Connecting Veterans:

VA’s New Digital Divide Consult

Office of Connected Care | Telehealth
National Social Work Program Office
VA Homeless Programs

August 2020
What is the Digital Divide?

**Dictionary**

Search for a word

**dig·i·tal di·vide**

*noun*

noun: *digital divide*; plural noun: *digital divides*

...the gulf between those who have ready access to computers and the Internet, and those who do not. "a worrying “digital divide” based on educational attainment and income"
Available NOW for Veteran use out of the Denver Logistic Center:
6 months after loaned tablet receipt:

- ↑ in Veterans reporting convenient care (67% to 80%)

- 28% fewer missed appointments or no shows in mental health

- ↑ in VA’s mental health continuity of care measure (31.6% to 40.2%)

“Zero rating” limits data charges to Veterans using VVC

https://youtu.be/hIU8xgreOCM
Patient-reported Experiences with Tablets

I got the service I needed ***
- Pre: 49%
- Post: 50%

Easy to get the care I needed ***
- Pre: 37%
- Post: 41%

VA care was convenient for me ***
- Pre: 40%
- Post: 55%

I trust my VA provider ***
- Pre: 56%
- Post: 63%

I trust VA to fulfill its commitment ***
- Pre: 38%
- Post: 36%

*** All differences significant at $p < 0.001$

Source: Patient Survey (N=702-710)
Veteran Testimonials

- **Tablet addresses access barrier**
  
  “I would prefer video because it would expose me less to sick people. This benefits me a lot being a transplant recipient. And my caregiver wouldn't have to take off work to take me to the doctor.”

- **High perceived quality of virtual care experience**
  
  “I get to see the provider just as if I came to VA in person so to me that is about the same or just as good”

- **Low necessity for in-person care (e.g., exam)**
  
  “Sometimes doctors need to examine patients. I think it’s wonderful for therapy because all i need to do is talk.”

- **Appropriate tech literacy**
  
  “Need to give a class on how to use the tablet and make sure the connection & passwords are done right”
Tablets are a limited resource

- Encouraging outcomes from tablet initiative, but fixed national budget for tablets

- Increased demand for devices to Veterans
  Do some Veterans need connectivity, and not necessarily a device?

- Tablets have potential for more than video telehealth
  Mobile apps, health chat, access to health information
Thinking beyond devices to connect every willing Veteran to VA:

Introducing the new Digital Divide Consult
Lifeline Program

Lifeline

Overcoming the digital divide & opening doors to opportunity

- Lifeline is the Federal Communication Commission's program to help make communications services more affordable for low-income consumers.
- Lifeline provides subscribers a discount on monthly telephone service, broadband Internet access service, or voice-broadband bundled service purchased from participating providers.
- Eligibility criteria apply.
Current Loaned Tablet Process

- Health care team places the CVT tablet consult which is received by the facility ROES coordinator (typically someone in telehealth).

- ROES coordinator places the order in ROES and receives confirmation once the device is shipped to the Veteran (at this time, ROES coordinator closes out the CVT tablet consult).

- The tablet is shipped via UPS Priority and takes 2-3 business days for delivery. PO Box shipments are automatically sent via USPS (postal) and can take up to 7-10 business days. For overnight delivery, please change the delivery category to “EMERGENCY”.

What’s new?

- **Smartphones** are now an option for Housing and Urban Development-VA Supportive Housing HUD-VASH Veterans (they can however choose a tablet instead).

- Shipping address is confirmed with the Veteran. If Veteran does not have an address to ship to, the **device can be sent to the facility** for pick up (asked in the Assessment of Connectivity, so the ROES coordinator will have all necessary information upon receipt of the Video Device Order Consult).

- Introduction of **Assessment of Connectivity done by Social Work**.
I have completed the Assessment of Connectivity to see what device the Veteran could get.

I enter device and peripheral orders for shipment (or pick up) by the Veteran.

I just ordered a tablet for my Veteran who will benefit from video to home.

