

Connected Care and YOU

A presentation on Veterans Health Administration Telehealth offerings

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11/10/2022 VA NCHCS

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Welcome to Connected Care

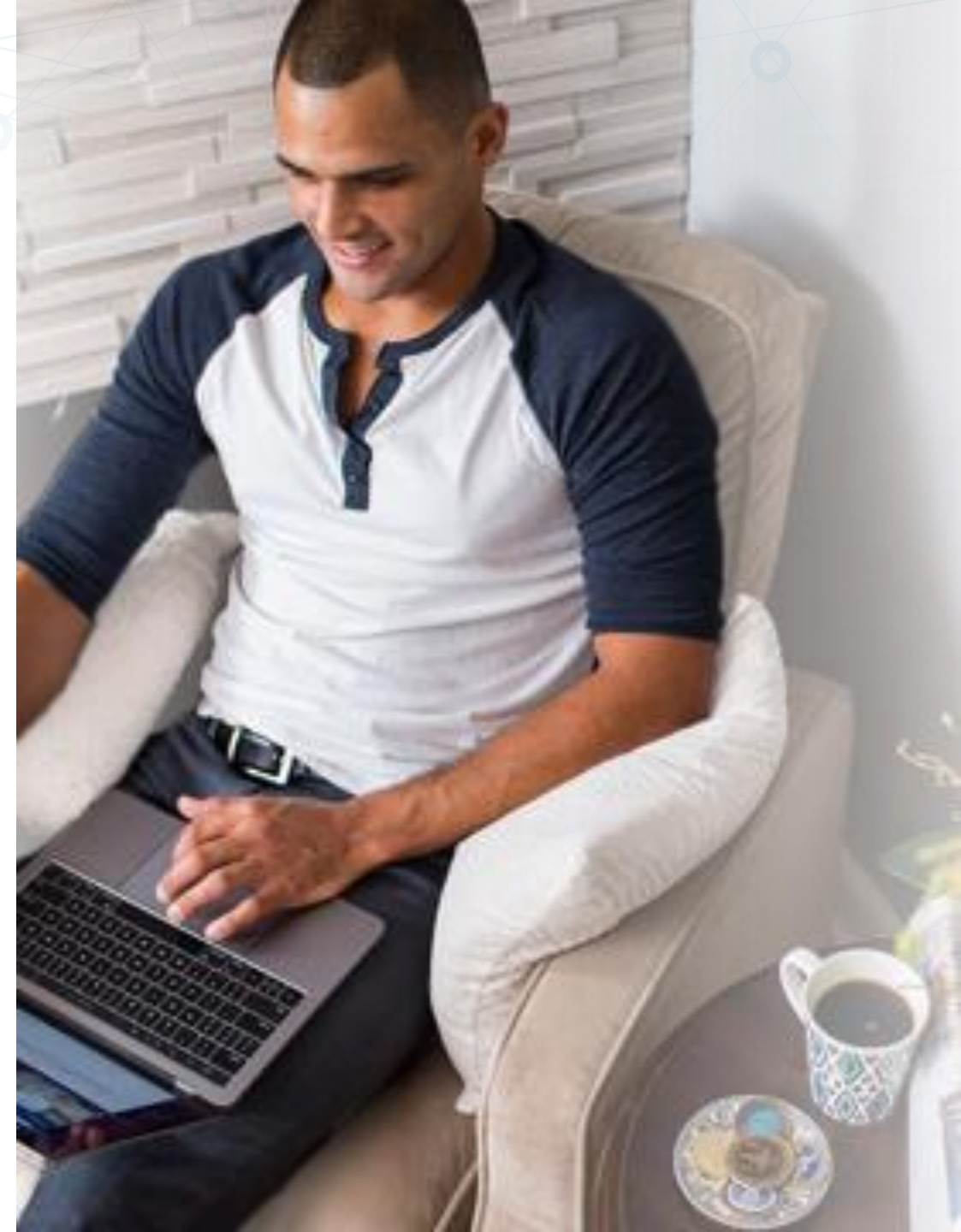
VA's goal is to enable each Veteran to engage with VA when they want, where they want, and in line with their personal health goals. It is important that every Veteran is given the opportunity and the support they need to try telehealth with their Care Team



VA Telehealth Services

So, what do we offer?

