

VA Video Connect

VHA Caregiver Support Program

This document aims to provide Caregiver Support Program staff a guide to ensure Caregiver Support Coordinators are able to setup, complete and document VA Video Connect visits.

The following key elements will be covered:

- How to set up a VA Video Connect (VVC) visit.
- How to ensure that your clinics are set up correctly.
- How to prepare for a VVC visit.
- How to select appropriate dyads for a VA Video Connect visit.
- How to conduct a VVC visit.
- How to document a VVC visit.
- Troubleshooting issues with a visit.
- How to hold a group via VVC.

[VA Caregiver Support Program SharePoint](#)

[VA Video Connect](#)

[VSSC Page](#)

VVC IN THE CAREGIVER SUPPORT PROGRAM

Leveraging appropriate technology is the cornerstone of the Caregiver Support Program's ongoing improvement, development and expansion. This guide is intended to provide staff with guidance to have successful VA Video Connect visits.

Additional education and information is available on the [VA Video Connect](#) website.

This guide was created by the CSP's Knowledge and Data Management (KDM) Committee, in collaboration with the Office of Rural Health (ORH). If you have any questions or feedback regarding this guide, please contact either your VISN VA Video Connect Champion (see [Module 4](#)) or one of the creators of this document (see Created by section at the end of the document).

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Module 1 – Why Use VA Video Connect

VA Video Connect (VVC) is another modality that can be used to provide excellent support to dyads. VVC allows the dyad and provider to have face-to-face contact with ease over a secure virtual connection. Scheduling home assessments can be very difficult for a variety of reasons. Telephone assessments may be less informative and personal. VVC gives Caregiver Support Coordinators the ability to reach dyads in a whole new way.

There are several benefits to utilizing VA Video Connect for providing Caregiver support.

For Veterans and Caregivers

- Reduces likelihood of rescheduling or appointment delays due to traffic, parking, or dangerous weather conditions
- Less missed work for Caregivers and Veterans
- Less time away from family and/or coordination of care for Veteran/family
- Improved access to caregiver support and timely appointments
- Easier to fit into their schedule
- More convenient and comfortable; visits occur in their own space with much less intrusion. Veteran is more at ease
- Reduce exposure to various contagious illnesses
- VVC is a web-based program. There is no software needed to use this program
 - The only additional step would be an app download for iOS software

For Providers

- Less travel (reduces issues with traffic, weather, vehicle expenses)
- Avoid cancelled appointments due to weather, illness, etc.
- Saves time (patient documentation possible during video visit, no driving needed)
- Improves ability to assess clinical situations and home environment versus telephone call
- Better opportunity to build rapport with face-to-face versus telephone call
- Improves access (easy to connect to dyad and/or create appointments on demand)
- More convenient and comfortable; visits occur in your space and are easy to set up
- Able to fit in more appointments
- Less concern for safety (e.g., animals, emotional outburst, neighborhood, etc.)
- VVC is a web-based program. There is no software needed to use this program
- Ability to conduct appointments with caregivers in multiple remote locations

For VA

- VVC supports the mission of the VA and the Caregiver Support Program because we are expanding options for exceptional health care, support, education, resources, and services
- VVC improves access. We can deliver the right care, at the right time, at the right place
- There are fewer wasted resources and it's better for the environment (travel, vehicle wear and tear, saves time, fewer cancelled appointments)

Real-life success story

Names have been changed to respect privacy

Chris and Julie have been in the Program of Comprehensive Assistance for Family Caregivers since it started in 2011. Chris has a severe TBI from an IED blast, is blind and mostly wheelchair bound. They live about 90 miles from the local VA medical center. Julie is truly amazing. She gets him to physical therapy, occupational therapy, adult daycare and other doctor appointments several times each week. They also have three (3) children in school. Things can get chaotic, but they manage very well despite the frequent running around. Once video visits became available for a variety of services in the medical center, they were onboard. This modality has made a huge difference in his care. He can be assessed virtually and receive treatment/equipment/medications without ever leaving his home. For the PCAFC (Program of Comprehensive Assistance for Family Caregivers), the dyad and the Caregiver Support Coordinator can visit with ease. Our last visit was particularly helpful because Julie was able to show me their newly outfitted exercise room in the basement. We troubleshooted space concerns and discussed a better set up. She was able to show me a worn-down piece on his wheelchair that needed attention and introduced me to his new service dog Quiz. Through this interaction, occupational therapy and physical therapy was able to order the part that was needed for his wheelchair. Julie then shared some news about her young nephew's sudden death. I was better able to support her in processing this because I could see her face-to-face on the video screen making eye contact. VVC has been instrumental in facilitating the provision of better care for many of the dyads.

Resources:

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

Module 2 – Introduction to VA Video Connect

Introduction to VVC

VA Video Connect is a VA program that enables Veterans to meet with their VA healthcare providers virtually. These meetings are completed using encrypted video in order to maintain a secure and private meeting space, called a virtual medical room (VMR).

VVC is the latest step in the VA's expanding telehealth services to Veterans in their home or other non-VA settings. VVC visits can be scheduled in two ways (discussed in [Module 3](#)).

How does it work?

When a VVC visit is scheduled, both the Veteran/caregiver dyad and VA healthcare provider will be sent an email with the information about the visit. The email will include the link to enter the VMR. To enter the VMR, the Veteran and provider simply click the links they received. Once the Veteran and VA healthcare provider are in the VMR, they can see, hear and communicate with each other to complete the clinical session.

Caregiver Support Coordinator Buddies

Though it is not required, the Caregiver Support Program is offering "Buddies" to assist with the set up and first sessions using the VVC system. Buddies can assist with practice sessions using VVC, answer questions, or be available for general support. Information and instructions on how to obtain a buddy can be found in the [CSP SharePoint](#).

Requirements

There are several requirements to start working with VA Video Connect. These fall into one of two (2) categories:

- Training
- Equipment

Training

The CSC will complete the following training in the VA Talent Management System (TMS).

- VA 427971 – Telehealth to Home Using VA Video Connect Provider Training
Completion time – Approximately 40 minutes

This training gives an overview of VA Video Connect, including set up, conducting a visit, documentation, safety plans while using VA Video Connect, and some basic troubleshooting tips

- VA 4486527 – Virtual Care Manager Training

Completion time- approximately 20 minutes

This training explains how to use Virtual Care Manager. Virtual Care Manager allows VA clinicians to view, create and start individual and group video appointments with patients and caregivers. Additionally, Virtual Care Manager allows providers to track scheduled appointments and send reminders for upcoming visits

Equipment

Equipment that the VA healthcare provider needs in order to complete the VVC visit is as follows:

- Computer or other VA issued device meeting the following requirements:
 - Internet connection
 - Webcam plus Microphone
 - Webcam and microphone can be integrated with computer or device (i.e. laptop webcam/microphone)
 - Internet Browser
 - Google Chrome – provides the best VA Video Connect experience
 - Microsoft Internet Explorer
 - VA Video Connect App if using iOS Device (iOS devices are iPhone, iPad, etc.)
- Request two computer screens (ask your Telehealth Coordinator for another screen if you only have one computer screen)
 - You will need one screen to view the Veteran's medical record
 - The other screen is utilized for visual contact to interact with the caregiver/Veteran
 - Alert the participant that you have two computer screens and that you may be looking at the other screen for relevant information during the visit

VVC Terminology

CAPS-Lock: This acronym helps providers to remember the procedure that begins every VVC visit. **This should be documented in every VVC note.**

“CAPS-Lock”: Consent, Address, Phone Numbers, Survey, Lock.

