

VA



U.S. Department
of Veterans Affairs



My VA Health

TELEHEALTH

The Telehealth section provides information to navigate virtual appointments on the My VA Health patient portal and additional resources to manage your health care online.



VA Video Connect Technical Support

VA Video Connect (VVC) is a user-friendly and secure VA videoconferencing app that you will use to meet virtually with your VA health care team. You can use VVC on your computer or mobile device using a compatible web browser.

Please Note: Some features may not be available in all browsers. VVC no longer supports the Internet Explorer browser. If you attempt to access VVC via Internet Explorer, you will receive an alert instructing you to download Google Chrome.

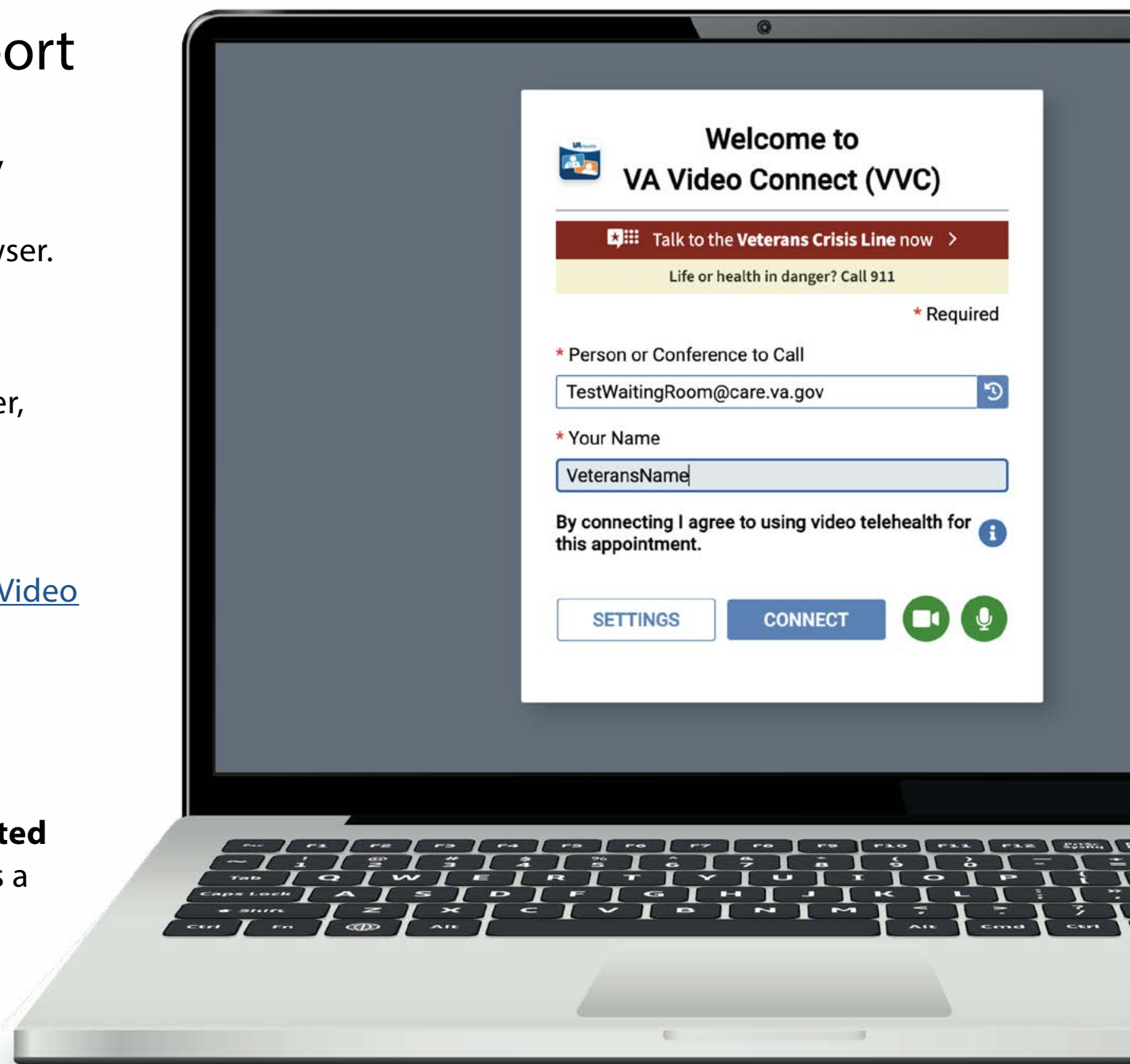
VVC Testing

To test if your device is compatible with VVC, visit the [VA Video Connect test site](#) and follow the prompts.

Visit the [VA Video Connect](#) app website for detailed instructions, helpful videos, and user guides.

Technical Support

If you need additional support, call the **Office of Connected Care Help Desk** at **866-651-3180** for assistance 24 hours a day, seven days a week.

