

Office of
**CONNECTED
CARE**

VIRTUAL CARE PROGRAMS

VA SALT LAKE CITY HEALTH CARE



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Salt Lake City Health Care System

*Telehealth... Bringing
health care closer to home.*

JUNE 2024

VA Salt Lake City Health Care System

VA Salt Lake City Health Care System (VA SLCHCS) is one of the largest geographical areas in the VA Health Care System. VA Salt Lake City consists of the George E. Wahlen Department of Veterans Affairs Medical Center in Salt Lake City, Utah, and several outpatient clinics across Utah, Idaho, and Nevada, spanning 125,000 square miles, providing care to over 80,000 eligible Veterans. The VA Salt Lake City Health Care System provides tailored health care to each Veteran, ensuring their values align with their care.

Let this Virtual Program Guide be your resource for programs, services, and offerings available virtually to Veterans and Caregivers receiving their care at VA Salt Lake City.

Within this guide, you will find resources to:

- A VA-loaned tablet if you do not have a computer or smart device to use for your VA video appointments
- Instructions to attend any virtual appointment
- Technical support
- Additional VA apps to support your care

Many programs, services, and offerings are also available in-person. Call the contact number listed near the program to find out if in-person classes and services are available.



To learn more about your VA Salt Lake City, visit:

www.va.gov/salt-lake-city-health-care

Veteran's Corner



Read current articles on how technology is allowing Veterans more access to their VA care.

connectedcare.va.gov/whats-new/veterans-corner.

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Terms Used in this Guide

Caregiver: Family member or designated person responsible for providing personal care services to Veteran.

Telehealth: Integration of technology and telecommunication systems used for Veteran's health care.

Telehealth Clinical Technician (TCT): A trained VA staff member who may or may not work at the same site as the clinician the Veteran has a telehealth appointment with.

Telehealth Services: Local VA department providing support in using virtual telehealth and Connected Care technology.

VA Video Connect (VVC): VA's secure video platform used for Veteran care.

Virtual: Use of technology such as computers, the internet, specialized equipment, and video to deliver health care.

Prepare for VA's Secure Sign-In Changes

In 2025, You'll Need to Start Using a Login.gov or ID.me Account to Sign In

We're moving to a simpler, more modern sign-in experience with 2 secure sign-in account options (Login.gov and ID.me). **After January 31, 2025, you won't be able to sign in to VA websites or apps with a My HealtheVet user ID and password.** After September 30, 2025, you won't be able to sign in with a DS Logon username and password.

Create a Login.gov or ID.me Account Now

We encourage you to create a Login.gov or ID.me account now. If you already have one of these accounts but haven't yet used it, start now so you have time to get used to it before the change. With [Login.gov](#) or [ID.me](#), you'll have access to all the same information and services you use today.



For more information visit:

www.va.gov/initiatives/prepare-for-vas-secure-sign-in-changes/

Your VA Video Connect (VCC) Appointments

VA Video Connect allows you to take part in video visits with your VA care team and gain access to specialists from all over the country. Talk with your VA provider about using VA Video Connect if you have limited access to VA facilities, lack the time to regularly attend in-person appointments, or don't require a hands-on physical examination.

Expectations

Attend a VVC (virtual) appointment as you would any appointment at the VA. Ensure you are in a safe, private place with a good internet connection. Review your care team's guidance for a successful VVC visit in the email you receive or when signing into your appointment.

Join Via Your Personal Device



If using your personal device, view or join your scheduled VA Video Connect appointment online:

www.va.gov/health-care/schedule-view-va-appointments



Download the VA Health and Benefits mobile app by visiting:

mobile.va.gov/app/va-health-and-benefits

Did You Know?



To sign-in online or through the mobile app, use your My HealtheVet (MHV) account. For assistance with creating a Login.gov or ID.me, visit mobile.va.gov/login-information

For assistance with your My HealtheVet account call 877-327-0022 (Monday – Friday, 6 a.m. to 6 p.m.).

Join Via Your VA Loaned Tablet

If you have a VA-loaned device, click on the VVC icon to view or join your scheduled VA Video Connect appointment.

Need a VA-Loaned Tablet for Your VVC Appointment?

If you don't have access to the internet or need a device for your VA Video Connect appointment, ask your VA provider for a Digital Divide Tablet consult. A VA social worker will contact you. If you are eligible, a device with mobile network coverage (i.e. T-Mobile or Verizon) will be sent to your home address.

Single Use Mode

Standard VA-loaned tablets sent to Veterans require setting up a password. Standard settings allow access to email, internet, and video calls with your VA providers.

Single Use Mode setting limits your VA-loaned tablet to only video calls, which means it will not have access to the internet and email and **will not require a password** to access your device. If Single Use Mode setting suits your needs, notify your VA provider or social worker to include your preference in the consult.

NOTE: To keep your VA-loaned tablet, you must use it at least once every 90 days for your video appointment with any VA provider. Currently, VA's security measures on VA-loaned tablets may limit access to various programs such as PDF Reader or the documents folder. Only approved VA apps may be accessible.

Return a VA-Loaned Tablet or for Technical Support

To return the device or for additional technical support, contact the Office of Connected Care Help Desk, which is available 24/7, 866-651-3180.

For local assistance, contact VA Salt Lake City Telehealth Services at 801-582-1565 ext. 4289 or email VASLCTelehealthServices@va.gov.

Manage Your VA Video Connect (VVC) Appointments

ONLINE



To reschedule or cancel your VA Video Connect appointment, you may go online:

www.va.gov/health-care/schedule-view-va-appointments

PHONE

To cancel or reschedule your VVC appointment by phone, call 801-582-1565 option 2.

