



DEPARTMENT OF VETERANS AFFAIRS
Medical Center
1700 South Lincoln Avenue
Lebanon, PA 17042

Lebanon VAMC to Pilot New VEText Check-in Process for Appointments
Starting June 18



In alignment with VHA's guidance and other VISN 4 sites of care, Lebanon VA Medical Center and its Community Clinics continue planning for the gradual lifting of current COVID-19 Restrictions. As a precautionary step to protect all Veterans we are piloting a new VEText feature beginning June 18 that allows Veterans to check-in for scheduled appointments from the safety of their vehicle called VEText Patient Tracking. This enhancement is an additional feature added to the familiar appointment reminder texts, and Open Slot Management that allowed Veterans to opt in to reschedule for a sooner appointment.

VEText Patient Tracking allows Veterans with a scheduled appointment to notify their care team when they have arrived at the facility. To use this feature, Veterans can send a text message to 53079 stating "here" once you have arrived in the parking lot of the facility where you have a scheduled appointment. This will notify the care team that Veterans are at the facility waiting to be called to your appointment. Veterans must use a cellphone that is on file in your electronic health record. VEText auto-responds with a message acknowledging the check-in and sends a text response back instructing patients to await further instructions. Veterans will receive a text message once the provider is ready to see them and providing the okay to proceed to the appointment.

If a Veteran doesn't have a cellphone with texting capability, you will be directed by staff, who will be located at the facility entrances, to an identified waiting area or directed to the clinic. Veterans that experience problems with VEText or have additional questions may call scheduling line at 717-272-6621 ext. 5105 and speak with one of our staff members. All visitors and patients are required to wear a face mask while at the facility.