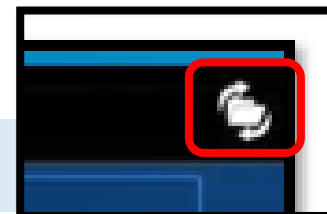


# VA VIDEO CONNECT with VIRTUAL CARE MANAGER (VCM)



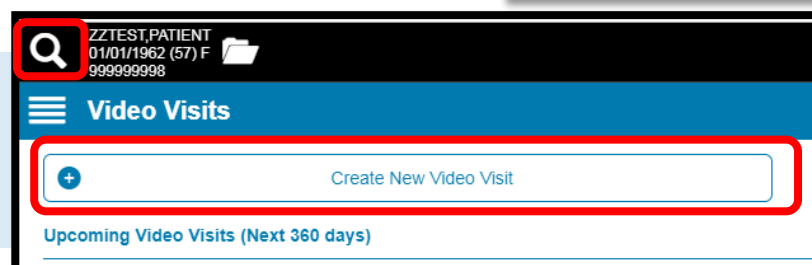
**STEP ONE-** Click on the Virtual Care Manager Link  
<https://mobile.va.gov/app/virtual-care-manager>



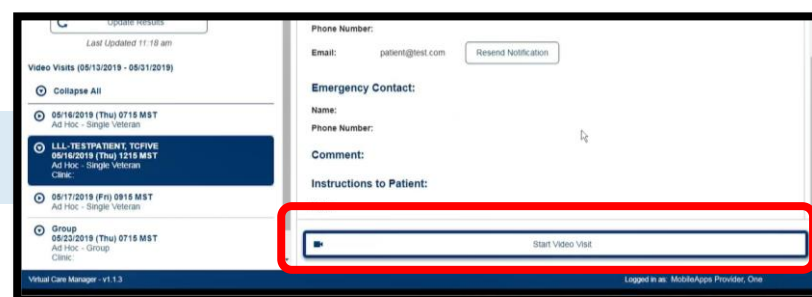
**STEP TWO** click on the folder icon (top right corner of screen) to go to the patient record

**STEP THREE** Search for the patient and then click “create visit”

Complete the visit information fields and scroll all the way down to click “Create”



**STEP FOUR-** Join the video visit from VCM or from the telehealth scheduling email



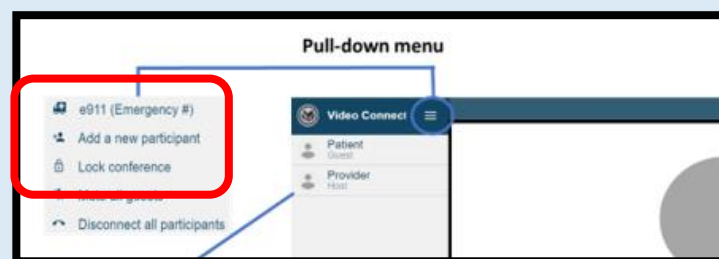
**STEP FIVE-** Complete “CAPSLock” safety check using ‘e911’ address validation and ‘lock conference’ options in the pull down menu and document accordingly

C = Consent for Video Telehealth

A = Address/location of patient during the encounter

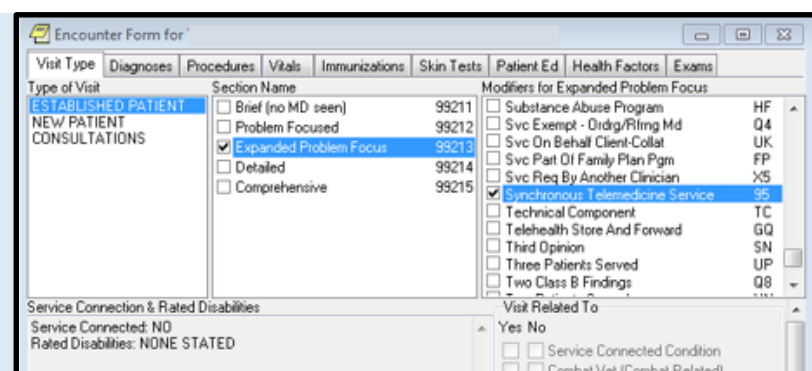
Ps = Phone numbers for patient and local emergency response

Lock = Lock the Virtual Medical Room once everyone has joined



**STEP SIX-** Choose your VVC Clinic (secondary stop code 179) and complete your progress note and encounter.

Encounter as you would for an in-person visit and then select the “synchronous telemedicine service” (or 95) modifier. For many providers the modifier is found on the visit tab. For others, the modifier may appear after entering a procedure code.



**WANT TO  
KNOW MORE?**

Problems with VVC? Call the Help Desk at 1-866-651-3180

Virtual Care Manager Issues? Call the Mobile Services Desk at 1-844-482-6624

To explore VHA Telehealth Services & Resources, visit <http://vawww.telehealth.va.gov>