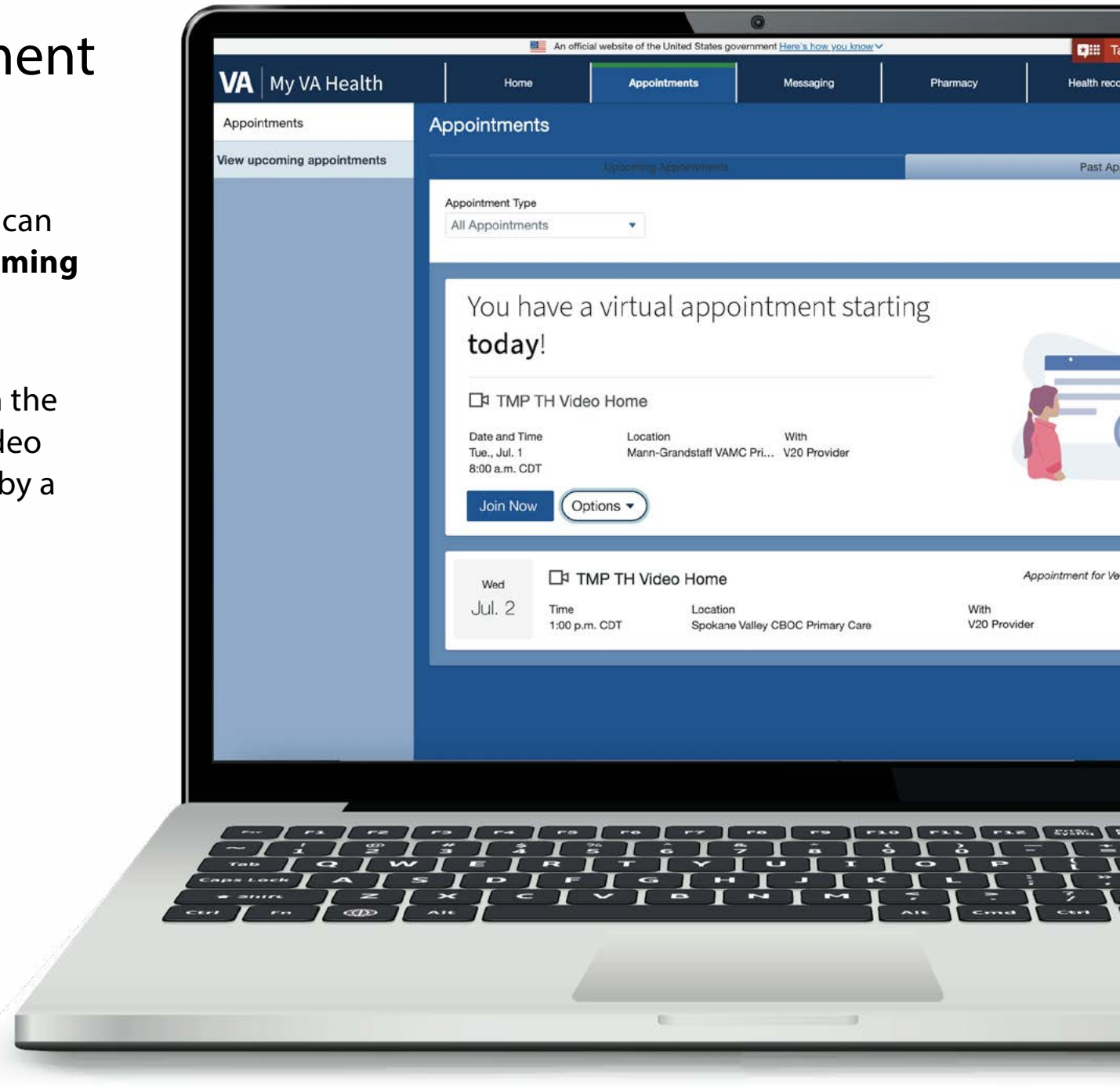


30 Minutes before your Appointment

Access your VA Video Appointment

Navigate to the My VA Health patient portal 30 minutes prior to your scheduled appointment time to ensure you can securely access your video connection. Select **View upcoming appointments** in the Appointments section and follow the prompts.

Please test the connection for your video appointment in the **Options** drop-down menu before joining the session. Video appointments will be identified in your appointment list by a video camera button, pictured to the right.



