



WEST TEXAS VA HEALTH CARE SYSTEM
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NEWS RELEASE

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NEWS RELEASE

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Protect Yourself From COVID-19: Access VA Care from Home

West Texas VA Health Care System is committed to providing high-quality care while keeping Veterans safe from the coronavirus (COVID-19).

“Due to COVID-19 precautionary measures and out of concern for our Veterans, we are honoring current social isolation and distancing guidelines,” said Jason Cave, Interim Director, WTVAHCS. “We have many telehealth options available for our Veterans, and of course, we are here if you need us.”

Through VA’s virtual care tools, we are able to leverage available technology to make sure that our patients and staff are as safe as possible during this time.

To help us address our Veterans’ most-urgent needs first, WTVAHCS asks that Veterans use our online tools for routine or non-urgent questions.

Here are some examples:

Telephone or Video Appointments – Veterans can receive care at home — either over the phone or via video using VA Video Connect on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their provider a secure message on My HealtheVet by visiting myhealth.va.gov.

Veterans may also call, but VA is requesting that Veterans only call with urgent needs at this time.

To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.

Prescription Refills – Veterans can request prescription refills and order and ship medications to their homes using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

Text Message Reminders – Veterans can use Annie’s Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans

monitor for symptoms and can assist if they need to contact their VA facility for care. Enroll at mobile.va.gov/annie.

Secure Messaging – With My HealtheVet, VA’s online patient portal, Veterans can send online secure messages to your VA health care team to ask them nonurgent health questions. Register at www.myhealth.va.gov.

WTVAHCS has a well-established infrastructure to offer a multitude of tele-health options for our Veterans. Veterans can call 24/7 to our Nurse Triage Line 1-866-862-7863 24/7 with their questions or concerns.

For more information about VA’s Connected Care technologies, visit connectedcare.va.gov.

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