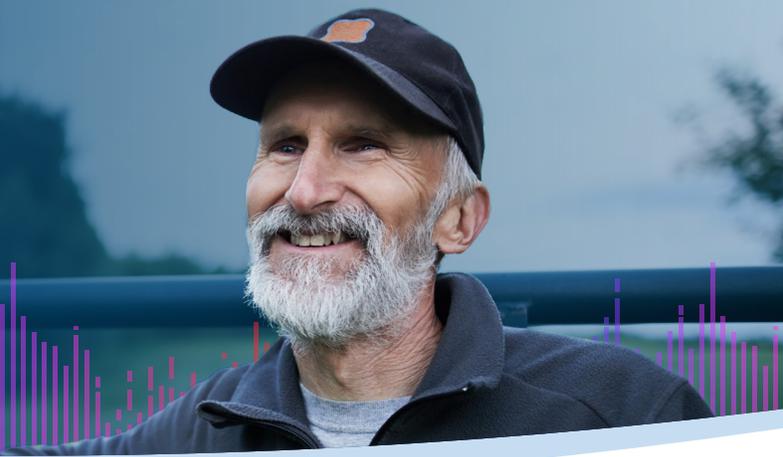


ATLAS FAQ



ATLAS (Accessing Telehealth through Local Area Stations) connects Veterans with Department of Veterans Affairs (VA) health care closer to home. ATLAS sites enable Veterans to meet with a VA provider by video in a private room at convenient locations. This new option makes it easier for Veterans to access VA health care by reducing obstacles, such as long travel times to appointments.

Where are ATLAS sites located?

ATLAS sites are located at select community locations, such as Walmart stores, American Legion Posts, and Veterans of Foreign Wars (VFW) Posts.

What will happen during my appointment?

When you arrive at an ATLAS site, an attendant will show you to the private appointment room. They will assist you with the provided technology to securely meet with your VA provider through VA Video Connect. The attendant will not be in the appointment room during your visit or have access to your medical information.

What is VA Video Connect?

VA Video Connect is VA's secure videoconferencing software. All ATLAS appointments are conducted through live video using this app.

Are the video appointments secure?

Yes. VA Video Connect uses encrypted video to make sure every visit is secure and private.

What clinical services can I receive at ATLAS sites?

Your local VA facility determines which clinical services are offered at your ATLAS site.

ATLAS sites offer health care services that do not require hands-on exams.

These services may include primary care, mental health counseling, clinical pharmacy, nutrition services, social work, and more.

Is there a copay for ATLAS appointments?

No. ATLAS offers VA Video Connect appointments. There is no copay for VA Video Connect appointments, whether you access them at home or at an ATLAS site.

Can a provider prescribe medications during an ATLAS appointment?

A VA provider will be able to prescribe most medications for you during your appointment. The medications will then be mailed to your home. In select locations, and under urgent circumstances, a VA provider may authorize the use of a contracted local pharmacy for a short-term supply when you need to pick up your medication immediately.

Will ATLAS appointments completely replace in-person appointments at my local VA?

ATLAS appointments supplement, but do not replace, your in-person care. Where and when you receive VA care is ultimately up to you and your VA care team.

What happens if I have an emergency during my appointment?

If you have an emergency during your appointment, the VA provider will call emergency medical services for immediate assistance and notify the ATLAS site staff.

Where can I learn more about ATLAS?

For more information on ATLAS, visit connectedcare.va.gov/partners/atlas.