



U.S. Department
of Veterans Affairs

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·it·al 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"



Bridging the Digital Divide: Connected Device Program

Available NOW for Veteran use out of the Denver Logistic Center:





VVC Tablet Study Outcomes

6 months after loaned tablet receipt:

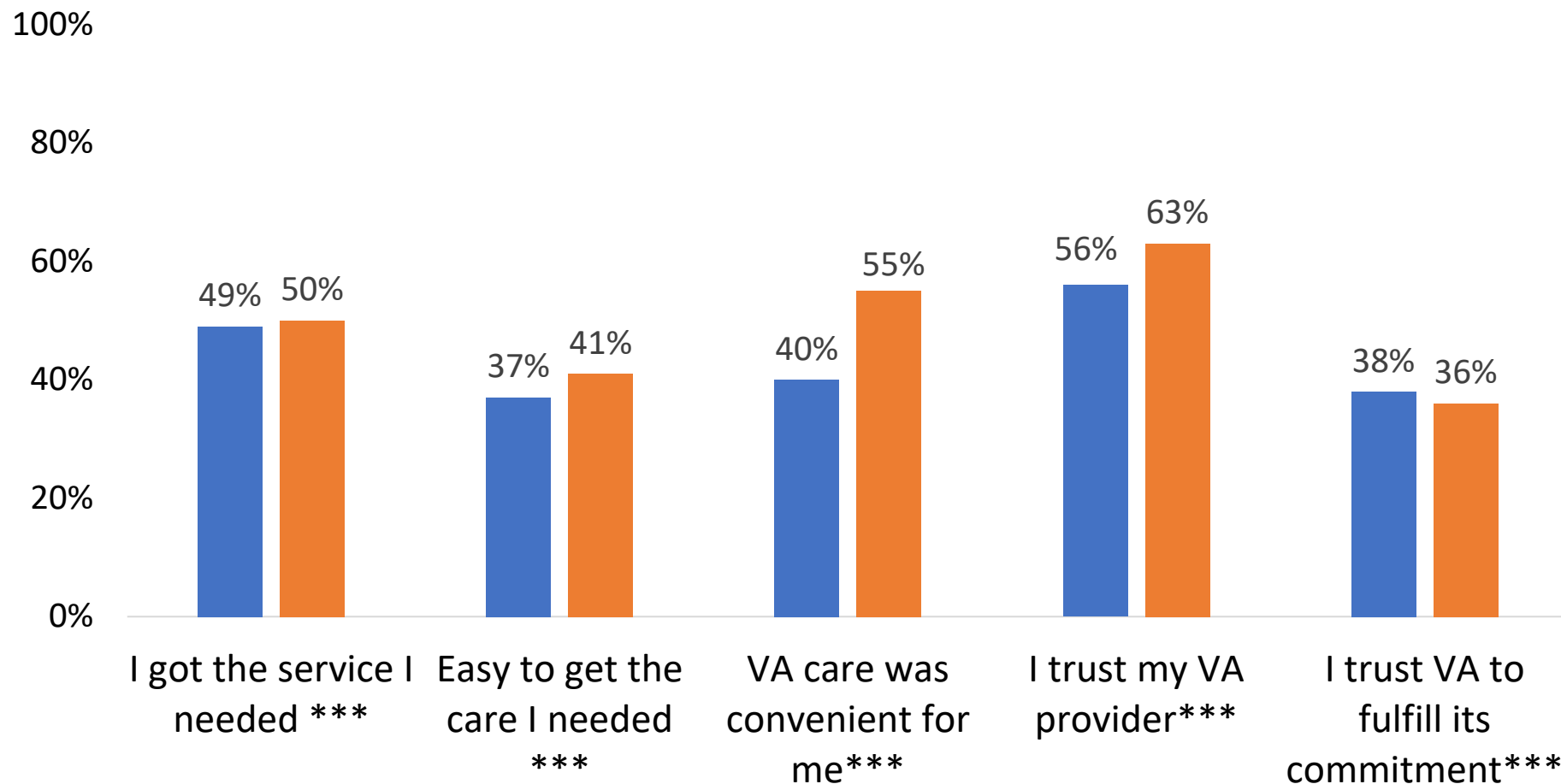
- ↑ in Veterans reporting **convenient care (67% to 80%)**
- **28% fewer missed appointments or no shows** in mental health
- ↑ in VA's mental health **continuity of care measure (31.6% to 40.2%)**



