

# WELCOME TO VA TELEHEALTH



VHA Office of Connected Care, Digital Health Office  
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# 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.

Telehealth at home or at a Telehealth Access Point is a valuable service that provides convenient access to your VA care team, allowing you to manage your health without the need for frequent in-person visits. This service integrates with your existing care plan, offering flexibility in scheduling and reducing the need for travel. By utilizing telehealth, you can receive essential care from the comfort of your home, or in your community, which can enhance your ability to stay healthy and independent while maintaining ongoing communication with your providers.

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





# WELCOME TO TELEHEALTH: VIDEO TO HOME VISITS

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. From your home, the clinic, or the hospital, VA telehealth technologies make it easier for you to connect with your VA care team.

## 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 TO HOME 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 time and cost

### Great Opportunities for VA Telehealth

\*These services through telehealth varies by location and may not be available everywhere.

- Urgent care and same day appointments
- Routine care and chronic disease management
- Primary care follow-ups
- Education
- MOVE
- Nutrition
- Pre-procedure education
- Post-procedure wound checks
- Lab results
- Whole health
- Physical therapy
- Pharmacy

## 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

Video to Home visits are a convenient, secure way to connect to your provider. However, we recognize that adjusting to new technology services can be intimidating, and VA is 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

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



- Use the internet enabled device (phone, laptop, tablet, desktop, etc.) you feel most comfortable with.
- Use an ethernet connected device or choose a location with a strong Wi-Fi connectivity.
- If you are using VA Video Connect to connect to your visit consider:
  - 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>
- Having connectivity issues or want help with a test call?
  - 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>.



# USING A PERSONAL DEVICE (VA VIDEO CONNECT)

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](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 fourteen days, seven days, and one day before 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>



# DIGITAL DIVIDE OVERVIEW

If a Veteran and their provider determine a Digital Divide Consult should be placed based on a need for device/connectivity, a social worker will contact the Veteran to assess if they qualify.

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 instructional guides.





# ATLAS: OFFERING VETERANS VA CARE CLOSER TO HOME

ATLAS (Accessing Telehealth through Local Area Stations) makes it easier for Veterans to access care through the U.S. Department of Veterans Affairs by establishing convenient locations for you to receive ATLAS (Accessing Telehealth through Local Area Stations) is part of VA's Anywhere to Anywhere telehealth initiative, offering Veterans care closer to home.

ATLAS has teamed up with public and private organizations to improve Veterans' access to VA health care by offering them convenient locations to receive VA care closer to home. This option benefits Veterans living in rural areas, reducing obstacles such as long travel times to appointments and poor internet connectivity at home.

ATLAS offers convenient locations for Veterans to access VA health care in their communities. At these locations, Veterans will find comfortable, private spaces equipped with internet access and the technology needed to meet with VA providers through VA Video Connect, VA's secure videoconferencing app.

For more information on ATLAS, visit the [ATLAS webpage](#).



## [connectedcare.va.gov/partners/atlas](https://connectedcare.va.gov/partners/atlas)

Need help? Contact the ATLAS Office of Connected Care Help Desk at **833-822-8527** or **833-VAATLAS**, Monday to Friday, 8 a.m. to 8 p.m. Eastern time.

To learn more about ATLAS, visit:



## VA Telehealth



Veterans Crisis Line: 988  
The one number to reach VA: 1-800-MyVA411

VA



U.S. Department of Veterans Affairs  
Veterans Experience Office

VA



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



# HESITANT TO TRY TELEHEALTH HENRIETTA



## Personal Information

I am a retired Navy officer who served for 20 years before transitioning to civilian life. After my service, I moved to a suburban area where I enjoy a quiet retirement, spending time with my wife and grandchildren and engaging in community activities. I am active in my local Veteran support groups and volunteers at community events.

## HEALTHCARE INFORMATION

### Health Profile

I have diabetes, which requires regular medical attention. I also deal with occasional migraines and joint pain from her time in service.

### Preferences

I prefer in-person visits because I find comfort in direct interactions with my healthcare providers.

## SCREENING FACTORS

### Support

I have support and encouragement from her family, especially her tech-savvy grandchildren, would significantly influence her willingness to try telehealth.

### Willingness to Try

I am not very familiar with telehealth, but I am willing to try it if my provider recommends it and my family supports me. I usually prefer in-person visits because they feel more personal and reassuring.