We discussed Lifeline eligibility and VA devices.
Social Work Role

- Including Social Workers as part of the Digital Divide Consult process is key to identifying other potential needs.

- Social Workers assist Veterans, their families, and caregivers in resolving Social Determinants of Health (SDOH) barriers.

- Comprehensive assessments address key domains:
  - Housing
  - Economics
  - Access to Care
  - Psychological Status
  - Functional Status
  - Social Support
Review of the Digital Divide Consult
**Digital Divide Workflow**

1. **Care Team**
   - Places Digital Divide Consult

2. **Social Worker**
   - Receives the Consult
   - Completes Assessment and Note

3. **Veteran Needs**
   - Does Veteran Need a Device and Peripherals?
   - Is Veteran Interested in a VA (Loaned) Video Capable Device?
   - Is Veteran Interested in the Lifeline Program?

4. **Consult One**
   - Digital Divide Consult

5. **Consult Two**
   - Video Device Order Consult

6. **Video Device Ordering Process**
   - Social Worker Places Video Device Ordering Consult
   - ROES Coordinator Places Order for Device and/or Peripherals
   - VA Device is Shipped to Veteran

7. **Lifeline Issued Device**
   - Social Worker Assists Veteran in Completing Lifeline Application
   - Veteran Waits for Lifeline Decisions

8. **Lifeline Issued Device**
   - Veteran Needs
   - Does Veteran Need a Device and Peripherals?
   - Is Veteran Interested in a VA (Loaned) Video Capable Device?
   - Is Veteran Interested in the Lifeline Program?
1. Would the patient benefit from video telehealth and use of other virtual tools in the home (e.g. mobile applications, health-related internet access) but lacks the internet or a device to participate?
   
   ☐ Yes ☐ No

2. Does the patient have a cardiac implantable device (pacemaker, ICD)?
   
   If yes, please inform patient that tablet, computers, cellphones, and electrical devices should be held no closer than 6 inches from their cardiac implantable device.
   
   ☐ Yes ☐ No

3. Does the patient meet one or more of the following criteria that potentially qualifies them for a VA device?
   
   *
   
   ☐ Any Mental Health Diagnosis
   ☐ Patient lives >30 miles from VAMC
   ☐ Veteran has been hospitalized in prior 90 days
   ☐ Work, school or caregiver commitments make in-person visits challenging
   ☐ Social isolation
   ☐ No DAV Van or Veterans Transportation Network access
   ☐ Difficulty accessing public transportation
   ☐ No car or access to a ride
   ☐ Cost of attending in-person visits is prohibitive
   ☐ Health issues make the patient homebound or make in-person visits challenging
   ☐ Difficulty attending visits at a VA facility (e.g., psychological distress, immunocompromised)
   ☐ Documented disruptive behavior at a VA facility
   ☐ Homeless Veteran or enrolled in HUD-VASH
   ☐ No, the patient does not meet any of the criteria
4. Does the patient require Bluetooth peripheral devices?  
   (Caution: If ordering a stethoscope, the manufacturer's warning states, "Do not use on patients with cardiac pacemakers or other electronic implanted devices.")  

   *  
   - Stethoscope  
   - Blood pressure  
   - Pulse oximeter  
   - Weight scale  
   - Thermometer  
   - No, the patient does not require a Bluetooth peripheral device.

**PROVIDER DECLARATION**

I am a Licensed Independent Practitioner managing this patient's care.  
I have been designated by the following Licensed Independent Practitioner.  

