

Caregiver Resources

Department of Veterans Affairs (VA) Video Connect

Caregiver Sheet



Caregiving is Made Easier Through Video Conferencing

The Department of Veterans Affairs (VA) Video Connect (VVC) is VA's free mobile application (app) designed to help Veterans and you, their caregivers, conveniently meet with VA health care providers through live video. Caregiver Connect is an option in VVC scheduling process that enables Veterans to invite guests to their VA video telehealth visits. This enables you and four additional family members to better participate in the Veteran's health care without physically going to VA facilities. You can help the Veteran for whom you provide care receive VA care and join them in video telehealth visits through the app. VVC is open to all caregivers and family members of Veterans enrolled in VA health care.

The VVC App

You can access VVC on nearly any device with a camera, microphone, and internet connection through the link provided by the VA health provider. Your session will launch automatically in the app after the session link is selected from the email invitation, then you can get direct, real-time access to the Veteran's VA care team. No application download is required, but it is available in Apple and Google Play [stores](#). If you need assistance with VVC, contact VA's Office of Connected Care Help Desk at 866-651-3180, 24 hours a day, 7 days a week. VVC is exclusively for VA and the Veterans in our care. Video appointments are secure and respect the privacy of the Veterans, caregivers, and families.

How VVC Bridges the Gap

You play a pivotal role in facilitating care and maintaining caregiver responsibilities; however, VVC can bridge the gap. VVC makes it easier for caregivers and support systems to actively participate in Veterans' VA health care. VVC increases information sharing and access to care in the following ways:

- Providing the soonest care to Veterans located anywhere in the United States.
- Connecting Veterans to VA health providers and out-of-network specialists.
- Including loved ones and support systems in Veterans' appointments.
- Allowing up to five guests to join Veterans' video visits.
- Offering comfortable, private appointment spaces to those in need.
- Providing internet service and technology for video visits (if eligible).
- Fewer cellular data charges while using the app with select mobile carriers (if eligible).

Benefits of VVC:

- Convenience in scheduling and attending VA health care appointments.
- Reduced travel and wait times related to Veterans' medical needs.
- Innovative and technologically advanced care coordination.

More Information

Learn more about VA Video Connect by watching [this video](#).

Discover other VA virtual technologies by checking out Connected Care's [website](#).

Find your local CSP team for more information using the locator tool: http://www.caregiver.va.gov/support/New_CSC_Page.asp