- **Consent:** Obtain or confirm that verbal consent for telehealth has been documented
- **Address:** Verify the address for each patient to validate if they have 911 services available

- E911 (Emergency #): E911 is used to pre-validate the location of the participant to ensure timely local response in the event of an emergency
- If E911 service is not available for the patient, the provider needs to ask the patient for an emergency dispatch number for the patient's area to use in an emergency
- **Phone Numbers:** Obtain or confirm participant's current phone number for use if the VVC visit is disconnected. Also get the emergency contact's phone number for use in an emergency
- **Survey:** Survey the environment and identify all participants
- **Lock:** Locking the VMR prevents others from joining the video visit. If the conference is locked, VA health care providers (with Host PIN) can still join the video visit, but Veterans and guests cannot join. Host PIN numbers are located on the email that is sent for confirmation of the VA Video Connect visit and look as noted below:

To join this VVC appointment manually or through a video conferencing device: (Web address here) Host PIN- (PIN Number here)#

Facility Telehealth Coordinator: The Facility Telehealth Coordinator (FTC) coordinates and oversees Telehealth initiatives at a local level, working closely with scheduling points-of-contact to determine and communicate scheduling responsibilities.

The FTC determines local processes for onboarding new provider and Veteran/caregiver telehealth users.

National Telehealth Technology Helpdesk (NTTHD) – Numbers that you can call for questions or technical assistance with VA Video Connect are 866-651-3180 (Toll Free). The alternate phone number is 703-234-4483. They are available Monday through Saturday 7 am through 11 pm EST.

Netiquette (“Webside Manner”): Etiquette governing communication on the Internet. See more information in [Module 6](#).

VA Video Connect (VVC): VA Video Connect is a VA platform that enables Veterans to virtually meet with their VA healthcare providers in a “**virtual medical room**” using encrypted video to ensure the session is secure and private. VVC allows Veterans/caregiver to see and talk to their healthcare team from anywhere, making VA healthcare more convenient and reducing travel times for Veterans/caregivers, especially for those in very rural areas with limited access to VA health care facilities.

Virtual Medical Room (VMR): Virtual medical room is a virtual meeting space that both the Veteran/caregiver and VA healthcare provider can meet in to complete a healthcare appointment that does not require any physical, hands-on assessment.

<https://vaots.blackboard.com/bbcswebdav/institution/videos/vmr/vmr-encounter/video.mp4>

Virtual Care Manager (VCM): Virtual Care Manager provides clinicians a single location to create VVC visits, view all pending video visits, and join scheduled sessions.

Resources:

[VA Telehealth Website – VA Video Connect Solutions](#)

[VA Telehealth Website – VA Video Connect for Providers](#)

[VA Telehealth Website – The Virtual Medical Room Encounter Video](#)

[VA Video Connect YouTube Video](#)

[VA Video Connect Demo](#)

Module 3 – Clinic Codes and Scheduling

Clinic Profiles and Setup

Before you schedule a VVC visit, you must set up a separate VVC clinic. Your VVC clinic must include the following information to correctly capture your VVC work. Contact your local Managerial Cost Accounting Office for assistance in setting up a new clinic.

Clinic Names

- The clinic name must meet approved naming nomenclature
 - i.e., (prefix: facility loc) CG VVC

Stop Codes for individual visits (group visits are discussed in [Module 11](#)):

- Primary Stop Code should be the 192 (Caregiver Support Program Stop Code)
- Must include Secondary Stop Code of 179 (Real Time Clinical Video Telehealth to Home-Provider Site)

Count vs. Non-Count:

- This should be a count clinic because you are directly interacting with Veterans and caregivers

Example of a VVC Clinic Built in VistA

```

CLINIC PROFILES AS OF: 01/14/2020

Clinic: BIL SW VVC CAREGIVER SUPPORT      Abbr.: VVC
Location: BILOXI                          Telephone:
Telephone Ext.:
Pat Friendly Name:
Direct Pat Schlng: NO                     Display Clin Appt To Patients: YES
Days clinic meets:                        Start date: UNKNOWN
  Increments: 30 Minutes                   Hour display begins: 8 AM
  Appt. length: 30 Minutes                 Variable length appts.: NO
  Stop Code: 125                           Maximum overbooks per day: 10
Credit Stop Code: 179                     Non-count clinic: NO
Prohibit access: NO                       Maximum days for future booking: 365

```

**Clinic name and stop code for this graphic are not in line with current guidance.

Encounter Forms

When filling out the encounter form for the visit, you must make sure to check the service connection box on the front page, if applicable:

Encounter Form for CG TELEPHONE CLINIC (Apr 29, 2019@16:58)

Visit Type | Diagnoses | Procedures | Vitals | Immunizations | Skin Tests | Patient Ed | Health Factors | Exams

Type of Visit | Section Name | Modifiers

Service Connection & Rated Disabilities

Service Connected: 90%

ECZEMA (10% SC)
DEGENERATIVE ARTHRITIS OF THE SPINE (10% SC)
TINNITUS (10% SC)
PARALYSIS OF MEDIAN NERVE (10% SC)
CLAVICLE OR SCAPULA, IMPAIRMENT OF (10% SC)
TRAUMATIC ARTHRITIS (10% SC)
HYPERTENSIVE VASCULAR DISEASE (10% SC)
MIGRAINE HEADACHES (30% SC)
CHRONIC ADJUSTMENT DISORDER (50% SC)

Visit Related To

Yes No

☒ Service Connected Condition

☐ Combat Vet (Combat Related)

☐ Agent Orange Exposure

☐ Ionizing Radiation Exposure

☐ Southwest Asia Conditions

☐ Shipboard Hazard and Defense

☐ MST

☐ Head and/or Neck Cancer

Available providers

James, Hollie-Lyn R - Social Worker
Jameson, Rebecca P - Physician
Janik, Linda A - Dietitian
Janssen, Peter - Anesthesiologist
Jarreau, Karen T - Registered Nurse
Jarrett, Alecia - Blind Rehab Specialist
Jaynes, Bonita N - Dietitian

Current providers for this encounter

JAMES, HOLLIE-LYN R (Primary)

OK Cancel

Next, you must make sure to put the appropriate diagnosis:

