Checking in for your appointment is more convenient than ever. VA’s new VetLink kiosks are the easy, convenient, and secure way for you to check-in for your next appointment.

- No waiting in line.
- Help is right there, if you need it.
- Accurate personal information updates.
- Printed appointment schedule to help you manage your day.

Contact

A Veterans Point of Service (VPS) Initiative
How to Use the VetLink Kiosk

1. Swipe or scan your Veterans Identification Card (VIC) through the card reader on the side of the kiosk.

2. You’ll be asked to enter your date of birth and then verify your identity.

3. Update your address, phone number, and personal information on the touchscreen keypad.

4. Update your health insurance information. If you have other insurance, we’d like to keep that information up to date.

5. Confirm your appointment.

That’s it.

If you need any help, a VetLink Navigator will be nearby to provide assistance, and you can always visit a clerk to check in. Visually impaired Veterans can also use VetLink by inserting their ear buds into the scanner located at the bottom right of the kiosk.
What Safety and Privacy Protections Are in Place?

Patient safety and information security are the top priorities for VA and VPS. VetLink keeps Veterans' information safe and secure and does not save their personal information on the device. Information is kept secure via the following:

- Veterans must use their Veterans Identification Card (VIC) and answer challenge questions to authenticate their identity.
- Information entered into VetLink is not stored on the device.
- Each device has privacy screens that allow only the user to view their information.
- Each device has a proximity sensor; once a user steps away from the kiosk, the screen resets.
- If the user takes longer than expected to complete a screen, VetLink will alert the user and ask the user if more time is needed.

Contact Information

If you have questions about VetLink or want more information about the Veterans Point of Service Program, send an e-mail to vps@va.gov.
Veterans Point of Service (VPS) Program Purpose
The Veterans Health Administration (VHA) Veterans Point of Service (VPS) Program is a Transformation Initiative (T-21) designed to enhance the Veteran’s experience and access to health care. VHA seeks to provide patients with convenient control of their own health information while standardizing basic patient-facing activities at VA medical centers and health care facilities nationwide.

What Are the Responsibilities of the VPS Team?
The VPS Program Management Office supports Secretary of Veterans Affairs Eric K. Shinseki’s vision to enhance the Veteran’s experience and access to health care. VPS develops self-service devices that allow patients and their caregivers to manage administrative, clinical, and financial information. Patients have easy access to these devices at VA medical centers nationwide. VPS adopts state-of-the-art technology intended to measurably improve patient safety and access.

VPS serves VA medical centers by providing forward-thinking technology to streamline business processes. VPS delivers devices with hardware and software that can meet medical center needs. The software has separate but integrated capabilities that can be enabled or disabled to accommodate clinic workflows. In the future, VPS will continuously improve software capabilities to better serve Veterans and their families.

What Is VetLink™?
The first service offered by the VPS Program Management Office is VetLink™. VetLink is a self-serve kiosk with touchscreen technology. Patients can use VetLink kiosks at VA medical centers to check-in for previously scheduled medical appointments and manage their personal information.

VetLink kiosks are available in four types:
- Freestanding
- Desktop
- Wall-mounted
- Tablet/handheld

Currently, patients can use VetLink to:
- Check-in for a prescheduled appointment
- Update demographic information
- Update next of kin information
- Review insurance information
- Review account balance

The VPS Program Management Office will continually upgrade VetLink software and hardware to enhance services available to Veterans. In the future, Veterans will be able to:
- Update/review allergies and medications
- Refill prescribed medications
- Update insurance information
- Update beneficiary travel information
- Pay account balance

Using VetLink is voluntary. Veterans are encouraged to use it. However, not using it will not affect access to health care or benefits.

What Are the Benefits of Using VetLink?
As part of check-in, Veterans and staff can easily manage Veterans information right from the VetLink kiosks.
- VetLink helps to maintain accuracy of address and insurance information.
- After using VetLink to check-in, Veterans can receive a printed list of their appointment information to help them manage their visit at the local VA medical center.