

VA Video Connect

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Conducting a VA Video Connect Visit (VVC)



Module 8- Conducting a Visit

The image shows a video conferencing interface with several key components and labels:

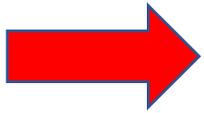
- Pull-down menu:** A blue circle highlights a menu icon in the top left of the video window. A line connects it to a list of options: "e911 (Emergency #)", "Add a new participant", "Lock conference", "Mute all guests", and "Disconnect all participants".
- Selecting a participant:** A label points to a participant selection panel on the left. It shows a "Patient" selected, with details: Role (Host/Guest), Joined (17:40:15), Presenting (No), and Muted. Buttons for "TRANSFER PARTICIPANT", "DISCONNECT", and "CLOSE" are visible.
- Video Window:** The main area shows a "View of the patient or last speaker" as a large grey silhouette. A smaller "Self view" window in the top right shows a smaller grey silhouette. A label "Hide/show self view" points to a small icon in the top right corner of the self-view window.
- Chat room:** A panel on the left shows a "Chat room" with messages from "Provider" and "Patient". A "Write a message" input field is at the bottom.
- Bottom Control Bar:** A row of icons at the bottom of the video window is labeled with the following functions: "Hide chat" (back arrow), "Hang-up" (red phone), "Screen Share" (document with arrow), "Mute/Unmute" (microphone), "Camera On/Off" (video camera), "Settings" (gear), "Info" (i), and "Enlarge Video" (expand).

Conducting a Visit

Sharing a Screen

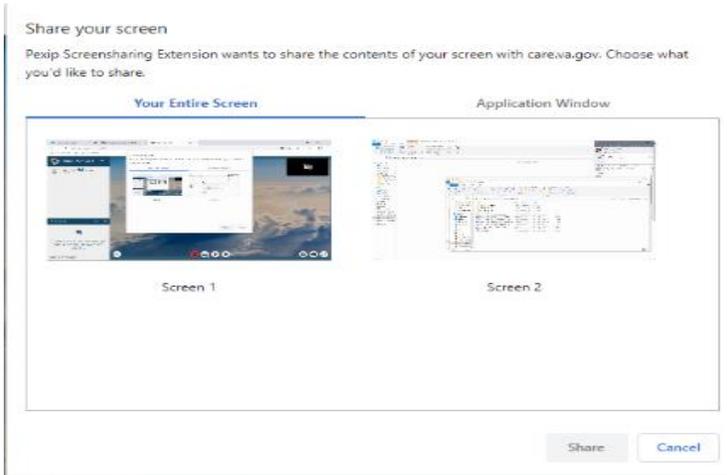
In order to share your screen, you would do the following:

Navigate to the bottom of the VVC meeting screen once you are in the Virtual Medical Room (VMR) to the Screenshare button



Click on the Screenshare button to start screensharing

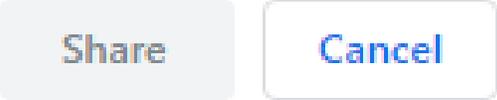
A verification message will show so that you can decide on what screen to share



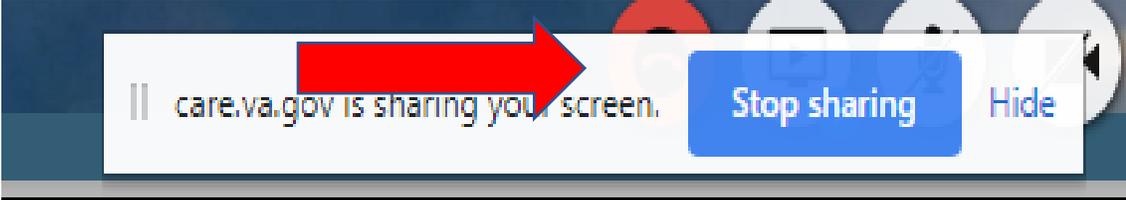
Select the option that you would like to share with the Veteran and/or Caregiver and then select the Share Button at the bottom

Conducting a Visit

A preview of what you are sharing will pop up in the VVC Visit Window



In order to stop sharing your screen, navigate to the bottom of the window and click on Stop Sharing



Conducting a Visit

Where can visits occur

VA Video Connect allows providers to contact the Veteran at any location that has access to Wi-Fi. The Veteran should be in a private and safe location

The VA healthcare provider must be located in a place where they can attend to the meeting without distractions

Security and Privacy

It is important to be in a location that has the appropriate level of security and privacy for the visit. Because of the video and audio, it is important that others cannot see or hear the visit to maintain confidentiality

Joining the Visit

There are 2 ways to join your VVC video visit:

Joining through Virtual Care Manager

Joining through email

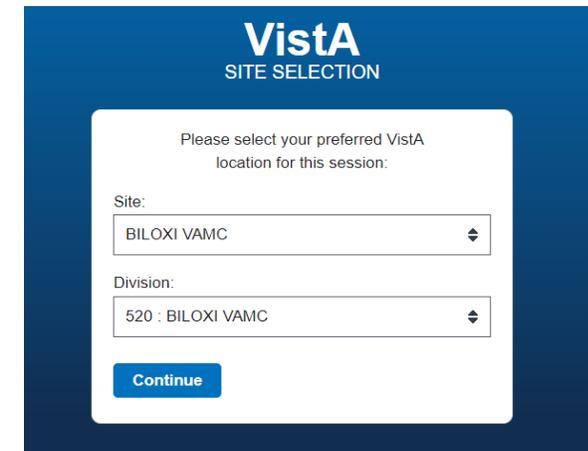
To join through the Virtual Care Manager, complete the following steps