Encounter Form for CG TELEPHONE CLINIC (Apr 29, 2019@16:58)

Visit Type | Diagnoses | Procedures | Vitals | Immunizations | Skin Tests | Patient Ed | Health Factors | Exams

Diagnoses Section

Problem List Items

☒ Generalized anxiety disorder (SCT 21897009) F41.1 130.89

☐ Allergic rhinitis (SCT 61582004) 130.89

☐ Obstructive sleep apnea syndrome (SCT 782.76009) G47.30

☐ # Traumatic arthropathy (ICD-9-CM 716.10) 716.10

☐ # Subjective tinnitus (ICD-9-CM 388.31) 388.31

☐ # Diverticulosis, Colonic (ICD-9-CM 562.10) 562.10

☐ Fibromyalgia (SCT 203082005) M79.7

☐ # Other Malaise and Fatigue (ICD-9-CM 780.79) 780.79

☐ Obesity (SCT 414916001) E66.9

☐ # Male erectile disorder (ICD-9-CM 302.72) 302.72

☐ # Knee: arthralgia (ICD-9-CM 719.46) 719.46

☐ # Tinea (ICD-9-CM 110.9) 110.9

☐ # Sinusitis (ICD-9-CM 473.9) 473.9

☐ # Back Strain (ICD-9-CM 847.9) 847.9

Other Diagnosis...

Add to PL Primary Selected Diagnoses

Primary Generalized anxiety disorde...

Comments

Select All

Primary

Remove

OK Cancel

The procedure code to use for VA Video Connect visits is T1016. Be sure to enter the appropriate number of units. This code represents 15-minute increments.

Lookup Procedure

Search for Procedure:

T1016

Search

Select from one of the following items:

Term

..... Case Management, each 15 minutes

Description: Case Management, each 15 minutes
HCPCS: T1016

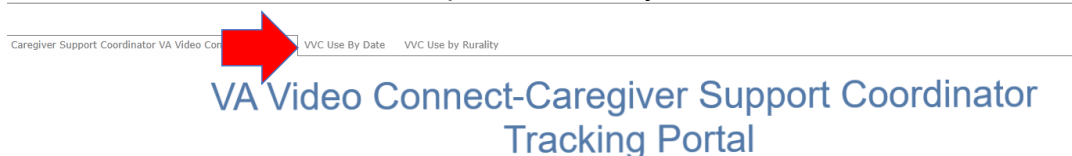
OK Cancel

1 matches found.

Running Data Reports

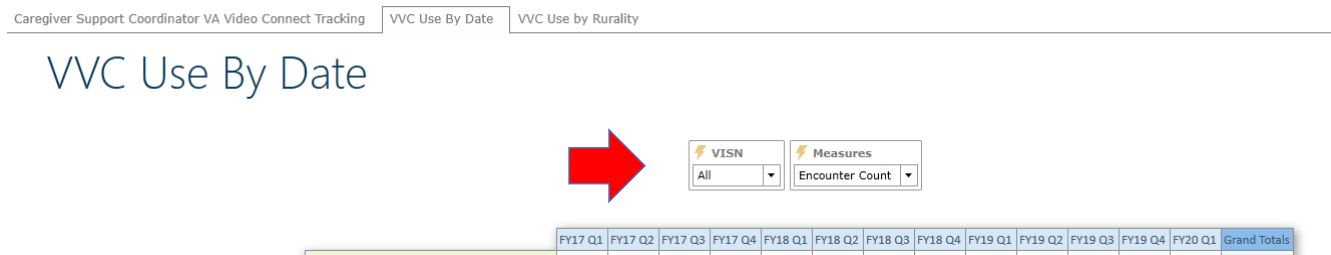
The VA Video Connect Caregiver Support Coordinator Tracking Portal is a tool to track your VVC visits. It is located at [VSSC Data Reports](#)

On the report page VSSC VA Video Connect Caregiver Support Coordinator Tracking Portal, click on the tab at the top: VVC Use By Date.



Today: 10/29/201

The VVC visits can be sorted by VISN. The measures section will also display the report in either Encounter or Patient Count:



Scheduling a Visit

There are two (2) main ways to schedule a visit for VA Video Connect.

- Schedule through your Facility Telehealth Coordinator (FTC)
- Schedule through Virtual Care Manager

Scheduling through Facility Telehealth Coordinator (FTC)

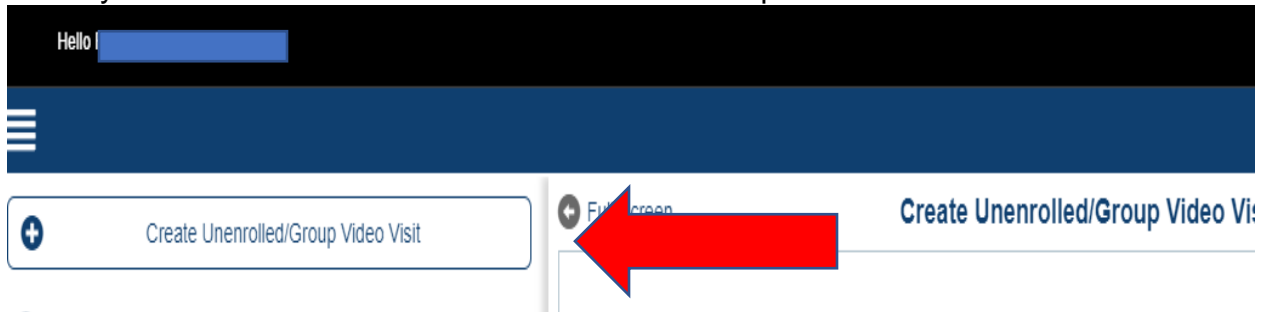
The process for scheduling through the FTC is as follows:

1. Provide the FTC with the information of the upcoming VA Video Connect appointment (Patient identifiers, date, time and clinic for the visit)
2. The FTC will schedule the VVC visit in the VistA Scheduling Graphic User Interface (VS GUI) system
3. The FTC then will be required to generate the video links in the Virtual Care Manager (VCM). This will be discussed more in the next section