- Urgent care and same day appointments
- Pre-procedure education
- Routine care and chronic disease management
- Post-procedure wound checks
- Semi-annual primary care follow-ups
- Lab results
- Whole health
- MOVE!
- Mental health
- Family Connect
- Physical therapy
- Health Education



At Home

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Remote Patient Monitoring (RPM)

Acute and Chronic Care Collaboration

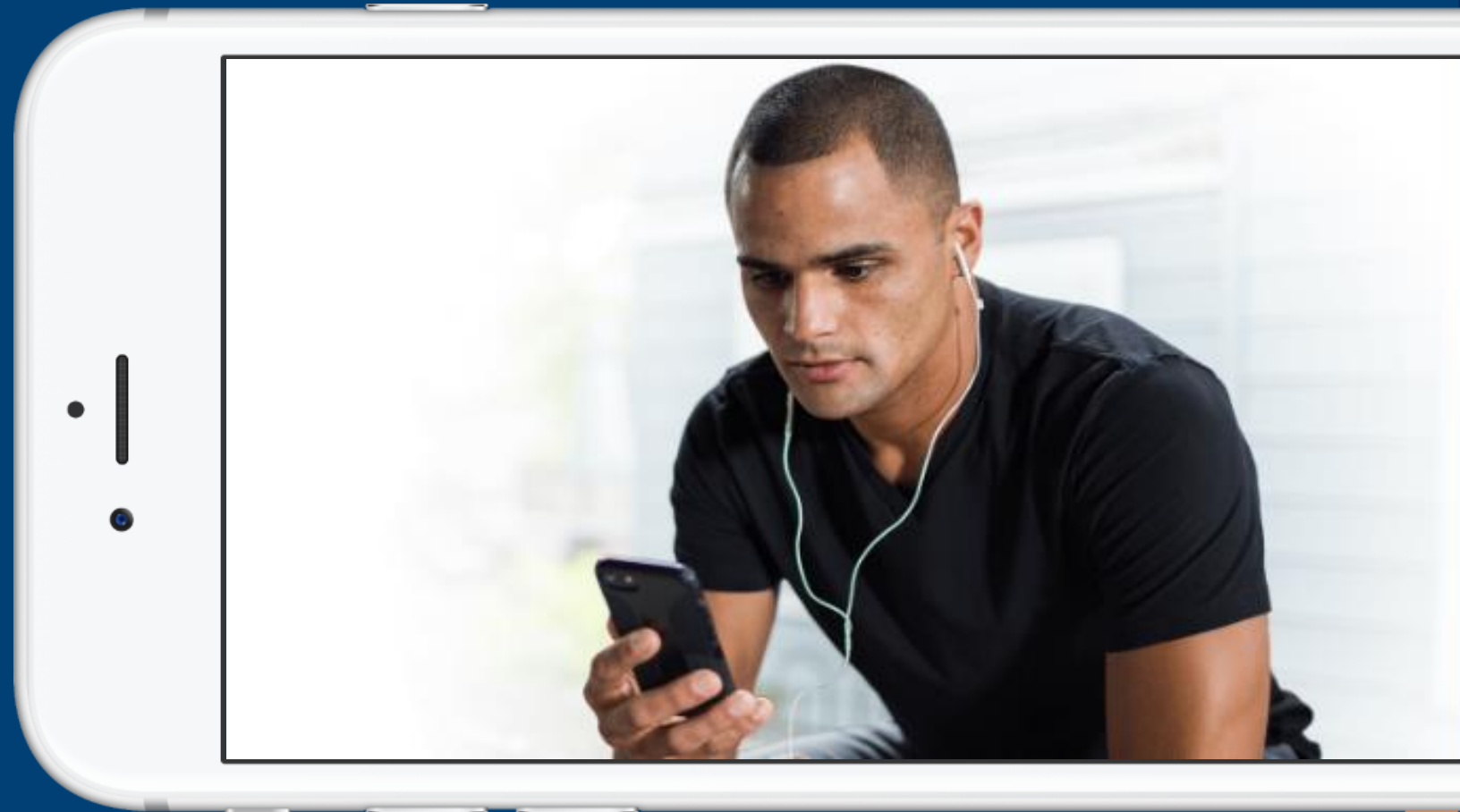
- You are assessed for Home Telehealth remote monitoring services.
- If deemed appropriate, VA provides a device to fit your needs and gives you training on how to use it.
- VA assigns you a Home Telehealth remote monitoring care coordinator.
- Your care coordinator contacts VA hospitals and providers and helps you arrange treatment changes, clinic appointments and hospital admissions.