For Definition of "Licensed Independent Practitioner" see  
[Credentialing and Privileging Handbook](#)
**Example of signed Digital Divide consult order**

<table>
<thead>
<tr>
<th>Orderable Item:</th>
<th>DIGITAL DIVIDE OUTPATIENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Consult:</td>
<td>Consult Request</td>
</tr>
<tr>
<td>Reason For Request:</td>
<td></td>
</tr>
<tr>
<td>1. Would the patient benefit from video telehealth and use of other virtual tools in the home (e.g. mobile applications, health-related internet access) but lacks the internet or a device to participate?</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>2. Does the patient have a cardiac implantable device (pacemaker, ICD)?</td>
<td></td>
</tr>
<tr>
<td>If yes, please inform patient that tablet, computers, cellphones, and electrical devices should be held no closer than 6 inches from their cardiac implantable device.</td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td></td>
</tr>
<tr>
<td>3. Does the patient meet one or more of the following criteria that potentially qualifies them for a VA device?</td>
<td></td>
</tr>
<tr>
<td>Any Mental Health Diagnosis, Patient lives &gt;30 miles from VAMC</td>
<td></td>
</tr>
<tr>
<td>4. Does the patient require Bluetooth peripheral devices?</td>
<td></td>
</tr>
<tr>
<td>Weight scale</td>
<td></td>
</tr>
</tbody>
</table>

**PROVIDER DECLARATION**

I am a Licensed Independent Practitioner managing this patient's care.
DIGITAL DIVIDE ASSESSMENT
BY SOCIAL WORK
CONSULT RESULT NOTE
Consult Result Note: Social Work

Opening Window

Telehealth Digital Divide Consult Result version 3.1
Digital Divide

- [ ] The patient is interested in a video capable device from VA (loaned device).
- [ ] The patient is interested in the FCC Lifeline program to help obtain discounted connectivity and/or device.
- [ ] The patient is not interested in a device.
The patient is interested in a video capable device from VA (loaned device).

- Does not require peripherals for a physical examination and vital signs.
- Does require peripheral devices for a physical examination vital signs.
If interested and does not require peripherals:

The patient is interested in a video capable device from VA (loaned device).

Does not require peripherals for a physical examination and vital signs.

Does the patient have connectivity at home (e.g. internet or 4G cellular) that allows them to watch internet video without significant pauses?

- Yes
- No

Does the patient have their own device with a camera (e.g. smartphone, tablet, computer) or a VA loaned tablet for VA Video Connect Visits?

- Yes
- No

(If NO to the two questions above, the patient may be eligible for a VA loaned tablet with data plan. The tablet uses a 4G cellular connection, so does not require the patient to have broadband internet available.)

Patient prefers:

- Tablet
- Patient is enrolled in the HUD-VASH program and prefers a VA loaned smartphone.

Device shipping information:

- Device will be shipped to the patient's address listed in CPRS.
- The address in CPRS cannot receive a signed delivery. An alternate residential address is requested.
- An alternate shipping address is not available. The device should be sent to the facility for the patient to pick-up.

(Note: When ordering the device in ROES, the ROES coordinator will enter their name and facility address into ROES shipment information).

Place order for device

Health Factors:

VA-TH DD HOME INTERNET W/VIDEO YES
VA-TH DD HOME INTERNET W/VIDEO NO
VA-TH DD DEVICE/TABLET YES
VA-TH DD DEVICE/TABLET NO
VA-TH DD PREFERS TABLET
VA-TH DD PREFERS SMARTPHONE
VA-TH DD DEVICE ADDRESS CPRS
VA-TH DD DEVICE ADDRESS ALTERNATE
VA-TH DD DEVICE ADDRESS FACILITY
If interested and does requires peripherals:

- **Does require peripheral devices for a physical examination vital signs.**
  
  **Patient prefers:**
  - [ ] Tablet
  - [ ] Patient is enrolled in the HUD-VASH program and prefers a VA loaned smartphone.

**Device shipping information:**
- [ ] Device will be shipped to the patient’s address listed in CPRS.
- [ ] The address in CPRS cannot receive a signed delivery. An alternate residential address is requested.
- [ ] An alternate shipping address is not available. The device should be sent to the facility for the patient to pick-up.

(Note: When ordering the device in ROES, the ROES coordinator will enter their name and facility address into ROES shipment information).

