



# VA Video Connect: How to Get Started

## A Quick Guide for Academic Detailers

VA Video Connect (VVC) is a virtual medical room that enables providers to meet with their patients right from the comfort of patient's own home or a remote location. Academic Detailers are encouraged to use VVC for their virtual detailing visits to promote this new technology and instill confidence in clinical staff as they undertake their telehealth activities. Here are the basic steps to get started:

### Step 1. Complete the following web-based training

Telehealth to Home Using VA Video Connect (TMS Course VA 4279741) [Click here to sign in to TMS](#)


### Step 2. Request permission to use VVC

- **New users:** Fill out the [New Account Request Form](#). Enter your information as requested then click save (look for a purple disc on the upper left corner) to submit your application.
- **Existing users:** If you already have a Telehealth Management Platform account, you only need to request additional privileges for VVC: fill out the [Modify Existing Account Form](#).

Once your application has been processed, you will receive an email to let you know that you have been granted permission to use VVC. This email will also include instructions you will need for step 3 below.

### Step 3. Getting Set up for VVC

- **Computer/laptop:** Follow the instructions on the next page to log in to [Virtual Care Manager \(VCM\)](#)
- **Apple® iPhone/iPad (iOS):** iOS users are required to download and install a one-time free VVC App. All other devices (e.g., androids) will NOT be required to download any software or application. The steps to install the VVC App if using iOS device are as follows:
  1. Touch your "App Store" icon.
  2. In the search field, type in "VA Video Connect".
  3. Select the "VA Video Connect".
  4. Touch download icon to install the VA Video Connect application to your iOS device
    - a. Once installed, VVC icon will be visible on your menu screen.
  5. You are now ready to use the virtual medical room.

 Please note that personal devices may NOT be used by VHA Staff to connect to a patient using VVC.

### Step 4. Ensure you have the appropriate equipment and connection

You will need a VA computer with webcam plus microphone, speakers or headset. External cameras or hardware are not necessary for iOS devices and most laptops. Reach out to your [local telehealth coordinator](#) to ensure you have the appropriate equipment to complete a VVC encounter. The [VA Video Connect test site](#) is available for automated testing of audio and video connection



If unable to obtain necessary assistance locally, please contact the **National Telehealth Technology Help Desk** at 866-651-3180 (Monday-Saturday 7am-11pm ET) for additional assistance.



# VA Video Connect: How to Conduct a VVC Visit

## A Quick Guide for Academic Detailers

It is quick and easy to get started with on-demand VVC appointments. Here is how you can utilize VVC to conduct an Academic Detailing visit with a provider:

**Step 1. Log in to VCM.** Launch [VCM](#) by clicking on the *Launch in Browser* option then enter your PIV number to sign in. From the homepage, follow the below steps to create on-demand VVC appointments:

**Step 2. Click on the VVC link imbedded within the invitation email.** You should receive an invitation link emailed from donotreply@mobilehealth.va.gov. If using an Apple device, the session will launch automatically in the app after clicking on the invitation link. For all other devices, no application download is required. The session will launch automatically in your web browser after clicking on the session link embedded within the email invitation.



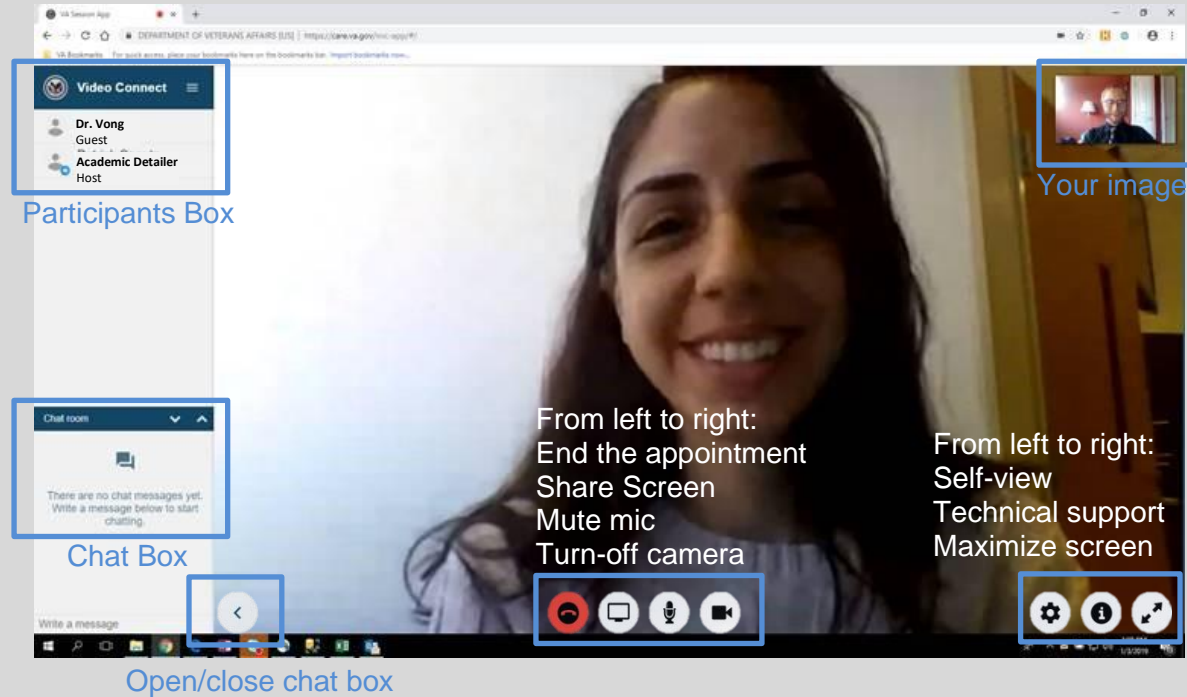
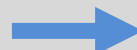
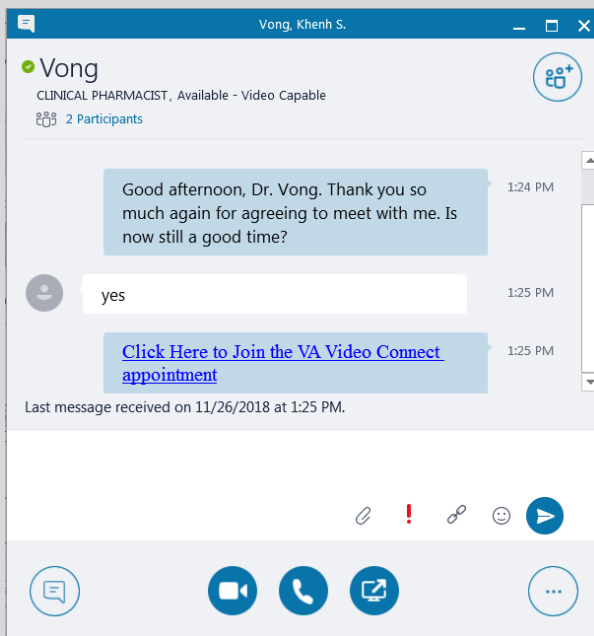
If unable to obtain necessary assistance locally, please contact the **National Telehealth Technology Help Desk** at 866-651-3180 (Monday-Saturday 7am-11pm ET) for additional assistance.



