



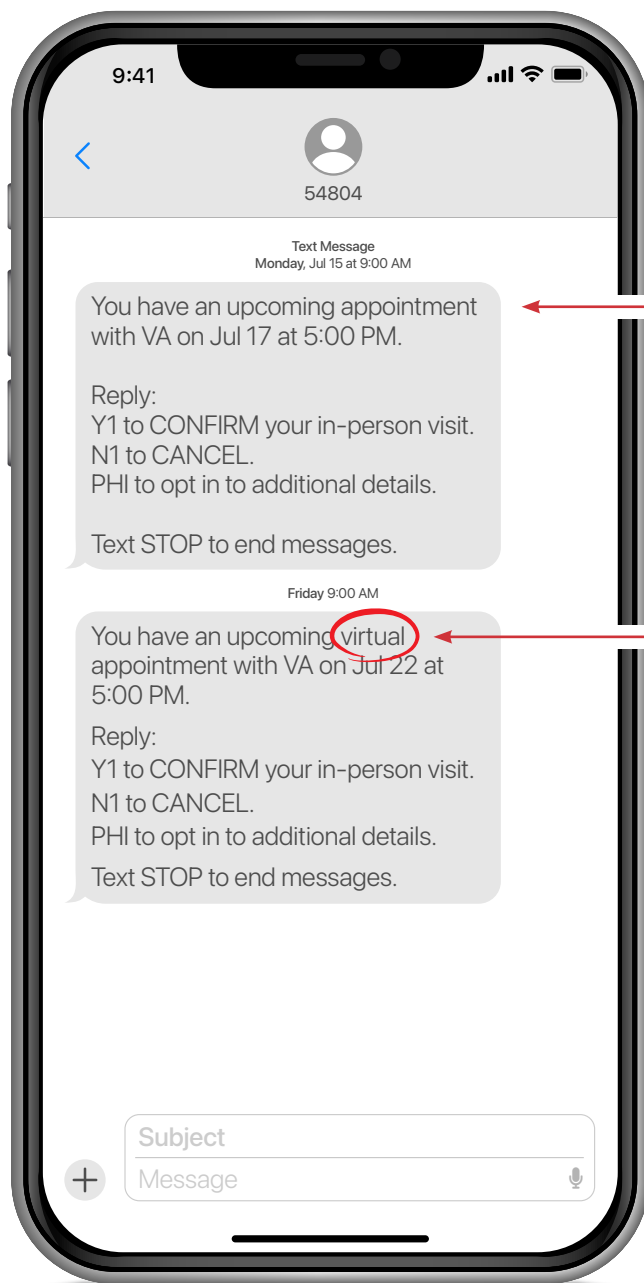
U.S. Department
of Veterans Affairs



VEText

DID YOU KNOW?

You can opt in to receive **VA facility names and locations** in your appointment reminder texts. These additional details, including your name, are protected health information (PHI).



WHEN YOU RECEIVE A TEXT LIKE THIS:

- Reply with **PHI** if you want to receive the additional details.

You will receive a text asking for your home five-digit zip code.

- Reply with your **five-digit zip code**.

Once you reply with your zip code, all your future appointment reminder texts will include your name and your VA facility name and location.

VEText Features:

- Reply with **Y1** to **confirm your appointment** and tell your provider you are coming.
- Reply with **N1** to **cancel your appointment**.

VA will text you a phone number to call to reschedule—and give your appointment to another Veteran.

Other changes you might notice in your appointment reminders:

VA will now remind you if your appointment is **virtual**. If the text says “virtual appointment,” you do not need to come to VA for that appointment.

If you want to receive text reminders—and you’re not getting them—ask the front desk staff at your VA medical center to check if text messages are set as your preferred appointment reminder method.