- [ ] Place order for device
If the patient interested in Lifeline program:

Lifeline Qualification Guidelines:
- The patient's current Priority Group is 5-8, OR
- The patient's income is less than or equal to 135% of the federal poverty threshold for the current year.

Federal Poverty Guidelines: for definition see [Poverty Guidelines](https://www.lifelinesupport.org/ls/apply-for-lifeline/default.aspx)

Please provide assistance to patients, if needed, to complete eligibility steps for Lifeline.

Does the patient want to pursue the FCC LifeLine program?
- [ ] Yes, LifeLine program eligibility pending.
- [ ] No, the patient is not eligible for the LifeLine program.
If the patient is not interested in a device:

- The patient is interested in a video capable device from VA (loaned device).
- The patient is interested in the FCC Lifeline program to help obtain their own internet and/or device.
- The patient is not interested in a device.

Comment:
Video Device Order Consult Template
Video Device Order Template

Device to order: *
- Tablet
- Phone (only an option for HUD-VASH enrolled Veterans)

Peripherals to order: *
- Stethoscope
- BP cuff
- Thermometer
- Scale
- Pulse Oximeter
- None

Most Recent Digital Divide Assessment by Social Work Note

None within past 7 days

TIU object will retrieve last Digital Divide Assessment by Social Work note if completed in past 7 days.
Example of signed Video Device consult order

Consult: Consult Request
Reason For Request:
Device to order: Tablet

Peripherals to order: Stethoscope

Last Digital Divide Consult Result Note:

06/05/2020 12:10 Local Title: DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT
RESULT

Standard Title: SOCIAL WORK CONSULT
The patient is interested in a video capable device.

ASSESSMENT OF CONNECTIVITY
-----------------------------
The patient is not eligible for Lifeline.

The patient has connectivity at home (e.g. internet or 4G cellular) that allows them to watch internet video without significant pauses.

The patient has his/her own device with a camera (e.g. smartphone, tablet, computer) or a VA loaned tablet for VA Video Connect Visits.

The patient prefers a tablet.

Device shipping information:
Device will be shipped to the patient's address listed in CPRS.

Signed by: /es/ JEFF FAHNER
06/05/2020 12:11

Inter-facility Information
This is not an inter-facility consult request.
Telehealth Orders Device &/or Peripherals
No processed orders found for this patient!
<table>
<thead>
<tr>
<th>Disability Code:</th>
<th>AO/DIS</th>
<th>Help with Disability Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient's current disabilities:</td>
<td>No disabilities recorded</td>
<td></td>
</tr>
<tr>
<td>Requested By:</td>
<td>RIVISH, VALENTIN O</td>
<td></td>
</tr>
<tr>
<td>Requestor's Service:</td>
<td>TELEHEALTH</td>
<td></td>
</tr>
<tr>
<td>Commodity Group:</td>
<td>Telehealth Items</td>
<td></td>
</tr>
<tr>
<td>Vendor:</td>
<td>IRONBOW</td>
<td></td>
</tr>
<tr>
<td>Item:</td>
<td>I-PHONE HUD-VASH VERIZON</td>
<td></td>
</tr>
<tr>
<td>Search:</td>
<td>Item Name, Keyword, Part Number</td>
<td></td>
</tr>
<tr>
<td>Quantity (each):</td>
<td>1</td>
<td>DALC quantity on hand: 2400</td>
</tr>
<tr>
<td>Delivery:</td>
<td>Patient, Facility</td>
<td></td>
</tr>
<tr>
<td>Delivery address confirmed:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery:</td>
<td>Routine, Priority, Emergency</td>
<td></td>
</tr>
<tr>
<td>Phone number:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remarks:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Transaction:</td>
<td>Initial</td>
<td></td>
</tr>
<tr>
<td>Orders with remarks require manual processing. This may delay the processing of your order.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Document Type/Status</td>
<td>30</td>
</tr>
</tbody>
</table>

- I-PHONE HUD-VASH VERIZON
- I-PHONE HUD-VASH VZN REFURB
- I-PHONE HUD-VASH T-MOBILE
- I-PHONE HUD-VASH T-MOB REFURB
Static VMR URL Generator
Community Based Outpatient Clinics
Tablets are to be used in CBOCs to connect patients with off-site providers with VA Video Connect. Current order limits are one tablet per CBOC.

