



# MyVA Health Video App for Care Teams

## *Quick Start Guide*

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Office of Connected Care

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## Overview

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**The MyVA Health Video mobile application (app) for Care Teams allows VA providers to request that their Veteran patients take and securely upload short video clips, of approximately one to three minutes, for the provider to review.**

**These videos will help you to visualize and understand issues your patients might be experiencing at home, helping you provide guidance and care even when you are not in the same physical location. After requesting videos from your patients, you can securely view the videos online and monitor your patients' health conditions remotely via the app.**

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## Prerequisites

To use the MyVA Health Video App for Care Teams, you must be a VA health care professional with credentials for the Veterans Health Information Systems and Technology Architecture (VistA).

## Logging In

To access the MyVA Health Video App for Care Teams, enter your VistA Username and password. Begin typing in a VA Hospital Location, and a list of matching facilities will appear in a drop-down list. Tap your VA facility, and tap **Sign In**. When you first use the MyVA Health Video App for Care Teams, you will see an End User License Agreement (EULA). Read the EULA, and if you agree to the terms, tap **Accept** to proceed to the MyVA Health Video App for Care Teams.

**NOTE:** You can access the MyVA Health Video App for Care Teams either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from VistA. By signing in to the VA Launchpad once with your VistA credentials, you can access multiple apps without signing into each app separately. If you are accessing the My VAHealth Video App for Care Teams through the VA Launchpad and have already signed into another app, you will not need to re-enter your credentials.

## Logging Out

Tap your name in the upper right corner of the screen, and a drop-down menu will appear. Tap **Log Out**.

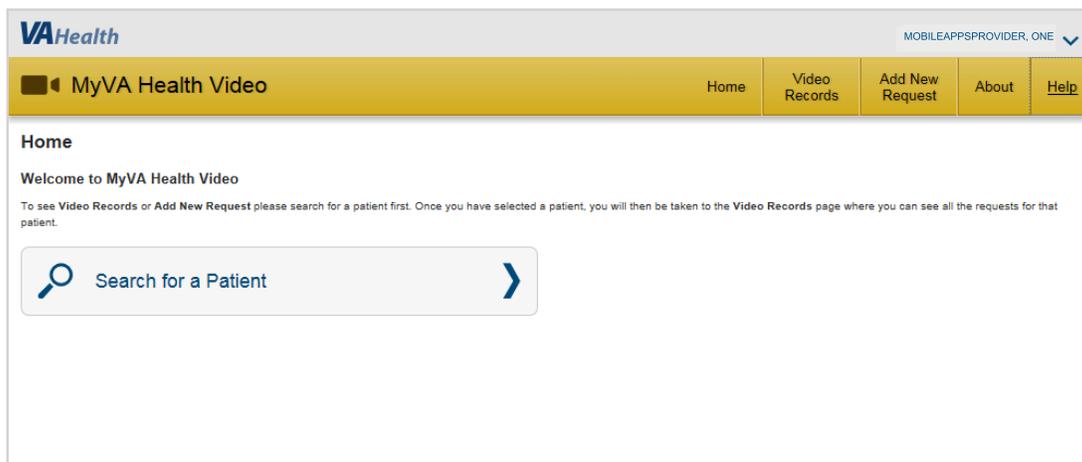
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## Getting to Know the Screen

When you log into the MyVA Health Video App for Care Teams, you will see your name in the upper right corner of the Home screen. There are five main tabs at the top of the screen that will always be accessible and help you navigate the app:

- Home – Access all the app’s features, logging out of the app or accessing the VA Launchpad.
- Video Records – List of and access to the videos Veterans have submitted.
- Add New Request – Create and submit a video request to a Veteran.
- About – Background and explanation about the app.
- Help – Access to support information and materials.

In the middle of the screen, you can easily search for Veterans to find their video records or add a new request.



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## Patient Search

Before you can request or view videos, you must search for a patient. On the Home screen, tap **Search for a Patient**, and a pop-up Patient Search box will appear. In the bar at the top of the box, begin typing in either a Veteran's last name only; last name, first name; last name, first name, middle name; last initial and last four digits of the social security number (SSN); full SSN. Tap the name of the Veteran you would like to view.

Only one video may be uploaded per request. A video CANNOT be deleted once it has been submitted. If a Veteran submits the wrong video or a poor quality video and wants to submit a different one, you will have to make another video request.

## New Video Request

Only one video may be uploaded per request. A video CANNOT be deleted once it has been submitted. If a Veteran submits the wrong video or a poor quality video and wants to submit a different one, you will have to make another video request.

Before you can add a view request, you must first search for and select the Veteran whose records you would like to view. Then at the top of your screen, tap **Add New Request**, and you will go to an Add New Request screen. You will see the name and personal identifying information of the Veteran you have selected at the top of the screen and can fill out the request form below:

- Date – The date will default to the current date and cannot be changed.
- Category – Tap the **Select Category** bar, and tap either **Rehabilitation** or **Medical**.
- Type – Tap the **Select Type** bar, and a drop-down menu will appear. The options depend on if the Category is Rehabilitation or Medical. Tap the Type that best suits the video you are requesting.
- Instructions – Type in any instructions you would like to send to your patient about what they should include in their video. For tips and best practices for instructions, tap the **i** icon to see a pop-up box of helpful hints.

Tap **Submit**.

