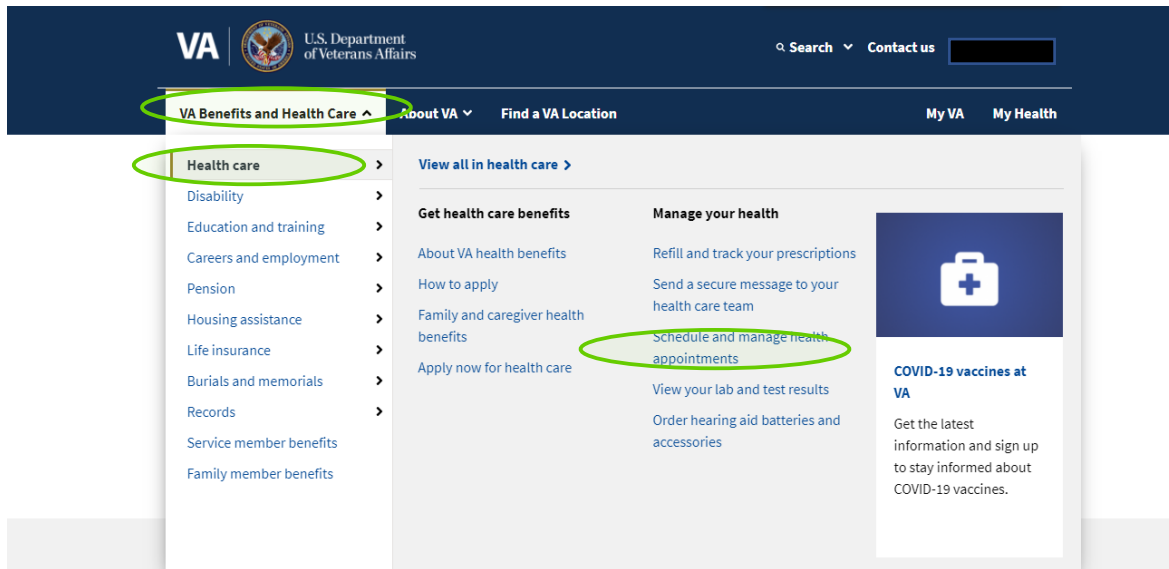
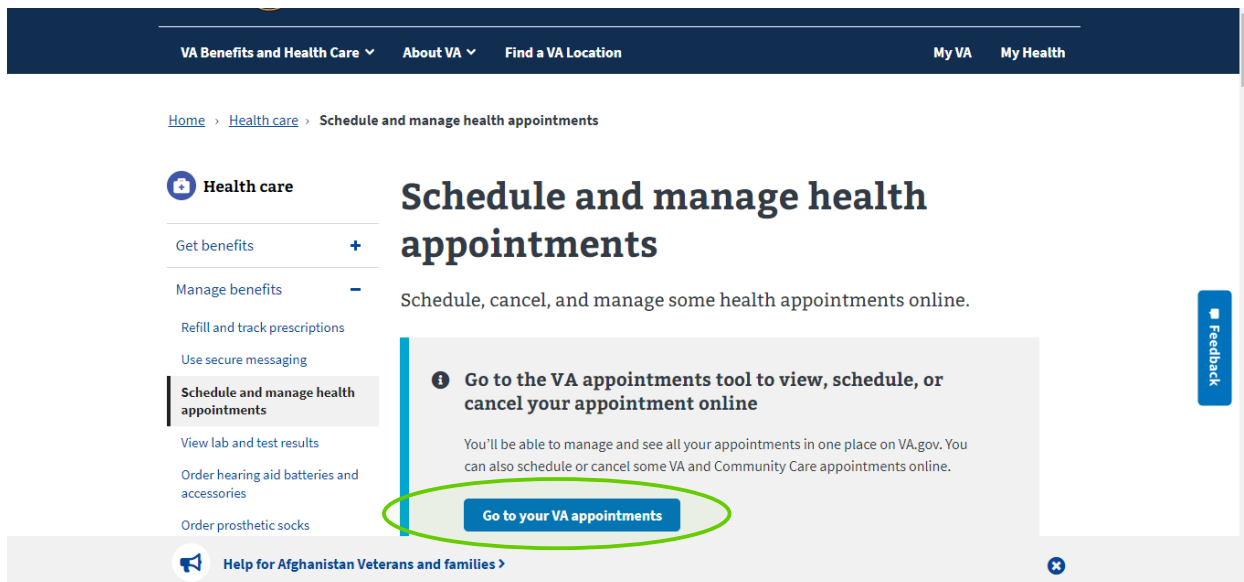