Emergency Room / Inpatient Ward
Tablets are to be used in the ED/inpatient wards to connect patients to their healthcare team and/or family members using VA Video Connect. The connection can be made via VA Video Connect or Facetime. Current order limits are one tablet per every five beds.

RESOURCES

- New iPad Veteran Profiles
- Connecting Patients with Families
- ED/INPT/C/P Static Link Generator
- PVT Static Link Generator
- Ordering iPads Memorandum
- Memorandum Appendices
- Patient Tablet Ordering Process
Veteran is now equipped with a VA issued iPad. To connect to this Veteran copy/paste this url into chrome:

https://care.va.gov/vvcapp/?name=&join=1&media=1&escalate=1&conference=PVTDMPBT9WPJF7C@care.va.gov&pin=15489348#

If you have a video teleconferencing unit (EX90, DX80) simply dial this alias: PVTDMPBT9WPJF7C@care.va.gov

if pin is requested, use this: 15789348
Veteran Receives the Package at Home (or picks it up at VA)
VA iPad Introduction

An iPad has been ordered for you; it will enable you to connect with your healthcare provider using video chat. When the iPad arrives, please follow the steps below to set up your device. Then complete the testing as instructed below to ensure your device will properly connect with your provider at the time of your video visit.

Turning the iPad On

- To turn on the iPad, press and hold the Sleep/Wake button (located on the right side of the top edge) until the Apple logo appears, then release the button.
- Volume can be adjusted by pressing the volume up (+) and volume down (-) buttons (located the right edge, near the top).

Note: If the iPad is already powered on and displays a black screen, then it is asleep. To activate (or wake up) the screen, do a short press of the Sleep/Wake button or Home button.

Creating Your Passcode

- The first time the iPad is turned on, a prompt will appear to create a passcode.
  
  To create your passcode, follow these steps:

  1. **Passcode Requirement**
     
     You must set an iPad unlock passcode within 67 minutes.
     
     - Your passcode must include at least 6 digits. Note: Simple value passcodes that contain repeating, ascending, and descending characters are not allowed (Examples: 123456 or 654321 or 111111).
     
     - Your passcode should be something hard for others to figure out but easy for you to remember.
     
     - Write your passcode here to help remember it: ______________

  2. **Your passcode will need to be entered each time the iPad is used.** This can be done by either manually entering your passcode or through Touch ID if enabled.
Veteran Orientation:

VVC Test Calls & Troubleshooting
Supporting Veterans’ Digital Skill Needs

- Supported by MHV coordinator, telehealth technicians, PSAs
- Virtual peer coaching

Left: “Coffee and Conversation” at the Orlando VAMC by Brian Brennan
Right: Donald Stiker, MHV Coordinator at the Bath VAMC
**VVC Test Calls**

The process of how/who conducts the test VVC session is left to local facility discretion.

Technical problems during set up contact Office of Connected Care Help Desk (OCCHD)

Main Number: 1-866-651-3180

e-mail: VHA_OCCHD@VA.GOV
Monitoring Device Usage & Retrieval
ROES Desktop

App

<table>
<thead>
<tr>
<th>Telehealth Patient Transaction Report</th>
<th>Description</th>
<th>Telehealth Patient Transaction Report</th>
</tr>
</thead>
</table>
Select a Facility: 644-PHOENIX

Ordered by: All

Select a Vendor: IRON BOW TECHNOLOGIES LLC

Sort by: Patient

Exit to Desktop Entry Page  Report Selection Page  Display to screen  Reset

Create Text File
179 - Real Time Clinical Video Telehealth to Home- Provider Site

648 - Real Time Clinical Video Telehealth with Non-VAMC Location- Provider Site
TIME FRAME TO USE DEVICE

