**INFO SHEET**

**Date:** August 13

**Title:** VA Won't Let COVID Stop Veterans' Access to Care!

**Presenters: Dr. Susan Kirsh, Suzanne Klinker**

**Bios:**

**Dr. Susan Kirsh**-Acting ADUSH for Access to Care

Dr. Kirsh served in numerous roles during her 20 year career with the Veterans Health Administration. She practiced as an internist for many years at the Cleveland VAMC and more recently worked in VA Central Office in the Primary Care Program Office leading Shared Medical Appointments in support of Patient Aligned Care Team implementation. Since March 2015, Dr. Kirsh worked in the area of access to care, leading the Group Practice Manger/Clinic Practice Management Team Implementation.

**Suzanne Klinker**-Deputy Network Director for VISN 8 Clinical Contact Center

Suzanne Klinker is the Deputy Network Director for Clinical Contact Center in VISN 8. Since July 2019, VISN 8’s Clinical Contact Center provides 24/7 a full array of virtual care to Veterans enrolled for care in VISN 8 – Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands. She is a member of the executive team leading the national Clinical Contact Center modernization with Dr. Kirsh.

Questions:

1) (Susan)  So, Clinical Contact Centers will be a new term for some of our viewers.  What exactly IS a Clinical Contact Center (CCC), and how many CCCs do we now have across VA?   How does this differ from what many folks know as a call center?

-Talk about provider involvement

2) (Suzanne) As there has been less F2F care these COVID days, how have our CCCs augmented access to Care, especially during C-19? What type of care do our CCCs provide?

3) (Suzanne) Scheduling is a HUGE function of Clinical Contact Centers.  How do you schedule and what do you have planned for the future?

4) (Susan) Given that COVID is not going anywhere anytime soon, what opportunities do you anticipate with access to care over the next year? How is OVAC supporting VISNs/facilities in navigating necessary care both F2F and virtually in their geographical area?