



# MyVA Health Video App for Care Teams

*User Manual*

**VA**



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

Veterans Health Administration  
Office of Connected Care

**October 2017**

# User Manual

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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.

This app is available for iOS, Android and Windows operating systems and is supported by these Internet browsers:

1. Internet Explorer 11 and higher
2. Safari 7 and higher
3. Firefox 36 and higher
4. Google Chrome 40 and higher

This user manual provides an in-depth, step-by-step guide for using the MyVA Health Video App for Care Teams.

# The Basics

## 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

Access the MyVA Health Video App for Care Teams > Enter your VistA Username > Enter your VistA Password > Begin typing in a VA Hospital Location > A list of matching facilities will appear in a drop-down list > Tap **your VA facility** > 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 > If you agree to the terms, tap **Accept** to proceed to the MyVA Health Video App for Care Teams.

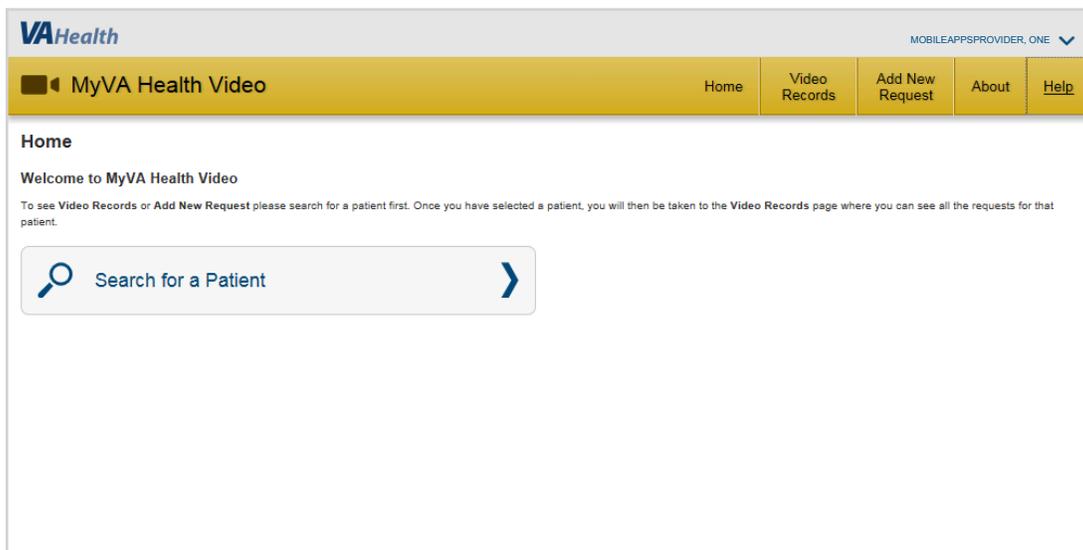
**NOTE:** You can access the MyVA Health Video App for Care Teams either directly or through the VA Launchpad. The VA Launchpad contains links to all VA apps that access information from VistA. By signing in to the VA Launchpad once with your VistA credentials, you can access multiple apps without signing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

## 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 of the app’s features, logging out of the app or accessing the VA Launchpad.
- Video Records – List of and access to the videos your patients 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.



