

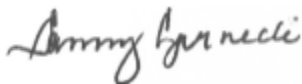
Date: March 20, 2020

From: Deputy Under Secretary for Health for Operations and Management (10N)

Subj: Changes to VA Online Scheduling (VAOS) Related to Coronavirus (COVID-19)

To: Veterans Integrated Service Network (VISN) Directors (10N1-23)

1. Effective immediately, VA will disable direct online self-scheduling into both VA and care in the community appointments. Veterans will continue having access to cancel appointments via VAOS.
2. Our clinic profile managers are working quickly to establish new and amended clinic grids to accommodate the increased demand for virtual care during the COVID-19 pandemic. Disabling online self-scheduling will prevent miscommunication and re-scheduling while our clinic profile managers complete this important work.
3. While inconvenient, this change to VAOS capabilities will be temporary and the negative impact to Veteran experience is anticipated to be minor. The number of appointments created via VAOS is small compared to the total number of appointments scheduled each year.
4. The volume of VA telephone and virtual care provided each year has continued to steadily increase. VA facilities and clinics are well positioned to meet this challenge.
5. Questions concerning this memorandum may be directed to the Office of Veteran Access to Care at (404) 697-1848 or email at VHA10NGAction@va.gov.



for
Renee Oshinski