

VA



U.S. Department of Veterans Affairs

VA San Diego Healthcare System



VEText

Starting August 3, 2020, we are pleased to introduce a new feature that will make your visit to the San Diego VA medical center or one of our community clinics safer during the COVID-19 pandemic. To help protect patients and staff from contracting COVID-19, VA San Diego Healthcare System will begin urging patients to send a text message to their appointment clinics when they arrive at the facility and wait for their appointments outside rather than in waiting rooms where social distancing can sometimes be a challenge. Your health care team will then text you back when they are ready for you to check in, which allows you and other Veterans to spend as little time as possible in waiting rooms.

How does the VEText Patient notification system work?

*To use this feature, Veterans send a text message to **53079** stating “here” once they have arrived in the parking lot of the facility where they have a scheduled appointment. This text message will notify the care team that Veteran is at the facility waiting to be called to their appointment.*

Do I need to have special software or an app on my cellphone to use this system?

No, Veterans must use a cellphone that is on file in your electronic health record. You do not need to sign up for the function, just send a text (data charges may apply).

What if I do not have a text capable cell phone?

If a Veteran doesn't have a cellphone with texting capability, they may proceed into their specific clinic waiting room and check in with the front-line staff.

Do I have to do this every time I come to the medical center?

If you have scheduled appointments with any of the San Diego VHA clinic locations, you are encouraged to use this method to notify your clinic, however using it is optional. This feature does not work for any walk-in services.

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