

Clinician's Guide: VA Virtual Care Tools

Helping Clinicians Choose Virtual Tools for Veterans



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

For Veterans To Manage Their Care

For Veterans To Achieve Their Health Goals

For Veterans To Improve Their Mental Health

	Airborne Hazards and Open Burn Pit Registry	Annie App for Veterans	MobileKidney	Pain Coach	somnoware	VA FitHeart	CBT-1 Coach	COVID Coach	Insomnia Coach	Live Whole Health	Mindfulness Coach	MOVE! Coach	Stay Quit Coach	VA Pressure Ulcer Resource	VetChange	ACT Coach	AIMS for Anger Management	CPT Coach	Couples Coach	PE Coach 2	PTSD Coach	PTSD Family Coach	STAIR Coach	
	■	■	■	■	■	■	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲ ■	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	●
Alcohol, drug, and tobacco use																								
Anger and irritability																								
Anxiety, stress, and PTSD																								
Cancer and oncology																								
Depression																								
Diabetes and kidney health																								
Disaster and exposure																								
Dyslipidemia (cholesterol)																								
Family and caregivers																								
Hypertension (high blood pressure)																								
Mindfulness and resilience																								
Pain and headaches																								
Personal development and goal setting																								
Pressure ulcers																								
Sleep and insomnia																								
Traumatic brain injury																								
Weight loss, nutrition and exercise																								
Intended for use in treatment																								



Connect today! For more information about these apps, visit mobile.va.gov/apptore.

Need help accessing these virtual health tools or setting them up? Call:
Health Resource Center Help Desk: **877-470-5947** | Monday to Friday: 7 a.m. – 7 p.m. CT.
Office of Connected Care Help Desk: **866-651-3180** | 24/7

i Requires Login
Veterans: My HealtheVet Premium, DS Logon Level 2 (Premium), or ID.me
VA staff: PIV, PIV exemption, or Vista login credentials



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- iOS ▲ Android
- Web □ Options
- 🔒 Requires login



ATLAS (Accessing Telehealth through Local Area Stations)
Remote Patient Monitoring - L2 (Low Intensity)
Remote Patient Monitoring - Home Telehealth (HT) (Complex Care)
Synchronous Telehealth
Asynchronous Telehealth

	myhealth.va.gov	mobile.va.gov										telehealth.va.gov					
Where to access virtual tools and training materials			● ▲	● ▲ ■	■	▲ ■	■	■	■	■	■	■	● ▲ ■	■	■	■	■
Patient	Communicate with VA staff	■											■	■	■	■	■
	Receive health texts		■														
	Refill prescription	■		■	■												
	Schedule appointment				■												
	Send images	■						■	■								■
	Take health assessment	■								■							
	View or download VA health records	■									■						
Both	Look up participation status of CHAMPVA medical codes						■										
Clinician	Assign/recommend self-management protocols		■														
	Conduct anywhere-to-anywhere virtual visit												■	■	■		
	Conduct clinic-to-clinic virtual visit												■	■			■
	Conduct virtual visit to local area stations													■	■		
	Provide case management/remote care								■	■			■	■	■	■	
	Provide health coaching and patient education	■														■	■
	View images sent by patient	■								■	■						

To help Veterans access virtual tools requiring logon, VA staff can help Veterans register for a My Health eVet Premium account to get them started. When considering the possibility of a virtual visit, VA staff should ask whether a patient is "video-capable," i.e. has a computer, smartphone, or tablet with a camera, and access to the internet. If the patient is not video-capable, contact your local VA facility telehealth coordinator to determine the Veteran's eligibility for the equipment loan and/or Lifeline programs.

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