HOW TO MAKE AN APPOINTMENT USING VA.GOV

- 1a. Log into va.gov
- 1b. Click on “VA Benefits and Health Care”
- 1c. Click on “Health care”
- 1d. Click on “Schedule and manage health appointments”



2. Next Screen, click on “Go to your VA appointments”



3. Next screen, click on “Start scheduling”

We continue to offer COVID-19 vaccines to Veterans, spouses, caregivers, and CHAMPVA recipients as quickly and safely as we can.
[Find how to get a COVID-19 vaccine at VA](#)

[Home](#) > [Health care](#) > [Schedule and manage health appointments](#) > [VA online scheduling](#)

VA online scheduling

Schedule primary or specialty care appointments.

Start scheduling

Your appointments

Show by status

Upcoming

Feedback

4. Next screen, click on the type of care you need, then scroll down to click “Continue”. Note that Primary care will be your VA Primary Care Provider. If the type of care you need is not listed on this screen then you must be referred by your VA Primary Care Provider. Mental Health is behavioral health services, Social Services office finds resources that the veteran needs (see <https://www.socialwork.va.gov>)

NEW APPOINTMENT

Choose the type of care you need

What care do you need? (*Required)

- Amputation care
- Audiology and speech (including hearing aid support)
- COVID-19 vaccine
- Eye care
- Mental health
- MOVE! weight management program
- Nutrition and food
- Pharmacy
- Podiatry (only available online for Community Care appointments)
- Primary care
- Sleep medicine
- Social work

Feedback

4 continued

- Primary care
- Sleep medicine
- Social work

Is the type of care you need not listed here?

You'll need to call your VA health facility to schedule an appointment.
[Find a VA location](#)

[« Back](#) [Continue »](#)

Feedback

Need help?

If you need help scheduling an appointment, please call your VA or community care health facility.
[Find your health facility's phone number](#)

5. Next screen. If the medical care you need has more than one type of specialty available, you can select which type of specialty care you need here. Click on the bubble next to the option that most closely matches your needs then click "Continue".

[Home](#) > [Health care](#) > [Schedule and manage health appointments](#) > [VA online scheduling](#) > [New appointment](#)

NEW APPOINTMENT

Choose the type of eye care you need

Optometry
This includes routine eye exams, preventive vision testing and treatment for conditions like glaucoma. Optometrists also can provide prescriptions for eyeglasses and other assistive devices.

Ophthalmology
You can schedule an appointment with an ophthalmology specialist to diagnose and provide medical and surgical care for conditions that affect your eyes—like cataracts, glaucoma, macular degeneration, and diabetic retinopathy.

[« Back](#) [Continue »](#)

Feedback

Need help?

6. Next screen, choose which type of facility at which you prefer to receive your care then click "Continue".

[Home](#) > [Health care](#) > [Schedule and manage health appointments](#) > [VA online scheduling](#) > **New appointment**

NEW APPOINTMENT



Choose where you want to receive your care

You're eligible to see either a VA provider or community care provider for this type of care.
*(*Required)*

VA medical center or clinic
Go to a VA medical center or clinic for this appointment

Community care facility
Go to a community care facility near your home

Need help?

 [Help for Afghanistan Veterans and families >](#) 

[Feedback](#)

7. Next screen. Click on the dates (up to three) you prefer an appointment on then click "Continue"

Choose an appointment day and time

Choose your preferred date and time for this appointment. You can request up to 3 dates. A scheduling coordinator will call you to schedule your appointment.

[« Previous](#) **January 2022** [Next »](#)

Monday	Tuesday	Wednesday	Thursday	Friday
3	4	5	6	7
10	11	12	13	14
17	18	19	20	21
24	25	26	27	28
31				

[Feedback](#)

8. Next screen is used to indicate which VA Hospital or treating facility is closest to you. Note that these are main facilities that are responsible for regions and this tells the system which general area you prefer to locate a doctor in. Choose a city then click on “Continue”

[Home](#) > [Health care](#) > [Schedule and manage health appointments](#) > [VA online scheduling](#) > **New appointment**

NEW APPOINTMENT

What's the closest city to you?

