

# Telehealth Technicians Assistance for Primary Care

VA Midwest Health Care Network (VISN 23), Eagan, MN  
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## ORGANIZATIONAL OVERVIEW

VISN 23 Clinical Resource Hub operationalize centralized telehealth services to provide critical services in the right setting, at the right time, for the right reason.

## Future Initiative

- Expansion of MH including
  - Primary Care Mental Health Integration (PCMHI) from one Healthcare System to five
  - Substance Use Disorder
  - Family and Couples Therapy
- Develop Tele-Dermatology
- Develop Tele-Radiology
- Develop Tele-Sleep

## PROGRAM SPOTLIGHT

- Facilitate Provider/Primary care team working remotely from home
- Facilitate Video Telehealth visits
- Telehealth Technicians
  - Educate Primary care technologies needed to work remotely, emergency protocols, and skills checks
  - Work with team to properly select patients who are appropriate for video telehealth
  - Remind patient of their upcoming appointment
  - Ensure patient has ability to conduct the visit via video telehealth
  - Virtual Rooming:
    - Ensure Veterans have the ability to conduct the visit via video telehealth
    - Conduct Clinical Reminders
    - Assist with Remote Patient Monitoring devices
    - Connect Veterans with the Provider
    - Connect primary care team to the visit as needed
  - Virtual Checkout – schedule follow up appointments

## CONTACT INFORMATION

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## OTHER TELEHEALTH SERVICES

About 30+ Telehealth Services

### Virtual Eye Care

-18 locations  
-11K Visits last year

### Geriatric MH Team

-Geriatric Psychiatrist, Geriatric Psychologist, Neuropsychologist, Clinical Pharmacists, and Telehealth Technicians.

### Tele-Cardiology Service

-Cardiologist, Midlevel, Nurse, pharmacists, and Telehealth Technicians.

### Tele-Oncology Services

-Oncologist, Midlevel, Nurses, Pharmacists, and Telehealth Technicians.