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?

Once you go to an ATLAS site, an attendant will show you to a private room so that you can use VA Video Connect to securely meet with a VA provider.

The attendant will take care of any setup and get you connected with a VA provider.

What is VA Video Connect?

All ATLAS appointments are conducted through VA Video Connect, a VA solution that enables Veterans to meet with VA care providers in a virtual medical room.

Are the video appointments secure?

Yes. VA Video Connect uses encrypted video to make sure every session 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.

What are the hours of ATLAS sites?

[Hours of Operation]

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.

Who supports the video telehealth appointments at ATLAS sites, and what is their role?

Attendants at each ATLAS site will support you with the telehealth appointment.

The attendant's role is to provide you with information about using the virtual room space, assist you with accessing the space and getting started, troubleshoot any technical issues, and clean the space between appointments. The attendant will not be in the telehealth space during your appointment, or have access to your medical information.

Can a provider prescribe medications during an ATLAS appointment?

A VA provider can 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 if I'm late for my appointment?

If you're going to be late to your appointment, please call your ATLAS scheduling team at [Phone Number] so that they can coordinate with your VA care team.

What if I have technical issues using the video technology during my appointment?

The ATLAS site attendant can assist with basic troubleshooting. If the problem continues, the attendant will contact VA for support.

What happens if I have an emergency during my appointment?

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

How can I be reimbursed for travel expenses associated with my ATLAS appointment?

If you qualify for travel reimbursement with VA for in-person appointments at VA Medical Centers (VAMCs), you can apply for travel reimbursement for ATLAS appointments through the usual reimbursement channels.

Can my family members have appointments at ATLAS sites?

Yes. Family members who receive care through VA (such as spouses who receive CHAMPVA services) can visit ATLAS sites for select VA appointments.

Can I bring my spouse with me to my appointment?

Yes. You can bring any significant other to your appointment for support, as you and your VA provider deem appropriate.

Can I bring my dog or cat to my appointment?

If your dog or cat is a service animal, then you may bring it to your appointment; all service animals are permitted at ATLAS sites.

However, if your dog or cat is a pet, and not a service animal, you may not bring them with you inside your appointment.

Can I still use an ATLAS site if I have a disability (e.g., a visual, hearing, or mobility impairment)?

Yes! We encourage all Veterans to access telehealth. However, please note that there will not be a VA employee at the ATLAS site who can assist with special needs, such as transfer assistance.

Can I do my video appointment from home if I can't get to an ATLAS site?

Yes. If you're unable to get to an ATLAS site, you can use VA Video Connect at home to connect with a VA provider.

To use VA Video Connect at home, you need access to the internet over Wi-Fi or cellular networks and a compatible device, such as a laptop with a camera, a smartphone, or tablet.

Can I attend an appointment at an ATLAS site that isn't associated with my VAMC?

No, not at this time.

How can I schedule an ATLAS appointment at [Name of Post] ?

To schedule an ATLAS appointment with a VA provider at [Name of Post] , please call [Phone Number] to speak with a VA scheduler.

Do ATLAS sites comply with HIPAA?

Yes, the telehealth space has met privacy requirements for things like sound levels and accessibility.

How can I access any information given to me during my appointment, after my appointment?

A VA provider can email information to you through My Health***e***Vet's Secure Messaging feature. The VA provider may also choose to mail printed materials to your home.

Where can I learn more about ATLAS?

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