



Home Telehealth

What is Home Telehealth Care?

VA Boston Home Telehealth, also known as Care Coordination/Home Telehealth provides equipment used to help you track your:

- Blood pressure
- Blood sugar level
- Pulse
- Weight
- Blood oxygen level

The Veteran's VA Boston health care team will use this information to monitor the Veteran's medical condition.

Veterans can be referred by any member of their VA Boston care team.

Home telehealth can be used in combination with other VA Home and Community Based Services.

Am I eligible for Telehealth?

All enrolled Veterans are eligible **IF they meet the clinical need for the service.**

Veteran must be enrolled and be receiving primary care within the VA Boston Healthcare System and have a chronic healthcare condition that home telehealth can address such as:

- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes Mellitus
- Hypertension (high blood pressure)

All required equipment will be provided, at no charge, by the VA. A video screen and camera, or video phone, may be given to you so that the Registered Nurse (RN) care coordinator can see you when you talk together. You would be able to turn the video camera off when you are not using it to talk with your care coordinator.

There is no copay for home telehealth services. However, there may be a copay charged when in-home video visits are provided in addition to standard home telehealth services.

What services can I get?

When enrolled in home telehealth, a Registered Nurse (RN) care coordinator will be assigned to each Veteran. The Veteran uses the supplied equipment to obtain vital signs and answers personalized questions daily. This information is sent to the RN, who monitors for irregularities.

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The RN will provide support, education, and will arrange consults and appointments with primary care and specialty providers as needed.

If any of the Veteran's health measurements do not seem normal, the RN care coordinator may talk with the Veteran's healthcare practitioner and follow-up with the Veteran to let them know what their options for care are.

How do I decide if it is right for me?

Your VA Boston primary care provider or other VA Boston care provider can answer questions about your medical needs. Some important questions to talk about with your primary care team and family include:

Do I have a healthcare condition that requires close monitoring?
Am I willing to use the Home Telehealth technology provided by VA to provide my health-related information daily?
Am I able to adequately see and/or hear in order to use the technology (or is there someone who can help me with this daily)?
Am I ready and willing to fully participate in managing my health?

If home telehealth services seem right for you, talk with a member of your VA Boston care team.

For more information:

VA Boston Call Center
1-800-865-3384