1. Log into [Virtual Care Manager](#)
2. Select your Site and Division, then click Continue
3. In the “Staff View”, navigate to the area on the left-hand side of your screen, there is a section marked “Video Visits”

Video Visits (12/04/2019 - 12/04/2019)

▶ **Expand All**

▶ **12/04/2019 (Wed) 1000 CST**



The screenshot shows a blue header with the VistA logo and the text 'SITE SELECTION'. Below the header is a white form with the following content: 'Please select your preferred VistA location for this session:', 'Site: BILOXI VAMC', 'Division: 520 : BILOXI VAMC', and a blue 'Continue' button.

Conducting a Visit

4. Click on the appropriate Visit:

Video Visits (12/04/2019 - 12/04/2019)

▶ Expand All

▶ 12/04/2019 (Wed) 1000 CST
Ad Hoc - Single Veteran



5. Click on video start



VVC Visit will open in the Google Chrome Browser

Conducting a Visit

To join the VA Video Connect visit through the provider email, complete the following steps

- 1. In the provider email from Mobile Health, navigate to the hyperlink to join the appointment**

Join the appointment:

[Click Here to Join the VA Video Connect appointment](#)

- 2. Click on the link to open the VVC Visit**

When VVC opens in the Google Chrome Browser, you will be able to set your sound and video settings

Identifying who is present in the Virtual Medical Room

Identify that you are speaking to the correct participants through active verification (asking the full name and date of birth/last 4 of the SSN). It is also important to identify if there are any other people in the room with the Caregiver and/or Veteran (family members, etc.). If there are children in the room, this is a good time to talk with the participant about the nature of the conversation and that the exposure of children to the clinical conversation may be emotionally damaging to them.

- Identify any other people in the room with you (interns, other CSC staff, etc.)

Conducting a Visit

Preventing and Handling Emergencies

- General Rules
- Always start with CAPS-Lock.
- Ask Caregiver if they use 911 in their community
- Ask for a local emergency contact number
- If they do not have a local 911 number, then you can use the E911 system in case of an emergency

In an Emergency

- Stay on the VVC call with the Caregiver/Veteran
- If possible, Caregiver or Veteran should place the call to local 911
- If they can't place the call, using your office phone, call the number for local emergency services (if you have one) **OR** call e911
- Stay on the VVC call until local emergency services arrives

E911 (Emergency Call Relay Center)

- Service that connects to the traditional 911 operator. The E911 operator is used to connect a provider with the appropriate emergency service for a Veteran located in their community
- Provider dials the E911 at 267-908-6605 and relays the Veteran's location
- E911 operator will connect you to the patient's local emergency response service

Conducting a Visit

E911 Calls

- Call E911 Center (Emergency Call Relay Center) at **267-908-6605**.
- Identify emergency
- Relay patient's physical location (including the street address, city, state, and ZIP code) to the E911 operator
- E911 operator initiates connection with the appropriate local first response team through the Public Safety Answering Point (PSAP)
- Provider remains on the line
- Call is now established- when confirmed, provider gives report (along with Veteran's name and location) to local first response team
- Follow instructions from local first response team

Conducting a Visit

CAPS-Lock

At the beginning of every VVC session, it is important to discuss and document the CAPS-Lock. The steps to this process are as follows:

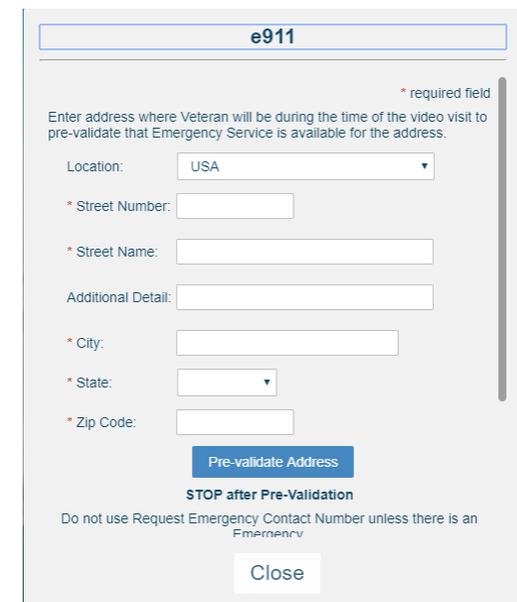
C – Consent – Discuss consent to have the visit completed in the telehealth format for all participants. While this is a one-time requirement for your service, it is appropriate to confirm that the consent to have the visit completed via VVC is still active.

A – Address – Verify the address for each participant. This allows you to verify that they have 911 services available in the event of an emergency.

