

CONNECTED CARE



Frequently Asked Questions

Q-1: What is the Office of Connected Care?

The Office of Connected Care is comprised of VA Telehealth Services, My Health^eVet, the VHA Innovation Program and VA Mobile. Through these programs, the Office of Connected Care seeks to deliver quality, Veteran-centered care that optimizes individual and population health while advancing personalized and proactive care. The Office of Connected Care enhances the Veteran health care experience through virtual methods of care and supports Veterans, their families and VA staff through providing the following:

- Increased access to continuous, coordinated VA health care services
- Streamlined workflow, reach and efficiency of VA staff
- Support for Veteran participation in their health care

Q-2: How does the Office of Connected Care benefit Veterans?

With its patient-facing digital health technologies aligned under one organization, VA seamlessly delivers technology solutions, including telehealth, mobile apps and an award-winning personal health record, that meet the diverse needs of Veterans regardless of location, age, health conditions or other important demographics. For example, some Veterans may prefer to use their mobile devices, while others may prefer to connect with their VA care teams through other methods.



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

Q-3: How does the Office of Connected Care support VA Care Teams?

The Office of Connected Care allows for greater integration of digital health products and services across VA. This streamlines workflow for care teams by giving them secure, mobile access to patient records. In addition, this provides new ways to monitor patient conditions and share information between appointments, or even conduct appointments virtually. Ultimately, digital technologies can improve communication and Veteran care. Additionally, telehealth technologies can increase capacity for staffing and decrease geographic barriers, allowing specialists in urban areas to virtually support Veterans across the country, including remote rural areas.

Q-4: How do I find out which Office of Connected Care technologies are available to me?

Some technologies are available to Veterans regardless of the VA facility where they receive treatment, while others vary by location.

All Veterans can use My Health^eVet at myhealth.va.gov. VA patients with Basic and Advanced accounts can refill VA prescriptions, access trusted health libraries as well as journals and self-entered health information. Veterans with a My Health^eVet Premium account have the highest level of access to additional My Health^eVet features including:

- VA Health Summary: Download, view and share your VA medical record with non-VA providers
- Secure Messaging: Communicate with your VA health care team via Secure Messaging
- VA Appointments: Schedule and manage VA appointments online
- Department of Defense (DoD) military service information

Many of the mobile apps are available to all Veterans and/or care teams. To use some of the apps, Veterans must receive care through VA and have a DS Logon Level 2 (Premium) account. The available apps for both Veterans and care teams as well as more information on how to access them can be found at mobile.va.gov/appstore.

The availability of many telehealth services varies depending on location. If you have questions, contact your facility.

Q-5: How does VA develop new technologies?

Connected Care technologies are developed to meet identified patient or care team needs. Many come from the field and begin as part of the VHA Innovation Program. All technologies go through extensive field testing with Veterans and VA care teams to ensure that they are the best possible tools for enhancing Veteran care.

Q-6: Where can I go for more information?

To learn more about the Office of Connected Care, visit connectedcare.va.gov. The Office of Connected Care has set up an action group comprised of members of each program. For more information, contact the VHA Connected Care Communications at vha10P8communications@va.gov.