### Technology Use

I own a smartphone and a laptop but often relies on my grandchildren or friends to help me with more complex tasks.

### Privacy

I have some privacy at home when I am not surrounded by grandchildren.

### Childcare

No need for childcare.

### Transportation

The convenience of avoiding travel, especially during times when my arthritis flares up, would appeal to me.

### Accessibility

No accessibility needs

### Availability

I am available most days except Tuesday and Thursday when I am volunteering for Wounded Warrior from 0800-1600 hours.

### Internet Access

I have solid internet access at home, although the occasional storm may cause temporary issues.

"I'm not a technology person, so I am hesitant to use telehealth, but I would like to hear more about it and have someone walk me through it so I can see if it would work for me." "I'm not a technology person, so I am hesitant to use telehealth, but I would like to hear more about it and have someone walk me through it so I can see if it would work for me."





# TELE READY TEDDY



## Personal Information

I served 6 years in the Coast Guard as a Rescue Team Lead. I live in Florida where I runs charter boats. I am known for my humor and ability to connect with anyone, I am known as the fun in the sun guy. I find peace near the ocean. I Love to take out the RV for fun when I have the chance and take my wife and dogs out with me.

## HEALTHCARE INFORMATION

### Health Profile

I struggle with allergies on a pretty regular basis, but my medications keep them under control. If I lapse in them at all I am prone to sinus infections. I have a shoulder injury from a line incident that causes pain from time to time but is manageable with Tylenol most of the time.

### Preferences

I am out working most days work and prefer the ability to work in appointments around my work and personal travel schedule.

## SCREENING FACTORS

### Support

I am pretty self-reliant and do not really turn to people for outside support, mostly because I am tech savvy and travel a lot. Otherwise, my family is there to support me and always keeps me motivated.

### Willingness to Try

I Tried VVC and have had great experiences with it. I think it is easy and very convenient. I fear that I will not get into VA when needed due to my job and the time it takes to get to the facility.

### Technology Use

I work as a bosun during summer seasons and may be away for 2 weeks at a time. I have all the equipment and connectivity when not out to sea. I am able to pick up any new system and figure it out within a short amount of time.

### Privacy

I don't have any Privacy issues

### Childcare

I have no childcare needs, all my children are off on their own.

### Transportation

I have dependable transportation.

### Accessibility

No accessibility needs I am able to get around perfectly.

### Availability

Except for some of the summer I am available when I am not running my fishing boat which is usually Wednesday through Saturdays from 0600-1600 hours.

### Internet Access

I have great internet access when not on the boat.

" I love telehealth and use it for my general primary care check ups and mental health. I'm always open to using telehealth for other specialties too if it was available."



# DIGITAL DIVIDE DAVE



## Personal Information

I Served in the U.S. Air Force for 15 years as a military mechanic, specializing in vehicle repair and maintenance. I am known for my problem-solving skills and ability to fix anything. I love restoring old motorcycles, fishing, and watching NASCAR. I work part time at Ford dealership.

## HEALTHCARE INFORMATION

### Health Profile

I Suffered a leg injury in an accident that required multiple surgeries. I deal with chronic pain and limited mobility, using a cane for support.

### Preferences

I have limited funds and what I do have I use on the bare necessities. I would love to find ways to save gas money.

## SCREENING FACTORS

### Support

Financially struggling, with an unstable income depending on the number of customers. I live in a small, rented apartment and have significant medical debt. I live alone but do have friends I can call upon.

### Willingness to Try

I love to try new things and keep my mind challenged with new skills. I want to try Telehealth but do not have the equipment or internet.

### Technology Use

I am resourceful and hands-on, with a practical, no-nonsense approach. I mainly use my phone, but it is old and very limited on capability.

### Privacy

I don't have any Privacy issues as I live alone.

### Childcare

I have no children of my own so no need for childcare.

### Transportation

I so have a dependable vehicle but struggle to keep enough gas in it to go very far away from home.

### Accessibility

My injury makes it hard for me to get around, stairs and long distances are very problematic for me.

### Availability

I am available most of the time expect when I work which is Tuesday and Thursdays from 0800-1300 hours.

### Internet Access

I have internet access but it can be spotty as I can only afford the basic service package.

“Would be great to offer iPads to Veterans confined to their homes or local community.”