To verify an address, you can complete the following steps in the VVC Visit:
Navigate to the top left of the screen in order to click on the Options Menu:



Next, select the e911 option from the menu

A screenshot of a web form titled "e911". The form contains several input fields: "Location" (a dropdown menu with "USA" selected), "Street Number", "Street Name", "Additional Detail", "City", "State" (a dropdown menu), and "Zip Code". Each of these fields has a red asterisk next to its label, indicating they are required. Below the fields is a blue button labeled "Pre-validate Address". Underneath the button, the text reads "STOP after Pre-Validation" and "Do not use Request Emergency Contact Number unless there is an Emergency". At the bottom of the form is a "Close" button.

Click on each participant in the “participants list”

Fill in the information to pre-validate the address of the Veteran and/or Caregiver (below address is not a Veteran’s address).

Pre-validate Address

Conducting a Visit

You should get a notification if the address is validated correctly



Close the e911 box



The address is **NOT SAVED** past this session. It can be re-entered for each session

P – Phone Numbers – Collect the Veteran’s and/or Caregiver’s correct phone number and the phone number of an emergency contact. These numbers can be used in the event of technical failure of the Video Session (disconnection) or for use in an emergency

S – Survey – Visually look at the environment and identify each of the participants in the area

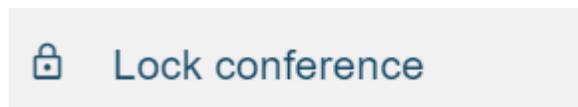
Conducting a Visit

Lock – Lock the VMR once all participants have joined the meeting. To do this you will complete the following steps:

- Navigate to the top left of the screen in order to click on the Options Menu:



Click on Lock Conference



You will notice that there is a keyhole symbol on the right-hand side of the screen, as well as one near the VA logo on the top right-hand side of the screen



You can unlock the conference by completing the same steps, with the exception of clicking on Unlock Conference in the Options Menu



Conducting a Visit

Resources

[Telehealth Services Site for VA Video Connect](#)

[Telehealth Services Site for VA Video Connect for Schedulers](#)

[VA App Store Page for VA Video Connect](#)

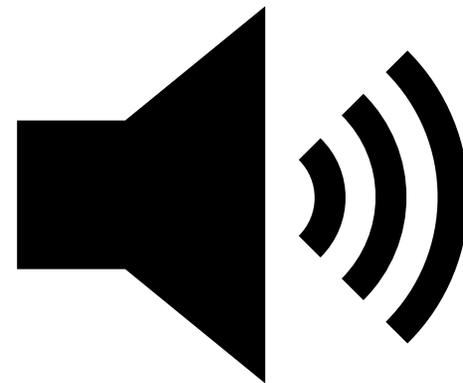
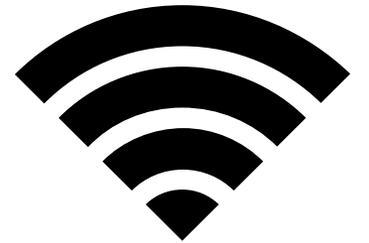
[Virtual Care Manager – Telehealth Intranet Site](#)

[VA App Store Page for Virtual Care Manager](#)

Module 10

Troubleshooting

- During this unprecedented time of social distancing, technology has become our lifeline to communication
- This section will cover three common issues that may arise when using VVC
 - Initial Set-Up
 - Technology Failure
 - Connectivity



Troubleshooting Initial Set Up

If you have not received or cannot find your email with the appointment link, then complete the following steps:

Search your email by using search box

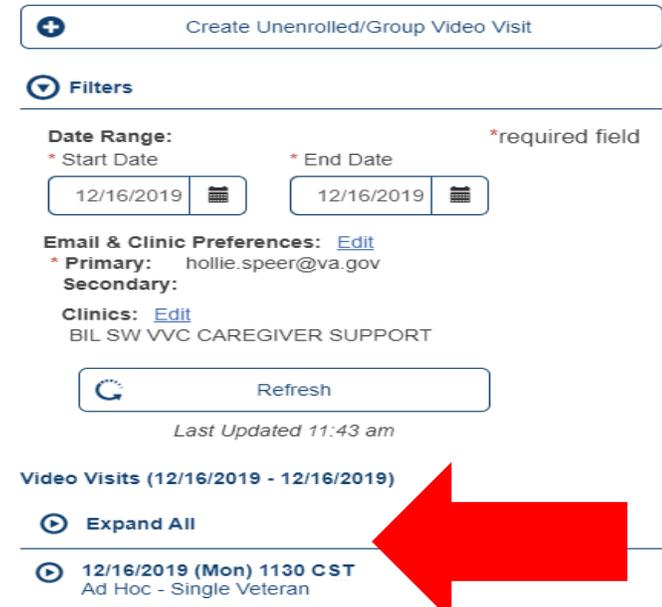
IMPORTANT
All VVC emails will come from **Mobile Health**

Check your spam or junk folder

Verify correct email address- for both yourself and the dyad

Troubleshooting Initial Set-Up

- If the email cannot be found, resend the scheduled appointment email
 - If done through the scheduler, request they resend the VVC appointment email
 - If the visit was scheduled through the Virtual Care Manager (VCM), you can follow these steps to resend the invitation
 1. Go to Virtual Care Manager
 2. Click on the scheduled appointment



