VA Video Connect

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

https://www.myhealth.va.gov/mhv-portal-web/ss20180910-facebook-live-sept-18

Below is a summary of the information found at the above two websites. Click on the links above for more details about the VA's new Video Connect program.

VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. It makes VA health care more convenient and reduces travel times for Veterans, especially those in very rural areas with limited access to VA health care facilities, and it allows quick and easy health care access from any mobile or web-based device.

Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit. Please speak with your VA care team if you are interested in potentially receiving care through VA Video Connect. Ahead of a VA Video Connect appointment, you will receive an email or calendar invite with a link to launch the session.

VA Video Connect works on nearly any device that has an internet connection and a web camera. For example, it works on Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.

VA Video Connect Links Veterans to Doctors

Traveling to a clinic or a hospital isn't the only way to see your doctor. Instead of going to the doctor's office for your health care appointment, why not use a secure video connection from the comfort of your own home? On Tuesday, September 18 at noon ET, VA's Office of Connected Care and Veterans of Foreign Wars (VFW) are hosting a Facebook Live event to discuss VA Video Connect, VA's virtual appointment technology.

When you join the Facebook discussion, you will learn how to use the VA Video Connect App to connect with your health care provider using the camera on your phone, computer, or tablet. You'll even see how you can access your virtual medical room and meet with your VA care team with any device that has an internet connection, a web camera, a microphone, and speakers.

How to prepare for your VA Video Connect visit:

On an Apple mobile device (e.g., iPhone, iPad): Download the free VA Video Connect iOS app from the Apple App Store. The session will launch automatically in the app after the session link is selected from the email invitation.

All other devices: No application download is required. The session will launch automatically in your web browser after the session link is selected from the email invitation.

More information may be found below and on our FAQs page. For questions about and/or technical assistance regarding VA Video Connect, please contact the National Telehealth Technology Help Desk at 866-651-3180 or 703-234-4483 on Monday through Saturday, 7 a.m. through 11 p.m. ET.

Features:

Participate in video appointments
Engage using built-in chat feature

Training Materials - Downloadable Quick Guides:
-Android Quick Guide
-iOS Quick Guide
-Google Chrome Quick Guide
-Internet Explorer Quick Guide

National Telehealth Technology Help Desk:

866-651-3180
703-234-4483
Monday — Saturday 7 a.m. — 11 p.m. (ET)

Correspondence Address:

VA Mobile Health
VHA Office of Connected Care (10P8), 375AA
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, DC 20420

Website Feedback:

Media Request/Speaking Opportunities

Frequently Asked Questions:

What is the VA Video Connect App?

The Department of Veterans Affairs (VA) Video Connect mobile application (app) enables you to connect to a virtual medical room. In the virtual medical room, you participate in video health care visits where a hands-on physical examination is not required. You access your provider on a scheduled date and time – just like a face-to-face meeting in a clinic exam room.

Why should I use VA Video Connect?

By providing fast, easy, encrypted, real-time access to care in the virtual medical room, VA Video Connect makes it easier for you to choose where you'd like to receive services. By connecting to the

virtual medical room through VA Video Connect, you can see and talk to your VA care team from anywhere, making appointments more convenient and reducing travel and wait times.

Who can use VA Video Connect?

To use VA Video Connect, you must:

-B e enrolled in VA health care.
- Have an email account where the link to the virtual medical room can be sent and accessed to start the video appointment.

- If you are using an iOS device, you must install the iOS VA Video Connect App from iTunes before joining your encounter. NOTE: Using VA Video Connect on anything other than an iOS (Apple) device does not require an app download. The session will automatically open in a web browser when the visit link is selected.

What type of equipment do I need to use VA Video Connect?

VA Video Connect will work on nearly any device that has an internet connection; a web camera, microphone, and speakers (either internal or attached); and a web browser. For example, it will work on PCs, laptops, iOS mobile devices, Android mobile devices, and Windows mobile devices.

Is there an app I need to download to use VA Video Connect?

If you are using an Android or Windows device (desktop, laptop, tablet), no application download is required. The session will launch automatically in the app after the session link is selected from the email invitation.

If you are using an Apple mobile device, such as an iPhone or iPad, you will need to download the free VA Video Connect App from the App Store. Use this link to find more information on downloading the VA Video Connect App for your iOS device.

How much data will be used if I connect to a VA Video Connect session on my mobile phone?

This depends on how long the session is. If possible, connect over Wi-Fi if you have a limited data plan. Talk to your cell phone service carrier if you have questions about data costs and usage.

Does VA Video Connect require a high-speed internet connection?

No, VA Video Connect will work over most lower-bandwidth connections, including cellular data connections, although the quality of the video may be reduced. If cellular data is used, a 3G or 4G connection with at least two (2) connection bars is recommended.