# FACE TO FACE FRANK



## Personal Information

I am a retired Army sergeant who served for 25 years. I have been through multiple deployments and have a deep sense of camaraderie. I built trust through personal interactions. Post-retirement, I settled in a small town where I enjoy a quiet life with my wife and two dogs. I have a strong sense of duty and responsibility. I am sociable and enjoy sharing stories and experiences, often connecting on a personal level.

## HEALTHCARE INFORMATION

### Health Profile

Freddy has a few chronic conditions, including arthritis and high blood pressure, which require regular monitoring. He also has some service-related injuries that occasionally flare up, necessitating specialized care.

### Preferences

He values the personal connection and trust that comes with face-to-face interactions, and I enjoy the routine of visiting the clinic, as it gives me a sense of normalcy and structure. Despite his tech-savviness, Freddy strongly prefers in-person visits with his healthcare provider.

## SCREENING FACTORS

### Support

I currently work as a security consultant for a private firm on night shift. While I find the job fulfilling, I sometimes miss the camaraderie of military life.

### Willingness to Try

I prefer face-to-face interactions over telehealth because I believe in building rapport and ensuring comprehensive care. Although I know about telehealth and use it when necessary, I value the personal touch of in-person visits. I would want to use telehealth for quick appointments on things like lab results.

### Technology Use

I am familiar with technology and use a smartphone, laptop, and even social media to keep in touch with my fellow Veterans. I understand the convenience of telehealth and has used it a few times, particularly during the pandemic.

### Privacy

I have plenty of privacy in my home office.

### Childcare

I have no childcare needs; all my children are off on their own.

### Transportation

I have dependable transportation.

### Accessibility

I find it difficult to traverse stairs at time but no other issues.

### Availability

Works night shift from 1200-0800 Monday- Friday. I do work two hours may from the VA medical Center so morning appointments are preferred.

### Internet Access

I live in a rural area but internet is dependable.

"I feel that my providers can better understand and address my concerns when they can see me in person and perform physical examinations."



# NO PRIVACY PAUL (ATLAS)



## Personal Information

I Served 20 years in the U.S. Marines, specializing in infantry. My friends would tell you I am stoic and disciplined, with a dry, sarcastic sense of humor. I am deeply loyal and protective of my friends and family. I am decorated with several commendations for bravery and leadership.

## HEALTHCARE INFORMATION

### Health Profile

I Suffer from mild PTSD, attending regular therapy sessions to address it. I have chronic pain from an old injury, but I manage the pain through regular workouts.

### Preferences

I live in a very rural area and do not want to drive to the VAMC which is over two hours away.

## SCREENING FACTORS

### Support

I have the support of my wife and children who I am very close to. Some of my children and grandchildren live close so I am always surrounded by family.

### Willingness to Try

I would like to try Telehealth but do not have the privacy at home. It would be especially beneficial for my Mental Health appointments.

### Technology Use

I am resourceful and hands-on, with a practical, no-nonsense approach. I use my I phone to chat with my grandkids and uses the apps on my phone to keep me on track with my volunteer work.

### Privacy

Mental health appointments are very important to me but I do not have a private location at home to talk openly about my experiences. I do not want my wife to hear about things I experienced while in a combat zone.

### Childcare

All my children are grown so I do not have a need for childcare.

### Transportation

I have a truck I love to drive around, and I do live four miles from an ATLAS site, which is far closer than my local VA.

### Accessibility

I don't have any accessibility needs, as long as I get my workouts in and go to the chiropractor regularly, I am good to go.

### Availability

I do need flexibility in scheduling appointments to support consultation business which I focus on part time during the week.

### Internet Access

Since I live in a rural area internet can be spotty.

"I would be using telehealth for all specialties if I could. I would love to use ATLAS if I was near it."



# COMMUNITY CARMEN (ATLAS)



## Personal Information

I am a U.S. Army Veteran. I spent 10 years as a medic, deployed to combat zones in support of Operation Enduring Freedom (OEF) in Afghanistan and Operation Iraqi Freedom (OIF) in Iraq. I love to try and scare my family and friends. My son and I have an ongoing scare game which I am winning- so far. I volunteer at a local clinic once a month after I get off of work from my job at Mercy hospital.

## HEALTHCARE INFORMATION

### Health Profile

I was diagnosed with anxiety and mild depression, which I manage through therapy and medication. I also have a knee injury from an old field incident that occasionally flares up. I lift weights and stretch daily to manage my knee pain.

