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

● iOS ▲ Android
■ Web ▭ Options
🔒 Requires login

	For Veterans To Manage Their Care						For Veterans To Achieve Their Health Goals										For Veterans To Improve Their Mental Health							
	Airborne Hazards and Open Burn Pit Registry ■	Annie App for Veterans ■	MobileKidney ■	Pain Coach ■	Somnoware ■	VA FitHeart ■	CBT-i Coach ● ▲	Concussion Coach ● ▲	COVID Coach ● ▲	Insomnia Coach ● ▲	Live Whole Health ● ▲	Mindfulness Coach ● ▲	MOVE! Coach ● ▲	Stay Quit Coach ● ▲	VA Pressure Ulcer Resource ● ▲	VetChange ● ▲	ACT Coach ● ▲	AIMS for Anger Management ● ▲ ■	CPT Coach ● ▲	Couples Coach ● ▲	PE Coach 2 ● ▲	PTSD Coach ● ▲	PTSD Family Coach ● ▲	STAIR Coach ●
Alcohol, drug, and tobacco use		▭												▭		▭								
Anger and irritability		▭						▭	▭			▭					▭	▭	▭	▭				▭
Anxiety, stress, and PTSD		▭							▭			▭		▭			▭	▭	▭	▭	▭	▭	▭	▭
Cancer and oncology		▭									▭													
Depression		▭							▭			▭					▭	▭	▭	▭				▭
Diabetes and kidney health		▭	▭																					
Disaster and exposure	▭								▭															
Dyslipidemia (cholesterol)		▭											▭											
Family and caregivers		▭						▭	▭			▭	▭							▭			▭	▭
Hypertension (high blood pressure)		▭				▭								▭										
Mindfulness and resilience									▭			▭	▭				▭	▭	▭	▭		▭	▭	▭
Pain and headaches				▭								▭												
Personal development and goal setting						▭	▭		▭			▭	▭	▭		▭	▭	▭	▭	▭	▭	▭	▭	▭
Pressure ulcers															▭									
Sleep and insomnia		▭			▭		▭			▭		▭												
Traumatic brain injury								▭																
Weight loss, nutrition and exercise		▭				▭							▭											
Intended for use in treatment	▭	▭	▭	▭	▭	▭															▭			

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 the Office of Connected Care Help Desk: **866-651-3180 | 24/7**

🔒 Requires Login

Veterans: My HealtheVet Premium, DS Logon Level 2 (Premium), or ID.me

VA staff: PIV, PIV exemption, or VistA login credentials

VA Mobile VA Telehealth My HealtheVet

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		myhealthevet	Annie App for Veterans	Rx Refill	VA Health Chat (at limited sites)	VA Online Scheduling	CHAMPVA Pay	My VA Images	Image Viewing Solution	Patient Viewer	VA Mental Health Checkup	Ask a Pharmacist	Virtual Care Manager	VA Video Connect	Synchronous Telehealth	ATLAS (Accessing Telehealth through Local Area Stations)	Remote Patient Monitoring - L2 (Low Intensity)	Remote Patient Monitoring – Home Telehealth (HT) (Complex Care)	Asynchronous Telehealth
		■	■	● ▲	● ▲ ■	■	▲ ■	■	■	■	■	■	■	● ▲ ■	■	■	■	■	■
	Where to access virtual tools and training materials	***myhealth.va.gov***	***mobile.va.gov***												***telehealth.va.gov***				
Patient	Communicate with VA staff	■			■				■			■		■	■	■	■	■	
	Receive health texts		■																
	Refill prescription	■		■	■														
	Schedule appointment	■				■													
	Send images	■						■	■										■
	Take health assessment	■									■								
	View or download VA health records	■																	
Both	Look up participation status of CHAMPVA medical codes						■												
Clinician	Assign/recommend self-management protocols		■																
	Conduct anywhere-to-anywhere virtual visit													■			■	■	
	Conduct clinic-to-clinic virtual visit														■				■
	Conduct virtual visit to local area stations															■			
	Provide case management/ remote care								■	■			■	■	■	■	■	■	
	Provide health coaching and patient education	■															■	■	
	View images sent by patient	■							■	■									■

To help Veterans access virtual tools requiring logon, VA staff can help Veterans register for a My Health**e**Vet 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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