

From: donotreply@mobilehealth.va.gov
To: [Pichaimuthu, Ruba \(LTS\)](#)
Subject: VA Video Connect (VVC) Appointment has been scheduled for 08/01/2019 11:40 MDT
Date: Thursday, August 1, 2019 1:23:40 PM
Attachments: [VA Video Connect \(VVC\) Appointment has been scheduled for 08012019 1140 MDT.ics](#)

This is an automated VA Video Connect appointment notification:

Do not delete this e-mail until after the visit has occurred

Appointment Information:

Clinician: Pichaimuthu, Ruba

Date/Time: 08/01/2019 11:40 MDT

Patient: JM

Join the appointment:

[Click Here to Join the VA Video Connect appointment](#)

(To join this VVC appointment manually or through a video conferencing device: Alias - VVC1754995@care2.evn.va.gov Host PIN- 5205038#)

VA Video Connect (VVC) Appointment Instructions:

The "Click Here" link above is unique to **this visit**. You will need to click it to enter the Virtual Medical Room at the time of the appointment.

To more easily find this unique link at the time of the visit, we recommend you either:

- Save the attached invitation to your Outlook Calendar
- Copy this invitation into your Outlook calendar and create a calendar entry at the time of the visit, and/or
- Search your Outlook e-mail for the date or Last Initial/Last 4, on the day of the visit.

At the start of your VA Video Connect visit, remember (CAPS-Lock):

*Some information can be obtained prior to the VVC appointment by another member of the care team.

- **C**onsent*: Obtain or confirm that verbal consent for telehealth has been documented (Note: This is a one-time requirement for your service)
- **A**ddress: Obtain or confirm the location and address of the patient to ensure they are in a safe place and for use in case of an emergency.
- **P**hone Numbers*:
Patient's current phone number - for use if disconnected.
Emergency contact's phone number - for use in an emergency.
- **S**urvey the environment and identify all participants
- **L**ock the virtual conference room once all participants have joined.

Emergency Use Only- e911 Instructions

Call 267-908-6605 to speak with an agent who can put you in touch with a 911 operator at the

Patient's location. You must have the physical location (address) where the Patient is currently located.

Technical Assistance

For technical assistance, clinicians should contact the National Telehealth Technology Help Desk (NTTHD) 866 651-3180 or (703) 234-4483, Monday through Saturday, 7 a.m. through 11 p.m. EST.

Please do not reply to this message. It comes from an unmonitored mailbox.