Is the video connection with VA Video Connect secure?

Yes, only invited participants can join a virtual medical room for a visit within VA Video Connect. Participants can always see who has joined. And further, the VA provider can lock the room once all invited participants have arrived, such that no-one else can come.

Will a family member or caregiver be able to join my video visit in VA Video Connect?

Yes, VA Video Connect's virtual medical rooms allow for multiple participants.

Will I need a username or password to access VA Video Connect?

To enter your VA Video Connect visit, you will need only the link that is sent to you by email.
You may select to view and access your video visits through the VA Online Scheduling application rather than through the emailed link. The VA Online Scheduling application does require the use of ID.me, DS Logon or My HealtheVet account credentials. Learn more about VA Online Scheduling.

How can I start using VA Video Connect with my VA care team?

Veterans and health care providers jointly decide whether to use VA Video Connect for a medical visit. Once your care team begins offering visits using VA Video Connect, you should discuss its use with your provider.

How do I access my VA Video Connect Session?

When a VA Video Connect session is scheduled, you will receive an email with a link to join the virtual medical room. The email also includes additional resources to help you learn about and use VA Video Connect. At the time of your appointment, you simply click on the link, enter your name, and launch the session.

Alternatively, you may select to view and access your video visits through the VA Online Scheduling application. Learn more about VA Online Scheduling.

Can I use the same link for all of my VA Video Connect sessions?

No, you cannot use the same link for all VA Video Connect sessions. You will receive a new email invitation to join the virtual medical room for each session. The link in that email should be used.

Will I receive a reminder before my VA Video Connect appointment?

Appointment confirmations with instructions and links are sent when the appointment is scheduled. It is recommended that you follow instructions in the email to add the appointment and session information to your calendar. Additionally, you can set up an email folder to save all VA Video Connect invitations so that they are easy to find at the time of your appointment. You will also receive reminder emails in the week leading up to your appointment.

How do I test my connection and audio/video settings before the video appointment starts?

To test, visit the VA Video Connect test site on your mobile device.

How do I join my video appointment with my provider?

Click on the link in the email invite you received via email (or saved to your calendar). The appointment will begin when your provider arrives. If attending a scheduled visit, the waiting room will be available 30 minutes before the scheduled start time of your meeting. See below for links to additional guidance on how to access VA Video Connect on different browsers and devices:

-Android device
-iOS device
-Google Chrome browser
-Internet Explorer browser

Can I send messages to my provider by typing during my video appointment?

Yes. To send a message by text to your provider while in the video appointment, type your message, and press Enter on your keypad to chat via text with your provider. To hide the Chat Room, tap the down arrow. To unhide the Chat Room, tap the up arrow.

How do I mute my microphone, so my provider cannot hear my audio?

To mute your microphone so your provider cannot hear your audio, tap the microphone icon. A slash through the microphone icon will appear indicating that your microphone is muted. Tap the microphone icon to remove the slash and unmute yourself so your provider can hear your audio.

How do I hide my video feed, so my provider cannot see me?

To hide your video feed so that your provider cannot see you, tap the video camera icon. A slash through the video icon will appear indicating that your video feed is hidden. Tap the video icon to remove the slash and unhide your video feed so your provider can see you.

When my meeting is done, how do I end or 'hang up'?

To exit the video meeting with your provider, tap the red circle with the phone icon. A pop-up Leave Session box will appear. Tap Yes, Leave to leave, or tap No to return to the video meeting. You will go back to the VA Video Connect Login screen after logging out.

What is VA Mobile Health?

VA Mobile Health is a program to improve Veterans' health by providing technologies to expand care beyond the traditional office visit. As part of VA Mobile Health, VA is releasing a series of secure apps that take advantage of the popularity of wireless technologies to support Veterans, Caregivers and VA care teams.

Do I have to log in to each VA Mobile App individually?

No. VA created the VA Launchpad to house all mobile apps that connect to CPRS. By signing in to the VA Launchpad once, you can access multiple apps from one location – without having to log in to each one individually.

What do I do if I need additional information or help?

A built-in information feature is available in the app. Tap the i icon, and a pop-up Information box will appear. Tap Help, and a pop-up Help box will appear with information about how to contact the Help Desk and provide general feedback.

You may also access videos including:

-How to Access VMR
-A Virtual Medical Room Encounter
Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911. If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: http://www.va.gov/directory/guide/home.asp?isflash=1.

Where can I find additional information about other available VA apps?

Additional information about other available VA apps can be found on mobile.va.gov/appstore as well as mobile.va.gov/appstore in the VA Mobile Apps General FAQs.