

VAU.S. Department
of Veterans Affairs

Press Release

Office of Public Affairs
VA Northern California
Health Care SystemSacramento Medical Center 10535
Hospital Way, Mather, CA 95655
(916) 843-9247

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Contact: Will Martin, Chief of Public Affairs

William.Martin6@va.gov

VA NorCal Health Care System completes 35,958 video visits in 2020

SACRAMENTO — [VA Northern California Health Care System](#) has completed more than 35,958 video telehealth appointments with Veterans in their homes this year. This represents an increase in video telehealth appointments of more than 4000 percent since Jan. 1, 2020.

Video telehealth allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet or data service connection. As in-person interactions decreased in response to the COVID-19 pandemic, video telehealth has supported Veterans' abilities to continue care and remain safe at home.

"Never has telehealth been more essential to our providing compassionate, quality care to Northern California Veterans," said VA NorCal Director David Stockwell. "Virtual appointments empower us to minimize the risk of COVID-19 transmission among our patients and staff."

All Primary Care and Mental Health professionals at VA Northern California Health Care System are capable of providing video telehealth care to Veterans in their homes or other locations of their choice. In addition, almost 40 percent of all specialty professionals are currently capable of providing video telehealth visits with more staff being trained daily.

Over 10,700 individual Veterans served by VA Northern California Health Care System have completed video telehealth visits. VA staff provide equipment training and support to assist Veterans in completing their video visits. VA is making strides to bridge the digital divide for Veterans who lack the technology or broadband internet connectivity required to participate in VA telehealth services. At the national level, over 26,000 devices have been provided to increase access to the technology that Veterans need to connect with their VA health care team virtually.

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