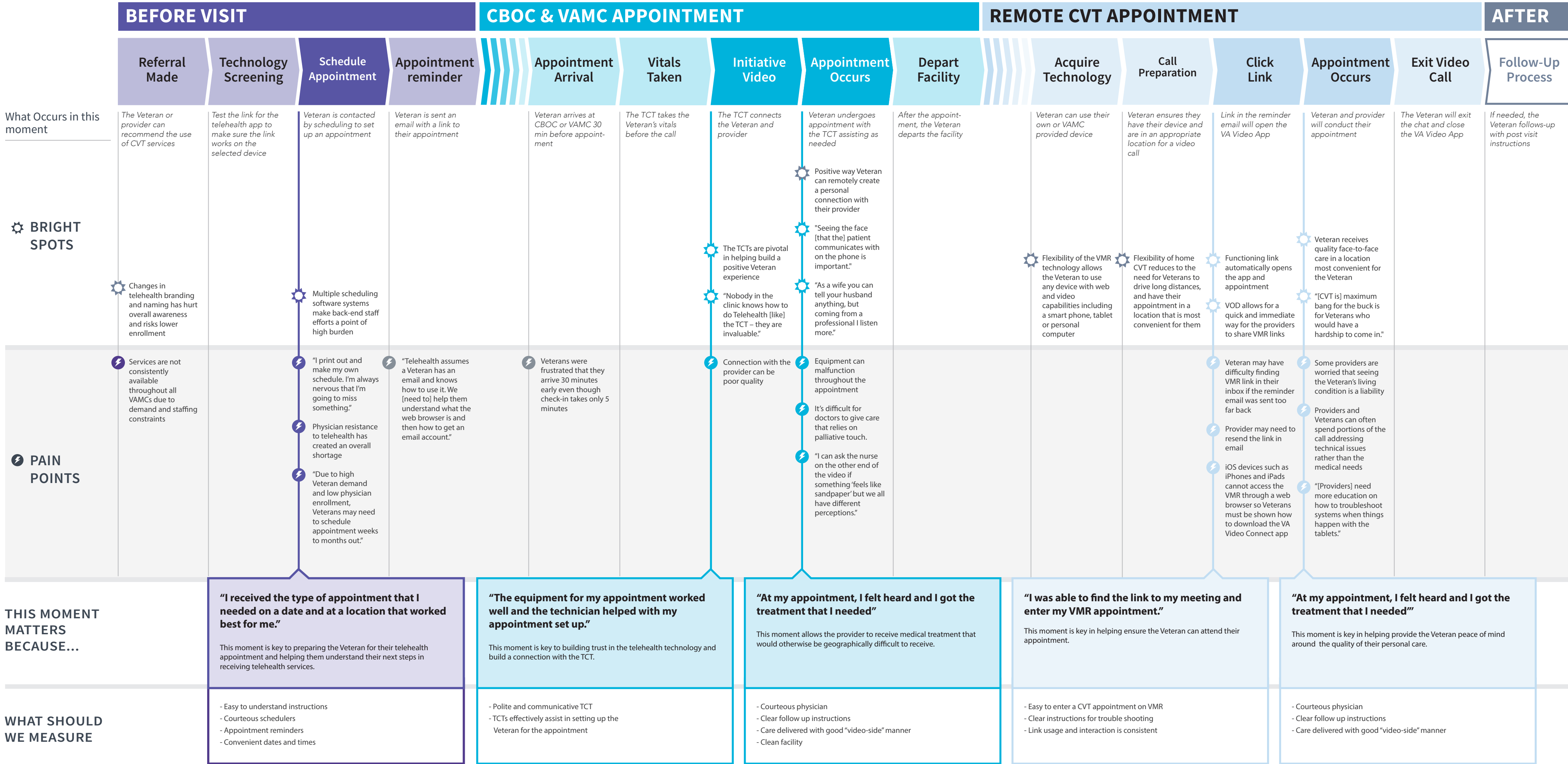
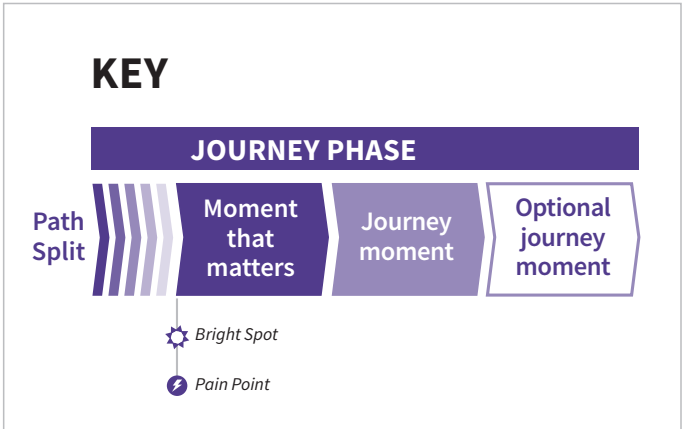


