

VAU.S. Department
of Veterans Affairs

Press Release

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IMMEDIATE RELEASE

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VA NorCal encourages Veterans to access VA mental health support from home

MATHER, Calif. – Amid the COVID-19 pandemic, [VA NorCal Health Care System](#) asks that Veterans use VA's online resources for non-urgent mental health care and questions. Not only will this help protect Veterans from contracting COVID-19, but it will enable VA providers to focus their in-person care on Veterans with acute needs.

“Out of concern for our Veterans, we are honoring COVID-19 physical distancing guidelines,” said VA NorCal David Stockwell. “Through VA’s virtual care tools, we are able to leverage technology to make sure that our patients and staff are as safe as possible during this time.”

VA offers Veterans a variety of at-home mental health resources, including:

Telephone or Video Appointments – Veterans should maintain their existing mental health appointments using VA Video Connect (mobile.va.gov/app/va-video-connect) at home on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their health care provider a secure message by visiting myhealth.va.gov.

Prescription Refills and Safety – Veterans should continue taking all medications as prescribed and talk to their mental health provider if they have concerns. Veterans may request prescription refills and order shipments of medications to their homes using My HealthVet or the Rx Refill mobile app, which can be downloaded at mobile.va.gov/app/rx-refill. VA's [Safe Home Environment handout](#) provides information on safely storing medications in the home.

Mental Health Information and Resources – VA provides information on ways for Veterans and their families to maintain and enhance their mental health and well-being during the COVID-19 outbreak. Information about managing stress and anxiety, as well as mental health resources, are available at www.mentalhealth.va.gov/coronavirus/resources.

For more information about VA NorCal's use of mental health care technology in response to COVID-19, please e-mail Will Martin, Chief of Public Affairs, at William.Martin6@va.gov.

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