“Zero rating” limits data charges to Veterans using VVC
<https://youtu.be/hIU8xgreOCM>



Patient-reported Experiences with Tablets



■ Pre ■ Post

*** 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



U.S. Department
of Veterans Affairs

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.**



Front Line Team Effort

We discussed
Lifeline eligibility
and VA devices.

I have completed
the Assessment of
Connectivity to see
what device the
Veteran could get.



Social Worker

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



Telehealth

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



Provider



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

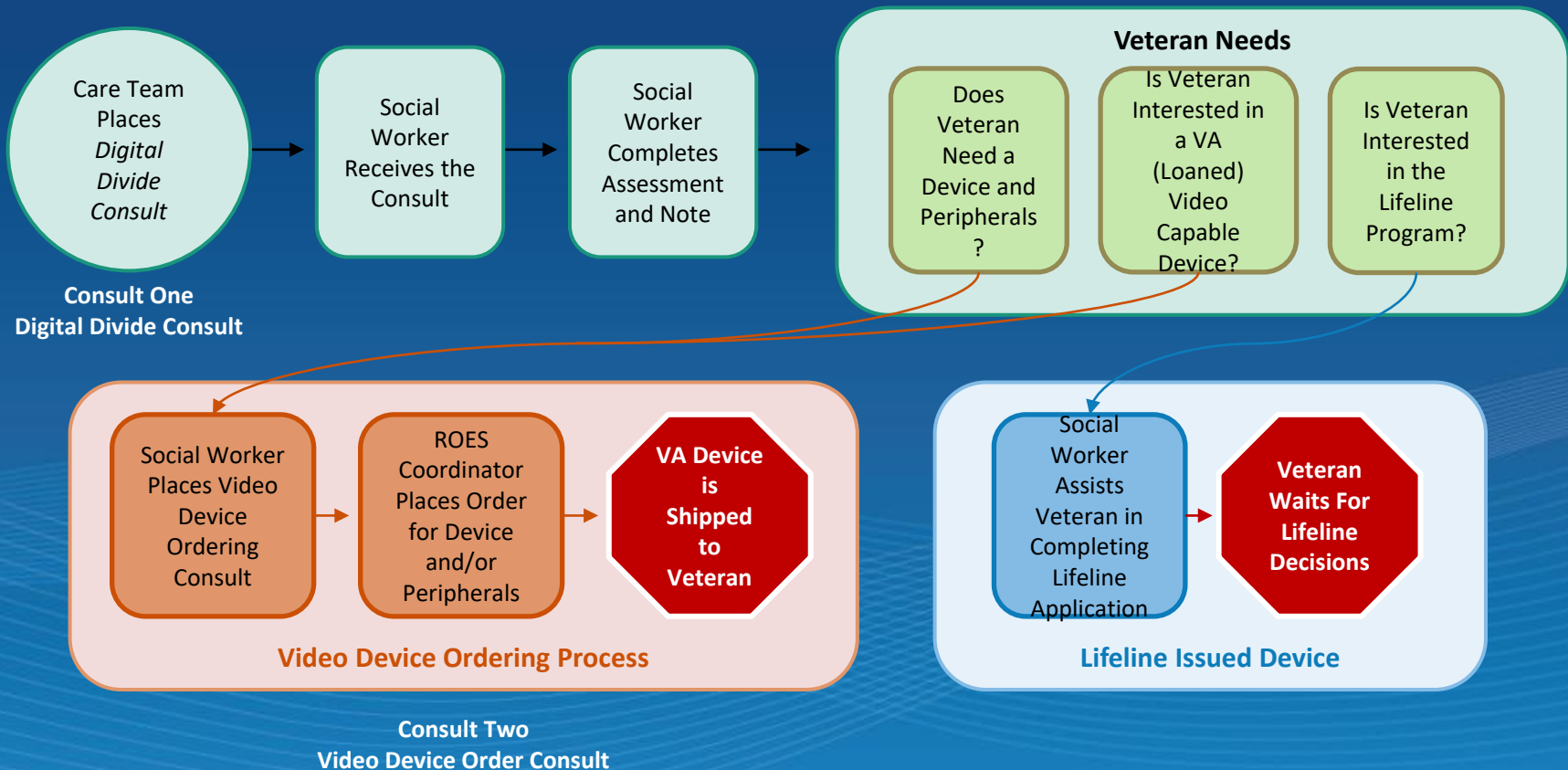


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Veterans Health Administration
Office of Connected Care



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VA Telehealth | Digital Divide Workflow





Digital Divide Consult Order Template

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



Digital Divide Consult Order Template

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](#)



Digital Divide Consult Order Template

Example of signed Digital Divide consult order

Orderable Item: DIGITAL DIVIDE OUTPATIENT
Consult: Consult Request
Reason For Request:

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

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

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

4. Does the patient require Bluetooth peripheral devices?

Weight scale

PROVIDER DECLARATION

I am a Licensed Independent Practitioner managing this patient's care.



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DIGITAL DIVIDE ASSESSMENT BY SOCIAL WORK CONSULT RESULT NOTE



Consult Result Note: Social Work

Opening Window

Telehealth Digital Divide Consult Result version 2.1

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.



Consult Result Note: Social Work

Patient is interested:

☒ 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.



Consult Result Note: Social Work

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



Consult Result Note: Social Work

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



Consult Result Note: Social Work

