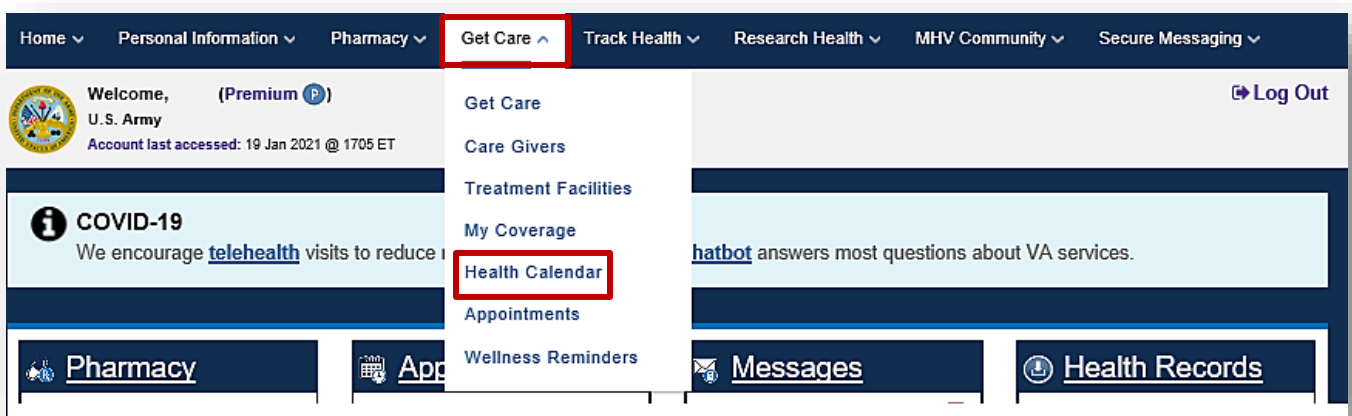


Figure 10: Health Calendar

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(4) Your upcoming VA Appointments display in your calendar. The **Month** view is shown below. You can choose the types of events you want to view on your calendar by selecting them in the **Showing Event Types** menu and clicking the **Update View** button.

My HealtheVet / Get Care / Health Calendar

Day Week **Month** List View To-Do's

Jump to Date: Add Event Add To-Do Search

Print Help Preferences Export

Before Your Appointment

- Check your appointment date, time and type (*telephone, video, in-person*).
- You may have access to [schedule or cancel a VA appointment online](#).
- Bring your insurance information.
- Set up VA Appointment email reminders on [My Profile](#) page.

Showing Event Types:

- Community Events for today
- Federal Holidays (Observed)
- Flu Shots
- Holidays
- Local Events
- My Recovery Plan Events
- My Tasks
- National VA Events
- Personal Events
- Test
- Test123
- VA Appointments
- VISN/Regional VA Events
- testApril

Update View

[View/Change Preferences for VA Local and National Events](#)

Current Date May 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16 11:00am (VA) Unknown Appointment	17	18
19	20	21	22	23 11:00am (VA) Unknown Appointment	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

For information about how to get the most out of your appointment
[Learn more](#)

Figure 11: Example Health Calendar

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(Optional) Add Non-VA Appointments to Your Health Calendar

You can add your non-VA appointments to your VA Health Calendar (Figure 12):

- (1) Select the **Add Event** link, fill in the form, then select **Save**

The screenshot shows the 'Add Event' form in the VA Health Calendar interface. The breadcrumb trail at the top reads 'My HealthVet / Get Care / Health Calendar'. Below this, there are navigation tabs for 'Day', 'Week', 'Month', 'List View', and 'To-Do's'. A dark blue header bar contains 'Event Details', 'Jump to Date: [calendar icon]', a red-bordered 'Add Event' button, a checked 'Add To-Do' checkbox, a search input field, and a 'Search' button. On the right side of the header, there are links for 'Help', 'Preferences', and 'Export'. The form fields include: 'Event Name: *' (text input), 'Location:' (text input), 'Description:' (text area), 'Start Time: *' (calendar icon, date '01/19/2021', 'Hour' and 'Minute' dropdowns, and an 'All Day Event' checkbox), 'End Time: *' (calendar icon, date '01/19/2021', 'Hour' and 'Minute' dropdowns), 'Repeats:' (dropdown menu with 'Select Repeat Interval...' selected), and 'Until:' (calendar icon, text 'mm/dd/yyyy'). At the bottom, there are 'Save' and 'Cancel' buttons, with the 'Save' button highlighted by a red border.

Figure 12: Add Event

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Download Your VA Appointments Using VA Blue Button

To download your VA Appointments using the VA Blue Button feature:

1. Select the **Blue Button Medical Reports** link on the My HealtheVet home page
2. Click **VA Blue Button Report**

On the **Download My Selected Data** page:

1. Select a **Date Range**
2. Enter the **Start Date**
3. Enter the **End Date**
4. Select the **Types of Information** by clicking:
 - **Select the types of information to include (Default)**
 - Select **Future VA Appointments** or **All of the Above**
 - Click **Submit**
 - Select **View/Download PDF** or **View/Download TXT** in the **I want to...column**

Note: Anytime you open/download a .pdf file, you create a temporary file on the computer you are using. There is a risk of exposing your information when you download a .pdf file, especially on public or shared computers. Learn more about [protecting your personal health information](#).