30 Days

45 Days
MONITORING USE OF DEVICE
Device Retrieval
**ROES**

**Commodity Order Form**

- **Disability Code:** AO/DIS, DEAF/B
- **Requested By:** RIVISH, VALENTIN O
- **Requestor's Service:** TELEHEALTH
- **Commodity Group:** Telehealth Items
- **Vendor:** All
- **Item:** RETRIEVAL KIT VVC
- **Quantity (each):** 1
- **DALC quantity on hand:** 38285

**Delivery:**
- Routine
- Priority
- Emergency

**Phone number:**

**Remarks:**

**Type of Transaction:** Initial

Orders with remarks require manual processing. This may delay the processing of your order.

**Search:**
- Item Name
- Keyword
- Part Number

**Help with Disability Codes**

**Device Retrieval (CONT)**
# ORDER HISTORY

## View Order History
**ROES Patient Orders - Processed Orders**

**Ordering Station:** 644 - PHOENIX

<table>
<thead>
<tr>
<th>Patient:</th>
<th>SSN:</th>
<th>DOB:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Order Number</th>
<th>Order Type</th>
<th>By</th>
<th>Status</th>
<th>Serial #</th>
<th>Item</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/21/20</td>
<td>0CS046-5751</td>
<td>SERV REQ - REP</td>
<td>LGD</td>
<td>CLOSED</td>
<td>54138379</td>
<td>ALTA2 PRO MINIRITE CMDR FLX CD329 (NOCCU)BP CUFF LG REGULAR M</td>
</tr>
<tr>
<td>01/20/20</td>
<td>31818716</td>
<td>TELEHEALTH</td>
<td>PM</td>
<td>SHIPPED</td>
<td>100066123</td>
<td>CABLE IR GLUCOSE AVI DIRECTOR SET 860 RF</td>
</tr>
<tr>
<td>09/11/19</td>
<td>30834160</td>
<td>TELEHEALTH</td>
<td>AR</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>PROWAX FOR MF MF BASS DOUBLE DOME</td>
</tr>
<tr>
<td>05/14/19</td>
<td>29982113</td>
<td>ACCESSORIES</td>
<td>PG</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>PROWAX FOR MF MF BASS DOUBLE DOME</td>
</tr>
<tr>
<td>05/14/19</td>
<td>29882114</td>
<td>BATTERIES</td>
<td>PM</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>ZA312MF MF BASS DOUBLE DOME</td>
</tr>
<tr>
<td>12/06/18</td>
<td>28610959</td>
<td>ACCESSORIES</td>
<td>PM</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>PROWAX FOR MF</td>
</tr>
<tr>
<td>12/06/18</td>
<td>28810950</td>
<td>ACCESSORIES</td>
<td>PM</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>ALTA2 PRO MINIRITE CMDR FLX CD329 (NOCCU)BP CUFF LG REGULAR M</td>
</tr>
<tr>
<td>12/06/18</td>
<td>28810931</td>
<td>ACCESSORIES</td>
<td>PM</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>CABLE IR GLUCOSE AVI DIRECTOR SET 860 RF</td>
</tr>
<tr>
<td>11/08/18</td>
<td>9CS016-1470</td>
<td>SERV REQ - REP</td>
<td>EG</td>
<td>CLOSED</td>
<td>54196328</td>
<td>ALTA2 PRO MINIRITE</td>
</tr>
<tr>
<td>11/08/18</td>
<td>9CS016-1469</td>
<td>SERV REQ - REP</td>
<td>EG</td>
<td>CLOSED</td>
<td>54138379</td>
<td>ALTA2 PRO MINIRITE CMDR FLX CD329 (NOCCU)BP CUFF LG REGULAR M</td>
</tr>
<tr>
<td>04/18/18</td>
<td>27169126</td>
<td>ASSIST LISTENING</td>
<td>WH</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>DIRECTOR SET 860 RF</td>
</tr>
<tr>
<td>04/17/18</td>
<td>27161282</td>
<td>TELEHEALTH</td>
<td>PM</td>
<td>SHIPPED</td>
<td>N/A</td>
<td>RETRIEVAL KIT</td>
</tr>
</tbody>
</table>
### Update Patient Record
#### Eligibility/Authorized Aids/Address

