

Get Started With Virtual Care Tools

The U.S. Department of Veterans Affairs' virtual care tools offer Veterans convenient access to care. These tools can help Veterans reduce trips to VA facilities, increase communication with their VA care teams, and more easily access their health information.

VA's virtual care tools empower you to take charge of your health and be active in managing your care. My HealthVet, VA Telehealth Services, and VA Mobile offer technologies to improve your health care experience.



What virtual care tools are available to me, and how can I access them?
Here are several VA virtual care tools to consider first:

The **VA App Store** houses a wide variety of mobile and web apps designed specifically for Veterans, all in one convenient place. VA apps, including the official **VA: Health and Benefits app**, help you take charge of your health, securely manage your care, and connect with your VA care team. Visit the VA App Store at mobile.va.gov/appstore.

VA Video Connect is VA's secure videoconferencing app for video telehealth appointments. It is designed to help Veterans quickly and easily meet with VA providers through live video on any computer or mobile device with an internet connection. You can also invite guests, such as your family members and caregivers, to join the video appointment. Learn more about VA Video Connect at mobile.va.gov/app/va-video-connect.

With the **VA Health Chat** app, Veterans enrolled in VA health care can connect with a VA staff member in less than 10 minutes. Caring VA staff provide medical advice for non-life-threatening health concerns, schedule VA appointments, refill VA prescriptions, and more. VA Health Chat is not yet available at all locations. You can confirm that VA Health Chat is available to you at mobile.va.gov/app/va-health-chat. If your location isn't listed, please check back monthly. VA is expanding this service rapidly.

My HealthVet is VA's online patient portal for Veterans, active duty Service members, and their dependents and caregivers. My HealthVet is private and secure, and it features a variety of online resources and tools that offer you greater control over your health and wellness. To get started, visit myhealth.va.gov.



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Veterans Health Administration
Office of Connected Care

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What resources can help me get started?



Virtual Health Resource Centers (VHRCs) offer support to Veterans, their family members and caregivers, and VA staff looking to take advantage of virtual care tools. At a VHRC, you can speak with experts to determine which virtual care options may be best for your health and lifestyle needs. These experts are also available to help you get started with VA apps and set up VA-loaned devices. Use this locator tool to find a VHRC near you: telehealth.va.gov/facility-locator. If there isn't a location near you, please check back regularly. VA is expanding this service.



VA's **Digital Divide Consult** can help Veterans who would benefit from video telehealth services but don't have internet access or a video-capable device. Through the Digital Divide Consult, your VA provider can refer you to a VA social worker who determines your eligibility for programs to help you get the internet service or technology needed for VA telehealth. For more information about the Digital Divide Consult, talk with your VA provider.

Helpful Links

<i>Connected Care</i>		<i>VA Telehealth Services</i>		<i>VA Mobile</i>	
<i>VA App Store</i>		<i>VA: Health and Benefits</i>		<i>VA Video Connect</i>	
<i>VA Health Chat</i>		<i>Virtual Health Resource Centers</i>		<i>Digital Divide Consult</i>	



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