### Preferences

I am a very private person who does not trust easily. Although I am very vested in advocating for others I do not want to be in the spotlight.

## SCREENING FACTORS

### Support

I need to be part of an organization to feel useful. I fear that I will lose my purpose if I don't stay involved in a Veteran's organization. I have son who I adore but often feel a little lonely as he is off to school.

### Willingness to Try

I live in a urban community that is located about three hours from the nearest VA and I prefer not want to drive in. I volunteer at the American Legion that houses an ATLAS site and am curious to try it.

### Technology Use

I am good with technology but will not use a camera in my home. I do not trust that kind of access would not lead to a privacy violation.

### Privacy

Privacy is extremely important to me. I do not trust easily in regard to my personal computer or phone. I would rather use systems that are secure.

### Childcare

My Son is off to college so I have no childcare needs.

### Transportation

I do have a car that runs well but I prefer to use it only around town.

### Accessibility

My Fear is that traveling to therapy and medical appointments is going to be an ongoing challenge due to knee injury.

### Availability

I am available on Fridays since I work a compressed tour. I would love to have all my appointments on my day off if possible.

### Internet Access

I have decent internet at home, but I do live in a rural location, so it is spotty at times due to weather.





"I would be using telehealth for all specialties if I could. I would love to use ATLAS if I was near it.."



# TELEHEALTH MOMENTS THAT MATTER


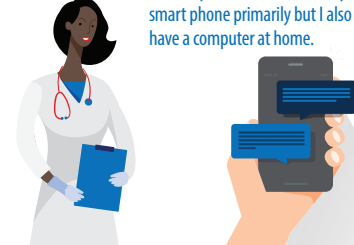
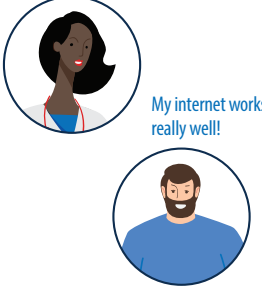
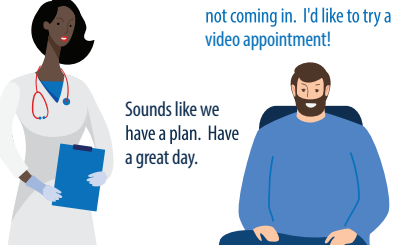
## Moment that Matters 1: Provide me with flexible options and take my preferences into account

### ■ Telehealth Experience Framework

<p>You know, meeting in the office is not the only option for an appointment.</p> <p>Really? How else can we meet?</p> 	<p>We can do a video appointment by telehealth where you can use a computer, tablet, or smart phone to visit with me virtually.</p> <p>Thank you. I do have an iPad but I prefer to come in and see you in person.</p> 	<p>I understand, but if you change your mind we can always switch to a video appointment.</p> <p>Thanks, Doc. I appreciate you taking my preferences into account. I just really like to connect with my buddies while I am here.</p> 	<p>I totally understand, community is important. If anything changes just give us a call. Thank you for your service!</p> 
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## Moment that Matters 2: Make a joint decision with me about appointment type

- Appointment Screening Tool
- Telehealth Personas

<p>Now that we have discussed all of your health care appointment options, let's talk about each one.</p> <p>Wow, I get to choose how to see you? That is great, I love options.</p> 	<p>First, how comfortable are you with technology? Like in using a computer, tablet, or smart phone?</p> <p>I am very comfortable. I use my smart phone primarily but I also have a computer at home.</p> 	<p>How is your internet connection at your home?</p> <p>My internet works really well!</p> 	<p>What is your preference for type of appointment? It sounds like you may be a really good fit for using Telehealth.</p> <p>I do like the convenience of not coming in. I'd like to try a video appointment!</p> <p>Sounds like we have a plan. Have a great day.</p> 
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## Pre-Appointment (Onboarding)

### Moment that Matters 3: Welcome me to telehealth and teach me what I need to know

- Appointment Considerations
- Telehealth Experience Framework
- Veterans Welcome Packet (English and Spanish Version)