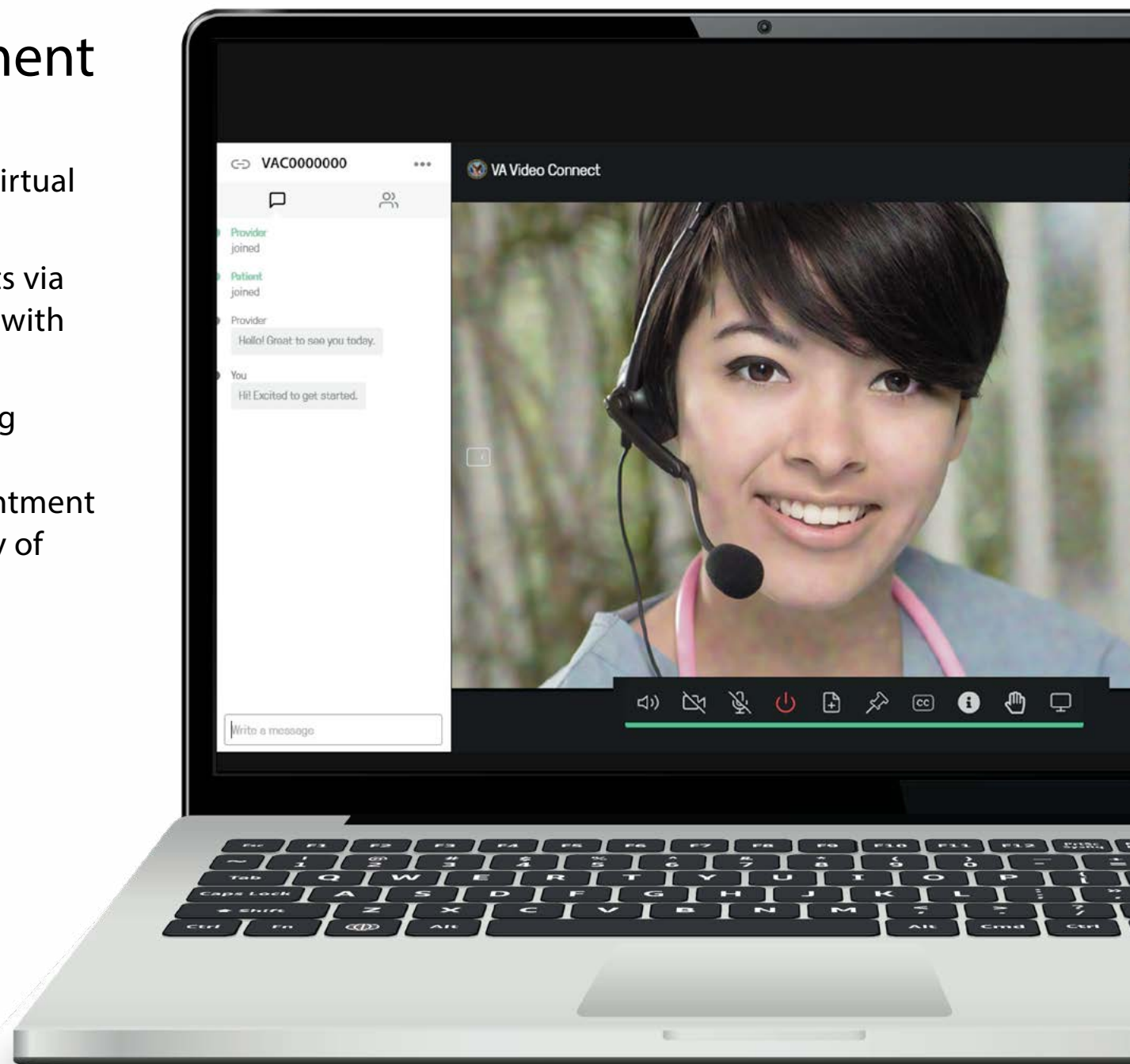
15 Minutes before your Appointment

Join your VA Video Appointment

Select **Join Now** on the video session link to launch the virtual waiting room where you will meet your provider.

You may also access and join your VA Video Appointments via VA Video Connect Visit and Telehealth Scheduling emails with direct links to your video session.

When your appointment is booked, Telehealth Scheduling will send you an automated email confirmation from VHATMPScheduling@va.gov. VVC will send you an appointment confirmation and reminders leading up to and on the day of your appointment from video.appointment@va.gov.



Training Materials

Instructions For Patients

Learn about the steps patients can follow to participate in a video visit using VA Video Connect.



Demonstration

Learn about the features and functionality of VA Video Connect in this brief overview.



Troubleshooting Tips

With Veterans and VA care teams using VA Video Connect more than ever before, Connected Care Communications produced a new video that offers troubleshooting tips for VA Video Connect to address common technical difficulties and help foster long-term adoption of the video telehealth tool. The 4-minute video provides tips to troubleshoot and resolve each of seven main issues that users commonly face:



Additional Resources

- Manage your health care with My VA Health on <https://www.va.gov/>.
- Visit the [Veteran Resources page](#) for guidance on navigating and managing your health care online through the My VA Health patient portal.
- Learn more about [steps you can take to prepare for VA's secure sign-in changes](#).
- Read more about [VA's Electronic Health Record Modernization \(EHRM\) program](#).
- [Visit the VA Department website](#).