



# ATLAS (Accessing Telehealth through Local Area Stations): Veteran Quick Guide

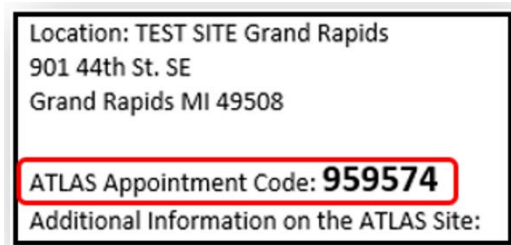
## 1. Purpose

The purpose of this document is to provide Veterans with an overview of their ATLAS appointment.

## 2. Before Your Appointment

1. When your VA care team schedules an ATLAS appointment for you, you will receive an email with an appointment code specific to your appointment.

**Figure 1: ATLAS Appointment Code**



**Note:** If you do not have an email address, your local VA care team will provide you with an appointment code in person or over the phone.

2. Bring your appointment code with you to the ATLAS site. You will need this code to begin your ATLAS appointment. The appointment code is essential because it allows you to access the telehealth application and connect with your VA care team at your designated appointment time.
3. Follow any other instructions your VA care team gave you to prepare for your appointment.

## 3. What to Bring to Your Appointment

Please bring the following to your ATLAS appointment:

1. Appointment code, which is a 6-digit number (e.g., **546541**).
2. Identification (e.g., driver's license, state ID, military ID, Veteran's ID card, or passport).

3. Your VA care team may have requested you to bring certain items for your appointment (e.g., BP cuff, blood glucose log, worksheets).

## 4. At Your Appointment

1. Arrive at the ATLAS site at least **15 minutes** before your appointment.

**Note:** If you are more than 15 minutes late, the on-site attendant will notify your VA care team, and your appointment may be rescheduled as a result.

2. An attendant will be on-site to greet you when you arrive.

**Note:** The attendant is not a VA employee. They should not ask, nor should you provide personal identification or information about your appointment. Your VA provider will confirm your appointment and verify your identity.

3. Once the telehealth room is available, the attendant will escort you to the room and provide the following:
  - a. Orientation to the ATLAS space.
  - b. Guidance on how to join your visit.
  - c. Instructions on what to do if you need technical assistance.
  - d. What to do in case of an emergency.
4. The attendant will then leave the telehealth appointment room.
5. You will use your appointment code to search for and then join your video visit. Further instructions will be available in the appointment room if needed.
6. You will connect with your VA health care professional through a secure, real-time video that meets the same security safeguards as existing VA video sessions.
7. The VA health care professional team will verify your identity before starting the visit. Please have identification (e.g., driver's license, state ID, military ID, Veteran's ID card, or passport) available to show the VA care team at the start of the visit.
8. Once the visit is over, the VA care team will disconnect the video session.
9. Exit the private appointment room, and let the attendant know your visit is complete.

## 5. Basic Troubleshooting

In the event of an ATLAS technical issue, you or the site attendant will contact the ATLAS Office of Connected Care Help Desk (OCCHD) at 833-VA-ATLAS or 833-822-8527 or your local VA care clinic. Local contact information is: