

What is Telehealth?

Telehealth provides clinical care where distance separates those receiving services and those providing services. The value VA obtains from Telehealth is not in implementing Telehealth technologies alone, but how VA uses health information, disease management, care/case management and Telehealth technologies. Telehealth increases access to care and improves the health of Veterans to provide the right care in the right place at the right time.

By moving information instead of people, Telehealth:

- Reduces waiting times
- Decreases travel
- Improves access to primary care
- Improves access to specialist consultations
- Decreases overall costs



Telehealth Clinical Technicians

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Carroll, IA 57401
(712) 794-6780

Des Moines Medical Center

3600 30th Street
Des Moines, IA 50310
(515) 699-5999 x 3998

Ft. Dodge CBOC

(Mon-Fri 8-4:30)
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Knoxville CBOC

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Marshalltown CBOC

101 Iowa Avenue West
Marshalltown, IA 50158
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Mason City CBOC

520 South Pierce
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Mason City, IA 50401
(641) 421-8077 x2238 or X2261

***Bringing the Best
Care to You***

**Clinical
Video
Telehealth
(CVT)**



Mission:

*“Honor America’s Veterans
by providing exceptional health care
that improves their health and well-being.”*

Clinical Video Telehealth

Clinical Video Telehealth (CVT) is “real-time telehealth” where a telecommunications link allows instantaneous interaction between the patient and the provider or even two providers regarding a single patient, typically by videoconferencing.

CVT involves video conferencing, sometimes with supportive devices, to provide consults and follow-up appointments between Veterans and their providers. CVT brings the provider to where the Veteran is. Your CVT appointment can feel a lot

What You Can Expect During Your Visit

like a traditional face-to-face appointment. When arriving at your scheduled appointment, a Telehealth Clinical Technician (TCT) or staff member will take your vitals and escort you to the room equipped with CVT equipment.

Although cameras are used during your CVT appointment, the visit is not being recorded. A TCT will stay in the room with you during your visit and operate the accessories and cameras that allow the provider to see you and the images up close.

The Voice of the Veteran



“I feel more secure knowing you folks are there to watch over me.”

“Being on this program has saved my life.”

“The quickness of this program is getting me what I need, always amazes me.”

“I got to see my platoon buddies because this program made me well enough to travel, you can’t put a price tag on something like that.”

Clinical Video Telehealth Services Offered

CVT, at your local Community Based Outpatient Clinic (CBOC), offers the following services:

- Chronic Disease Management
- Diabetic Clinic
- Mental Health
- MOVE!
- General Surgery Follow-ups
- Oncology
- Urology
- Pulmonology

In addition to these services, we are adding more subspecialties regularly to better meet the needs of our Veterans. **To provide “the right care, at the right place, at the right time.”**

“I am very excited to be involved in Telehealth...it’s new, exciting, and most importantly, it’s a chance to better assist our Veterans, giving them access to the best health care VA can offer. Telehealth is the way of the future. It gives Veterans options to receive health care without the hassle of travel, allows them to access care locally from a VA provider that may not have been available to them otherwise; and it’s putting their needs first. Telehealth should be embraced with open arms and open minds.”

-Telehealth Clinical Technician