VA Video Connect (VVC) Appointments

How it works:

- Ask for a VVC
- Invite your caregiver
- Receive an email invite
- Prepare using VVC Chatbot, OCCHD Help Desk, or Web guidance
- Use the link in the email invite to enter your appointment



For more information, visit the [VA Video Connect](#) page on the VA App Store.

Get ready for a VVC appointment by texting the letter " V " to 83293 or alternately (323) 621-3589 on your smart phone!

***For technical support for your VA furnished mobile device and/or mobile applications:
Toll-Free: 866-651-3180 (24 hours a day, 7 days a week)***

Test your device. Visit the VA Video Connect test site to test your microphone and speakers. [VA Video Connect | VA Mobile](#)

***For technical support for your VA furnished mobile device and/or mobile applications:
Office of Connected Care Help Desk (OCCHD)
Portal: <https://occhdsupport.ironbow.com>***

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Bridging the Digital Divide

- Digital Divide Consult
- VA Internet-Connected Devices
- Free Mobile Connectivity for Telehealth
- Internet and Phone Service Discounts
- Lifeline – lifelinesupport.org
- EBB- fcc.gov/broadbandbenefit

Digital Divide Consults

For Veterans who don't have internet service or an internet-connected device in their home or community, accessing telehealth can be difficult. VA is working to bridge this digital divide to ensure that all Veterans can access VA care where they are.

If you or a Veteran you know could benefit from VA telehealth, here are some of the ways that VA can help you get connected.

Link to Fact Sheet

[telehealth-digital-divide-fact-sheet.pdf \(va.gov\)](https://www.va.gov/telehealth-digital-divide-fact-sheet.pdf)

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My HealtheVet (MHV)- Webpage





The screenshot shows the My HealtheVet (MHV) webpage interface. At the top left is the VA logo and the My HealtheVet logo. To the right is a search bar and links for 'About' and 'Contact us'. Below this is a navigation menu with items: Home, Personal Information, Pharmacy, Get Care, Track Health, Research Health, and MHV Community. A central banner says 'Sign in to Manage Your Health Care' with 'Sign in' and 'Register' buttons. The main content area features four service tiles: Pharmacy (refill prescriptions), Appointments (track upcoming appointments), Messages (communicate with VA staff), and Health Records (view/print/download records). Below these is a 'Resources' section with links to Benefits, Veterans Health Library, Community, Mental Health, Healthy Living, and Whole Health.

