WELCOME TO VA TELEHEALTH

VA Telehealth

Welcome to VA Telehealth Services

The U.S. Department of Veterans Affairs is leading the way in telehealth innovation to make sure Veterans can access care when and where they need it. VA Telehealth Services is transforming how Veterans access high-quality VA care.

Having easy access to your VA care team is important for your health. But making appointments that fit your schedule and traveling to your provider's office can be difficult. Telehealth at home offers services that work with your current care plan, fit your lifestyle and help you stay healthy and independent.

This welcome guide is here to support you as you get started with VA Telehealth Services.

Download the **VA Welcome Kit**
www.va.gov/welcome-kit/
Subscribe to **#VetResources**
www.va.gov/vetresources/
Veterans Crisis Line: 1-800-273-8255, Press 1
The one number to reach VA: 1-800-MyVA411

U.S. Department of Veterans Affairs
Veterans Experience Office

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

Welcome to Telehealth: Video Visits

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 to discuss telehealth with their care team and use it as an option when it is appropriate.

HOW TO DECIDE IF A TELEHEALTH APPOINTMENT IS RIGHT FOR YOU?

Discuss the following with your care team:

» Do I need to be physically seen in-person for this appointment?
» Do you have time to come to the clinic for an appointment when balancing work, childcare, or other responsibilities?
» Could your anxiety level or mental health be improved by receiving care while at home or in a familiar place?
» Are you able to conduct a telehealth appointment in a safe and private location?

TALK WITH YOUR VA PROVIDER ABOUT USING VA VIDEO CONNECT IF:

» You live far from your VA facility or have limited access to VA facilities.
» You have health conditions that make traveling to the VA specialist you need difficult.
» You lack time to regularly attend in-person appointments.
» You don't require a hands-on physical examination.

BENEFITS TO TELEHEALTH

» Convenience
» Saves travel and wait times
» Can be done at home

Great Opportunities for VA Telehealth

✓ Urgent care and same day appointments
✓ Routine care and chronic disease management
✓ Primary care follow-ups
✓ Education
✓ MOVE
✓ Nutrition and weight loss

✓ Pre-procedure education
✓ Post-procedure wound checks
✓ Lab results
✓ Whole health
✓ Physical therapy

WHEN GETTING STARTED WITH TELEHEALTH

Things to consider before using telehealth for the first time:

INTERNET ACCESS

Do you have access to a stable internet connection capable of supporting video conferencing?

If NO: Talk to your provider about the Digital Divide, telehealth, and the ATLAS program (select sites only).

EQUIPMENT ACCESS

Do you have regular access to a smartphone, tablet, or laptop with camera and microphone?

If NO: Talk to your provider about the Digital Divide, and the ATLAS program (select sites only).

ACCESSIBILITY NEEDS

Do you have any physical or communication-related limitations (i.e., hearing impairment, low vision, or speech impairment) that impact your ability to participate in a telehealth appointment?

If YES: You may also ask them to personalize the way they conduct the appointment to meet your needs, such as speaking slower/louder if you're hard of hearing or need additional resources.

Appointment Expectations

Our video visits are a convenient, secure way to connect to your provider. However, we recognize that adjusting to new technology services can be intimidating, and we're here to help.

We ask that you treat your video visit as if it were an appointment in the office. Taking some time to prepare beforehand will help ensure the visit goes smoothly.

During the visit, your provider will partner with you to make sure you get the care you need from the comfort of home.

We Value your Safety and Privacy

» Use a quiet, well-lit and private space.
» Do not multi-task.
» Do not connect while driving.

Preparing for Your Visit

» Dress as you would for an in-person visit.
» If you need to show a specific body part, wear clothing that is easy to adjust.
» Have your pre-visit checklist questions ready.
» Keep materials close by to take notes.

