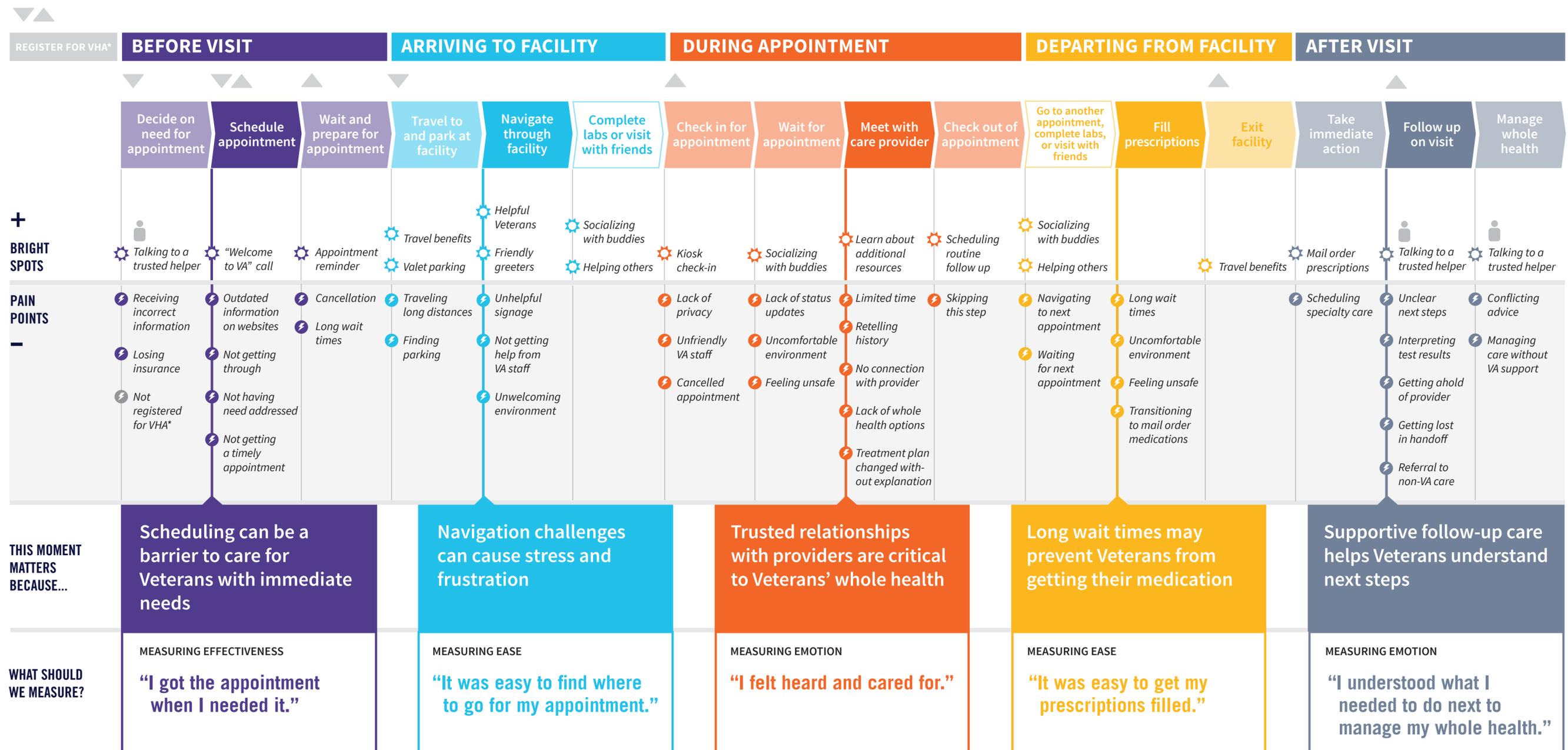
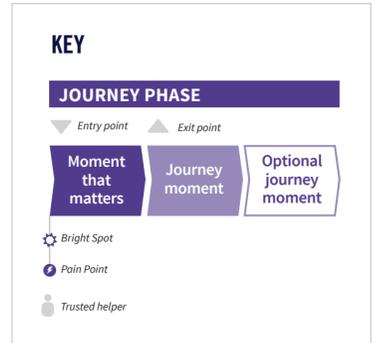


VA PATIENT EXPERIENCE JOURNEY



U.S. Department of Veterans Affairs
Veterans Health Administration

The VA Patient Experience Journey Map represents a common set of moments Veterans experience before, during, and after a health care appointment visit. While this map does not represent what happens to every Veteran during every appointment, it is a good starting point to define the ideal patient experience at VA and recognize high impact improvement opportunities. Veterans also identified five key moments that matter during which VA can build trust with Veterans or lose them entirely. VA can and should make sure these moments are done right.



*The process for registering for VHA includes the following steps:

- Deciding to register for VA Health Care
- Understanding and applying for eligibility
- Getting a Service Connected Disability Rating

Developed by the VA Veterans Experience Team.
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