VA | My healthevet







Q Search About Contact us

Home Personal Information ▾ Pharmacy ▾ Get Care ▾ Track Health ▾ Research Health ▾ MHV Community ▾

Sign in to Manage Your Health Care [Sign in](#) [Register](#)

 <h3>Pharmacy</h3> <p>Refill your VA prescriptions, track delivery, view a list of your VA medications and other details.</p> <p>Read More</p>	 <h3>Appointments</h3> <p>Keep track of your upcoming VA medical appointments and get email reminders.</p> <p>Read More</p>	 <h3>Messages</h3> <p>Communicate securely online with your VA health care team and other VA staff about non-emergency information or questions.</p> <p>Read More</p>	 <h3>Health Records</h3> <p>View, print, or download a copy of your VA medical record information, or enter your own health information.</p> <p>Read More</p>
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Resources

 Benefits	 Veterans Health Library	 Community
 Mental Health	 Healthy Living	 Whole Health

[Click here to learn more](#)

My HealtheVet – On Your Cell Phone

Secured Messaging and MORE

My HealtheVet is VA's online Personal Health Record for Veterans, active-duty service members, their dependents and caregivers. The resources and tools offer greater control and understanding over your care and wellness.

[Click here to learn more](#)

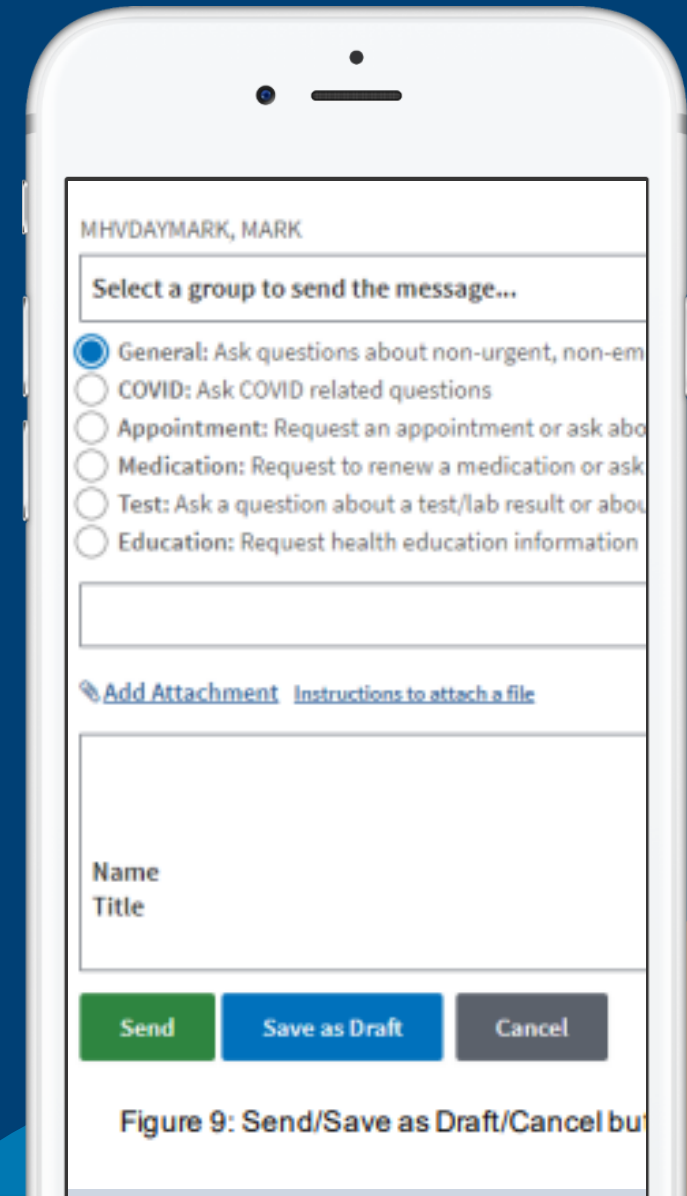
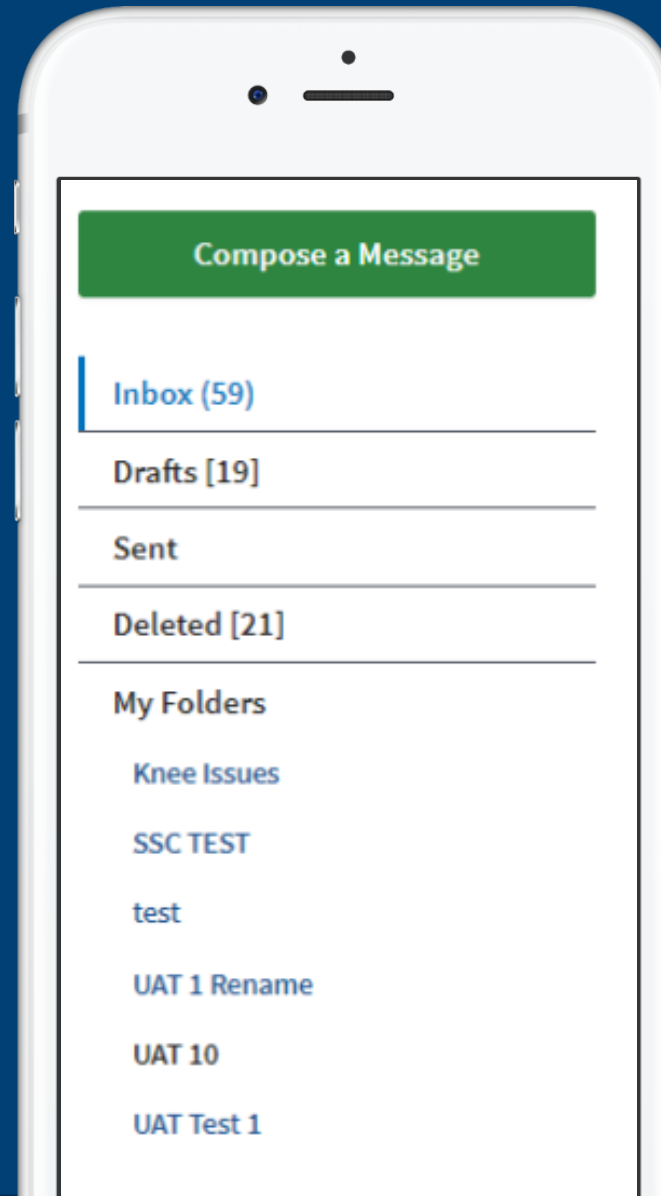





