



U.S. Department
of Veterans Affairs

Press Release

Office of Public Affairs
VA Northern California
Health Care System

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IMMEDIATE RELEASE

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Veterans, protect yourself from COVID-19: Access VA health care from home

SACRAMENTO, Calif. — [VA Northern California Health Care System](#) is committed to providing high-quality care while keeping Veterans safe from COVID-19.

“Out of concern for our Veterans and staff, we have taken a [number of measures](#) to ensure social distancing is practiced at our health care sites,” said VA NorCal Director David Stockwell. “Through VA’s virtual care tools, we are able to leverage telehealth technology to make sure our patients and staff are as safe as possible during this time.”

To help us address our Veterans’ most-urgent needs first, VA NorCal asks that Veterans use our online tools for routine or non-urgent questions. Here are some examples:

Telephone or Video Appointments – Veterans can receive care at home — either over the phone or via video using VA Video Connect on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their provider a secure message on My HealtheVet by visiting myhealth.va.gov. To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.

Prescription Refills – Veterans can request prescription refills and order and ship medications to their homes using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

Text Message Reminders – Veterans can use Annie’s Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor for symptoms and can assist if they need to contact their VA facility for care. Enroll at mobile.va.gov/annie.

Secure Messaging – With My HealtheVet, VA’s online patient portal, Veterans can send online secure messages to their VA health care team to ask them nonurgent health questions. Register at www.myhealth.va.gov.

For more information about VA NorCal’s use of virtual health care technology in response to the COVID-19 pandemic, please e-mail Will Martin, Chief of Public Affairs, at William.Martin6@va.gov or visit connectedcare.va.gov.

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