<p>I want to make sure we get you ready for your first telehealth appointment. Lets talk about what you can expect. Lets go over the Welcome Guide.</p> <p>Can I get a copy of this guide?</p> 	<p>Absolutley! Lets go over it here so I can answer any questions you may have.</p> <p>Welcome to Telehealth</p> <p>Thanks, this is too easy!</p> 	<p>Finally, let's do a test call to make sure you can successfully join the video call. You will get a call from us to conduct that test before your appointment.</p> <p>Thank you so much.</p> 	<p>Any final questions?</p> <p>No, I'm ready for my telehealth appointment! Thank you!!</p> <p>It's my pleasure!</p> 
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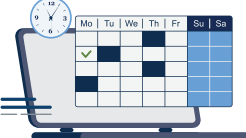





# TELEHEALTH MOMENTS THAT MATTER

## Moment that Matters 4: Ensure I have technology support

<p>Doc, I can no longer afford internet at home and am worried I won't be able to connect for my appointment.</p>  <p>VA has a program called digital divide. Let me tell you about this option and if you think it will work for you, I will enter a Digital Divide consult for you.</p> 	<p>A consult has been entered into the system and you will be contacted very soon.</p>  <p>Thank you so much. How will I be contacted?</p>	<p>A Social Worker will be in contact with you to inform you of your eligibility for the Digital Divide program.</p> <p>I'm here to help!</p> 	<p>If it's determined you are eligible for a VA loaned device, the VA's telehealth helpdesk will contact you to assist you with the setup of your device and conduct a test call. The help desk will also be available for you to call 24/7 following your initial call.</p> <p>Thank you so much. Times are hard and I am so glad VA is here to assist!</p>  <p>It's my honor to serve you!</p> 
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## Appointment (Arriving)

### Moment That Matters 5: Communicate with me clearly about my appointment

<p>I need you to come back in six months. How do you want to be seen? In person, or video?</p>  <p>I would love a video visit please. Work is crazy right now. What do you think Doc?</p>  <p>Video would be good for the next appointment. After that we should consider an in person visit.</p>	<p>Not a problem! I am totally fine with that! I will submit a note to the scheduler! See you in six months!</p>   <p>How will I get notified with these details?</p> 	<p>You should get notified by letter, email, text, and be able to see it in your MyHealthVet account.</p> <p>Awesome! I use MyhealthVet all the time! If I have any questions about my appointment who should I contact?</p> 	<p>You can secure message me any time and my team will reply to you, or you can call the front desk for assistance.</p> <p>Thank you, Doctor Johnson.</p> <p>Thank you for Choosing VA!</p>  
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### Moment That Matters 6: Find ways to connect with me as if we were in the room together

#### Virtual WECARE





<p>Good Afternoon. I see you have a dog next to you. What is your dogs name?</p>  <p>Hello Doc!!!</p> 	<p>My dog's name is Airborne! I was in the 82nd for 6-years!</p>  <p>Amazing. I take it you liked jumping out of planes?</p> 	<p>It was a rush! Loved feeling the air rushing through my hair!</p> <p>I bet it was! Let's review your medical history and address your current needs. How are things going?</p>  	<p>Ok, thanks, I feel like we are in the room together! Things are going well. I'm exercising and maintaining my diet to stay healthy!</p> <p>I am so glad to hear that!</p>  
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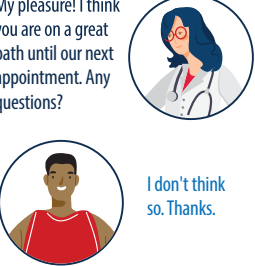

# TELEHEALTH MOMENTS THAT MATTER

## Appointment (Departing)

### Moment That Matters 7: Review next steps with me so I can continue my care

<p>Wow, your blood pressure looks great. The increase in blood pressure medication is really working.</p>  <p>Thank you so much. I was worried about how this new medicine would affect me.</p>	<p>Hey another thing that can help blood pressure is diet and exercise. Do you want me to connect you with MOVE program, they have great group appointments.</p>  <p>I appreciate you giving me options to meet all my medical needs.</p>	<p>We will continue your current medication. You will hear from us to get you scheduled for the MOVE group.</p>  <p>I can do that. If I have any more questions should I just message you?</p>	 <p>Absolutely! You can always secure message me!</p>
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### Moment That Matters 8: Follow up with me on results, referrals, and other needs so I can manage my care in between visits