+

Create Unenrolled/Group Video Visit

Filters

Date Range: *required field

* Start Date * End Date

12/16/2019 12/16/2019

Email & Clinic Preferences: [Edit](#)

* Primary: hollie.speer@va.gov

Secondary:

Clinics: [Edit](#)

BIL SW VVC CAREGIVER SUPPORT

Refresh

Last Updated 11:43 am

Video Visits (12/16/2019 - 12/16/2019)

Expand All

12/16/2019 (Mon) 1130 CST
Ad Hoc - Single Veteran

Resending the VVC email with link

- The appointments will show on the Video Visit Details on the right side

The screenshot shows a web interface titled "Video Visit Details". At the top left, there is a "Full Screen" button. The patient name "ZZTEST, PATIENT" is displayed. Below this, the section "Appointment Details:" is shown with the following information:

Date:	Monday, December 16, 2019 at 11:30 CST
Facility:	BILOXI VAMC
Clinic:	
Provider:	Hollie-Lyn James
Duration:	20 minutes
Appt Type:	Ad Hoc
Guest(s):	
Caregiver(s):	
VA Staff:	

At the bottom of the interface, there is a button labeled "Start Video Visit" with a small video camera icon to its left.

Additional steps for resending email notification using VCM

- Scroll down on the Visit details and you will find the Resend Notifications button



Troubleshooting Technology Failure

- There may be an error when loading the Virtual Medical Room for a variety of reasons.

The link to the VVC session is invalid or does not open. If this happens complete the following:

Verify the date and time of the appointment

If the appointment was scheduled through your FTC, this can be done by contacting the FTC to verify the date/time of the appointment

If the appointment was scheduled through Virtual Care Manager, you can verify the appointment date and time by logging into VCM and looking at the appointment:

+

Create Unenrolled/Group Video Visit

Filters

Date Range: *required field

* Start Date: 12/16/2019

* End Date: 12/16/2019

Email & Clinic Preferences: [Edit](#)

* Primary: hollie.speer@va.gov

Secondary: BIL SW VVC CAREGIVER SUPPORT

Clinics: [Edit](#)

Refresh

Last Updated 11:43 am

Video Visits (12/16/2019 - 12/16/2019)

Expand All

12/16/2019 (Mon) 1130 CST
Ad Hoc - Single Veteran

Troubleshooting Technology Failure

- Verify the session link in the web browser
- If you copied and pasted the link, verify that the web address was transferred correctly
- There may be an issue with the web browser. If you can, copy and paste the link to an alternative internet browser (such as Google Chrome)
- If you are using Safari on an iOS device, verify that you have the VA Video Connect Application on your device

Troubleshooting Technology Failure

- If you complete all of the steps and do not resolve the issues, you can complete the following:

Create and send a new VA Video Connect link for immediate use.
Contact the National Telehealth Technology Help Desk at the following

- Email: [VHA NTTHD@va.gov](mailto:VHA_NTTHD@va.gov)
- Phone: 866-651-3180
- 703-234-4483

Troubleshooting Poor Connectivity

Poor connectivity may result in audio or video delay, pixelated video, or even the connection dropping

How to Improve Signal Strength

An Ethernet connection (“hard wire” – connect the device directly to the Internet) will provide the most reliable connectivity

When using Cellular or Mobile Data:

- Make sure that at least 2 “bars” (4G) are showing for device connectivity strength
- Try moving to a new area to increase the signal strength, i.e. sitting near a window

When using WiFi, move closer to the router if possible

- If WiFi connection is poor, try switching to cellular or mobile data, if available, by disabling WiFi

Resources

- [Telehealth Services Site for VA Video Connect](#)
- [National Telehealth Technology Help Desk](#)
- [VA Video Connect Troubleshooting Guide for Providers](#)

Module 11- Groups

- Groups in real life from a CSC
- My story of VVC and groups:
 - meeting 1: caution and quiet
 - meeting 2: tears and connection
 - Meeting 3 on: they connect on their own. They call to ask when the next one will be.



Groups

Prior to offering group VVC visits, staff must have permission from local VA leadership.

- It is recommended that staff reach out to the Facility Telehealth Coordinator to make them aware of the group you provide and receive written permission and/or clarification of the policy for the provision of telehealth services.

Selecting Group Participants

- Caregivers using VVC for monitoring assessments are excellent candidates for video support groups. They are likely comfortable with the technology and have an understanding of how it works. However, most people have used some sort of video chatting, whether that is FaceTime or Skype or something similar.
- Don't be afraid to offer this to the caregivers you work with; CSCs should, however, use their clinical judgment and discretion when creating the group.
 - Things to consider: size, length of group, number of group members, personalities, frequency of group sessions, and type of group (support, psychoeducational, therapeutic, etc.).