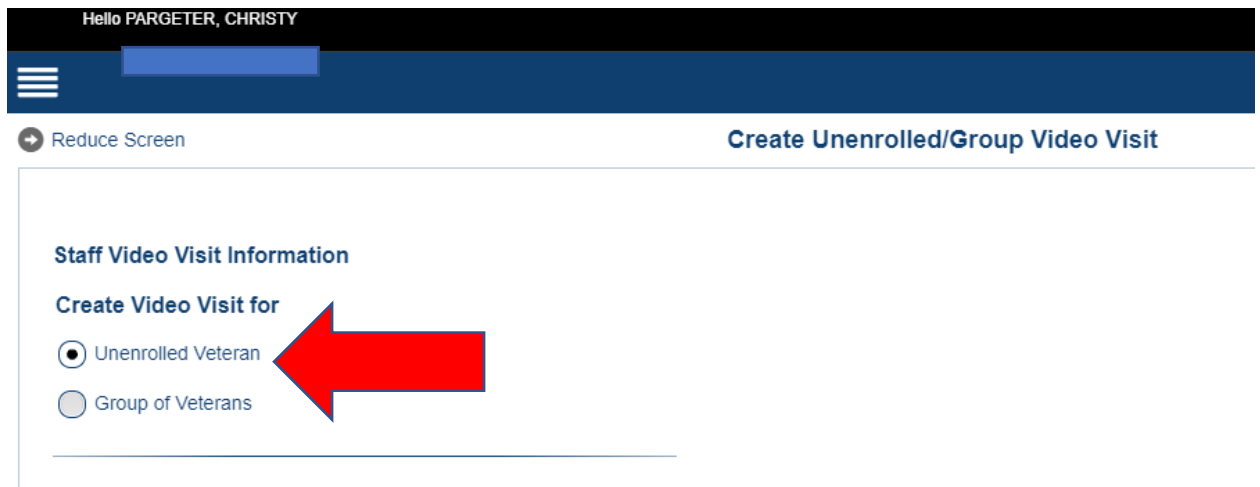
Scheduling through Virtual Care Manager (VCM)

1. Access Virtual Care Manager by visiting the VA Mobile App Store:
<https://staff.mobile.va.gov/vvc-manager/#staff-video-visits>

2. When you are in VCM select Create Unenrolled/Group Video Visit



3. You will see Staff Visit Video Information then select unenrolled Veteran



4. Select “This appointment is for me” – enter the initial information for yourself as the provider. Then enter the visit date/time

My Information (I am the provider in the meeting)

* Email (for sending appointment notifications)

Cell Phone (for sending appointment text notifications)

Appointment Date & Time

* Date * Time (CST)

* Duration

5. Scroll down and enter the Veteran information

20 minutes

red field

Veteran

* Email
smith@example.com

Phone (999) 999-9999 Phone Type Select

First Name Last Name

6. Scroll to the bottom and click “Create”

A confirmation screen appears once you successfully create your video visit. At this point, an email confirmation is sent to both the provider and patient containing instructions on how to access the Virtual Medical Room (VMR).

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 4 – Setting Up VA Video Connect and Connecting to VA Video Connect VISN Champion

Setting up Virtual Care Manager (VCM)

1. Access VCM through the following link on the VA Telehealth Services Page:
<https://mobile.va.gov/app/virtual-care-manager>

Virtual Care Manager is accessed through the **VA Mobile App Store**.

2. Save the webpage to favorites or create a shortcut on your desktop:
<https://staff.mobile.va.gov/vvc-manager/#staff-video-visits>

Make sure that your PIV badge and your Vista accounts are synchronized.

- Instructions on how to link your PIV Badge to your VistA account are found at the following address: <https://mobile.va.gov/sites/default/files/piv-linkage-process.pdf>

Keep in mind the following:

- Entering an appointment through Virtual Care Manager does NOT schedule an appointment in VistA. VistA appointments are completed through your designated scheduler. If you set up an appointment through the Virtual Care Manager, please contact your scheduler to complete the appointment set up through VistA per local scheduling policy
- Contact your Facility Telehealth Coordinator if you require any equipment (i.e., webcam, speakers, headset, etc.) to conduct VA Video Connect appointments. It may also be beneficial during VVC visits to have two monitors. Telehealth Coordinators or IT requests (depending on your facility policy) may be able to assist
- For assistance with setting up Virtual Care Manager, please contact Mobile Help Desk: 844-482-6624 x 1

VISN VA Video Connect Champions

There are a group of VISN VA Video Connect Champions that are available to assist you if there are any needs. You can locate them at the following website:

VA Video Connect Champion page

<https://vaww.infoshare.va.gov/sites/telehealth/Lists/leads/vvcchampion.aspx>

Module 5 – Preparing for VA Video Connect Visits

Preparing for your first VVC Visit

- **Connect with Telehealth Coordinator**
 - Connect with your Facility Telehealth Coordinator to establish a relationship in the event you encounter an issue with VA Video Connect (VVC). The Telehealth Coordinator can assist you with problem solving any technical issues with VVC and/or clinic questions
 - You may also want to consider talking to your Telehealth Coordinator to complete a VVC test visit. This will provide a real-life experience in the system and help you to understand the VVC process. The Telehealth Coordinator in your VA can help you set up your equipment to conduct VVC visits and help with understanding the technical aspects to connect all the equipment such as the camera, mic and icon familiarization in the Virtual Medical Room (VMR)
- **Practice VVC with a VVC Buddy or a colleague**
 - Practice allows you to be more comfortable with the technology and more engaged during visits with the participants. You can familiarize yourself with the steps involved in connecting to the VMR, turning up the volume or other items associated with your device
 - Practice with a “VVC Buddy” or a colleague that is familiar with VVC. In order to practice you will need to schedule a visit for you and your partner in the VCM
 - Role play completing a visit with your buddy. During your role play consider the tips from [Module 6](#) for Netiquette. It is important to become familiar with the tips to assist with successful VVC visits. After your practice sessions, ask for feedback. The more you practice the more comfortable you will be with the technology and what you can anticipate during a VVC Visit
- **Consult with your Buddy**
 - Discuss any concerns or questions that you may have about completing a visit with VVC
- **Schedule the VA Video Connect visit as demonstrated in [Module 3](#).**
- **Offer Test Calls to Veteran dyads**
 - As a best practice, it is recommended that each facility establish processes so that Veterans/caregivers new to VA Video Connect can complete a non-clinical test call prior to their first visit. This will ensure they are prepared and able to effectively use the technology before connecting with their provider. It is also recommended that providers glean a good understanding of the steps involved in connecting, turning up the volume, positioning the camera and other items associated with using the device

- The National Telehealth Technology Help Desk (NTTHD) has established a similar test call service in their operations. Veterans can call the NTTHD and ask for a test call; however, it is recommended that this be used as a back-up service to the facility process

Preparing for every VVC Visit

- Review clinic list and know who you will be seeing via VVC
- Identify if the Veteran or caregiver wants other people to participate in the visit. Enter an additional email address in Virtual Care Manager to generate the additional link to join the clinical visit
- Review the Veteran's clinical record and caregiver's collateral record
- Verify all relevant information needed for the telehealth encounter
- Maintain an unobstructed view of one another
- Ensure as much privacy as possible; put a sign on your door indicating **"Do Not Disturb, Clinical Telehealth Session Happening Now"**
- Do your best to look at the camera often to give the caregiver/Veteran the sensation that you are looking at them (it will feel awkward at first)

Resources:

<https://vaww.infoshare.va.gov/sites/telehealth/docs/vvc-spp.pdf>

Module 6 – Netiquette for VA Video Connect Visits

Netiquette (“Webside Manner”) is the etiquette governing communication on the internet. Netiquette includes the following:

