

VA Central Iowa Virtual Visit Support Team to arrange Patient and Family Virtual Visitations.

To help support our patients' emotional well-being and help keep them connected with their loved ones during our current visitor restrictions, a Virtual Visit Support Team has been created at VA Central Iowa. The Virtual Visit Support Team (VVST) is a team of redeployed VA team members who are available to arrange virtual visits for patient/family communication. The team members will also be available to assist caregivers with virtual communication needs for patients who are in isolation.

The VVST will be available to make visits Monday-Friday between 10 a.m. – 6:30 p.m.

Visits will generally be 10-15 minutes and will be completed the day after the request is made to allow time to schedule a visit time with the patient and loved ones.

To arrange a visit for a patient:

1. Call 515-699-5421 and request a Virtual Visit. Remember these will not be same day visits.
2. Provide the following information to the staffing center:
 - Name/ Last 4 of veteran
 - Requested Visit Date
 - Building/ Unit
 - Room Number
 - Name of individual requesting Visit
 - Phone number and/or email of Family/ Friend to coordinate with for the visit

Point of Contact: Lori Clair, VA Central Iowa Patient Advocate, 515-699-5522, Lori.Clair@va.gov