Figure 9: Send/Save as Draft/Cancel bu

Mobile Applications Apps


 TOP VETERAN APPS See all >




Annie App for Veterans
★★★★☆
Receive text reminders to help you manage your care.
Web



VA Launchpad for Vete...
★★★★☆
One app to launch them all!
Launch VA apps from here.
iOS Android



VA Online Scheduling
★★★★☆
Schedule, request and track VA appointments with ease.
Web



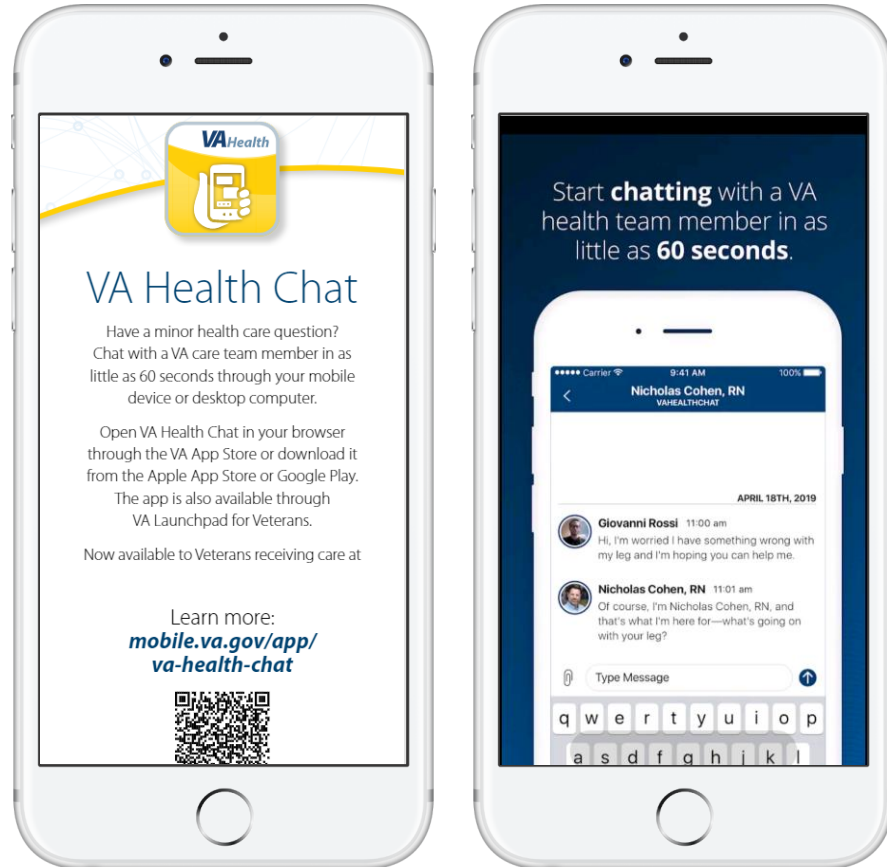
VA Health Chat
★★★★☆
Chat with VA staff members through easy online access (available at limited sites).
iOS Web Android

[Click here to learn more.](#)



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VA Health Chat



Easy Access

The VA Health Chat App provides easy, online access to chat with VA staff when you have minor health questions, want to schedule an appointment, have a non-life-threatening health concern, and more.

When to Use

Use VA Health Chat for immediate answers when:

You feel ill and unsure about going to an emergency room or clinic
You have a reaction to a medication

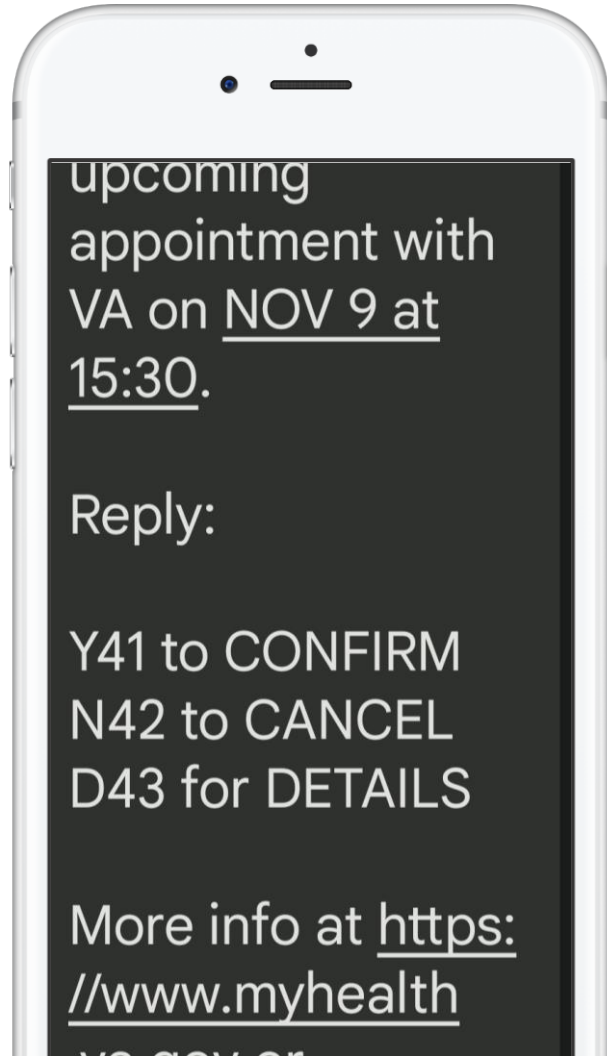
<https://mobile.va.gov/app/va-health-chat>

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VEText



Appointment Reminder Service

To increase access to health care for all Veterans, the Veterans Health Administration (VHA) has developed VEText, an interactive mobile solution to remind Veterans of upcoming appointments via text messaging. Our goal is to offer Veterans a quick and easy way to confirm and/or cancel appointments.