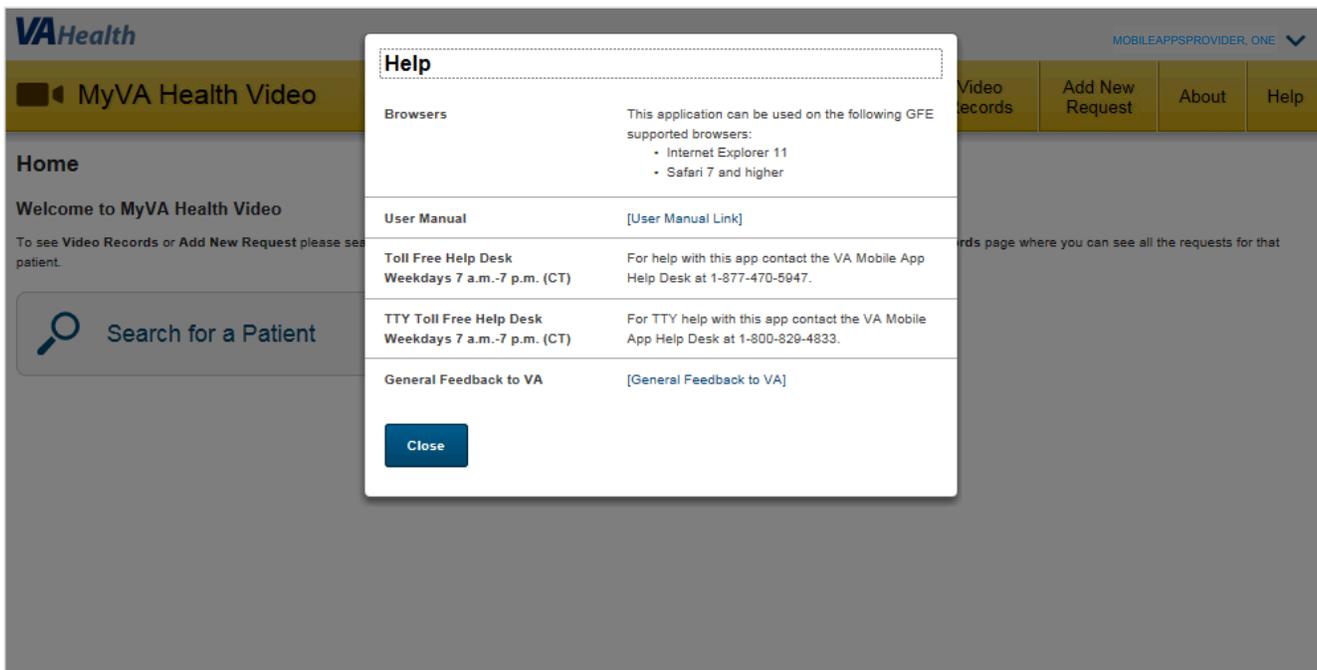
## Learning about the app

Tap the About tab at the top of your screen > A pop-up About box will appear > You will see background information about the app. To close the About box, tap Close.

## Accessing help for the app

Tap the Help tab at the top of your screen > A pop-up Help box will appear > You will see:

- Browsers – The types of browsers the app works on.
- User Manual – Tap the User Guide, Videos and Frequently Asked Questions hyperlink, which will open up a new browser window where you can access additional instructions for using the app.
- Toll free and TTY help desk numbers – Numbers and operating hours for in-person support for using the app.
- General Feedback to VA – Tap the hyperlink, which will open a new browser tab where you can answer a survey and submit your comments about the app to VA.



To close the Help box, tap Close.