CVT TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP

VA Telehealth Services allow healthcare providers to give expanded healthcare and case management services to Veterans across geographic boundaries through the use of audio, visual and data collection technologies. In August of 2017, the VEO began working with Telehealth Services to better understand the unique journey of Veterans using telehealth services. Field research and user interviews were conducted, followed by the development of 3 journey maps representing Home Telehealth, Clinical Video Telehealth, and Store and Forward Telehealth.

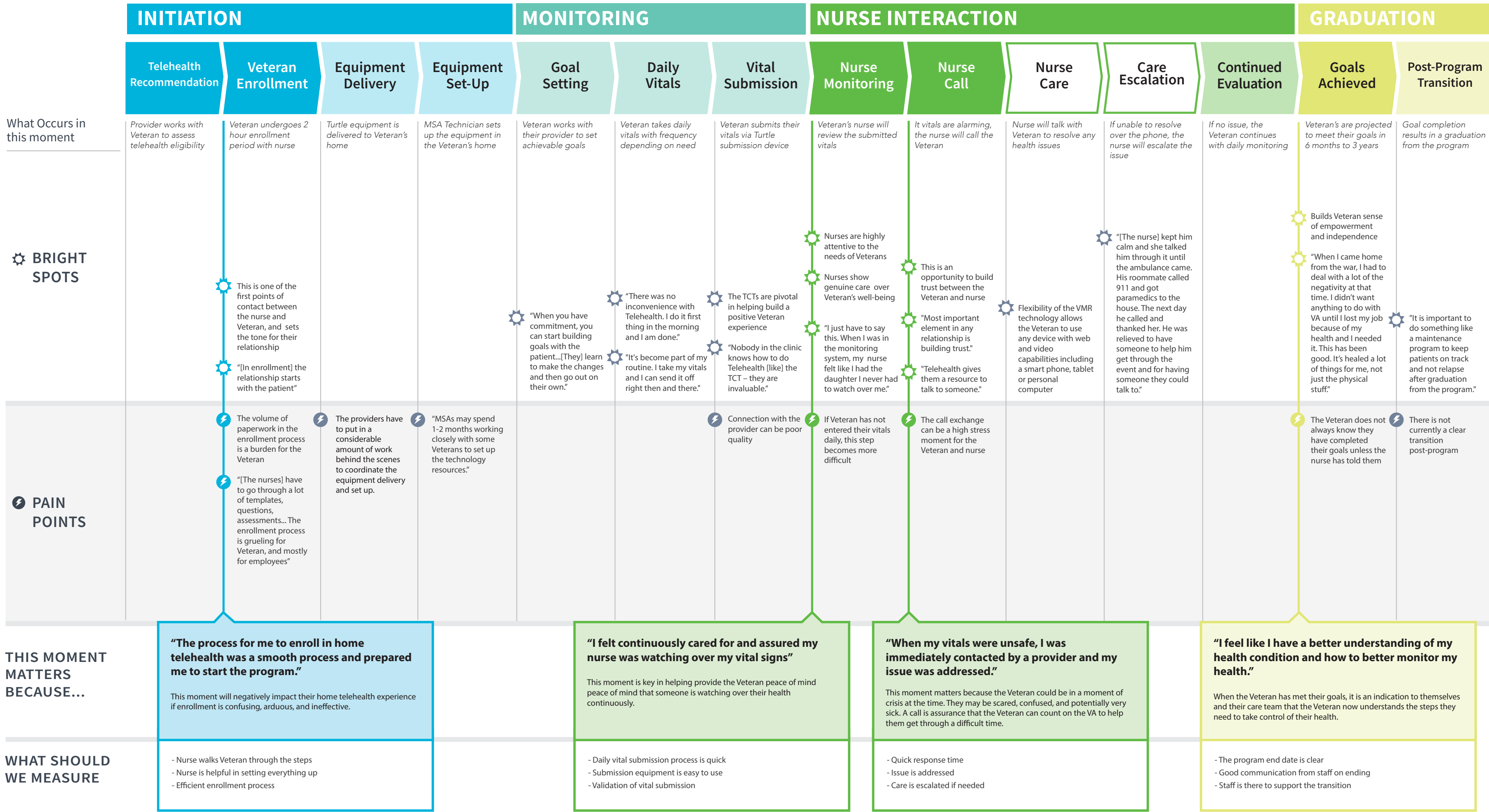
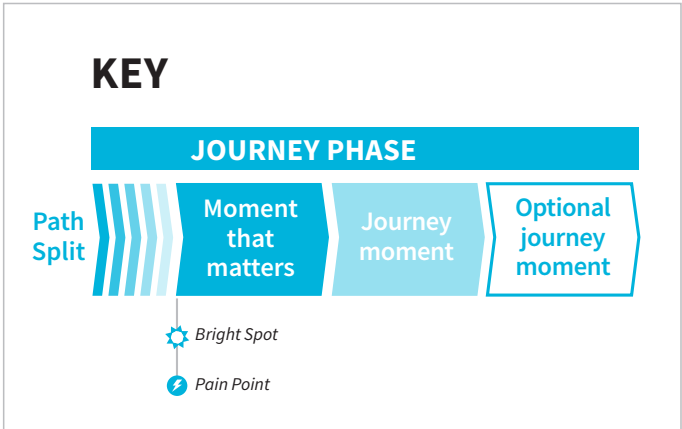
This Clinical Video Telehealth journey map describes the process of a Veteran who undergoes a clinical appointment by video either at a VA facility or a remote location. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.



