

How the VA is Bridging the Digital Divide with VA Loaned Devices

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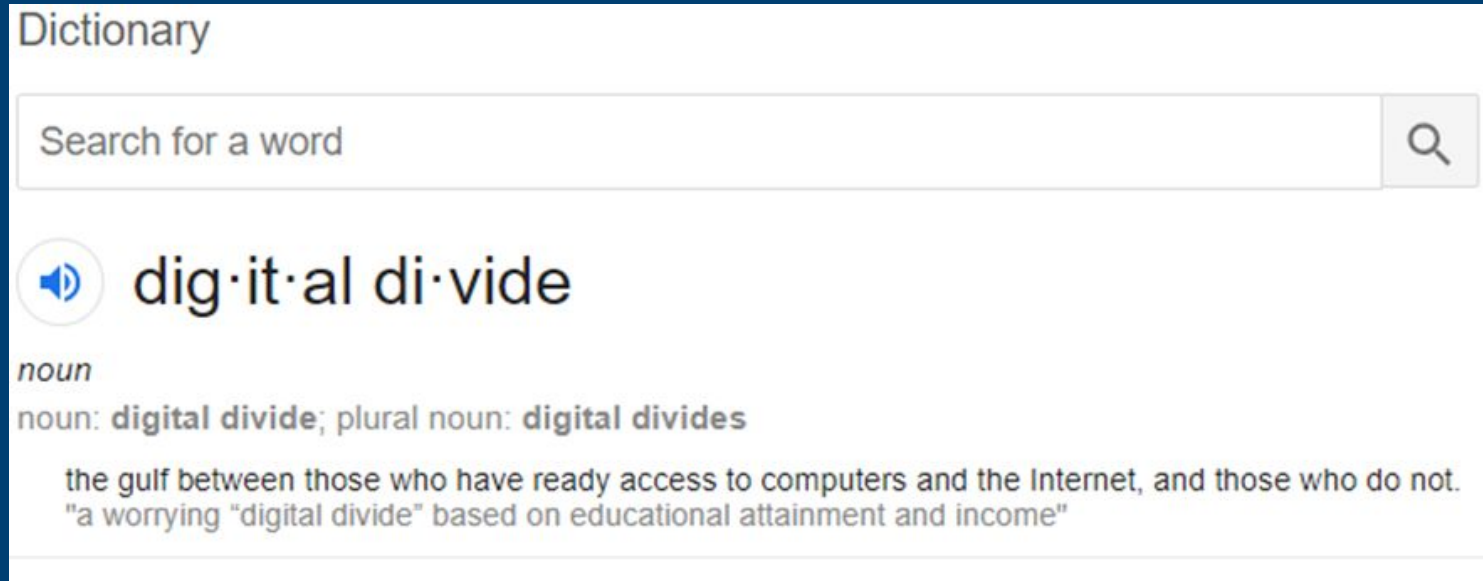


U.S. Department of Veterans Affairs
Veterans Health Administration
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Today's Agenda

- **Introduction**
- **Digital Divide**
- **VA Mobile Apps**
- **Veteran Testimonials**
- **VVC Demo**
- **ATLAS**
- **Q&A**

Digital Divide



~30% of Veterans live in rural or very rural areas

Connectivity in the home is a critical resource for health care, job functions, schooling, etc.

Digital skills need to be partnered with connectivity for meaningful use

VA Mobile Apps

<https://mobile.va.gov/appstore/veterans>

- Apps are developed for both Veterans and VA care teams, offering a safe and secure mobile access to patient data, and providing more opportunities for Veterans to be active participants in their health care.

★ TOP VETERAN APPS



Annie App for Veterans



Receive text reminders to help you manage your care.

Web



VA Launchpad for Vete...



One app to launch them all! Launch VA apps from here.

iOS Android



VA Online Scheduling



Schedule, request and track VA appointments with ease.

Web



COVID Coach



Receive tools to support self-care and mental health during the COVID-19 pandemic.

iOS Android

Using VA Video Connect (VVC) to Close the Digital Divide Gap



Veteran Testimonials

- **Tablet addresses access barrier**

“I would prefer video because it would expose me less to sick people. This benefits me a lot being a transplant recipient. And my caregiver wouldn't have to take off work to take me to the doctor.”

- **High perceived quality of virtual care experience**

“I get to see the provider just as if I came to VA in person so to me that is about the same or just as good”

- **Low necessity for in-person care (e.g., exam)**

“Sometimes doctors need to examine patients. I think it's wonderful for therapy because all i need to do is talk.”

- **Appropriate tech literacy**

“Need to give a class on how to use the tablet and make sure the connection & passwords are done right”



White Glove Service aka Connected Device Support Program



- Initial setup of the device
- VA Video Connect test call
- Setup and use of peripheral devices (if applicable)
- Installation of VA applications
- Creating a new email
- Linking an email to the mail application

VVC Live Demo

VAHealth



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Open Discussion

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