<p>Hi Doc, good to hear from you. How is everything?</p>  <p>Good Afternoon, this is Dr. Pepper calling with your lab results.</p>	<p>Everything looks good on your lab work. Looks like the MOVE program is helping.</p>  <p>I think so. Thanks for the referral.</p>	<p>My pleasure! I think you are on a great path until our next appointment. Any questions?</p>  <p>I don't think so. Thanks.</p>	<p>Absolutley. I will see you in 6 months for your follow up. Would you like it virtual or in person? Thanks for Choosing VA!</p> 
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# TELEHEALTH WE CARE BEHAVIORS- (VIDEO VISITS)

*What we SAY and DO and how the Veteran feels*

## WELCOME

### SAY

- Offer a Warm Greeting
- Hello my name is... my pronouns are... what would you like to be called ?
- Would you like to share your pronouns?
- Is there anyone else who will be joining you?
- Do you have any questions about VVC before we begin?
- Thank you for agreeing to try Telehealth!

### DO

- Smile
- Make eye contact
- Make them comfortable
- Make sure they are in a private environment
- Inquire about accessibility needs they may have for VVC
- Pay attention to body language

### HOT TIP:

Thank first time users trying telehealth for the first time!

"I love the New Orleans VA and their Services. My only problem is no one explains what VVC meant. I was totally confused if my appointment were video or in person. Myhealthyvet would say VVC. I had to go to the patient advocate to get some never received the text on those appointments." understanding why it stops saying video something. I had two appointments that was messed up because this. Plus, I never received the text on those appointments."

## EXPLAIN MY VA ROLE

### SAY

- My role in your care today is \_\_\_\_\_
- Here is what you can expect today:
- What is your goal for today?

### DO

- Continue Eye Contact
- Use open body languages
- Speak in laymens terms

### HOT TIP:

Avoid asking: What are you here for?

"I would like to heap praise on my home telehealth nurse, Julie Kotite, she is very conscientious, courteous and makes me feel like I am her only patient. She is very professional and kind. She helps me stay on track with my health plan."

## CONNECT

### SAY

- What branch of the military were you in? What was your job?
- What is that in the background?
- Who do you rely on for support? Who is in your corner?
- Any exciting plans coming up?

### DO

- Maintain Eye Contact/Look into the Camera
- Speak slower for Veterans with a hearing issue
- Listen to their story
- Address concerns about getting a new provider if that occurs

### HOT TIP:

"Visit in person first, build relationship, then doVVC" -Provider

"My PCP of many years suddenly retired, and my new PCP—whom I had only met via video appointment—is now gone also! I will have to be seen by a doctor who is only there temporarily and, of course, doesn't know me or my issues at all!?! -Veteran

How can we help our Veterans **CHOOSE VA** and let them know we're there?

Just **OWN THE MOMENT** and show them that **WE CARE!**



# TELEHEALTH WE CARE BEHAVIORS- (VIDEO VISITS)

What we SAY and DO and how the Veteran feels

## ACTIVELY LISTEN

### SAY

- Thank you (Spouse/partner name) for joining us. What are your concerns?
- Tell me more about that.
- I understand what you are saying.

### DO

- Nod
- Take notes
- Keep eye contact
- Ask follow-up questions
- Speak Clearly

**HOT TIP:** Acknowledge the partner/spouse and bring them into the conversation. You may get better information from them!

"My last video appt. for pharmacy was with Dr. Riggins, and I have to say he and Dr. Hardy both are one of the most caring, but yet professional doctors I have had the pleasure dealing with. They really show their concern about my health and well-being. Wish there were more like them, glad I have them as part of my care team." –Veteran

## RESPOND TO THEIR NEEDS

### SAY

- Let me summarize what you said.
- Is there anything you do not understand or anything we missed?
- Did we meet your goals for today?

### DO

- Stay focused on the Veteran, do not get distracted by popups
- Take action on needs for prescription refills, follow up appointments, and other Veteran requests.
- Agree upon a plan for future care so Veterans can be an active partner in their care.

### HOT TIP:

Do not rush and take needs for granted.  
"I felt very comfortable with Dr. Patel in my first session with her. Despite the awkwardness of a video exam, she was easy to relate to, and she was very responsive to my needs. She also had the expertise that I value. I felt an instant rapport with Freddy Phillips, who was very friendly and accommodating, conscientious about details, worked efficiently, made sure that I had the info I needed." –Veteran

## EXPRESS GRATITUDE

### SAY

- Thank you for trying telehealth (if this was their first time)
- Thank you for choosing VA
- I appreciate your time and patience

### DO

- Smile
- Make Eye Contact
- Thank the Caregiver/Family member for their participation

**HOT TIP:** Remember that our Veterans have a choice. The reason they will choose VA tomorrow is based on how we treat them today so be grateful they trust you with their care.