Learning New Technology
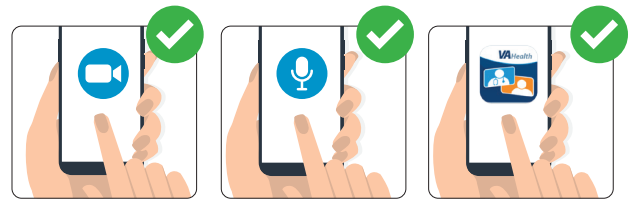
» Use whatever device you feel most comfortable with. (Internet-enabled phone, laptop, tablet, Desktop, etc).
» Choose a location with strong Wi-Fi connectivity.
» On the device you are using:
   • If using a mobile device, make sure your VA Video Connect (VVC) settings allow access to the microphone and camera.
   • Use a headset or ear buds to limit background noise. If you don't have these available, turn the volume up.
   • Close any browsers or applications you do not need.
   • Ensure pop-up blockers are disabled.
» Practice using VVC by joining a "test" meeting at **https://care.va.gov/vvc-app/v2/gather-info?name=Patient&join=1&media=1&escalate=1&conference=testwaitingroom@care.va.gov&pin=5678**.
» Having connectivity issues with VVC?
   • Keep the Office of Connected Care Help Desk (OCCHD) technical support number handy: 1-866-651-3180

More Information

For step-by-step instructions and additional tips, visit **https://mobile.va.gov/app/va-video-connect**.

Special thanks to Dr. Shook of the Cleveland Clinic for his partnership during creation of this resource.

Using a Personal Device

This guide will prepare you for your telehealth appointments using your own device.
We want you to feel comfortable as you connect with your provider using technology.
VHA is committed to serving your health care needs the best way possible!

1 GETTING SET UP

Use instructions in our one-pager on Getting Started:
https://connectedcare.va.gov/sites/default/files/2021-10/OT_va-telehealth-va-video-connect-getting-started-one-pager.pdf

Conduct a test call the day prior to your appointment to ensure you have plenty of time to resolve any issues.

For technical assistance at any point in this process, contact

- Office of Connected Care Help Desk
  1-866-651-3180 (Available 24/7)

VA Health Chat
Chat with staff members through easy online access (available at limited sites).

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

VA Video Connect
Secure video visits with your VA care team.

2 SCHEDULING YOUR APPOINTMENT

☐ Schedule your first appointment, reschedule, or cancel an appointment by contacting your care team.

3 JOINING
Personal computers or Android/Windows mobile devices:

☐ Before your appointment, you will receive an email. Please save this email. Email reminders will be sent seven days, three days, and one day before, and the day of the appointment. If you agree to receive text messages, a text message will be sent when the appointment is scheduled and 30 minutes prior to video visit.

☐ 15 minutes before the appointment time, open your email or text message on the device and click on the link to join the appointment. Wait for the provider to join you.

Apple Devices:

☐ Before your first appointment, you will receive an email or text message. At the bottom of the email or text message, click the button to download the VA Video Connect app.

☐ Once the VA Video Connect app has downloaded, go back to the email and close it. Please save the email.

☐ At least 15 minutes before the appointment time, open the email and follow the prompts. Wait for your provider to join you. For assistance, watch the VA Video Connect Troubleshooting Tips video:
https://youtu.be/4A3SEB44o7E

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Digital Divide Overview

The Digital Divide consult offers qualified Veterans a VA loaned device, as well as subsidized connectivity/device options. Programs for subsidies currently include the Federal Communications Commission's **Lifeline Program** and **Affordable Connectivity Program**.

To qualify for a VA loaned device, the Veteran cannot have their own video capable device and/or connectivity and must meet one or more of the clinical criteria on the Digital Divide consult. If a Veteran does qualify for a VA loaned device, they will receive a tablet. Talk to your provider if you have problems with connectivity and would like a Digital Divide consult placed.

VA LOANED DEVICE SETUP

If you qualify for a VA loaned device through the Digital Divide consult, you will be contacted by the VA Helpdesk who will assist you in getting the device set up and will conduct a VA Video Connect test call with you. Following your initial setup with the helpdesk, you can call the Office of Connected Care Helpdesk 24/7 at 866-651-3180 for any additional assistance needed. The device also comes with a number of setup and instructional guides.

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ATLAS

Offering Veterans VA Care Closer to Home

ATLAS (Accessing Telehealth through Local Area Stations) is part of VA's Anywhere to Anywhere telehealth initiative, offering Veterans care closer to home.

Through ATLAS, VA is bringing telehealth care into communities nationwide. ATLAS sites are comfortable, private spaces equipped with internet access and the technology needed for Veterans to have video appointments with their VA providers. VA has teamed up with public and private organizations, including The American Legion, Veterans of Foreign Wars, Philips North America, and Walmart, to establish ATLAS sites in areas across the country.

For more information on ATLAS, visit the **ATLAS webpage**.

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