Choose a city that is near you. This ensures that we send your community care request to your closest VA health system.

(Required)

- Decatur, GA
- Biloxi, MS
- Jackson, MS

[« Back](#) [Continue »](#)

Feedback

Need help?
[Help for Afghanistan Veterans and families >](#)

9a. The next screens are providers that are available in the area you indicated. Click on “Choose a provider”, this will open up a list of doctors available.

[Home](#) > [Health care](#) > [Schedule and manage health appointments](#) > [VA online scheduling](#) > **New appointment**

NEW APPOINTMENT

Request a optometry provider

We'll call you to confirm your provider choice or to help you choose a provider if you skip this step.

[+ Choose a provider](#)

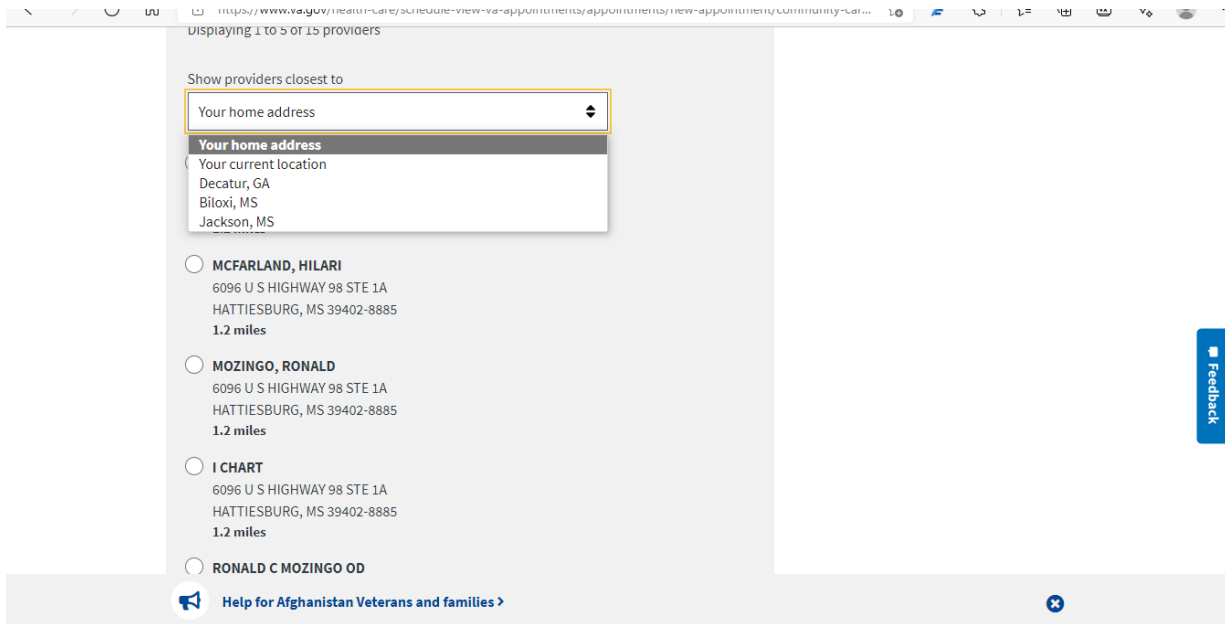
[« Back](#) [Continue »](#)