HOME TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP

VA Telehealth Services allow healthcare providers to give expanded healthcare and case management services to Veterans across geographic boundaries through the use of audio, visual and data collection technologies. In August of 2017, the VEO began working with Telehealth Services to better understand the unique journey of Veterans using telehealth services. Field research and user interviews were conducted, followed by the development of 3 journey maps representing Home Telehealth, Clinical Video Telehealth, and Store and Forward Telehealth.

This Home Telehealth journey map describes the process of a Veteran who submits daily vital signs while also receiving health monitoring services in their home. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.



STORE & FORWARD TELEHEALTH VETERAN EXPERIENCE JOURNEY MAP

VA Telehealth Services allow healthcare providers to give expanded healthcare and case management services to Veterans across geographic boundaries through the use of audio, visual and data collection technologies. In August of 2017, the VEO began working with Telehealth Services to better understand the unique journey of Veterans using telehealth services. Field research and user interviews were conducted, followed by the development of 3 journey maps representing Home Telehealth, Clinical Video Telehealth, and Store and Forward Telehealth.

This Store and Forward Telehealth journey map describes the process of a Veteran who has health data collected in the form of an image, photo, or other biometric collection method. This information is then sent to a remote reviewer who provides an analysis to the healthcare team and patient. It identifies the phases of the Veteran's experience as well as an identification of the key Moments That Matter. In addition, Pain Points and Bright Spots have been identified throughout to highlight the challenges and success a Veteran can encounter.