## Accessing the VA Launchpad

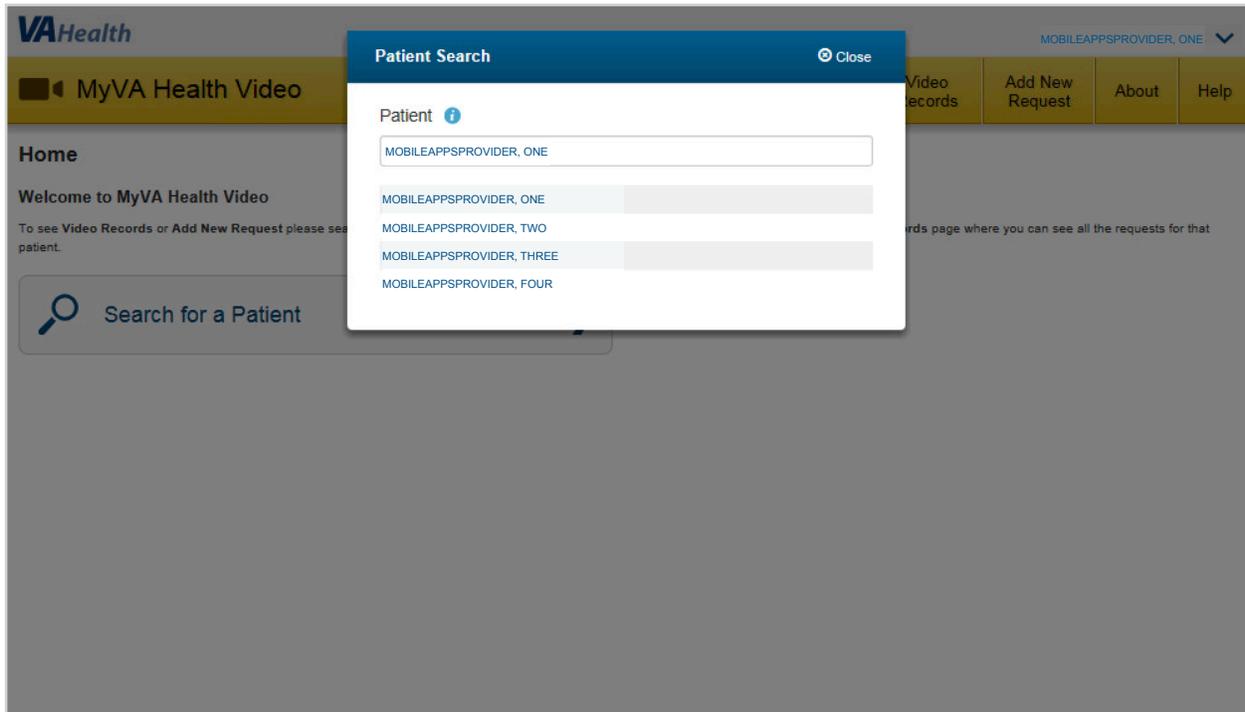
Tap your name in the upper right corner of the screen > A drop-down menu will appear > Tap **Return to Launchpad**.

## Logging out

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

# Patient Search

Quickly search for and find your patients to send requests or view their videos. Searching for a patient



## Searching for a patient

Before you can request or view videos, you must search for a patient. On the Home screen, tap **Search for a Patient** > 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 patient you would like to view > A pop-up Patient Search Details box will appear > Tap **Select Patient**.

# Add New Request

Send requests and instructions to your patients to take and upload videos.

**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

## Understanding and adding video requests to patients

Before you can add a video request, you must first search for and select the patient whose records you would like to view. Then at the top of your screen, tap **Add New Request** > 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 > A drop-down menu will appear > Tap either Rehabilitation or Medical.
- Type – Tap the **Select Type** bar > A drop-down menu will appear, and 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 ⓘ 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 HealthVet 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.

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.

# Video Records

Review the details and status of video requests you have sent to your patients, and watch videos your patients have uploaded.

The screenshot shows the MyVA Health Video app interface. At the top, there is a header with the VA Health logo and a dropdown menu for the provider, currently set to 'MOBILEAPPSPROVIDER, ONE'. Below this is a navigation bar with buttons for 'Home', 'Video Records', 'Add New Request', 'About', and 'Help'. The main content area is titled 'Video Records' and displays patient information: 'Veteran MOBILEAPPSPROVIDER, ONE', 'Date of Birth 04/07/1900', and 'Gender MALE'. A message states: 'You can see all of the details of each video record, view notes written by a Provider, or delete records with a status of "Pending" by selecting the **Select** button.' Below this is a table with the following columns: Request Date, Provider Instructions, Type, Category, Notes, Status, and a Select button. The table contains three rows of data:

