**Veterans Experience Office and Patient Centered Learning**

**FAQs about the VA Resource Navigator**

**Q: What is the VA Resource Navigator?**

**A:** The VA Resource Navigator equips VA staff with a resource to help answer FAQs from Veterans about benefits and services information. The Navigator provides web links, phone numbers, QR codes to VA websites, and other useful information about VA.

**Q: What content is covered in the VA Resource Navigator?**

**A:** The Navigator offers information about VA health care, disability, education, housing assistance, family member benefits, careers, pensions, and burials and memorials. It is designed to answer FAQs Veterans might have about key benefits and services information they need to navigate their VA care journey.

**Q: How does the VA Resource Navigator differ from the VA Welcome Kit?**

The VA Welcome Kit remains the key resource for Veterans entering their VA journey and should be their go-to tool. The VA Resource Navigator can provide quick resources and answers for Veteran FAQs and may be regularly used during staff interactions with Veterans.

**Q: How might staff use the VA Resource Navigator?**

The Resource Navigator is also a great tool for new patient orientation, informational sessions, or outreach events and can be offered to Veterans when they ask for additional information about VA. The Navigator is designed to be user-friendly and intuitive, making it easy for Veterans to find the information they need. Staff can also add local contacts or information that might be relevant to the tool based on Veteran needs.

**Possible Questions from a staff user**

**Q: How should I offer a Veteran the Resource Navigator?**

**A:** Use the Resource Navigator when you get questions from Veterans about key benefits and services questions that you may not know the answer to in order to give them some information to assist with their question. Hand the navigator to the Veteran and point out or circle with a marker the specific resource the Veteran is enquiring about. Add additional information or local contacts where applicable if the Veteran needs more individualized information.

**Q:** **If I hear about a broken link or something incorrect with the Navigator, who do I contact?**

**A:** Reach out to the points of contact listed on the [SharePoint page for the Navigator](https://dvagov.sharepoint.com/:u:/r/sites/vhancp/VHEI/SitePages/VA-Resource-Navigator.aspx?csf=1&web=1&e=uz1UJ1).

**Q:** **How can I get printed copies of the Navigator?**

Currently, the Navigator is a print at source product and not available at the VA Depot. It is recommended that local facility printing offices or medical media support printing efforts. It is also recommended that the Navigator be printed ONLY as a color brochure.

**Q:** **How often will you review and update this resource?**

**A:** At least annually or as relevant updates are needed.