

VA



U.S. Department
of Veterans Affairs

Press Release

Office of Public Affairs
VA Northern California
Health Care System

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IMMEDIATE RELEASE

Date: January 24, 2020

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Virtual Care Manager Video Appointments

MATHER, Calif. — [VA Northern California Health Care System](#)

We thought you might be interested in learning about VA's online tools and mobile applications which help Veterans keep track of their health records, manage their appointment and prescriptions, receive weight loss support and so much more.

VA Providers use Virtual Care Manager to see Veterans via Video Appointments.

Scenario #1

A Primary Care provider used Virtual Care Manager to complete a **Video appointment** with a patient just discharged from the hospital. Rather than having the patient travel back to the hospital for an appointment, the provider used a **Video appointment** which goes directly to the patient's cell phone. The patient is able to see the provider and provider and team nurse were able to visualize the patient to answer questions in real-time. Medication questions were also addressed during the **Video appointment**. The Veteran and spouse were very satisfied with the service and grateful they could remain in their home.

Scenario #2

A triage nurse received a call from a Veteran with left foot pain radiating to the middle of the foot to the outside of the foot, along with his big toe. The pain had worsened over the last couple of months making walking, running, and wearing shoes painful. The triage nurse recommended the patient have the foot examined, but the patient did not want to travel to the Emergency Department. The triage nurse arranged for a provider to see the patient via a **Video appointment**. The provider was able to view the patient's foot along with the patient's range of motion to rule out an infection. The provider referred the patient to Podiatry for extensive diffuse calluses.

Scenario #3

A Veteran with a history of jaw osteonecrosis (bone infection) had surgery to reconstruct his jaw with fibrosis and lymphedema of the jaw and neck area. During a **Video appointment** the provider was able to see the patient's neck swelling and limitations of mouth opening along with neck movement. The provider recommended the patient continue with physical therapy which would improve the patient's lymphedema and jaw movement. The **Video appointment** enabled the Veteran to stay home rather than travel to the clinic to see the provider before obtaining a referral to a specialist.

During the **Video appointment** the Veteran also mentioned ringing in the ears. The provider was able to review the patient's most recent Audiology otoscopic exam and referred the patient directly to ENT.

For more information about VA's Connected Care programs, visit connectedcare.va.gov.

Media seeking to gain more information can contact Endia Porter, Acting Chief of Public Affairs, at 916-843-7123 or endia.porter@va.gov.