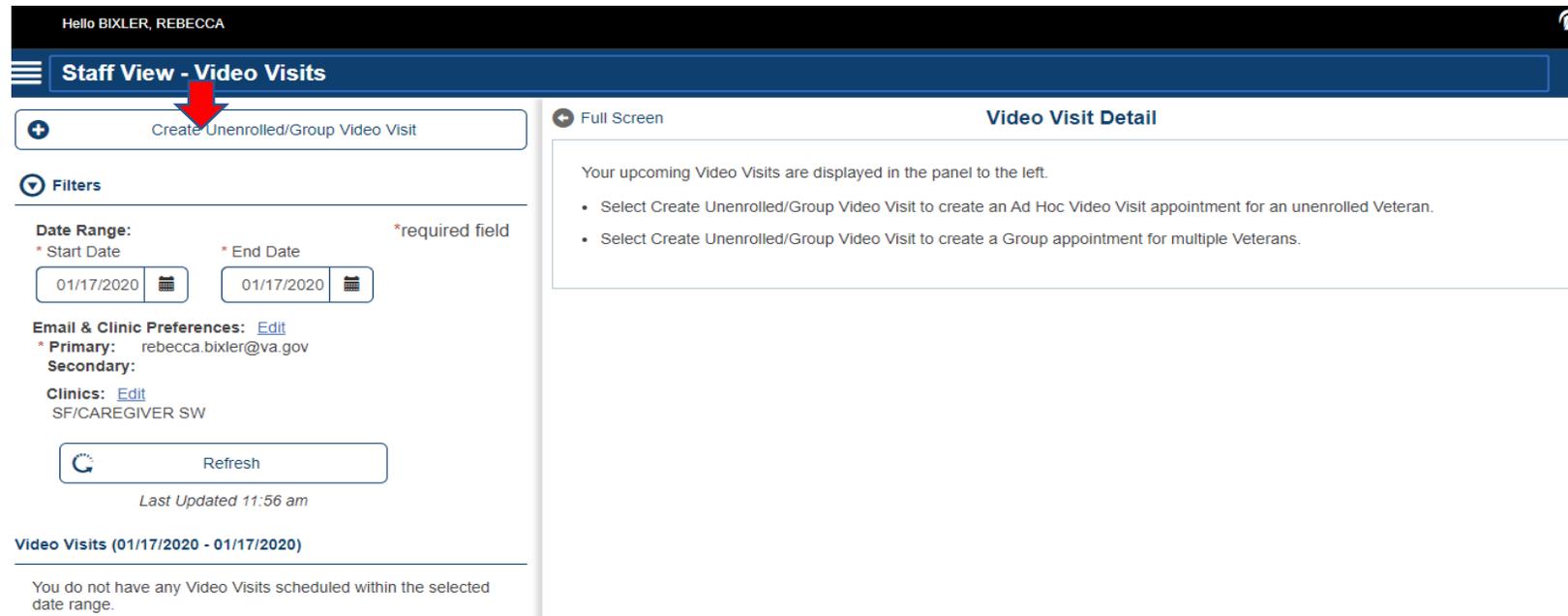
Informed Consent

- Caregivers must acknowledge and accept the terms of engagement prior to their first group visit, and providers must document this acknowledgement in the medical record. VHA Telehealth Services has created a document for national use. It is helpful to email or mail this document to the caregiver for review prior to the first group.
- It is recommended that the provider state in the document that they have discussed the Telehealth Agreement and Informed Consent with the participant and document the receipt of the signed Telehealth Agreement and Informed Consent in the participants CPRS record.
 - See attachment for document

Steps to create a group VVC visit

Ensure you have a group clinic. VVC CG GROUP SW (or similar) with primary stop code of 192 and secondary stop code 720

- On the left-hand side of screen, click create unenrolled group video visit



Hello BIXLER, REBECCA

Staff View - Video Visits

[+](#) Create Unenrolled/Group Video Visit

Filters

Date Range: *required field

* Start Date: 01/17/2020

* End Date: 01/17/2020

Email & Clinic Preferences: [Edit](#)

* Primary: rebecca.bixler@va.gov

Secondary:

Clinics: [Edit](#)

SF/CAREGIVER SW

[Refresh](#)

Last Updated 11:56 am

Video Visits (01/17/2020 - 01/17/2020)

You do not have any Video Visits scheduled within the selected date range.

Full Screen

Video Visit Detail

Your upcoming Video Visits are displayed in the panel to the left.

- Select Create Unenrolled/Group Video Visit to create an Ad Hoc Video Visit appointment for an unenrolled Veteran.
- Select Create Unenrolled/Group Video Visit to create a Group appointment for multiple Veterans.

Steps to create a group VVC visit

- Select radio button for group of Veterans (caregivers)

The screenshot displays the 'Staff View - Video Visits' interface. The main heading is 'Staff View - Video Visits'. Below this, there is a button labeled 'Create Unenrolled/Group Video Visit'. A 'Filters' section is visible, containing 'Date Range' with 'Start Date' and 'End Date' both set to 01/17/2020, and 'Email & Clinic Preferences' with 'Primary' email as rebecca.bixler@va.gov and 'Clinics' as SF/CAREGIVER SW. A 'Refresh' button is also present. The main form area is titled 'Create Unenrolled/Group Video Visit' and includes a 'Full Screen' toggle. Under 'Create Video Visit for', there are two radio buttons: 'Unenrolled Veteran' and 'Group of Veterans'. A red arrow points to the 'Group of Veterans' radio button. Below this, there are fields for 'Date' (01/17/2020), 'Time (CST)', and 'Duration' (20 minutes). The 'My Information' section includes 'Email' (rebecca.bixler@va.gov) and 'Phone' ((605) 595-5212).

