

# Use of Remote Patient Monitoring – Home Telehealth for COVID-19 Care

## Veteran Information

**If you are experiencing COVID-19 symptoms, your VA provider may order the use of the Veteran Health Administration's Remote Patient Monitoring – Home Telehealth program to track and monitor your health every day for the duration of the program sessions. The following is general information about the program:**

- To enroll, your provider will send a consult request to VHA's Remote Patient Monitoring – Home Telehealth program.
- A Care Coordinator, usually a registered nurse, will review this consult request and your medical record information. The Care Coordinator will then call you to conduct an evaluation and discuss the program details. You will need to agree to participate in the program **daily**.
- During the initial call, the Care Coordinator will determine which technologies to use based on your needs. You will be assigned a Care Coordinator who will review your responses daily **during normal business hours** and work with your VA care team as needed. You will receive your Care Coordinator's contact information should you have any questions or concerns.
- Most Veterans will be assigned to an **interactive voice response system**. This technology sends and transmits health messages and data using your landline phone or cellphone. You can enter your responses using your voice or phone keypad. Another option is a web-based app, if available, that enables you to sign in through your smartphone or laptop.

- All technologies associated with the program use **secure transmission processes** that meet the U.S. Department of Veterans Affairs' requirements for privacy and security.
- There is **no charge** for participating in the Remote Patient Monitoring – Home Telehealth program.
- The daily sessions are part of a general infectious illness protocol, which includes information needed for the monitoring of COVID-19. The protocol includes symptom questions and education about infection control and when and how to seek additional medical care. Your Care Coordinator may also ask you to take vital sign measurements, such as your temperature. If needed, and available, measurement devices may be ordered for you as well. Your Care Coordinator will discuss this in detail with you during the initial call. The program **sessions usually last 20 days**, but you may repeat the program sessions if necessary.
- The Remote Patient Monitoring – Home Telehealth program is honored to assist you with your care during this challenging time.

**Below are links about COVID-19 that you can refer to, in addition to the information provided through the Remote Patient Monitoring – Home Telehealth program:**

**VA site:**

[va.gov/coronavirus](https://va.gov/coronavirus)

**Centers for Disease Control and Prevention site:**

[cdc.gov/coronavirus](https://cdc.gov/coronavirus)



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