



Top 10 VetLink Frequently Asked Questions

1. What can patients do at the kiosk?

Patients can perform the following tasks at the kiosk:

- a. Review and update insurance
- b. Review and update contact information
- c. Review and update next-of-kin information
- d. Review current and future appointments
- e. Check-into their appointments
- f. Print information and appointments

2. What is the primary method used by patients for identification at the kiosk?

The primary identification method used at the kiosk is for patients to swipe their Veteran's Identification Card (VIC).

3. What are the advantages of having the kiosks?

Kiosks are a supplemental tool to help reduce the burden on staff, improve clinic workflow efficiencies, minimize patient waiting times, and increase customer satisfaction.

4. What are the four levels of authentication?

- a. Date of Birth
- b. Pre-scheduled appointment
- c. Veterans Identification Card (VIC)
- d. Social Security Number

5. What happens to the information patients enter on the kiosk? What will the clerk receive in VistA?

All information entered into the kiosk application by the Veteran will be captured in the Patient Queue. The only information populated direct into VistA at the time the Veteran checks-in is the appointment data.

6. Who cleans the VetLink devices and digital signage?

As part of the deployment process and implementation of the VISN and facility teams we recommend that you include Environmental Management Services as part of the deployment of the devices. In the current pilot sites EMS is managing the housekeeping of the devices with the same process used for other equipment within the facility.



7. What type of privacy screens are on the kiosks?

A privacy screen is built into the devices, which allows for privacy of the information on a 45 degree angle from a side view.

8. How do you handle support of the actual equipment?

Staff members are assigned to designated roles and responsibilities directly related to the kiosk. Based on the roles of the staff they are provided with training and supporting material to manage the devices.

9. How do I contact Vecna for a support issue?

Contact QC Kiosk Customer Support at (877) 864-7250 extension 4002 or through E- Mail at gckiosksupport@vecna.com.

10. What information do I need to provide to submit an issue?

- a. Please provide the following information when submitting an issue to the Vecna support team:
- b. Contact information (Full Name, E-mail, and Phone Number)
- c. Facility (VAMC or HCS and secondary location CBOC if it applies)
- d. Explain the issue with as much detail as possible provided (full error messages, pictures of the screen, etc.)
- e. If the issue concerns a specific kiosk, include the kiosk serial number