

Tips for Telehealth/Virtual Care

Caring for Women Veterans

- Assuring a safe environment is more challenging during a telephone or telehealth visit.
- We recommend encouraging Veterans to wear headphones or earbuds to keep their conversation with you private.
- Allow the Veteran to choose the location for call/videoconference. It may seem unorthodox to you (car, garage, park) but it may be her way of assuring safety/privacy.
- Let the Veteran know it's fine for the subject to abruptly change – and the call/videoconference can end whenever she needs it to.
- If you see or hear signs of alarm (increased respiratory rate, patient's eyes darting up or off to the side, alarmed expression) employ yes/no questions:
 - Should I call 911?
 - Do we need to hang up?
 - Would you like me to call you back?