



Captain James A. Lovell Federal Health Care Center

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PRESS RELEASE

FOR IMMEDIATE RELEASE

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Ever-expanding telehealth services at Lovell Federal Health Care Center allow more veteran and military patients the convenience of online appointments

FHCC patients avoid driving hassles by conducting medical appointments – to include mental health – using their mobile phones, tablets and computers

NORTH CHICAGO, Ill. – More than 900,000 veterans used Department of Veterans Affairs telehealth services to participate in more than 2.6 million episodes of care in fiscal year 2019, including patients of Lovell Federal Health Care Center.

At Lovell FHCC, veterans and military patients are using telehealth services to connect with their care teams and share health information. These virtual appointments - taking place in patients' homes, FHCC community based outpatient clinics, and at the hospital – are changing the way veterans and military patients access federal health care.

“We’re very excited to be training more FHCC staff all the time – including social workers, pharmacists, outpatient mental health providers, nutritionists, nurses as well as doctors – how to provide virtual care to our patients in many different types of settings,” said acting FHCC Telehealth Coordinator Terese Bush. “Every FHCC patient should ask their provider how they can take advantage of telehealth services.”

VA Video Connect (VVC) is software that allows providers to conduct real-time video visits with their patients. One example is a veteran patient who began seeing Speech-Language Pathologist Megan Ballantine while an inpatient at the FHCC and continued seeing her using VCC when he returned home to Michigan. Using his tablet, he connected through the app for sessions in what is called a “virtual medical room.” After several virtual appointments, he completed his medical care from the comfort of his home.

VVC sessions can be conducted from a variety of devices. For example, a provider can join a VVC session from a computer or desktop codec (a device that compresses data), while a patient can connect from a personal home or mobile device (e.g. computer, tablet or smart phone.) Talk to your provider today about setting up for VVC as part of your care plan. To learn about VVC, go to <https://www.telehealth.va.gov/type/home>.

To learn about all of the types of telehealth services that are available and how to use them, go to: <https://www.telehealth.va.gov/>. To learn more about FHCC telehealth services, go to <https://www.lovell.fhcc.va.gov/services/Telehealth.asp>.

About the Lovell FHCC: Lovell FHCC is the nation's only fully integrated medical facility, between the Department of Defense and Department of Veterans Affairs. It serves veterans, active duty military personnel and their families, at its main hospital in North Chicago; three community based outpatient clinics in McHenry and Evanston, Ill. and Kenosha, Wi., and four Naval Station Great Lakes branch clinics.