Feedback

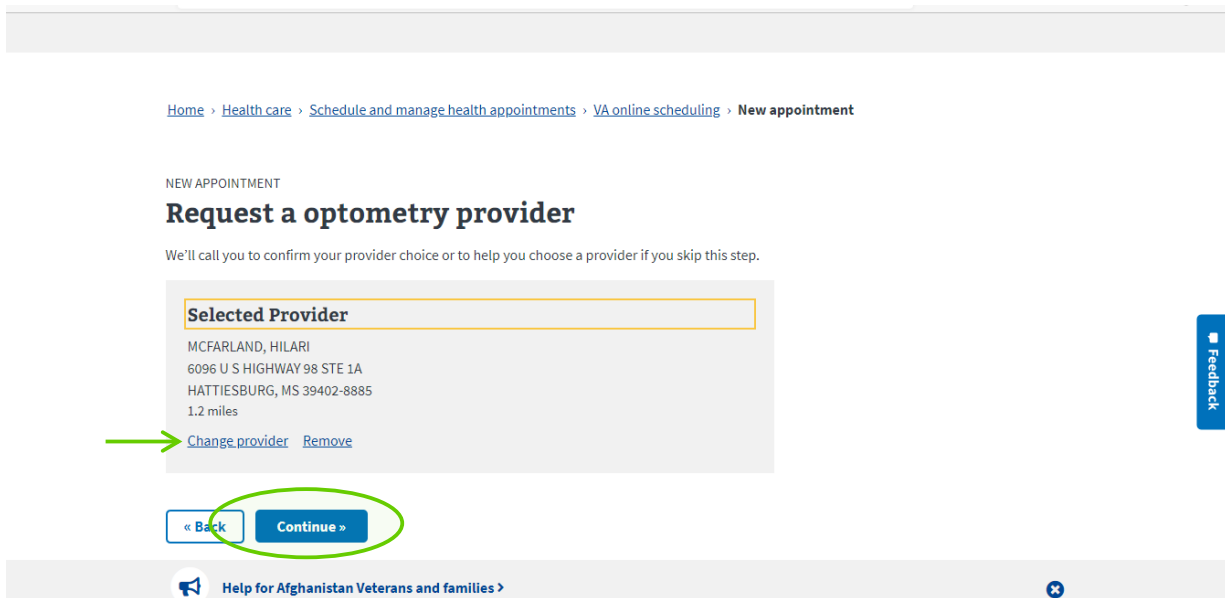
Need help?

If you need help scheduling an appointment, please call your VA or community care health facility.
[Find your health facility's phone number.](#)

9b. The drop down menu allows you to change location again if you would like to change it but it will default to the address that the VA system shows as your home address. Choose a doctor or specific office then



9c. This screen confirms that your choice is actually what you intended, if its correct then click on "Continue". This is also another chance to change providers.



10. Indicate on this screen why you are requesting care to include any details which may influence the scheduling of the appointment (replace lost prescription, follow up after emergency care, new patient, etc).

The screenshot shows a web browser window with the URL <https://www.va.gov/health-care/schedule-view-va-appointments/appointments/new-appointment/reason-appoint...>. The breadcrumb trail is: Home > Health care > Schedule and manage health appointments > VA online scheduling > New appointment. The page title is "NEW APPOINTMENT" and the main heading is "Tell us the reason for this appointment". Below the heading, it says "Please let us know any additional details about your symptoms that may be helpful for the community health provider to know. (Optional)". A text area contains the text "establish care" and shows "236 characters remaining". A blue "Feedback" button is on the right. At the bottom, there is a banner for "Help for Afghanistan Veterans and families" with a close button.

11. Next screen gives you an opportunity to confirm or change your contact preferences.

The screenshot shows the "Confirm your contact information" screen. It includes the following elements: a heading "Confirm your contact information", a paragraph explaining that contact information can be updated here, and a link to "go to your profile page" for updating all VA accounts. There are three required fields: "Your phone number (*Required)" with a redacted input field; "What are the best times for us to call you? (*Required)" with three radio button options: "Morning (8:00 a.m. – noon)", "Afternoon (noon – 4:00 p.m.)", and "Evening (4:00 p.m. – 8:00 p.m.)"; and "Your email address (*Required)" with a redacted input field. At the bottom, there are "« Back" and "Continue »" buttons. A blue "Feedback" button is on the right. At the bottom, there is a banner for "Help for Afghanistan Veterans and families" with a close button.

12. The next screen is yet another opportunity to change the options you have selected and your information. You must click “Request appointment” before exiting, this is not an “autosave” option in the system therefore if you don’t physically request the appointment the system will not assume you meant to submit or save.

The screenshot shows a web browser window with the URL <https://www.va.gov/health-care/schedule-view-va-appointments/appointments/new-appointment/review>. The page content is as follows:

- Preferred date and time** [Edit](#)
January 25, 2022 in the afternoon
January 25, 2022 in the morning
- Preferred provider** [Edit](#)
[Redacted] 1A
HATTIESBURG, MS 39402-8885
Prefers provider to speak English
- Additional details** [Edit](#)
establish care
- Your contact details** [Edit](#)
[Redacted]
Call evening

A blue button labeled "Request appointment" is located at the bottom of the form and is circled in green. A vertical "Feedback" button is on the right side of the page. The footer includes "Help for Afghanistan Veterans and families" and a system tray with the date 12/23/2021 and time 4:46 PM.