Request Date	Provider Instructions	Type	Category	Notes	Status	Select
09/09/2016	test	Medication use	Medical	Yes	Submitted 09/12/2016	Select
09/12/2016	please submit video	Eating	Rehabilitation	Yes	Submitted 09/12/2016	Select
09/13/2016	show blood pressure cuff	Medical device use	Medical	No	Submitted 09/15/2016	Select

## Understanding and viewing video records

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** > 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, with a list of the requests you have sent to that Veteran below > The list provides you with overview details:

- Request Date – Date you created the request.
- Provider Instructions – Specific directions you included for the Veteran.
- Type – If the Category is Medical the Type will address behavioral problems, medication use, medical device use or movement disorder; if the Category chosen is Rehabilitation it will be either from a preset list of tasks such as Communication, Eating, Exercise or a specific request from your provider.
- Notes – Indicates with a Yes or No if you have made a provider note on the video.
- Category – Rehabilitation or Medical.
- Status – Pending or Submitted.

You can tap the ▲ or ▼ arrows next to the headings to sort information chronologically or alphabetically. To view a specific video, tap **Select** next to the title of the video in the list > 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** > A pop-up Veteran Video box will appear > Tap the forward arrow to play > When finished, tap **Close**.

**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.

## Adding a note to a video

From the Video Summary screen you can also add a provider note. Tap **Add Note**, and a pop-up Add Note box will appear > Type in your note, and tap **Submit** > The note will be saved along with the date it was created.

The screenshot shows the 'MyVA Health Video' app interface. At the top, there is a navigation bar with 'MyVA Health Video' on the left and 'Home', 'Video Records', 'Add New Request', 'About', and 'Help' on the right. Below this is a 'Video Summary' header with a back arrow. The main content area displays the following information:

- Veteran: **MOBILEAPPSPROVIDER, ONE** SSN: **111-222-3333** Date of Birth: **04/07/1900** Gender: **MALE**
- Request Date: **02/01/2017** (with an information icon)
- Category: **Rehabilitation**
- Type: **Equipment / Brace / Prosthesis use**
- Provider Instructions: **Twenty four IE**
- Veteran Video: **View Video** (button)
- Veteran Notes: **steelers**
- Submission Date: **03/17/2017 8:32 AM** (with an information icon)
- Provider Notes: **Add Note** (button)

# Help and Additional Information

## 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 Quick Start Guide, Slideshow and FAQs 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 My VA 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.

# Appendices

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## Appendix #1: Project References

The app was developed in collaboration with HPE according to an approved concept paper. The app was tested in a demo environment to ensure optimal functionality. The Subject Matter Expert involved in creating the app is Dr. Helen Hoeing.

## Appendix #2: Glossary

**App** – an application, or software program, that can be accessed through a website or mobile device and is designed to fulfill a particular purpose

**DOD** – Department of Defense

**DS Logon (Department of Defense Self-Service Logon)** – a secure logon ID, created by the Department of Defense (DoD), that verifies the identities of individuals affiliated with DoD or the Department of Veterans Affairs (VA) and allows them to access secure websites and digital resources across DoD and VA using a single username and password.

**DS Logon Level 1 (Basic) Account:** Provides limited access to website features

**DS Logon Level 2 (Premium) Account:** Offers the highest level of access to website features. (NOTE: You must have a DS Logon Level 2 (Premium) Account to use VA's Mobile Apps.)

**Electronic health record (EHR)** – a digital record of a patient's treatment plan and health care interactions with his or her providers

**PDF** – a file format that provides an electronic image of text and/or graphics that looks like a printed document and cannot be edited, but can be viewed, printed and electronically transmitted

**VA** – Department of Veterans Affairs

**VA Mobile Health** – an initiative that aims to improve Veterans' health by providing technologies to expand care beyond the traditional office visit and that includes the creation of secure mobile Apps to leverage the popularity of wireless technologies to support Veterans, Caregivers and VA care teams [More at: [mobile.va.gov/](http://mobile.va.gov/)]