Steps to create a group VVC visit

- Enter date, time, duration
- Ensure provider information is correct
- Enter name of group
- Select edit group

The screenshot displays the 'Staff View - Video Visits' interface. The main heading is 'Staff View - Video Visits'. Below it is a button labeled 'Create Unenrolled/Group Video Visit'. Underneath is a 'Filters' section with a 'Date Range' field. The 'Date Range' section includes 'Start Date' and 'End Date' fields, both with calendar icons and the date '01/17/2020'. A note '*required field' is present. Below the date range is an 'Email & Clinic Preferences' section with an 'Edit' link. It shows 'Primary: rebecca.bixler@va.gov' and 'Secondary:'. Below that is a 'Clinics' section with an 'Edit' link and the text 'SF/CAREGIVER SW'. A 'Refresh' button is located below the clinics section. At the bottom of the filters section, it says 'Last Updated 12:11 pm'. Below the filters is a section titled 'Video Visits (01/17/2020 - 01/17/2020)' with the message 'You do not have any Video Visits scheduled within the selected date range.' On the right side of the interface, there is a 'Full Screen' button and a heading 'Create Unenrolled/Group Video Visit'. Below this is a section 'Create Video Visit for' with two radio buttons: 'Unenrolled Veteran' and 'Group of Veterans'. The 'Group of Veterans' option is selected. Below this are three input fields: '* Date' (with a calendar icon and the date '01/17/2020'), '* Time (CST)', and '* Duration' (with a dropdown menu showing '20 minutes'). Below these is a 'My Information' section with two input fields: '* Email' (with the email 'rebecca.bixler@va.gov') and 'Phone' (with the number '(605) 595-5212'). Red arrows point to the date, duration, and email fields.

Steps to create a group VVC visit

- Select edit group

Full Screen Create Unenrolled/Group Video Visit

Group Information Name
[Group Name]

Veterans
You may invite up to 30 veterans to join your virtual group appointment. Each veteran must have an email for appointment notification.

Veteran * **Contact**

Edit Group

VA Staff #1 Email
smith@example.com

+ Add Another VA Staff

- Add Veterans/caregivers by searching for their name

Group Veteran Search

Add Veteran: [re]

You may add up to 30

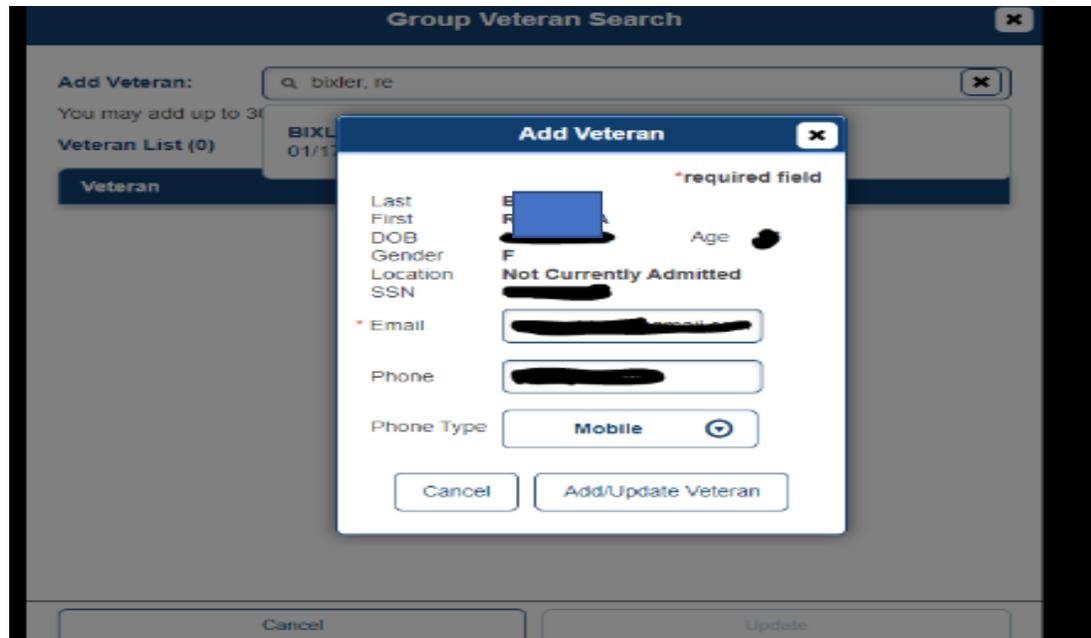
Veteran List (0)

B [REDACTED] AY
01/17/2020

Veteran **Contact**

Steps to create a group VVC visit

- Select correct Veteran/caregiver
- Ensure Veteran/caregiver email is correct
- Select add/update Veteran button