If the patient interested in Lifeline program:

☒ The patient is interested in the FCC LifeLine program to help obtain their own internet and/or device.

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](#)

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

<https://www.lifelinesupport.org/ls/apply-for-lifeline/default.aspx>

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.



Consult Result Note: Social Work

If the patient is not interested in a device:

Digital Divide	
<input type="checkbox"/>	The patient is interested in a video capable device from VA (loaned device).
<input type="checkbox"/>	The patient is interested in the FCC LifeLine program to help obtain their own internet and/or device.
<input checked="" type="checkbox"/>	The patient is not interested in a device.
Comment:	



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Video Device Order Consult Template



Video Device Order Template



Template: VIDEO DEVICE ORDER

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.



Video Device Order Template

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.



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Telehealth Orders Device &/or Peripherals



ROES - ORDERING

ROES Order Select Frameset - Internet Explorer



Select an Action:

[Exit Roes](#)

[Other Commodities](#)

[Service Enrollment](#)

[Telehealth Device
Registration](#)

[Record Updates](#)

[Station Parameters](#)

[Tools](#)

[Pending Actions](#)

[Authorized Aids](#)

[Enter Outcome
Measures](#)

View Order History

ROES Patient Orders - Processed Orders

Ordering Station: 644 - PHOENIX ▼

Patient:

SSN:

DOB:

No processed orders found for this patient!

<< Back

Forward >>



ROES ORDERING SCREEN

Disability Code:

[Help with Disability Codes](#)

Patient's current disabilities: No disabilities recorded

Requested By:

Requestor's Service:

Commodity Group:

[Catalog: Telehealth Items](#)

Vendor:

Item:

Search:

Quantity (each): DALC quantity on hand:

Deliver to:

☒ Patient ☐ Facility

Address blocked

☐ Delivery address confirmed

Delivery: ☐ Routine ☒ Priority ☐ Emergency

Phone number:

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

Remarks:

Type of Transaction:

- I-PHONE HUD-VASH VERIZON
- I-PHONE HUD-VASH VZN REFURB
- I-PHONE HUD-VASH T-MOBILE
- I-PHONE HUD-VASH T-MOB REFURB



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Static VMR URL Generator



URL GENERATOR ON THE VHA TELEHEALTH SERVICES WEBSITE

<http://vaww.telehealth.va.gov/technology/devices/index.asp>

VHA LOANED DEVICES

HOME • TELEHEALTH PROGRAMS • VA DEVICES

DEVICES FOR FACILITIES







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/C⁵ Static Link Generator 
- ▶ PVT Static Link Generator 
- ▶ Ordering iPads Memorandum 
- ▶ Memorandum Appendices 
- ▶ Patient Tablet Ordering Process



COMMENT ADDED TO CPRS CONSULT WITH STATIC VMR LINK

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

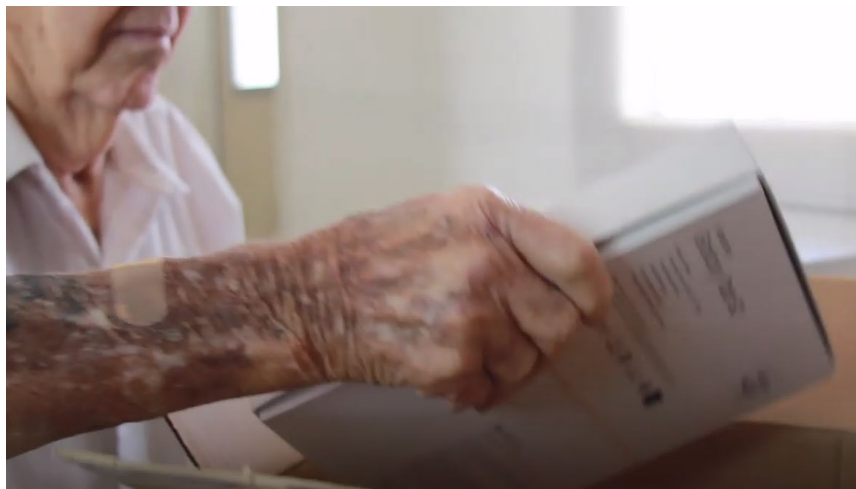


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Veteran Receives the Package at Home
(or picks it up at VA)



DEVICE DELIVERY





VETERAN CONNECTING WITH HEALTH CARE TEAM





IPAD INTRODUCTION INCLUDED WITH DEVICE

VA



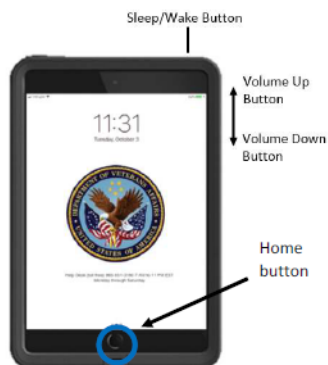
U.S. Department of Veterans Affairs
Veterans Health Administration



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.

VA

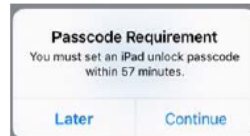


U.S. Department of Veterans Affairs
Veterans Health Administration

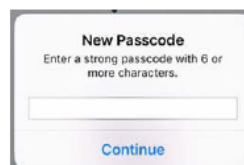


Creating Your Passcode

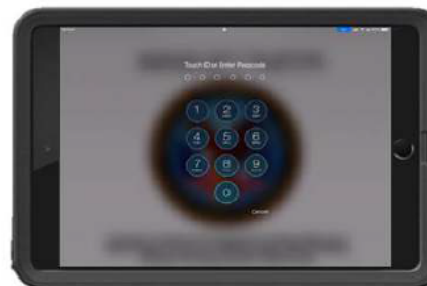
- The first time the iPad is turned on, a prompt will appear to create a passcode.



- 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: _____



- 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.