# VA Video Connect: How to Navigate a VVC Visit

## A Quick Guide for Academic Detailers

VA Video Connect is easy to use with many convenient features:



Here are some helpful tips to keep in mind:

- Staging consideration include adequate lighting, minimum background noise, and professional/uncluttered visual background.
- Avoid wearing a white coat, bold colors or patterns to minimize color contrast during the encounter.
- Check the self-view at the start of the VVC encounter to make sure your distance from camera is comfortable. Also, make sure that the camera angle is level and straight-on. Avoid looking down or up at the camera.
- Eye contact is made by looking at the camera, not at the provider's eyes on screen. A good practice is to position the provider image near the camera and look directly at the camera at times to engage with the provider. This may take some practice!
- The Share Screen option (located next to the red disconnect button) is a helpful tool to share additional information such as the provider's dashboard or national handouts.
- The Chat Box (located at the lower left corner) allows for typed conversation. You can use this feature to share your contact number in case of any audio issues or direct links to instructional videos or other online resources.




If unable to obtain necessary assistance locally, please contact the **National Telehealth Technology Help Desk** at 866-651-3180 (Monday-Saturday 7am-11pm ET) for additional assistance.



# VA Video Connect: Frequently Asked Questions

## A Quick Guide for Academic Detailers

Knowledge of various site-specific processes are essential to promote VVC at your facility. Here are some guidance on how to address provider's frequently asked questions about VVC:

Item	Comments, Tips, Examples
<b>Creating Clinic Locations and Clinic Appointment Grids</b>	
<input type="checkbox"/> Who requests them?	Either providers request them via scheduling staff to telehealth coordinators, when they are preparing to do their first VVC appointment OR Telehealth Coordinators create them when providers initially complete their TMS training and submit their certificates. Ask your Facility Telehealth Coordinator.
<input type="checkbox"/> Is there a form to complete?	This depends on the site. For example, in VISN 20, Portland VA has a form (see example) to request a new clinic to be set up. At the Boise VA, instead of using a form, they proactively create clinic locations in large batches after providers complete TMS training and are added to the Telehealth Management Platform. Check with your facility telehealth coordinator to determine the process for the facility.
 New Clinic Request Form - Portland.doc	
<input type="checkbox"/> How are clinic grids handled?	Ascertain if they have defined appointment slots for VVC or if they are so-called "overbook only." Figure out if there is a default or if providers select this (see form above)
<b>Scheduling Visits</b>	
<input type="checkbox"/> Does the facility use Telehealth Management Platform (TMP)?	Ask Facility Telehealth Coordinator. If they do not use this, how do they grant providers permissions to use VA Video Connect platform?
<input type="checkbox"/> Does the facility use Schedule Manager?	Does the facility schedule visits in CPRS/Vista but still require providers to use Video on Demand at the time of the visit to set up VVC portion? [the alternative is for the MSAs to send the VVC links in advance of the appointment as part of the scheduling process]
What is the name of the note title this facility uses for VA Video Connect?	Ask Facility Telehealth Coordinator.
What is the name of the note template this facility uses for VA Video Connect and how do providers find this?	Ask Facility Telehealth Coordinator.
How are patients educated on how to use VVC?	Is there a consult to the facility telehealth team to teach patients how to use this? Does the provider do this themselves? Does the provider give the National Telehealth Help Desk number to patients for this purpose (866-651-3180)? If patients do not have adequate equipment or internet, how can the facility provide an iPad to the patient (consult name, etc.)?



If unable to obtain necessary assistance locally, please contact the **National Telehealth Technology Help Desk** at 866-651-3180 (Monday-Saturday 7am-11pm ET) for additional assistance.