

Becoming Telehealth from Home Capable

Unless you have a VA laptop, or PIV card reader at home, you cannot log in remotely with your VA user name and password without a temporary PIV Card Exemption

You need to access the VA network to:

- *Receive VA email with links for pre-scheduled VVC visits (which you may then have to forward to your dedicated non-VA email account)*
- *Access the Virtual Care Manager to set-up Ad Hoc (not pre-scheduled) VVC visits*
- *Access CPRS to review patient record and perform visit documentation*

Therefore, you must

- **Request a PIV Card Exemption:**

- ✓ Call VA National Help Desk—855-673-4357

- **Maintain your PIV Card Exemption:**

- Recontact National Help Desk above every two weeks to request another two week extension of your exemption



Becoming Telehealth Capable –Remote Access

- If not already done for you, ask your VA training director (or their administrative delegate) to request remote access for you
- You will receive a welcome e-mail (at your academic non-VA email) with steps on how to obtain remote access
- Please call : 1-855-673-HELP (4357) to help you set up Remote Access

Preferred Platform for VA Video to Home Visits = VA Video Connect

App Overview: **VA Video Connect**

<https://mobile.va.gov/app/va-video-connect>



- Connect Veterans with their VA care teams from anywhere, using encryption to ensure a secure and private session.
- VA Video Connect works on nearly any device that has an internet connection and a web camera.
 - Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.
- How to get started with VVC:

<http://vaww.telehealth.va.gov/pgm/vvc/providers/index.asp> *

*link only available when logged into VA network

Preparing Veterans to Use VA Video Connect

Resources

- **Public-facing resources for Veterans re VA Video Connect:**
 - <https://www.myhealth.va.gov/mhv-portal-web/ss04092018-the-doctor-can-see-you-now>
- **VA mobile app store: VA Video Connect** (description, training materials, FAQs, and some helpful **YouTube videos** at the bottom, etc.):
 - <https://mobile.va.gov/app/va-video-connect#AppDescription>
- **VA Video Connect Instructions for Patients:**
<https://www.youtube.com/watch?v=HghVlt4az-Q>
- **Help Stop the Spread of COVID-19:**
<https://vaww.infoshare.va.gov/sites/telehealth/docs/covid19-hsts.docx>
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- **HANDOUT FOR VETERANS: VA Video Connect Getting Started: A Step-By-Step Guide**
 - https://vaww.connectedhealth.va.gov/Communications/SiteAssets/SitePages/VVC_ToolKit/files8-1-2018/VVCSlickSheet508.pdf *
- **VVC Technical Support for Veterans**
 - Veterans can call the Help Desk at **866-651-3180**
 - Hours: Monday - Saturday 7 a.m. to 11 p.m. Eastern time
- **Patient Equipment Options**
 - **On an Apple mobile device (e.g., iPhone, iPad):** Veterans can download the free VVC iOS app from the [Apple App Store](#).
 - **All other devices:** No application download is required. The session will launch automatically in the Veteran's web browser after the session link is selected from their email invitation.
 - Veterans with Verizon, Sprint, and T-Mobile can access VA Video Connect on their mobile devices and tablets without incurring data charges

*link only available when logged into VA network

Requirements for Veteran's Location for VA Video Connect to Home

- Private space
- Veteran consent to telehealth (documented in chart)
- Veteran has either a Smart Phone/Laptop/Desktop/Tablet
- Veteran has internet access (Wi-Fi or 4G)
- Veteran has E-Mail account
- A test call should be completed prior to initial VVC appointment
 - Veteran calls National Telehealth Technology Help Desk at (866) 651-3180
 - Designee conducts test call

*Note: VA issued Tablets can be requested for those patients with no access to care without them. Talk with your Facility Telehealth Coordinator.

Scheduling your own Ad Hoc VA Video to Home Visits in VVC

App Overview: Virtual Care Manager

<https://mobile.va.gov/app/virtual-care-manager>



- Create VA Video Connect visits
 - Note: Virtual Care Manager does not schedule an appointment in VistA. To schedule future video visits, please work with your clinic schedulers.
- View and have providers/veterans join VVC visits from one location
- View visits from Virtual Care Manager, Scheduling Manager and Patient Viewer
- Re-send email notifications to Veterans

Scheduling the Visit yourself using Virtual Care Manager

- Log onto VA network
- Open Chrome browser within VA environment
(Tip: search for “Chrome” in Apps menu)
- Within that Chrome window, go to <https://staff.mobile.va.gov/vvc-manager/> (this automatically opens the webapp)
- When asked to authenticate via PIV, instead select “View Other Sign-In Options” and then choose “Sign In with VA Network ID” to enter username and password
- This takes you to the VCM webpage to learn more <https://mobile.va.gov/app/virtual-care-manager>

VA



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Veterans Health Administration
Office of Connected Care

Scheduling VVC using non-VA Email in Virtual Care Manager

In Virtual Care Manager:

- Enter Veteran's email in "Patient" email field
- Enter your dedicated, non-VA email address in the "VA Staff #1" email field

VA Staff #1: Provider's non-VA Email:

TEST TEST
10/01/1947 (72) M
00000041

Video Visits

Reduce Screen

Meeting Participants

* Enter an email for each person to invite - at least one is required

Patient

Invite Patient

* Email
smith@example.com

Phone (999)-999-9999 Phone Type Select

Caregiver #1

Email
smith@example.com

First Name Last Name

Add Another Caregiver

VA Staff #1

Email
smith@example.com

Add Another VA Staff

CONDUCTING VVC visits if already scheduled for you

If the visit is already scheduled in CPRS (by someone else):

✓ **FIRST STEP:** Access the VA remotely from home via Explorer browser- keep it open

✓ To get to CPRS

✓ **SECOND STEP:**

✓ Option 1: Open your dedicated non-VA email within a different browser, outside the VA firewall (can be on a different device, or a different window on the same device). From the non-VA email invitation, follow the link to open the VVC visit

✓ Option 2:

>>Please copy the following URL <https://care.va.gov/vvc-app/#/> to Google Chrome Favorites or Bookmarks (It might work on safari too)

>>A screen will open that reads “VA Video Connect” with an entry blank for the following items

Person or Conference to call: Please enter the “Alias” from the email that was sent to your outlook about appointments details

>>(To join this VVC appointment manually or through a video conferencing device: Alias – xxxxxxxx Host PIN- xxxx)

Your name: Please enter your name

>>Please click “Connect”

>>Allow “care.va.gov” to use your camera and microphone:click “allow”

>>You will be asked to enter a PIN. You can find this on your outlook email appointment.

>>(To join this VVC appointment manually or through a video conferencing device: Alias – xxxxxxxx Host PIN- xxxx)

>>Click “Connect”

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Telework Telehealth 'How To' Resources

Videos

- Telework Telehealth: Using CAG and Personal Equipment <https://youtu.be/JYigWvIVLTo>
- Telework Telehealth: Using VCM and Connecting to a VVC Visit <https://youtu.be/nRADpwaE6zM>

Telehealth Emergency Plans must be in place

- Providers need to have plans in place to address:
 - Medical emergencies
 - Mental Health/behavioral emergencies
 - Technical disruptions
- For VVC to a non-VA location, provider will activate local VVC Telehealth Emergency Plan; at the beginning of each encounter, the provider will:
 - Obtain the address/location of the patient.
 - Obtain or verify the patient's current phone number.
 - Obtain or verify an emergency contact number to notify emergency resources.
- Document the above info in the Note
- Veterans may decline to provide their location or contact information. If they are aware of their risks, that is their right, and the telehealth visit can continue without this information.



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