The screenshot displays the 'Group Veteran Search' interface. A search bar at the top contains the text 'bixler, re'. Below the search bar, there is a section for 'Add Veteran' with a search icon and a close button. A message states 'You may add up to 30 Veterans'. Below this, a 'Veteran List (0)' is shown with a table header 'Veteran' and a row containing 'BIXL' and '01/17'. A modal window titled 'Add Veteran' is open, featuring a close button in the top right corner. The modal contains the following fields: 'Last' (with a blue box), 'First' (with a blue box), 'DOB' (with a blue box), 'Age' (with a blue box), 'Gender' (with a dropdown menu showing 'F'), 'Location' (with a dropdown menu showing 'Not Currently Admitted'), 'SSN' (with a blue box), '* Email' (with a text input field containing a redacted email address), 'Phone' (with a text input field containing a redacted phone number), and 'Phone Type' (with a dropdown menu showing 'Mobile'). At the bottom of the modal are two buttons: 'Cancel' and 'Add/Update Veteran'. The background interface also shows 'Cancel' and 'Update' buttons at the bottom.

Steps to create a group VVC visit

- Continue to search and add Veteran/caregivers until you have composed complete list of all attendees (where it is noted that the VVC can have up to 30 participants, it may be best to follow clinical practice guidelines on group size)
- Click update at the bottom of the screen
- Click create

The image displays two screenshots of the 'Create Unenrolled/Group Video Visit' interface. The left screenshot shows the 'Filters' section with the following details:

- Date Range:** * Start Date: 01/17/2020, * End Date: 01/17/2020 (both marked as *required fields).
- Email & Clinic Preferences:** [Edit](#)
- Primary:** rebecca.bixler@va.gov
- Secondary:**
- Clinics:** [Edit](#) SF/CAREGIVER SW
- Refresh** button (indicated by a red box).
- Last Updated:** 12:13 pm
- Video Visits (01/17/2020 - 01/17/2020)**
- Message: You do not have any Video Visits scheduled within the selected date range.

The right screenshot shows the 'VA Staff #1' section with the following details:

- VA Staff #1** Email: smith@example.com
- Add Another VA Staff** button
- Comments - viewable only by VA Staff** text area with 250 characters remaining.
- Create** button (highlighted by a red arrow).

Steps to create a group VVC visit

- An email will arrive with the video group visit information. You may join the visit through the email link as you do for individual video visits. Once all participants have entered, be sure to **lock** the virtual medical room.



Recurring Group VVC Visits

- Virtual Care Manager does allow you to create recurring group VVC visits.
- Once you create the initial group appointment, select the appointment from staff view on the left-hand side of the screen.

Hello BIXLER, REBECCA

Staff View - Video Visits

Filters

Date Range: *required field
* Start Date: 04/15/2020 * End Date: 05/26/2020

Email & Clinic Preferences: [Edit](#)
* Primary: rebecca.bixler@va.gov
Secondary:
Clinics: [Edit](#)
SF/CAREGIVER SW

[Refresh](#)
Last Updated 11:19 am

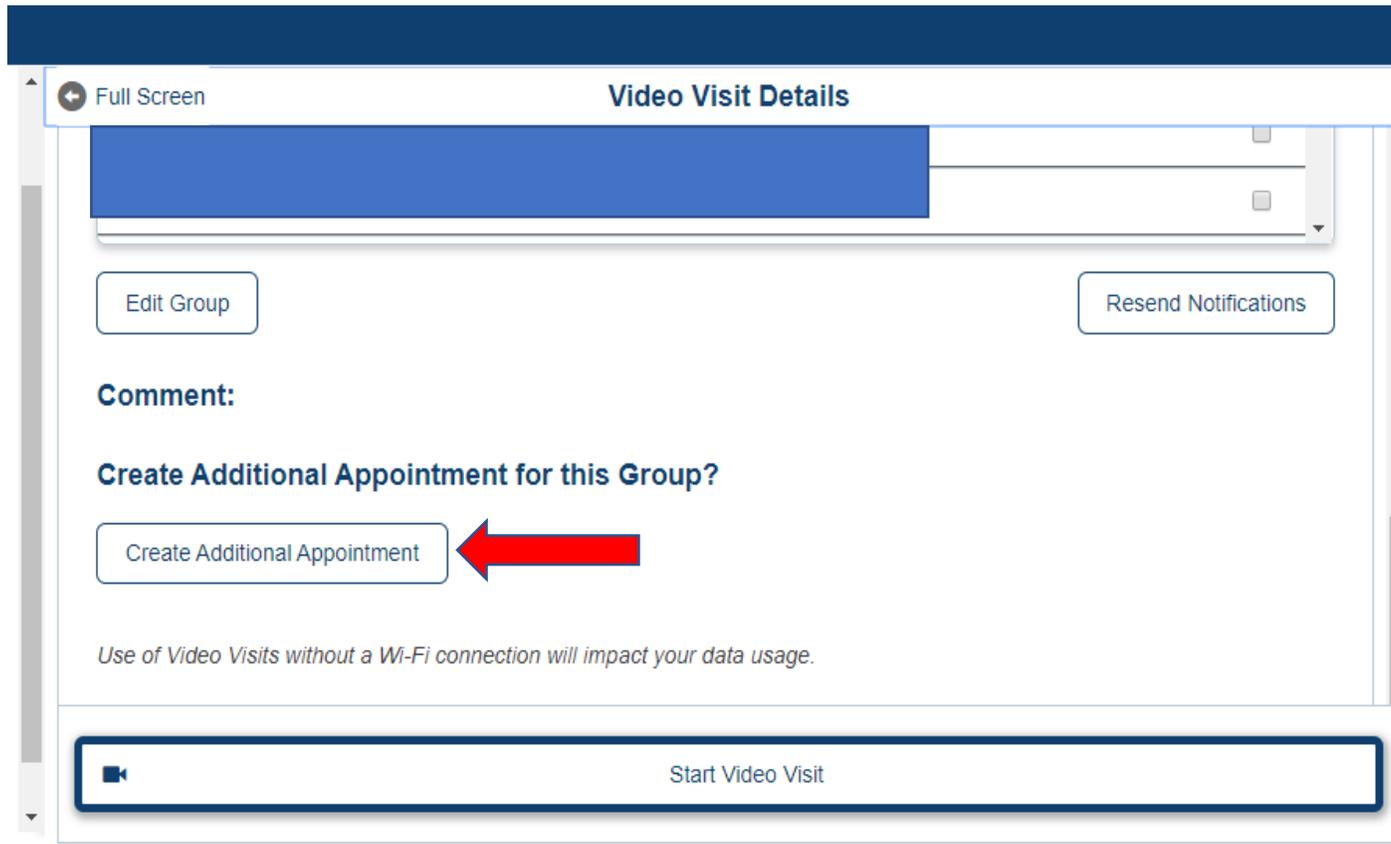
Video Visits (04/15/2020 - 05/26/2020)