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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

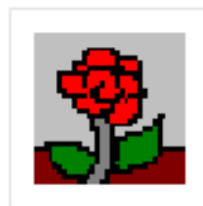


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Monitoring Device Usage & Retrieval



ROES DESKTOP



ROES Desktop

App

Telehealth Patient Transaction Report		
Telehealth Patient Transaction Report	Description	Telehealth Patient Transaction Report



TELEHEALTH PATIENT TRANSACTION REPORT

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





REAL TIME CLINICAL VIDEO TELEHEALTH

179

179 - Real Time Clinical Video Telehealth to Home- Provider Site

648

648 - Real Time Clinical Video Telehealth with Non-VAMC Location- Provider Site



TIME FRAME TO USE DEVICE





MONITORING USE OF DEVICE





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Device Retrieval



DEVICE RETRIEVAL (CONT)

Commodity Order Form - Internet Explorer

ROES
Commodity Order Form

Patient: blocked **SSN:** blocked closes in 20 min

Disability Code: AO/DIS
Patient's current disabilities: AO/DIS, DEAF/B

Requested By: RIVISH, VALENTIN O

Requestor's Service: TELEHEALTH

Commodity Group: Telehealth Items [Catalog: Telehealth Items](#)

Vendor: All

Item: RETRIEVAL KIT VVC

Search: Item Name Keyword Part Number

Quantity (each): 1 **DALC quantity on hand:** 38285

Deliver to: ☒ Patient ☐ Facility

☐ Delivery address confirmed

Delivery: ☒ Routine ☐ Priority ☐ Emergency

Phone number:

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

Remarks:

Type of Transaction: Initial



ORDER HISTORY

ROES Order Select Frameset - Internet Explorer

Select an Action:

- [Exit Roes](#)
- [Other Commodities](#)
- [Service Enrollment](#)
- [Telehealth Device Registration](#)
- [Record Updates](#)
- [Station Parameters](#)
- [Tools](#)
- [Pending Actions](#)
- [Authorized Aids](#)
- [Audioqram Search](#)
- [Last 5 Audioqrms](#)
- [Enter Outcome Measures](#)

View Order History

ROES Patient Orders - Processed Orders

Ordering Station: 644 - PHOENIX

Patient: [REDACTED] SSN: [REDACTED] DOB: [REDACTED]

Tran Date	Order Number	Order Type	By	Status	Serial #	Item	ReOrder
02/21/20	0C5046-575120-	SERV REQ - REP	LGD	CLOSED	54138379	ALTA2 PRO MINIRITE	
01/28/20	3181871820-	TELEHEALTH	PM	SHIPPED	1000806123	CMDR FLX CD320 (NOCU)	
01/28/20	3181871920-	TELEHEALTH	PM	SHIPPED	N/A	BP CUFF LG REGULAR M	
01/28/20	3181872020-	TELEHEALTH	PM	SHIPPED	N/A	CABLE IR GLUCOSE AVI	
09/11/19	3083416019-	ASSISTIVE LISTENING	AR	SHIPPED	N/A	DIRECTEAR SET 860 RF	
05/14/19	2998211319-	ACCESSORIES	PG	SHIPPED	N/A	PROWAX FOR MF	ReOrder
05/14/19	2998211419-	ACCESSORIES	PG	SHIPPED	N/A	MF BASS DOUBLE DOME	ReOrder
05/14/19	2998211818-	ACCESSORIES	PG	SHIPPED	N/A	MF BASS DOUBLE DOME	ReOrder
12/06/18	2881089918-	BATTERIES	PM	SHIPPED	N/A	ZA312MF	ReOrder
12/06/18	2881093018-	ACCESSORIES	PM	SHIPPED	N/A	MF BASS DOUBLE DOME	ReOrder
12/06/18	2881093118-	ACCESSORIES	PM	SHIPPED	N/A	PROWAX FOR MF	ReOrder
11/08/18	9C5016-1470	SERV REQ - REP	EG	CLOSED	54196328	ALTA2 PRO MINIRITE	
11/08/18	9C5016-1469	SERV REQ - REP	EG	CLOSED	54138379	ALTA2 PRO MINIRITE	
04/18/18	2716912618-	ASSISTIVE LISTENING	WH	SHIPPED	N/A	DIRECTEAR SET 860 RF	
04/17/18	27161282	TELEHEALTH	PM	SHIPPED	N/A	RETRIEVAL KIT	