**Edit Authorizing Clinic**

<table>
<thead>
<tr>
<th>Disability</th>
<th>Eligibility</th>
<th>Eligibility Date</th>
<th>Eligibility Station</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEAF/H</td>
<td>SC FOR DISABILITY</td>
<td>09/10/19</td>
<td>649 PRESCOTT</td>
<td></td>
</tr>
<tr>
<td>AO/DIS</td>
<td>SC FOR DISABILITY</td>
<td>01/28/20</td>
<td>644 PHOENIX</td>
<td></td>
</tr>
</tbody>
</table>

**Edit Authorized Aids**

<table>
<thead>
<tr>
<th>Issue Date</th>
<th>Make</th>
<th>Model</th>
<th>Serial Number</th>
<th>Ear</th>
<th>Issuing Station</th>
<th>Aid Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>05/03/16</td>
<td>OTICON</td>
<td>ALTA2 PRO MINIRITE</td>
<td>54196328</td>
<td>R</td>
<td>649 PRESCOTT</td>
<td>Authorized</td>
</tr>
<tr>
<td>05/03/16</td>
<td>OTICON</td>
<td>ALTA2 PRO MINIRITE</td>
<td>54138379</td>
<td>L</td>
<td>649 PRESCOTT</td>
<td>Authorized</td>
</tr>
<tr>
<td>11/28/11</td>
<td>PHONAK</td>
<td>EXELA ART M WIRELESS VZ BTE</td>
<td>1130XOLALB</td>
<td>R</td>
<td>649 PRESCOTT</td>
<td>Authorized</td>
</tr>
<tr>
<td>11/28/11</td>
<td>PHONAK</td>
<td>EXELA ART M WIRELESS VZ BTE</td>
<td>1130XOLALAJ</td>
<td>L</td>
<td>649 PRESCOTT</td>
<td>Authorized</td>
</tr>
<tr>
<td>01/28/20</td>
<td>MEDTRONIC</td>
<td>CMOR FLX CD320 (NOCCUF) REFURB</td>
<td>1000086123</td>
<td>N/A</td>
<td>644 PHOENIX</td>
<td>Unauthorized</td>
</tr>
</tbody>
</table>

**View/Edit Addresses**

<table>
<thead>
<tr>
<th>Address 1: 3560 ROBIN LN</th>
<th>Address 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 3:</td>
<td>Address 3:</td>
</tr>
<tr>
<td>City: KINGMAN</td>
<td>City: KINGMAN</td>
</tr>
<tr>
<td>State: AZ</td>
<td>State: AZ</td>
</tr>
<tr>
<td>Zip: 86409</td>
<td>Zip: 86409</td>
</tr>
<tr>
<td>Phone: (928)715-3284</td>
<td>Phone:</td>
</tr>
</tbody>
</table>

**Start Date:** JUN 08, 2018  
**End Date:** SEP 10, 2018
Review of Key Points
Key Points

- The Digital Divide consult should be installed before **9/15/2020** and will serve as your facility’s **primary device-ordering consult**. Previous device-ordering consults should be removed.

- The “Connected Devices” program offers loaned iPads and is now **newly expanding to include iPhones for HUD VASH** enrolled Veterans.

- The goal of the Digital Divide consult is to support Veterans who do not have a device and/or connectivity with these resources.
  - Veterans may benefit from a loaned device while Lifeline eligibility is determined.

- Social workers will receive clinical workload following completion of the Digital Divide consult.

- Facility Telehealth teams will determine roles/responsibilities for device ordering and management.

- Telehealth staff will ensure Veterans know how to use technology, will monitor device usage, and will retrieve devices once no longer used.
Q&A