- Explain what to expect during a telehealth visit with your clients
- Obtain verbal consent to do a telehealth visit & make sure this is documented with each telehealth encounter
- Ensure you and the Veteran/caregiver can see, hear and understand each other
- **Make eye contact often by looking directly at the camera**
- Speak deliberately, slow the pace of your speech, and give a brief pause after you or the Veteran or caregiver talks to allow for possible transmission delays
- Confirm understanding
- Sit relatively still during the visit to avoid moving in and out of the video frame
- Avoid extraneous noise e.g., pen clicking, tapping, or typing
- Avoid eating or drinking while on camera
- Be friendly and engaging

Staging

Provider

- Professional appearance
- Hair should be nicely groomed
- Wear professional clothing
- Avoid logos on clothing, pattern fabric, striped shirts, white coats and/or bold colors

Environment

- Lighting: ensure that the room is well-lit, using natural light if possible, to avoid shadows. The light source should not be behind you, as this will put you in shadow
- Check to confirm the Veteran and caregiver can see your face and not just the outline of your body
- Inform them if you can see them or not
- Background frame should be uncluttered and professional
- Avoid personal images in the background to protect your privacy
- Avoid symbols in the background to maintain a neutral tone
- Audio background: minimize extraneous background noise if possible

Framing

- Sit a comfortable distance from the camera
- Don't sit too far above or below the camera
- Use self-view to check your framing
- Avoid looking down at your desktop, as your client will only see the top of your head
- Be inclusive. Introduce yourself, all participants and the technology being used if this is a new modality for your Veterans/caregiver
- If you have more than one computer monitor, set the VVC Camera directly over the VVC screen that you are looking at. Otherwise, the client will be likely looking at the side of your face

Module 7 – Selecting Dyads for VVC

VVC is a great modality that provides an option to meet the dyads needs in a personalized way. However, some Veterans and caregivers may not be appropriate for the VVC modality. Some may be unfamiliar with the technology or their clinical needs may be more effectively addressed through in-person visits. It is the responsibility of CSCs to work with the dyad to determine if VVC is an appropriate modality to use with them.

Initially, offer VVC to those dyads with whom you have good rapport, are mostly stable, comfortable with technology, and open to trying new things. These elements are key to having success as you start VVC because they may experience technical trouble and it may take more time to conduct your first visit.

How to market VVC to dyads

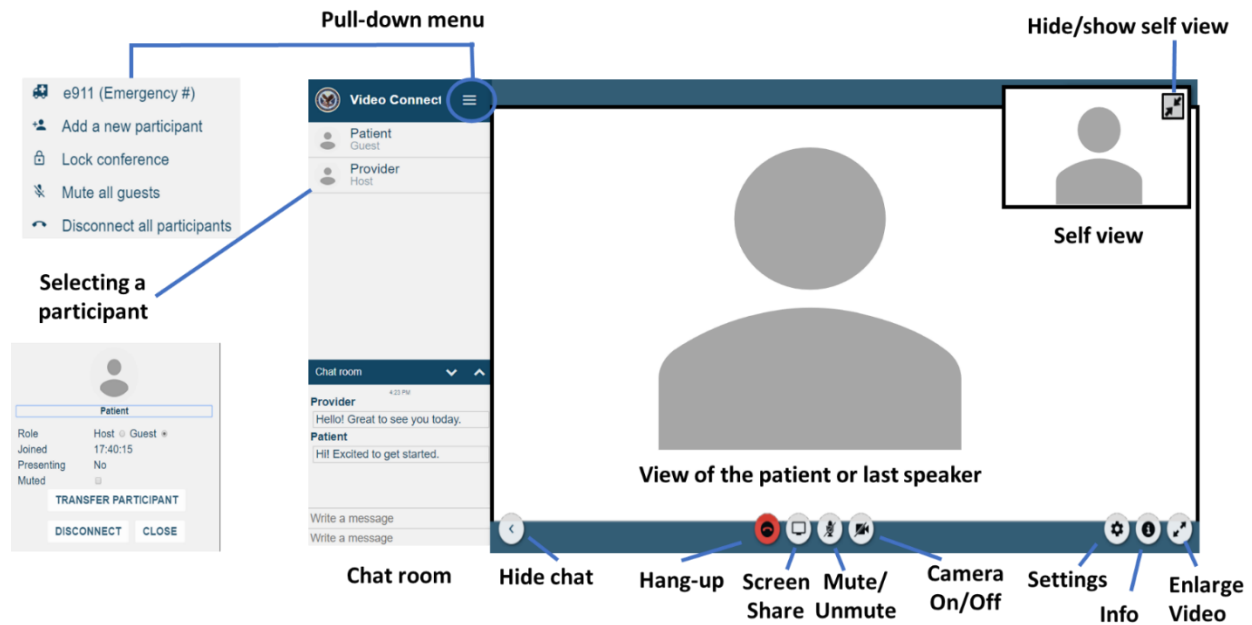
- Offer this modality with energy, positivity, and excitement. Buy-in is typically all in the sell. Verbiage: “Hello! I hope you’re doing well! It’s coming up on our next quarterly visit. We have this new nifty way of doing them- over video with your smart phone or computer. Would you like to give it a try? It’s pretty cool and I’d love to see your faces! I have other dyads using it and they find in preferable to a phone or home visit.”
- Keep offering the modality regularly. You may get a “no” when first offered but VVC may be something the dyad is open to later. Verbiage: “I just wanted to touch base with you both about video visits for our next check in. Would you be interested in giving that a try? If so, I can show you how to do this today while I’m here.”
- Offer an “out.” Verbiage: “We could give this a try for our next visit and if it’s not working for us to connect this way, we can do phone calls.”
- Use common language. Verbiage: “VA Video Connect is similar to Skype video or FaceTime. It lets us see each other on your phone, computer or tablet.”
- Monthly visits are a great opportunity to offer VVC. Offer to do a test run. This is most helpful to do when you are face to face and can show them how to set up a visit on their device

Resources:

<https://vaww.infoshare.va.gov/sites/telehealth/docs/vvc-spp.pdf>

Module 8 – Conducting VA Video Connect Visits

Overview of VA Video Connect Features



** Picture Courtesy of <https://vaww.infoshare.va.gov/sites/telehealth/docs/vvc-prv-brw.docx>

Sharing a Screen

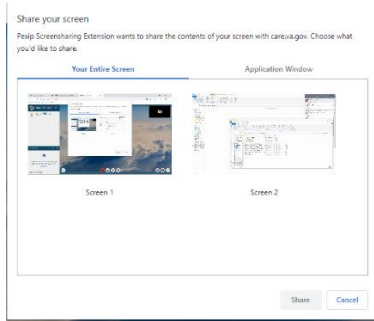
If the proper extension (Pexip Screensharing Extension) is set in Google Chrome, you can share your screen with the Veteran and/or Caregiver. This can allow you to provide them with visual means of receiving information.

