

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

	ACT Coach	AIMS for Anger Management	Airborne Hazards and Open Burn Pit Registry	Beyond MST	CBT-i Coach	Couples Coach	COVID Coach	CPT Coach	Exposure Ed	Insomnia Coach	Live Whole Health	Mindfulness Coach	MOVE! Coach	PE Coach 2	PTSD Coach	PTSD Family Coach	Safety Plan	STAIR Coach	Stay Quit Coach	VA Pressure Ulcer Resource (PUR)	VetChange
	● ▲	● ▲	■	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲	● ▲
Alcohol, drug, and tobacco use																					
Anger and irritability																					
Anxiety, stress, and PTSD																					
Cancer and oncology																					
Cholesterol (dyslipidemia)																					
Depression and mood																					
Diabetes and kidney health																					
Disaster and exposure																					
Heart health																					
Hypertension (high blood pressure)																					
Lung health																					
Mindfulness and resilience																					
Nutrition and exercise																					
Relationships and family																					
Sleep and insomnia																					
Pressure ulcers																					



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

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



Requires Login

Veterans: Login.gov, ID.me, DS Logon Level 2 (Premium), or My HealtheVet Premium. To learn more go to: <https://mobile.va.gov/login-information>
VA staff: PIV, PIV exemption, or Vista login credentials

Updated: Feb 2024

Note that products and graphics referenced in this document may change over time as technology and app capabilities advance.



Send feedback to: surveymonkey.com/r/VAVirtualCare

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Annie



Ask a Pharmacist

Behavioral Health Lab



CHAMPVA Pay

eScreening (at limited sites)



Image Viewing Solution



MHA for Veterans



My VA Images



VA Health Chat



VA: Health and Benefits



VA Share My Health Data (SMHD)



VA Video Connect



Virtual Care Manager

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

	Annie	Ask a Pharmacist	Behavioral Health Lab	CHAMPVA Pay	eScreening (at limited sites)	Image Viewing Solution	MHA for Veterans	My healthvet	My VA Images	VA Health Chat	VA: Health and Benefits	VA Share My Health Data (SMHD)	VA Video Connect	Virtual Care Manager
Where to access virtual tools and training materials	■ Mobile.va.gov	■ Mobile.va.gov	https://www.mirecc.va.gov/vsn4/bhl/bhl_home.asp	▲ ■ Mobile.va.gov, Google Play store	■ Facility HSTA and URL.xlsx (sharepoint.com)	■ Mobile.va.gov	■ Mobile.va.gov	■ myhealth.va.gov	■ Mobile.va.gov	● ▲ ■ Mobile.va.gov, Apple app store, Google Play store	● ▲ Mobile.va.gov, Apple app store, Google Play store	● ▲ Mobile.va.gov, Apple app store, Google Play store	● ▲ ■ Mobile.va.gov, Apple app store, Google Play store	■ Mobile.va.gov
Patient														
Receive automated health texts	■													
Refill prescriptions														
Schedule appointments														
Send images														
Send secure messages		■												
Sync Bluetooth devices														
Take health assessments			■		■									
Track patient-generated health data (PGHD)	■								■				■	
View or download VA health records														
Provide health education	■													
Both														
Look up CHAMPVA medical codes				■										
Anywhere to anywhere virtual visits (live video telehealth)														■
VA Healthcare Staff														
Assign automated health texts	■													
Schedule appointments														■
Provide case management/remote care	■		■		■	■	■			■				■
View images sent by patient						■								■
View patient-generated health data (PGHD)	■		■		■									■

To help Veterans access virtual tools requiring logon, VA staff can help Veterans register for a My HealthVet 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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