**NOTE:** The Veteran will not be automatically notified about the new video request. It is recommended that you use My HealtheVet or other means to notify the Veteran of the request. The Veteran will only be able to upload one video per request, and he/she will not be able to delete a video once it has been submitted.

MyVA Health Video    Home    Video Records    Add New Request    About    Help

← Add New Request

Veteran MOBILEAPSPROVIDER, ONE    Date of Birth 04/07/1900    Gender MALE

\* Indicates a required field.

\* Request Date    \* Category    \* Type

12/07/2016    Select Category    Select Type

\* Provider Instructions ⓘ

One video per request. Complex tasks may require more than 1 video request.

Place your instructions here

Cancel    Submit

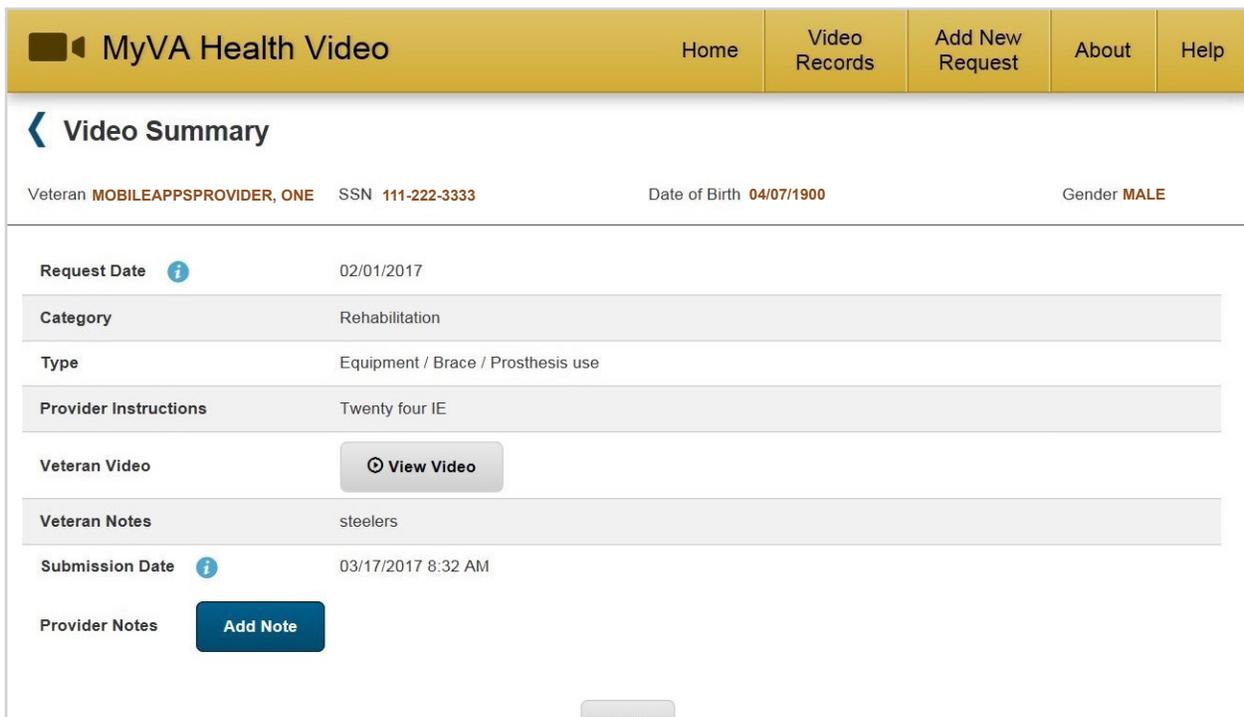
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### View a Video

Before you can view videos, you must first search for and select the Veteran whose records you would like to view. Then, at the top of your screen, tap **Video Records**, and you will go to a Video Records screen. You will see the name and personal identifying information of the Veteran you have selected at the top of the screen. Tap **Select** next to the title of the video you would like to view, and you will go to a Video Summary screen where you will see the overview information you originally entered about the request, as well as any additional notes your patient included when uploading the video. Tap **View Video**, and a pop-up Veteran Video box will appear. Tap the forward arrow to play. **NOTE:** Due to the complex VA environments, videos may not play via Citrix Access Gateway (CAG). It may be due to permissions, version of Internet Explorer or plugins installed. If you are having issues with playing videos, please contact the IT National Service Desk at 1-855-673-4357, option 6, option 5.

### Add a Note to a Video

To add a note to the video, tap **Add Note** from the Video Summary screen. A pop-up Add Note box will appear. Type in your note, and tap **Submit**.



# Help and Additional Information

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## Additional training materials for the MyVA Health Video App for Care Teams

The app offers a built-in help feature. Tap **Help** in the upper right corner, and a pop-up Help box will appear. More resources, such as a User Manual, FAQs and Slideshow can be found on [mobile.va.gov/appstore](http://mobile.va.gov/appstore), and search for the app to access the resources.

## Help Desk Information

If you need assistance with the MyVA Health Video App for Care Teams, dial **1-844-482-6624** to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial **711**.

## Emergencies

If you feel that your information may have been compromised, contact your local VA facility to obtain the contact information for your Privacy Officer. To locate your local VA facility, visit VA's Facility Locator: <http://www.va.gov/directory/guide/home.asp?isflash=1>. Note that you should never use this app in an emergency situation. If you encounter an emergency, call your local medical center or dial 911.