## THE GOAL

Every encounter with our Veterans is an opportunity to Own the Moment, to provide them with an excellent experience through each touch point, with every employee!

"My experience with VA medical care has been excellent. From my PCP to the specialty care and the administrative staff all have provide great care and assistance when requested. My VA Telehealth nurse, Danielle, has provided Excellent care and when my readings are a little out of range she calls to access if there is a problem. To all of my care givers and admin personnel... BRAVO!!! and Thanks." –Veteran

My only add would be that we use the Veterans preferred name repeatedly. Particularly and especially if it's different from the one in the record. So rather than just starting sentences asking. So Karen.... That is tremendously affirming to all Veterans.



# ATLAS

## Accessing Telehealth through Local Area Stations

### ATLAS SCRIPT FOR VA STAFF – INTRODUCING ATLAS TO VETERANS

This is a script for VA Medical Center staff to use when introducing ATLAS to Veterans.

#### **Schedulers: By Phone – Introduction**

Good [morning][afternoon]! My name is \_\_\_\_\_ and I am calling from \_\_\_\_\_.

Who am I speaking with today?

I'm calling to let you know about a new, convenient option for receiving VA care that's available to Veterans. It's called ATLAS — which stands for Accessing Telehealth through Local Area Stations. Have you heard of ATLAS?

#### *If the Veteran Has Not Heard of ATLAS*

ATLAS enables you to receive VA care closer to home. As part of ATLAS, you can meet with your VA care team by video in a private appointment space at \_\_\_\_\_.

The private appointment room has everything needed for you to connect to your VA care team by video, including high-speed internet and the equipment needed to use VA Video Connect, VA's secure videoconferencing platform. You don't need to have your own device. And if you're new to telehealth appointments, you can easily participate! Think of this as an additional tool to use to get the best care possible. It's convenient, simple, and saves you time and money.

Would you be interested in having your next VA appointment at \_\_\_\_\_?

[If the Veteran says yes:]

- Great! Do you have any questions? May I schedule an ATLAS appointment for you?

[OR]

- Would you like me to transfer you to an ATLAS scheduler to set up an appointment? In case we get disconnected, I'll give you the direct number. Do you have a pen ready? The number is \_\_\_\_\_.

#### *If the Veteran Has Heard of ATLAS*

Great! Have you had an appointment at an ATLAS site before?



# ATLAS

## Accessing Telehealth through Local Area Stations

### **[If they have:]**

- How was your experience at the ATLAS site?
  - o [Positive feedback:] That is great to hear. Thank you for your feedback.
  - o [Negative or neutral feedback:] Thank you for your feedback. I will make a note of this to the ATLAS site team. Do you have any other suggestions for how VA could improve the ATLAS site experience for you and other Veterans?
- Would you like to have your next VA appointment at?

### **[If they have not:]**

Would you like more information about ATLAS or about how to schedule an appointment?

## **Wrap-Up**

### **[If the Veteran wants to learn more:]**

To learn more about ATLAS and ATLAS appointments, visit the ATLAS webpage at [connectedcare.va.gov/partners/atlas](https://connectedcare.va.gov/partners/atlas). You can also speak with your VA care team about whether ATLAS is a good fit for the care you need.

### **[If the Veteran wants to schedule an ATLAS appointment:]**

- May I schedule an ATLAS appointment for you?
- [OR]
- To schedule an appointment, contact
  - In case we get disconnected, I'll give you the direct number. Do you have a pen ready? The number is .
  - You can also speak with your VA care team about whether ATLAS is a good fit for the care you need.

Thank you for your time. I hope that you'll find ATLAS a convenient option for your health care needs!  
Have a good day.



# ATLAS

## Accessing Telehealth through Local Area Stations

### IN PERSON – INTRODUCTION

Good [morning][afternoon]! Thank you for coming in today.

I want to let you know about another way to receive VA care that is may be more convenient for you. Have you heard about ATLAS?