<< Back Forward >>

<https://www.dalc.oamm.va.gov/scripts/>



UNAUTHORIZING DEVICES IN ROES

Update Patient Record - Internet Explorer

ROES

Update Patient Record
Eligibility/Authorized Aids/Address

close in 20 min

Edit Authorizing Clinic

Disability	Eligibility	Eligibility Date	Eligibility Station	Remarks
DEAF/B	SC FOR DISABILITY	09/10/19	649 PRESCOTT	
AO/DIS	SC FOR DISABILITY	01/28/20	644 PHOENIX	

Edit Authorized Aids

Issue Date	Make	Model	Serial Number	Ear	Issuing Station	Aid Status
05/03/16	OTICON	ALTA2 PRO MINIRITE	54196328	R	649 PRESCOTT	Authorized Loaner Transfer
05/03/16	OTICON	ALTA2 PRO MINIRITE	54138379	L	649 PRESCOTT	Authorized Loaner Transfer
11/28/11	PHONAK	EXELIA ART M WIRELESS VZ BTE	1130X0LA7	R	649 PRESCOTT	Authorized Loaner Transfer
11/28/11	PHONAK	EXELIA ART M WIRELESS VZ BTE	1130X0LAJ	L	649 PRESCOTT	Authorized Loaner Transfer
01/28/20	MEDTRONIC	CMDR FLX CD320 (NOCUFF) REFURB	1000806123	N/A	644 PHOENIX	Authorized

View/Edit Addresses

<input type="checkbox"/> Edit Permanent Address	<input type="checkbox"/> Edit Temporary Address <input type="button" value="Delete"/>
Address 1: 3560 ROBIN LN	Address 1: 3560 ROBIN LN
Address 2:	Address 2:
Address 3:	Address 3:
City: KINGMAN	City: KINGMAN

Choose the reason for unauthorizing this device:

Choose one

- Deceased
- Non-responder
- Vet requested
- Goals met
- Defective device
- Vendor change
- Same vendor, different device
- Institutionalized
- Caregiver unsupportive
- Homeless
- Other



Update Patient Record
Eligibility/Authorized Aids/Address

Return to 30 page

Edit Authorizing Clinic

Disability	Eligibility	Eligibility Date	Eligibility Station	Remarks
DEAF/B	SC FOR DISABILITY	09/10/19	649 PRESCOTT	
AO/DIS	SC FOR DISABILITY	01/28/20	644 PHOENIX	

Edit Authorized Aids

Issue Date	Make	Model	Serial Number	Ear	Issuing Station	Aid Status
05/03/16	OTICON	ALTA2 PRO MINIRITE	54196328	R	649 PRESCOTT	<div>Authorized</div> <div>Loaner Transfer</div>
05/03/16	OTICON	ALTA2 PRO MINIRITE	54138379	L	649 PRESCOTT	<div>Authorized</div> <div>Loaner Transfer</div>
11/28/11	PHONAK	EXELIA ART M WIRELESS VZ BTE	1130X0LA7	R	649 PRESCOTT	<div>Authorized</div> <div>Loaner Transfer</div>
11/28/11	PHONAK	EXELIA ART M WIRELESS VZ BTE	1130X0LA3	L	649 PRESCOTT	<div>Authorized</div> <div>Loaner Transfer</div>
01/28/20	MEDTRONIC	CMDR FLX CD320 (NOCUFF) REFURB	1000806123	N/A	644 PHOENIX	<div>Unauthorized</div>

Edit Unauthorized Aids

View/Edit Addresses

Edit Permanent Address

Address 1: 3560 ROBIN LN
Address 2:
Address 3:
City: KINGMAN
State: AZ
Zip: 86409
Phone: (928)715-3284

Edit Temporary Address

Address 1: 3560 ROBIN LN
Address 2:
Address 3:
City: KINGMAN
State: AZ
Zip: 86409
Phone:
Start Date: JUN 08, 2018
End Date: SEP 10, 2018

Delete

Exit

Reset

Print Record Update

Submit

Help



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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.



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Q&A