- [Click here to learn more](#)

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In the Clinic

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Closer to Your Care

Real-Time Video Telehealth

Telehealth technology in the clinic brings specialty staff and services closer to home. It allows you to connect with VA health specialists at medical centers nationwide from your community clinic. Providers make diagnoses, manage care and perform check-ups virtually.



Clinic Based Telehealth- Clinical Video Telehealth (CVT)

Synchronous Care (You, tele presenter, your provider, caregiver (opt))

TelePrimary Care

Primary Care Coverage brought to your local VA clinic

TeleMental Health

Mental health care not limited by provider location

Specialty Care

The specialty you need where you need it



Clinic Based Telehealth- Store and Forward Telehealth (SFT)

Asynchronous Care

Health data in the form of sounds, images and video can be collected at a clinic near you and sent to a provider to review at another location.

Store-and-Forward Telehealth lets you address health issues without the need for long travel or wait times, making the process easier for both patients and providers.

Asynchronous- you and tele imager, results in 14 days

TeleDerm Care

Captures images (photographs) of the patient's skin for transmission to a Dermatologist (Reader) who formulates a diagnostic impression and suggests a treatment and/or management plan for the patient

TeleEye Care

Provides asynchronous eye care, expanding on the well-established and validated TeleRetinal Imaging program. Low Vision TeleEye Care provides synchronous eye care by employing real-time video technologies.

Tele Sleep Care

Care is provided through a variety of telemedicine modalities, including video teleconferencing, telephone clinics, in-home video visits, store and forward of sleep testing data, remote monitoring of positive airway pressure (PAP) data, and Remote Veteran Apnea Management Platform (REVAMP).



In the Hospital

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Connecting Providers, Improving Your Care

TeleCritical Care and TeleStroke

Your providers may need to consult specialists at other VA hospitals. Telehealth technologies help physicians and medical professionals discuss matters related to your care. Together, they can develop a care plan that works best for you.



Veteran Crisis Hotline



Veterans
Crisis Line

DIAL 988 then PRESS 1

Great Opportunities for VA Telehealth

- *The Office of Connected Care focuses on designing and delivering digital systems that seamlessly connect Veterans to their health care teams and their health information.*
- Connected Care brings VA digital technology to Veterans and health care professionals, extending access to care beyond the traditional office visit.
- [Click here to learn more.](#)



Questions?

References

VHA Telehealth Services Website

[VHA Telehealth Services \(va.gov\)](https://www.va.gov/telehealth)

VA Telehealth

[VA Telehealth Services | Telehealth VA](https://www.va.gov/telehealth)

My HealtheVet

[Home - My HealtheVet - My HealtheVet \(va.gov\)](https://myhealthevet.va.gov)

VA Mobile Health Provider Program

[Help and Technical Support | VA Mobile](https://www.va.gov/mobile)

The logo for VHA Telehealth Services features the word "TELEHEALTH" in a large, bold, sans-serif font. The letters "TELE" are orange, and "HEALTH" is black. Below this, the words "VHA TELEHEALTH SERVICES" are written in a smaller, blue, sans-serif font. The entire logo is set against a light gray background with a subtle gradient.

TELEHEALTH
VHA TELEHEALTH SERVICES



Laura Crawley

Facility My HealtheVet Coordinator

**Thank you
for
letting us
be a part of your
health
Journey.**



Vickilynn G.P. Kimbro, MSN RN

Facility Telehealth Coordinator



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