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Subject: New Patient Check-In Process at VA New York Harbor Healthcare System

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## **Smartphone appointment check in offers convenience and self-service at your fingertips**

Beginning February 22<sup>nd</sup>, VA New York Harbor will be discontinuing the use of the VetLink Kiosks at our facilities. Instead, you will have several safe and convenient options to check in for your next appointment.

**Pre-check-in** enables you to review your demographic information (contact, next of kin, emergency contact) on a mobile device from anywhere up to seven days before an appointment.

**Mobile check-in** allows you to skip the line at the check-in desk on the day of your appointment by having you check in for your appointment using your smartphone.

Don't have a smartphone or prefer to check-in with a staff member? **No problem.** You'll always have the option to check in at the facility in-person with a staff member.

Pre-check-in and mobile check-in are easy to use. To use pre-check-in, you'll access a link through a text message appointment reminder after confirming an appointment. If you've opted out of text appointment reminders, you can restart these reminders by texting "START" to 53079 or by replying "START" to any previous text message from VA.

To check in for an appointment with mobile check-in, once you arrive at your appointment clinic, follow these three steps:

1. **Locate the poster** titled, 'Have an appointment? Check in with your phone' prominently displayed in all clinics offering mobile check-in.
2. **Scan the QR code** or text the phone number on the poster.
3. Wait until you get a text back and click on the link to start your check-in.

Based on extensive feedback from Veterans and caregivers, these processes are designed to make patient check-in easier for all Veterans, especially those who use assistive technologies to access your benefits online.

For more information about pre-check-in or mobile check-in, visit [How to Check in With Your Smartphone for Some VA Appointments | Veterans Affairs.](#)