

# Check-In to your Appointment from your car



# VEText



Check in to scheduled appointments by texting "here" to 53079

Wait for further instructions sent by text before entering the facility.

If you need assistance or do not receive a response call: (813) 972-2000

## How does VEText check-in work?

Do not arrive more than 15 minutes before your scheduled appointment.

Text "here" to 53079 (or the patient can simply reply to an appointment reminder message).

If the system finds your appointment, you will receive a confirmation message:

*Thank you for letting us know that you are here at VA Clinic for your appointment: 14:00 at VA Clinic*

*Please wait for further instructions before entering the building for your appointment. While you are waiting, please complete your pre-visit screening by texting "screen" to 53079 or visiting [va.gov/covid19screen](http://va.gov/covid19screen).*

NOTE: VEText will only recognize a phone number that the VA has on record, so if your number is not recognized in the system, you will be sent the following auto-reply message:

*We apologize, but we do not have this cell phone number in our records. If you are trying to check in to a VA appointment, please use a cell phone that is on file with the VA. Please call the VA facility if you need assistance.*

If the system cannot find an appointment for you for the current date, you will be sent the following auto-reply message:



*Answer the yes or no questions. The final screen will read "OK to proceed" or "More screening needed." Please be prepared to show this screen at the hospital entrance.*

*Please call (813) 972-2000 if you have questions or need assistance.*

You will then receive a message when your provider is ready to see you:

*Your provider is ready to see you now. Please proceed to your 14:00 appointment with VA Clinic. We require all visitors and patients to wear a face mask in the building. Please call (813) 972-2000 if you have questions or need assistance.*

*We apologize, by our automated system was unable to verify an appointment for you today. Please call the VA facility to check in.*

If the cell phone number is associated with more than one Veteran and both Veterans have appointments on the same date, or if you have appointments at multiple facilities for the current date, you will be sent the following auto-reply message:

*We apologize, but our automated system was unable to check you in to your VA appointment. Please call the VA facility for remote check-in by one of our staff.*

Your cell phone number must be up to date in the VA system to use VEText.