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.

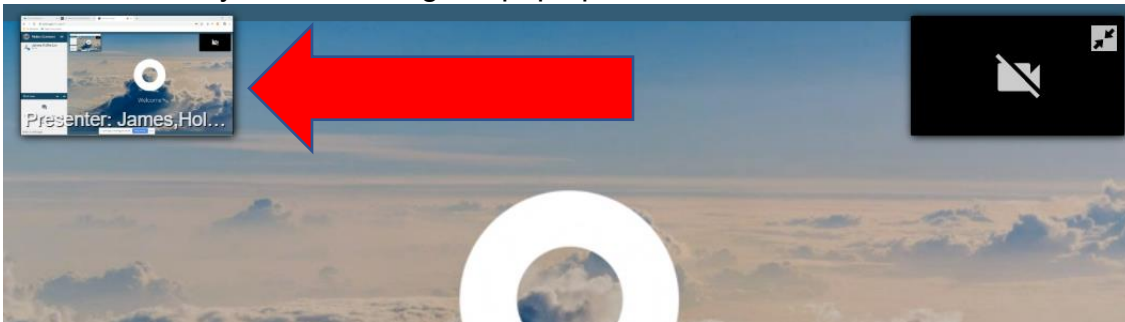
A verification message will show so that you can decide on what screen to share



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



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



Where can visits occur

VA Video Connect allows providers to contact the Veteran/caregiver at any location that has access to Wi-Fi. The Veteran/caregiver 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.

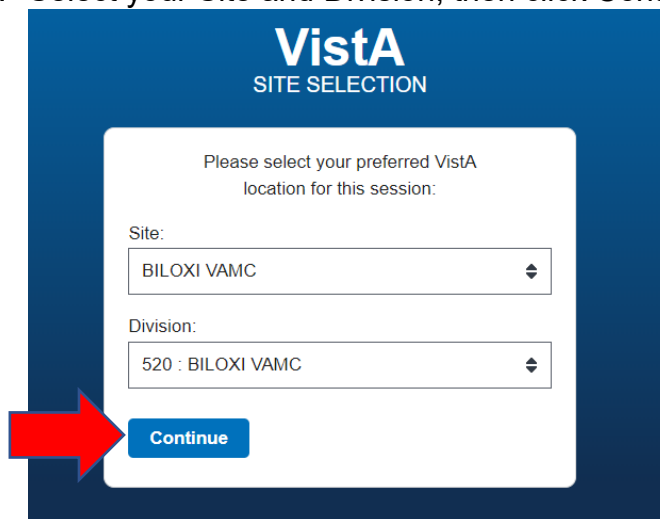
Joining the Visit

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**

4. Click on the appropriate Visit:

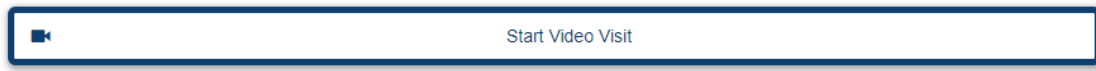
Video Visits (12/04/2019 - 12/04/2019)

▶ Expand All

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



5. Click on Start Video Visit



VVC Visit will open in the Google Chrome Browser

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
3. 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.). Before starting the visit, 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.).

Preventing and Handling Emergencies

General Rules

- Always start with CAPS-Lock.
- Ask Veteran/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 arrive

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/caregiver's location
- E911 operator will connect you to the dyads local emergency response service

E911 Calls

- Call E911 Center (Emergency Call Relay Center) at **267-908-6605**.
- Identify emergency
- Relay dyads 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 and or caregiver's name and location) to local first response team
- Follow instructions from local first response team

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.

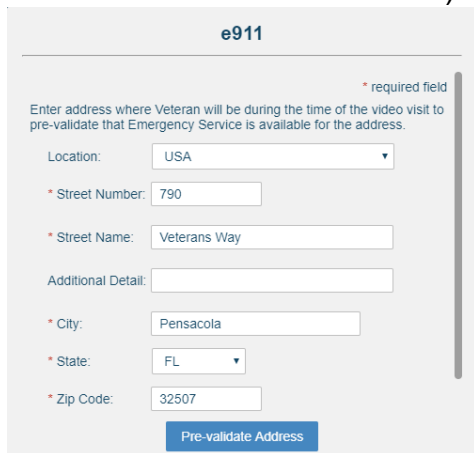
To verify an address, you can complete the following steps in the VVC Visit:
Navigate to the top left of the screen in order to click on the Options Menu:



Next, select the e911 option from the menu

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).



e911

* required field

Enter address where Veteran will be during the time of the video visit to pre-validate that Emergency Service is available for the address.

Location:

* Street Number:

* Street Name:

Additional Detail:

* City:

* State:

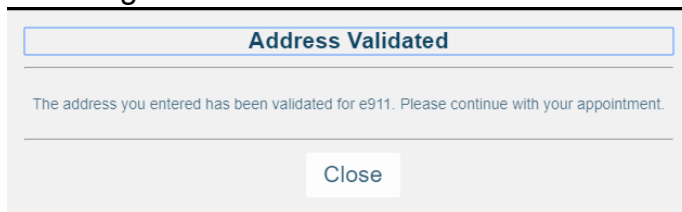
* Zip Code:

Pre-validate Address

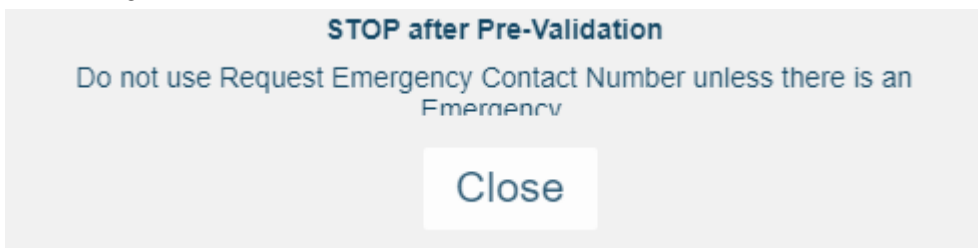
Select Pre-validate Address button at the bottom.



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.

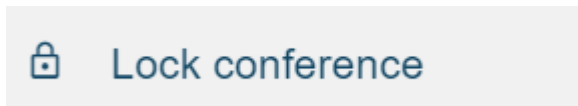
S – Survey – Visually look at the environment and identify each of the participants in the area.

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:



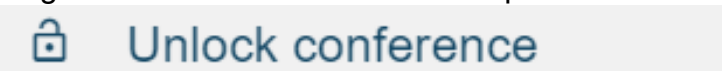
Click on Lock Conference.



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.