[Collapse All](#)

[Group - Caregiver Video Support Group](#)
05/19/2020 (Tue) 1200 CST
Ad Hoc - Group

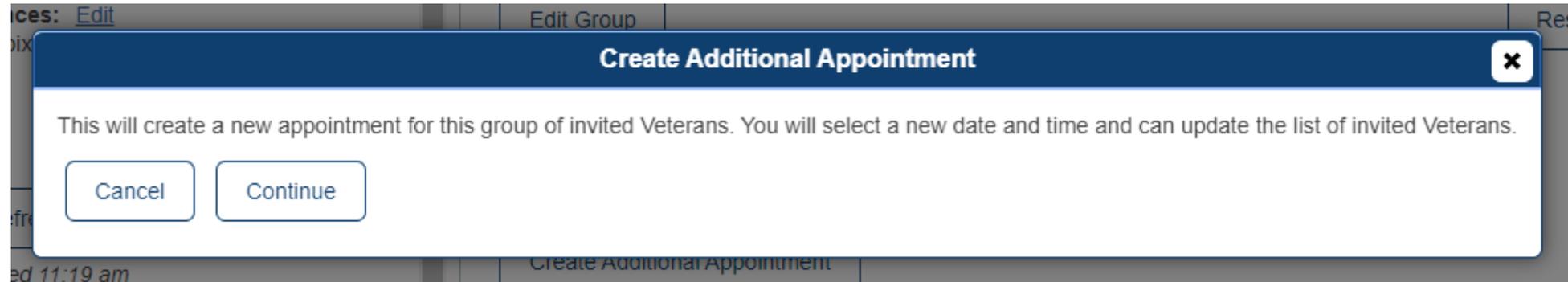
Recurring Group VVC Visits

- The details of the visit populate on the right-hand side of the screen. Scroll to the bottom and select Create Additional Appointment.



Recurring Group VVC Visits

- Click Continue.



Recurring Group VVC Visits

- Complete the details of the visit with the future appointment date/time/duration information.

Full Screen **Create Unenrolled/Group Video Visit**

Date

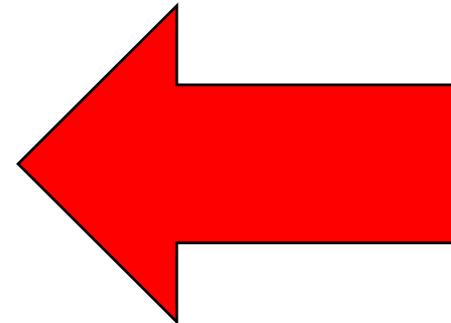
* Duration

Group Information Name

Veterans

You may invite up to 30 veterans to join your virtual group appointment. Each veteran must have an email for appointment notification.

Veteran	* Contact
HORSTMAN,DOROTHY	horstmanfarms@santel.net



Recurring Group VVC Visits

- Click create.

Full Screen **Create Unenrolled/Group Video Visit**

Edit Group

VA Staff #1 Email

smith@example.com

+ Add Another VA Staff

Comments - viewable only by VA Staff

Enter comment here ...

250 characters remaining

Cancel Create

- An email link will be sent to you and each of the participants with the appointment information.

Documentation

- Be sure to use correct procedure codes for group face to face (97150 or S9446).
- **IMPORTANT:** Document informed consent, noting that you are using telehealth and they agreed to this modality in the caregiver's collateral record.
- The guidance from the Program Office has changed for nomenclature of individual VVC visits. The clinic name is: (prefix site) CG VVC.

Questions?

- Thank you so much for participating in this training! We hope this was helpful and will be a useful resource as you utilize VVC with Veterans and their caregivers.
- Questions?