



**DEPARTMENT OF VETERANS AFFAIRS**  
**VA Central California Healthcare System**  
**2615 East Clinton Avenue**  
**Fresno CA 93703-2286**

**PRESS RELEASE**

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CONTACT: Sheryl Grubb  
Chief, Public Affairs Service  
Phone: (559) 836-8731  
E-mail: [sherly.grubb@va.gov](mailto:sherly.grubb@va.gov)

**VA Central California Health Care System Adopts VetLink**

FRESNO – VA Central California Health Care System (VACCHCS) adopted a state-of-the-art technology, called VetLink, intended to improve patient experience, safety and access to information.

VetLinks are touch-screen and easy-to-use devices that allow patients to check-in for previously scheduled medical appointments, update contact and demographic information, update next of kin information, review insurance information and print an appointment itinerary slip.

Veterans must use their Veterans Identification Card (VIC) and answer challenge questions to authenticate their identity.

Information entered into VetLink is not stored on the device. Each device has privacy screens that allow only the user to view their information and a proximity sensor; once a user steps away from the kiosk, the screen resets. If the user takes longer than expected to complete a screen, VetLink will alert the user and ask the user if more time is needed.

VetLink kiosks will be available at Fresno Medical Center on October 1, 2013. Staff, volunteers and navigators will be nearby to provide assistance. Visually impaired Veterans can also use VetLink.

For more information, please read our web feature at:  
[www.fresno.va.gov/FRESNO/features/2013\\_09\\_23\\_VetLink\\_.asp](http://www.fresno.va.gov/FRESNO/features/2013_09_23_VetLink_.asp)

For information on how to use VetLink, please visit:  
[www.fresno.va.gov/docs/How\\_to\\_Use\\_Vetlink\\_.pdf](http://www.fresno.va.gov/docs/How_to_Use_Vetlink_.pdf)

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