



VEText

Information Sheet

Beneficial VEText services:

- Appointment Reminders
- Appointment Information
- Appointment Confirmation and Cancellation
- Community Care Information
- Prescription Tracking
- Earlier Appointment Dates offered through text

For more information please visit:

<https://www.va.gov/resources/vetext-for-va-health-care-reminders-and-updates>

How to opt out of VEText—or opt back in

If we have your mobile phone number in our records, we'll automatically send you text reminders. You don't have to do anything to start using VEText.

Here's how to opt out or opt back in:

To opt out of all VEText messages, reply **STOP ALL** to any previous VEText message. Or text **STOP ALL** to 53079.

- To opt out of a certain message type, reply STOP to a previous message of that type.
- To opt back in to a certain message type, reply START to a previous message of that type.

You can also text STOP or START to these numbers for certain message types:

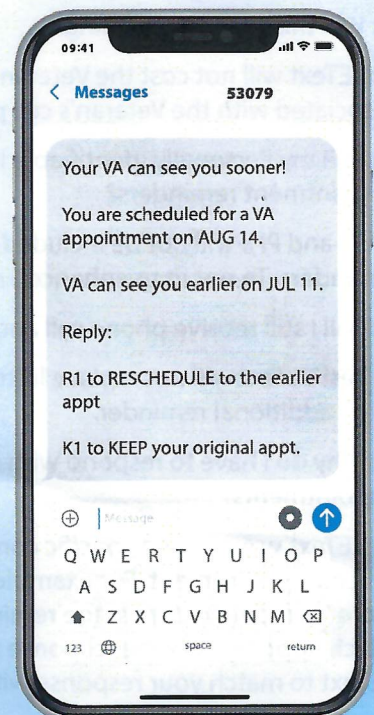
- For appointment reminders, text 53079.
- For prescription tracking texts, text 53941.

Getting locations in appointment reminders

Basic VEText reminders don't include the location of your appointment. If you don't want us to include locations, you don't have to do anything.

To **START** getting locations, reply to a VEText reminder with the 5-digit zip code for your home address. Or text your zip code to 53079. We'll start including the name of the VA health facility in each reminder.

To **STOP** getting locations, reply BASIC to a VEText reminder. Or text BASIC to 53079. We'll stop including the name of the VA health facility.



U.S. Department of Veterans Affairs
Veterans Health Administration
National Call Center for Patient Support



VEText

Frequently Asked Questions

Q: Do I have to sign up for VEText?

A: Veterans are enrolled as part of the VA health care enrollment process. VEText uses the phone information already on file in our system, and will send reminder text messages for their scheduled appointments.

Q: I do not want text message reminders for my appointments. How do I stop them?

A: Veterans can easily opt-out anytime by replying STOP to end the messages. All appointment reminder messages contain instructions on how to end the text messages.

Q: I accidentally opted out! What do I do?

A: Veterans can opt-in by replying "START" to 53079 or by calling their local VA Medical Center to request VEText service to resume.

Q: Will I receive reminder text messages for all my scheduled appointments?

A: Veterans should receive text message reminders for clinic appointments at your local medical center, outpatient clinics, and Community Care appointments.

Q: What if I have multiple appointments on the same date?

A: If a Veteran has multiple appointments on the same date, the system will send a single text message identifying both appointments individually and providing separate options for confirming or cancelling each appointment individually.

Q: What happens if I don't respond to the text message?

A: If you do not respond to the text message reminder, your appointment will remain scheduled.

Q: How do I update my phone number with the VA?

A: Veterans can update their phone number during the check-in or out process for any appointment or by going to MyHealthVet.

Q: Will this cost me anything?

A: VEText will not cost the Veteran anything, with the possible exception of any text messaging charges associated with the Veteran's cell phone carrier. Standard text messaging rates will apply.

Q: Will my Personally Identifiable Information (PII) and/or Protected Health Information (PHI) be included on the appointment reminders?

A: PII and PHI will not be included in text messages unless the veteran is opted in to enhanced appointment reminders. To opt in to enhanced appointment reminders text your 5-digit zip code to 53079.

Q: Will I still receive phone call and postcard reminders?

A: Yes! VEText will not replace letters, postcards, or automated phone call reminders. The text messages will serve as an additional reminder.

Q: Why do I have to respond with specific numbers or letters instead of just Y or N to confirm or cancel my appointments?

A: VEText uses patient specific confirm/cancel codes. It allows the platform to match your response with a specific appointment. For example, you may have more than one appointment on a specific day, and receive more than one text message reminder. If you just respond "Y" or "N", then the VEText platform wouldn't know which appointment the response was in reference to. Replying with the confirm/cancel codes provided, allows VEText to match your response with the correct appointment.