

Protect Yourself from COVID-19: Access VA Care from Home

MADISON, Wis. — William s. Middleton Memorial Veterans Hospital is committed to providing high-quality care while keeping Veterans safe from the coronavirus (COVID-19).

“Due to COVID-19 precautionary measures and out of concern for our Veterans, we are honoring current social isolation and distancing guidelines,” said John Rohrer, Director, Madison VA. “Through VA’s virtual care tools, we are able to leverage available technology to make sure that our patients and staff are as safe as possible during this time.”

To help us address our Veterans’ most-urgent needs first, the Madison VA asks that Veterans use our online tools for routine or non-urgent questions. Here are some examples:

Telephone or Video Appointments – Veterans can receive care at home — either over the phone or via video using VA Video Connect on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their provider a secure message on My HealtheVet by visiting myhealth.va.gov. Veterans may also call, but VA is requesting that Veterans only call with urgent needs at this time. To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.

Prescription Refills – Veterans can request prescription refills and order and ship medications to their homes using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

Text Message Reminders – Veterans can use Annie’s Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor for symptoms and can assist if they need to contact their VA facility for care. Enroll at mobile.va.gov/annie.

Secure Messaging – With My HealtheVet, VA’s online patient portal, Veterans can send online secure messages to your VA health care team to ask them nonurgent health questions. Register at www.myhealth.va.gov.

Whole Health – If you are interested in Whole Health phone-based options, please request a whole health consult from your provider via secure message or call 608-284-6360 ext. 12537. Also, check out this VA link for mobile and online resources you participate in at home: www.va.gov/WHOLEHEALTH/veteran-resources/MobileApps-OnlineTools.asp

For more information about VA's Connected Care technologies, visit connectedcare.va.gov.

More information for Veterans is here: <https://www.blogs.va.gov/VAntage/72615/vas-recommendations-help-slow-covid-19-virus/>

For more information about the Coronavirus, please visit: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

For more information about the Madison VA Hospital, visit www.madison.va.gov or www.facebook.com/MadisonVAHospital.