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 9 – Documenting VA Video Connect Visits

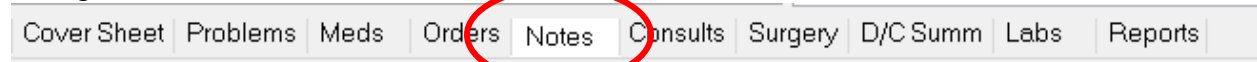
Documenting Visits

To document visits for VA Video Connect (VVC) you must complete the following:

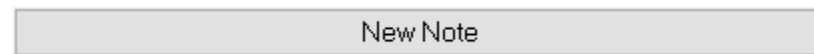
Enter the Computerized Patient Record System (CPRS)

Enter the patient chart that you need to complete documentation in.

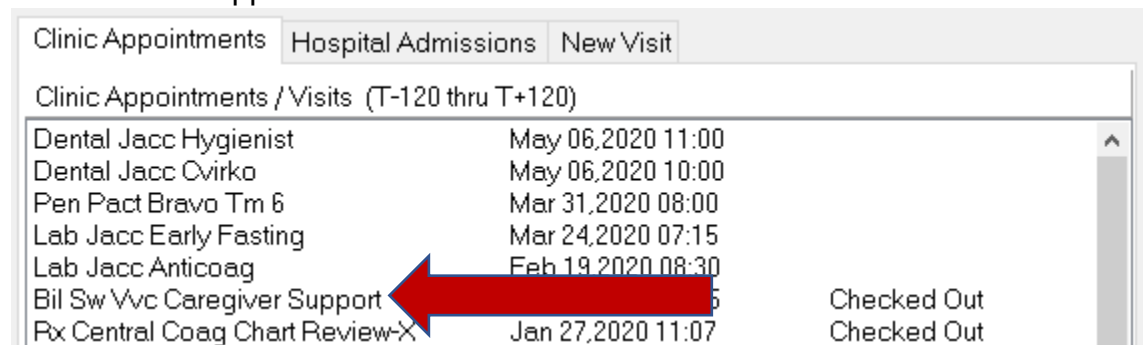
Navigate to the “Notes” tab at the bottom of the screen



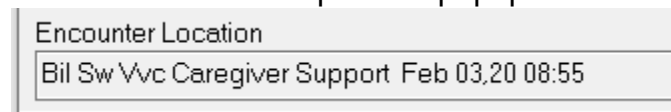
Click on “New Note” to start a new note:



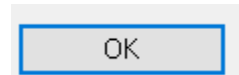
If appointment was scheduled, complete the following when the pop-up menu appears:
Click on clinic appointment that the VVC Note is associated with:



Once you click on the correct appointment, it should be reflected in the Encounter Location box at the top of this pop-up menu:



Click on OK on the pop-up menu:



If the appointment was not scheduled in advance, complete the following when the pop-up menu appears:

Click on the “New Visit” tab:

Encounter Location

< Select a location from the tabs below.... >

Clinic Appointments Hospital Admissions **New Visit**

Enter your visit location:

Visit Location

BIL SW WVC CAREGIVER SUPPORT

BIL SW WVC CAREGIVER SUPPORT ^

Enter Date/Time of Visit (PLEASE NOTE: Do not leave to default of “NOW” for the date and time. This will create an encounter issue that is difficult to close. Change to the Date/Time of the Visit)

Select Date/Time

| February 4, 2020 | | | | | | | 09:00 |
|------------------|-----|------------|-----|-----|-----|-----|------------|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| | | | | | | 1 | 6 :00 - |
| | | | | | | | 7 :05 |
| | | | | | | | 8 :10 |
| | | | | | | | 9 :15 - |
| 2 | 3 | [4] | 5 | 6 | 7 | 8 | 10 :20 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 | 11 :25 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 | 12 - :30 - |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 | 13 :35 |
| | | | | | | | 14 :40 |
| | | | | | | | 15 :45 - |
| | | | | | | | 16 :50 |
| | | | | | | | 17 :55 |

Today Now Midnight

OK Cancel

Click “OK” to save Date/Time:

OK

You should see the appointment information in “now” reflected in the Encounter Location box:

Location for Current Activities

Select the appointment or visit that should be associated with the note or orders .

Encounter Location

BIL SW VVC CAREGIVER SUPPORT Feb 4,2020@0

Click on “OK” to close the pop-up menu:

OK

The next pop-up menu that you will get is the Progress Note Properties box:

Progress Note Properties

Progress Note Title:

SWS CAREGIVER PROGRAM ADMINISTRATIVE NOTE
CAREGIVER SUPPORT PROGRAM PROVIDER INPUT
SWS CAREGIVER PROGRAM TELEPHONE NOTE
CAREGIVER PROGRAM 90 DAY MONITORING ASSESSMENT
CAREGIVER PROGRAM 90 DAY MONITORING CAREGIVER ASSES:
CAREGIVER PROGRAM ANNUAL IN-HOME MONITORING ASSESST

OK

Cancel

Date/Time of Note: Feb 4,2020@08:10 ...

Author: James,Hollie-LYN R - SOCIAL WORKER

Select the note title that matches the note that you are completing in CPRS. Remember, that VA Video Connect notes in the Caregiver Support Program are not currently permitted for Initial and Annual Assessments.

Progress Note Properties

Progress Note Title:

SWS CAREGIVER PROGRAM ADMINISTRATIVE NOTE
CAREGIVER SUPPORT PROGRAM PROVIDER INPUT
SWS CAREGIVER PROGRAM TELEPHONE NOTE
CAREGIVER PROGRAM 90 DAY MONITORING ASSESSMENT
CAREGIVER PROGRAM 90 DAY MONITORING CAREGIVER ASSES:
CAREGIVER PROGRAM ANNUAL IN-HOME MONITORING ASSESST

OK

Cancel

Date/Time of Note: Feb 4,2020@09:04 ...

Author: James,Hollie-Lyn R - SOCIAL WORKER

Click on “OK” to close the pop-up menu:

OK

Complete Documentation in the note template that pops up.

Document CAPS Lock information in the note as well. Information about CAPS Lock can be found in [Module 8](#) Conducting a VVC 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 – VA Video Connect Troubleshooting

This section will cover the most common issues with completion of a VA Video Connect visit. This is not an exhaustive guide. However, these are the issues one would most likely encounter.

Troubleshooting Initial Setup

A common problem is setting up the appointment.

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

1. Try using the search function in your email to search for the email (all emails for VVC come from “Mobile Health”)
2. Check your Spam or Junk folder to see if the email was delivered to that folder
3. Verify that the correct email address was used in order to send the appointment email (for both you and the Veteran/caregiver)
4. If the email cannot be found, resend the scheduled appointment email. This can also be used if the Veteran/caregiver did not receive the email or if they cannot find it
5. If the visit was scheduled through a scheduler, they can resend the email
6. If the visit was scheduled through Virtual Care Manager, you can follow the steps below in order to resend the invitation:
 - a. Go to Virtual Care Manager.
 - b. Click on the appointment for the Veteran that was scheduled.