#### *If the Veteran Has Not Heard of ATLAS*

ATLAS — which stands for Accessing Telehealth through Local Area Stations — is a way for you to receive VA care closer to home. It offers private appointment space in your community for you to meet with your VA care team by video.

The private appointment room is located at and has everything needed to connect you to your VA care team by video, including high-speed internet and the equipment needed to use VA Video Connect, VA's secure videoconferencing platform. You don't need to have your own device. And if you're new to telehealth appointments, you can easily participate! Think of this as an additional tool to use to get the best care possible. It's convenient, simple, and saves you time and money.

Would you be interested in having your next VA appointment at \_\_\_\_\_ ?

#### *If the Veteran Has Heard of ATLAS*

Great! Have you had an appointment at an ATLAS site before?

#### **[If they have:]**

- How was your experience at the ATLAS site?
  - o [Positive feedback:] That is great to hear. Thank you for your feedback.
  - o [Negative or neutral feedback:] Thank you for your feedback. I will make a note of this to the ATLAS site team. Do you have any other suggestions for how VA could improve the ATLAS site experience for you and other Veterans?
- Would you like to have your next VA appointment at?

#### **[If they have not:]**

Would you like more information about ATLAS or about how to schedule an appointment?



# ATLAS

## Accessing Telehealth through Local Area Stations

### WRAP-UP

#### **[If the Veteran wants to learn more:]**

To learn more about ATLAS and ATLAS appointments, visit the ATLAS webpage at [connectedcare.va.gov/partners/atlas](https://connectedcare.va.gov/partners/atlas). You can also speak with your VA care team about whether ATLAS is a good fit for the care you need.

[If the Veteran wants to schedule an ATLAS appointment:]

- May I schedule an ATLAS appointment for you?

[OR]

- To schedule an appointment, contact
- In case we get disconnected, I'll give you the direct number. Do you have a pen ready? The number is .
- You can also speak with your VA care team about whether ATLAS is a good fit for the care you need.

Thank you for your time. I hope that you'll find ATLAS a convenient option for your health care needs!  
Have a good day.

#### **ATLAS Talking Points**

- VA's ATLAS is an effort to increase Veterans' access to VA care. ATLAS offers convenient locations where Veterans can meet with their VA care team through secure video appointments.
- As part of ATLAS, VA teamed up with The American Legion, Veterans of Foreign Wars, and Walmart. These organizations offer private appointment rooms at select locations, known as ATLAS sites, for Veterans to have secure video visits with their VA care team.
- The private appointment room has high-speed internet access and the equipment needed to have secure video appointments with your VA care team. There is no need to have your own smartphone, tablet, or computer, or an internet connection at home.
- There is an ATLAS site in your local community:
- So if you live far from VA facilities, have limited access to the internet, or just want to have a video visit with the privacy of an appointment room, you have the option of going to your local ATLAS site to receive VA care by secure video.
- The ATLAS site at offers
- Video visits do not take away your option for in-person care. The choice of where and when you



# ATLAS

## Accessing Telehealth through Local Area Stations

### Walmart Site Talking Points

- At the Walmart site, you can check in for your ATLAS appointment at the pharmacy's drop-off window.
- You will be able to use the private health services room to connect to your VA care team by secure video.
- An attendant will be on-site to help you set up for the appointment and to clean the space between visits.

### Veteran Service Organization Site Talking Points

- You do not need to be a member of the VSO to receive VA care at the ATLAS site.
- VA provides the clinical services, while the VSO provides the private appointment space. All Veterans enrolled in care at the VSO can use the appointment space for secure video appointments with their VA care team.

### Possible Veteran Questions

#### Q. What does ATLAS stand for?

A. Accessing Telehealth through Local Area Stations.

#### Q. What will happen during my visit?

A. At the ATLAS site, you will meet with your VA care team in a private appointment room through VA Video Connect, VA's secure videoconferencing app. A volunteer or staff member from the ATLAS site will show you to the appointment room, help you join the virtual appointment room through VA Video Connect, and then leave the room before your visit starts. This means you don't have to worry about any equipment or setup.

#### Q. Is there a copay?

A. No. There are no copays associated with VA Video Connect visits at an ATLAS site.

#### Q. What will the hours be?

A. Hours are also listed on the ATLAS webpage: [connectedcare.va.gov/partners/atlas](https://connectedcare.va.gov/partners/atlas).