

EXAMPLE ONLY



VA
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Veterans Health Administration
Clinical Video Telehealth into the Home
Information Sheet



Why use videoconferencing (clinical video telehealth) to access VA care from your home (or otherwise private location)? Your VA medical care team believes that clinical video telehealth might be beneficial to your medical care (e.g., easier access to health care from the comfort/privacy of my home, reduced need for travel, etc.).

What technology do you need to have to participate? You will need to be able to use a mobile device (e.g. cell phone) or computer with high-speed internet connection and webcam. If you do not have access to the technology, the VA may be able to loan you a device.

What about privacy? The videoconferencing program is called VA Video Connect and it uses encryption to create a secure and private session. You will need to make sure that your physical location is private and secure (e.g., no one will be able to hear the session, and no one will interrupt the session) in order to engage in telehealth. The videoconference will not be and is not to be recorded.

Will participating affect your computer or tablet? Because no software is downloaded onto your device, it will not be affected. If using your own device, an email will be sent to you with a link to join the telehealth session. Once you click on the link in the email, the session will launch automatically in your web browser. The VA is not able to provide on-site technical support in your home.

What are the limits? This program allows videoconferencing with your VA care team only, and only during the time of your scheduled appointment. You have the right to decline telehealth appointments at any time and can discuss other options with your provider.

What are the telehealth guidelines? Telehealth appointments are treated the same way as in-person medical care. This means that you must present to session on time, fully clothed, and prepared for your telehealth appointment. There will be no smoking or eating during the appointment. It is unsafe to drive during telehealth sessions. Telehealth works best when both the provider and the patient interact professionally.