Virtual Care Manager interface showing filters and a list of video visits. A red arrow points to the appointment for 12/16/2019 (Mon) 1130 CST.

Buttons: Create Unenrolled/Group Video Visit

Filters:

Date Range: * Start Date 12/16/2019 * End Date 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

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

Video Visit Details for ZZTEST PATIENT.

Appointment Details:

Date: Monday, December 16, 2019 at 11:30 CST

Facility: BIL OX VAMC

Clinic:

Provider: Hollie Lyn James

Duration: 20 minutes

Appt Type: Ad Hoc

Guest(s):

Caregiver(s):

VA Staff:

Start Video Visit

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

Resend Notification

Troubleshooting Technology Failure

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

1. The link to the VVC session is invalid or does not open. If this happens complete the following:
 - a. Verify the date and time of the appointment
 - b. If the appointment was scheduled through your FTC, this can be done by contacting the FTC to verify the date/time of the appointment
 - c. If the appointment was scheduled through Virtual Care Manager, you can verify the appointment date and time by logging into Virtual Care Manager and looking at the appointment:

Create Unenrolled/Group Video Visit

Filters

Date Range: * Start Date * End Date *required field

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

- d. Verify the session link in the web browser
- e. If you copied and pasted the link, verify that the web address was transferred correctly
- f. 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)
- g. If you are using Safari on an iOS device, verify that you have the VA Video Connect Application on your device

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_NTTTHD@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.

Below are some steps 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

VA Video Connect also has the capacity to be used in group format. 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. CSCs should, however, use their clinical judgment and discretion when creating the group. It is important to consider size, length of group, number of group members, personalities, frequency of group sessions, and type of group (support, psychoeducational, therapeutic, etc.).

Telehealth Agreement and 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.

Creating Group Video Visits

1. Ensure you have a group clinic. VVC CG GROUP SW (or similar) with primary stop code of 192 and secondary stop code 720
2. On the left-hand side of screen, click create unenrolled group video visit

The screenshot shows the VA Video Connect (VVC) Staff View - Video interface. A red arrow points to the 'Create Unenrolled/Group Video Visit' button in the top left navigation bar. The interface is divided into two main sections: 'Filters' on the left and 'Video Visit Detail' on the right. The 'Filters' section includes a 'Date Range' filter with 'Start Date' and 'End Date' set to 01/17/2020, and an 'Email & Clinic Preferences' section with 'Primary' set to rebecca.bixler@va.gov and 'Secondary' set to SF/CAREGIVER SW. There is a 'Refresh' button and a 'Last Updated' timestamp of 11:56 am. The 'Video Visit Detail' section on the right contains instructions on how to create appointments, including a note that 'Your upcoming Video Visits are displayed in the panel to the left.' and two bullet points: 'Select Create Unenrolled/Group Video Visit to create an Ad Hoc Video Visit appointment for an unenrolled Veteran.' and 'Select Create Unenrolled/Group Video Visit to create a Group appointment for multiple Veterans.'

3. Select radio button for group of Veterans (caregivers)

Staff View - Video Visits

Create Unenrolled/Group Video Visit

Filters

Date Range: * Start Date * End Date *required field
 01/17/2020 01/17/2020

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

Clinics: [Edit](#)
 SF/CAREGIVER SW

[Refresh](#)

Last Updated 12:11 pm

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

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

Create Unenrolled/Group Video Visit

Create Video Visit for

☐ Unenrolled Veteran
☒ Group of Veterans

* Time (CST)
 01/17/2020

* Duration
 20 minutes

My Information * Email
 rebecca.bixler@va.gov

Phone
 (605) 595-5212

4. Enter date, time, duration
5. Ensure provider information is correct
6. Enter name of group
7. Select edit group

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](#)

8. Add Veterans/caregivers by searching for their name

Group Veteran Search

Add Veteran:

You may add up to 30

Veteran List (0)

| Veteran | Contact |
|---------|---------|
| Bl | 01 |

9. Select correct Veteran/caregiver
10. Ensure Veteran/caregiver email is correct

11. Select add/update Veteran button

12. 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)

13. Click update at the bottom of the screen

14. Click create

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.**

Documentation

Be sure to use correct procedure codes for group face to face (97150 or S9446).

IMPORTANT: Document informed consent of using telehealth in the caregiver's collateral record.

How to handle an emergency in a telehealth/VVC group

Terminate the group. Provide support to the participant in need by following the steps from [Module 8](#) (as above).

Ending the Group Visit

Upon the completion of the group video visit, terminate the session in the same manner you would in an individual video visit by selecting the red phone button and confirming you would like to leave the visit.

Resources:

<https://vaww.telehealth.va.gov/pgm/vvc/groups/index.asp>

Module 12 – Conclusion

You will discover that VA Video Connect (VVC) is a modality that can simplify your day to make your job easier. You will save time by reducing travel and effort for yourself. You will save the Veteran/caregiver time and stress of others entering the home for a visit. It is also easy to schedule appointments and complete your documentation.

By using VVC, you are creating an encounter that will be more personal and more informative for you as a clinician. You will observe more information from your Veterans and/or caregiver using visual cues captured during each encounter that you would not be able to observe from a telephone check-in, such as:

- The affect of both Veteran and caregiver such as restlessness, fidgeting, repetitive movements, flat affect, facial expressions and more
- Attention to personal hygiene
- Signs indicating health status (appearance of skin, skin color, physical signs of injury or illness)
- Gaze of eyes (looking away from camera, looking down, eye avoidance)
- Volume of speech, pace of speech
- Weight changes
- Sleep indicators (do your caregivers/Veterans look tired?)
- Level of engagement and willingness to connect with clinician
- Veteran/caregiver living conditions and environment (clutter, cleanliness, safety)
- You can ask about the Veteran's medications and can get a visual of all medications and nutritional supplements if you have a concern
- You can ask about prosthetic devices and what is helping to promote safety and independent functioning (are devices being utilized, are they in good condition, are there devices that might be needed?)

As a front-line clinician, you may be influential in helping Veterans feel comfortable requesting VVC for other clinical services. Leadership listens to the “voice of the customer.” When Veterans advocate for services, they increase the likelihood of getting the right care at the right time, in a convenient place. This is especially true for Veterans and caregivers:

- Who live in Rural areas
- Who must travel a long distance to get their medical care
- Who are elderly and have problems with mobility or cognition
- Who have medically complex or catastrophically disabled conditions
- Who work full time
- Who are Caregivers to their parents, their spouse or their child and cannot leave them

We are at the forefront of using VVC and have the ability to expand our reach and services to meet the needs of our Veteran/caregiver dyads while still providing exceptional care.

Resource:

https://www.va.gov/anywheretoanywhere/docs/Telehealth_Services_factsheet.PDF

VA Telehealth Services. Retrieved January 14, 2020

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