

VEText: Changing how veterans receive care

With more than 9 million missed healthcare appointments each year, the Veterans Health Administration (VHA) needed a better way to connect veterans to care. VHA developed a text-based program called VEText to send critical appointment reminders to veterans. With quick success at its pilot locations, VHA required a team that could launch a nationwide roll-out of the technology to all Veterans Affairs hospitals and clinics.

9 million

Number of missed healthcare appointments prior to VEText

DocMe360 was engaged to spearhead the VEText roll-out. With proven success in government contracts and a versatile approach to program management, DocMe360 achieved one of the fastest VHA program roll-outs, successfully implementing in more than 150 locations in just three months.

"I received a text message from VA about three weeks ago inquiring if I would like to be scheduled for a COVID vaccine at my local VA clinic in Colorado Springs. I replied yes. Within minutes, another text told me I was now scheduled for the vaccine...amazing!"

- Veteran Bruce G.

DocMe360 continues to be at the helm of VEText product management through ongoing training, configuration, product development, and help desk management. VEText has become a foundational program at the VA, on which several other enhancements and programs have been developed. It was one of the first technologies in the country to connect patients to virtual options, healthcare information, and contact-free notifications during the onset of the COVID-19 pandemic.