Virtual Tools for VA Care
During COVID-19 Precautions

VA virtual care helps providers deliver high-quality health care to our patients while keeping Veterans and VA employees safe from COVID-19. Here's how VA care teams can reach their patients using virtual care.

Conduct Video and Phone Appointments

Video and telephone appointments enable VA providers to check in on patients while reducing the chance of COVID-19 exposure. You can arrange video visits through the **VA Video Connect** app and conduct appointments via telephone. Providers may also use approved platforms such as FaceTime, Skype, Facebook Messenger video chat, and Google Hangouts video, if necessary. Public-facing apps – such as Facebook Live, Twitch, and TikTok – may not be used for patient care.

Learn more about VA Video Connect at ***mobile.va.gov/app/va-video-connect***.

Create, View, and Join Video Visits

Virtual Care Manager enables VA care teams to easily create and manage VA Video Connect appointments, invite Veteran caregivers or family members to the virtual visit, and add other VA staff members to the video call.

Download the app at ***mobile.va.gov/app/virtual-care-manager***.

Contact Patients Using Secure Messaging

Using **My Health*e*Vet Secure Messaging**, providers can address patients' nonurgent health needs and reschedule appointments. Providers must complete all Secure Messaging encounters within three business days.

Learn more at ***vaww.va.gov/MYHEALTHEVET/Secure_Messaging.asp***.

Send Automated Text Message Reminders

Providers can use two new **Annie** protocols to send Veterans automated text messages with information about COVID-19. The Coronavirus Precautions protocol sends information to Veterans and can monitor for symptoms. Providers can assign the Isolation and Quarantine protocol to patients in isolation or quarantine due to COVID-19.

Launch the app at ***mobile.va.gov/app/annie-app-clinicians***.

Remotely Monitor Patients' Health

With **Remote Patient Monitoring - Home Telehealth**, providers can use peripheral devices to monitor Veterans who have been recommended for home isolation or quarantine due to COVID-19.

Learn more at ***vaww.telehealth.va.gov/pgm/ht/covid19.asp***.

View Patients' Medical Information on Your VA Device

VA apps such as **Patient Viewer** and **Image Viewing Solution** enable you to access patient records, test results, progress notes, and clinical images from your VA tablet and VA smartphone.

Download these apps at ***mobile.va.gov/appstore/health-care-professionals***.

Remote Access to VA Networks

There are two ways to access the VA network remotely:

- **Citrix Access Gateway (CAG)**

    CAG is designed for users who do not have VA government-furnished equipment (GFE). CAG enables users to access general applications such as email and chat.

    NOTE: VA Video Connect is not compatible with CAG. While we take precautions against COVID-19, VA providers are authorized to use their personal equipment and a non-VA email for VA Video Connect.

- **Cisco AnyConnect VPN**

    The Cisco AnyConnect VPN client is only for use on VA GFE and is installed on all GFE laptops.

VA staff can request remote access to CAG or the Cisco AnyConnect VPN through the *VA's Remote Access Self-Service Portal*.

To request remote access:

- You must be on the VA network – either at your facility, or at home if you already have access to either CAG or Cisco AnyConnect VPN.

- You will need a personal identity verification (PIV) card reader. If you need one, ask your local information technology department about your options.

- For mobile devices, such as VA tablets, you will need PIV-D access. Learn more about connecting your mobile device under the PIV-D (Derived Credentials) section at *vaww.telehealth.va.gov/current/covid19.asp*.

Once you ask for remote access, your request will be automatically emailed to your supervisor, who can approve the request in the self-service portal.

For help accessing the VA network from home, check out the Office of Information and Technology's remote access reference guide at *oit.va.gov/resources/remote-access*. If you need additional assistance, call Your IT Services/Enterprise Service Desk at **855-673-4357**.

For the most up-to-date information on COVID-19, please visit:

cdc.gov/coronavirus | *va.gov/coronavirus*

VA | U.S. Department of Veterans Affairs