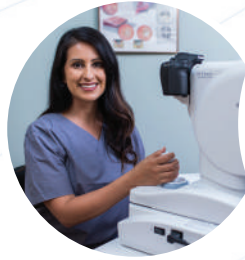


CONNECTED CARE



Background

The Department of Veterans Affairs (VA) continues to look for new ways to improve services for Veterans and engage them in their own health care. As part of this effort, there has been an increased focus on developing virtual technology to improve access for Veterans and to provide health care beyond traditional doctor's office visits. The Office of Connected Care enables VA to deliver on its promise to provide personalized, proactive, patient-driven health care. Specifically, the Office of Connected Care focuses on:

- Increasing Veterans' access to continuous, coordinated VA health care services;
- Enhancing the workflow, impact and efficiency through technology for VA staff; and
- Supporting Veterans' participation in their health care.

The Office of Connected Care is comprised of VA Telehealth Services, My Health^eVet, and VA Mobile. For more than 15 years, VA Telehealth Services has been a pioneer in digital health care. In FY 2018 alone, VA Telehealth Services provided telehealth care to more than 782,000 Veterans—more than 13 percent of Veterans receiving VA health care. My Health^eVet has also been in existence for more than 15 years and boasts 4.6 million registered users. In addition, VA Mobile is on the cutting edge of connected health care, delivering new and innovative technologies and services, including many mobile health apps, to both Veterans and VA staff members.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care

VA Telehealth Services

Using the latest technologies and data, VA Telehealth Services is changing the way Veterans access VA quality care. From the home, the clinic or the hospital, telehealth technologies make it easier for Veterans to connect with their care teams and share important health information.

- At Home: Meet with VA providers virtually and send important health data from the comfort of home.
- In the Clinic: Connect with VA health specialists around the country from a local clinic.
- In the Hospital: Telehealth technologies in hospitals help VA providers around the campus, region or country collaborate to improve Veteran care.

New developments for VA's telehealth strategy include VA Video Connect (VVC), real-time telehealth technology that connects Veterans with their health care team from anywhere, and telehealth hubs, which allow VA to hire providers in urban areas to serve areas of the country with fewer specialty providers. Through telehealth hubs, VA can provide Veterans with rapid access to mental health or other services where local barriers may exist.

My HealthVet

My HealthVet (myhealth.va.gov) is VA's award-winning, patient-facing website. It offers Veterans, service members, their dependents and Caregivers anywhere, anytime access to VA health care information and services. My HealthVet is a free, easy to use, private and secure online personal health record that empowers Veterans and service members to take charge of their

health and well-being as active partners with their health care teams. With My HealthVet, Veterans can use Secure Messaging to communicate about non-emergency matters with their VA care teams; review notes from their clinic visits; schedule and manage medical appointments online; refill VA prescriptions; record their diet, exercise and health history; and more.

VA Mobile

VA Mobile develops health apps for Veterans and VA care teams that increase access, communication and coordination of care for Veterans. The apps provide Veterans with increased opportunities to actively participate in their health care and lead healthier lives.

Some VA Mobile apps are informational and help Veterans track their own health information or manage chronic conditions, or they provide care teams with resources to address the needs of their patients. Other apps connect to Veterans' medical records and help VA care teams and patients more easily access VA health records, share information and communicate between appointments, ultimately improving the health of Veterans by leveraging the power of mobile technology. VA's apps are available now from the VA App Store: mobile.va.gov/appstore.

For more information, visit
connectedcare.va.gov or contact the
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