SECURE MESSAGING



Contact your VA provider online:

www.va.gov/health-care/secure-messaging

or through the VA Health and Benefits mobile app.

For assistance setting-up your Secure Messaging account, call 877-327-0022.
(Monday – Friday, 6 am to 6 pm).

Did You Know?

You can talk to a VA nurse at any time by calling 801-582-1565, option 2 (Nurse Triage).

Caregiver Support Program

Program of Caregiver Support Services (PGCSS) Caregiver Support Group

The PGCSS Caregiver Support Group is a virtual group sponsored by the Caregiver Support Program at the VA Salt Lake City Medical Center. This group is open to all family caregivers of enrolled Veterans and is held on the first and third Wednesday of each month at 1:30 p.m. A virtual invite is sent to all attendees.

This group allows caregivers to connect and receive support and education. Various topics are discussed, including self-care, grief, setting appropriate caregiving boundaries, stress management, communication techniques, book reviews, etc.

Other Caregiver Support Services Available:

- Intake and Assessment for Caregivers
- Caregiver Health and Well-being Coaching
- REACH-VA coaching
- Caregivers FIRST (4-week class)
- Stress-Busting for Caregivers (9-week course)
- Building Better Caregivers (BBC) - (6-week self-paced online program)
- Caregiver Support Program Monthly Newsletter
- Annie Caregiver Text Program (weekly self-care reminders)
- Connection with Community Resources

For more information, contact the Salt Lake City Caregiver Support Program Coordinator: Andrew Wittwer, LCSW, Andrew.Wittwer@va.gov 801-582-1565, ext. 2608



*National VA Caregiver Support program website:
www.caregiver.va.gov
855-260-3274*



Annie Caregiver Text Program, you can get automated reminders to help with your self-management care by visiting mobile.va.gov/app/annie-app-veterans. Find health subscriptions you can self-subscribe to. Contact your Caregiver Support Program Coordinator for more information.

Cognitive-Behavioral Therapy (CBT)

CBT Chronic Pain Group (Primary Care)

LEARN HOW TO:

- Relax
- Get restful sleep
- Manage stress
- Think about pain
- Improve mood
- Optimize quality of life
- Live life fully with pain
- Enhance physical function

Who: Veterans seen in Primary Care

What: Six-weekly one-hour sessions.

Where: VA Video Connect (VVC) appointments.

Ask your VA provider to place a consult.

CBT for Insomnia Group

LEARN HOW TO:

- Take control of your sleep schedule
- Improve your sleep quality
- Quiet your mind at bedtime
- Improve the quality of your life and your daytime functioning

Who: Veterans seen in Primary Care.

What: Five-weekly one-hour sessions.

Where: VA Video Connect (VVC) appointments.

Ask your VA provider to place a consult.

For more information, contact a Clinical Health Psychologist at 801-582-1565, ext. 3497.



Download the CBT-i mobile app to assist with your self-care at: mobile.va.gov/app/cbt-i-coach

EnhanceFitness Group

This virtual fitness group meets for one hour three times per week and focuses on stretching, flexibility, balance, low-impact aerobics, and strength training, supporting you in a healthier, more active life.

To learn more, contact 801-582-1565, ext. 2691.

Healthy Teaching Kitchen

Enjoy cooking demonstrations with a dietitian! Learn cooking skills and nutrition information alongside other Veterans. Join us for in-person or virtual classes.

Contact a VA Dietitian to learn more at 801-582-1565, ext. 1368.

Home Telehealth (Remote Patient Monitoring)

Home Telehealth offers Veterans the opportunity to work 1-on-1 with a licensed VA provider on a goal-oriented, short-term program via video or a phone call to help them better manage chronic conditions and receive health care in the least restrictive environment— their home.

Benefits:

- Work with a VA provider to help you with a plan to improve your health.
- Monitor your health information and get notified if a concern is reported.
- Offer resources to help you care for your health at home.

Ask your VA Primary Care provider if this program is right for you.



*To reach a Salt Lake City VA Home Telehealth provider,
call 801-582-1565 ext. 4835 or visit
www.va.gov/salt-lake-city-health-care/programs/telehealth-services.*

Intimate Partner Violence (IPV) Assistance Program

Intimate Partner Violence (IPV) is a specific type of domestic violence that refers to physical, verbal, emotional, and sexual abuse, as well as stalking, between current or former intimate partners (e.g., boyfriend, girlfriend, spouse). IPV can happen to anyone.

The VA Intimate Partner Violence Assistance Program offers guidance for you and your partner, if needed, to help you have healthier relationships.

For confidential assistance, contact 801-582-1565, ext. 1948.



IPV coordinators can provide a Safety Planning Guide and connect you with VA providers and local community-based support- such as domestic violence shelters-and provide legal services. Safety Planning Guide available at: www.socialwork.va.gov/IPV/VETERANS_PARTNERS/PDFs/IPVAP_Safety_Planning_Guide_for_website_final_12-10-18.pdf.



You also may be eligible for programs offered through the VA's Homeless Programs Office, www.va.gov/homeless.



If you are in danger and need help right now, contact the National Domestic Violence Hotline, 1-800-799- SAFE (7233) or 1-800-787-3224 (TTY) or start a live chat or text via www.thehotline.org.



More information can be found on the Intimate Partner Violence Assistance Program, www.socialwork.va.gov/IPV/VETERANS_PARTNERS/Index.asp.

Healthy Relationship Behavior

THE HEALTHY RELATIONSHIP BEHAVIOR VETERAN PROGRAM ADDRESSES SIX SPECIFIC AREAS:

- Values
- Partner Responsiveness
- Self-expansion
- Engagement in fun activities
- Experiencing positive events
- Sex



AIMS for Anger Management

Track, address, and manage anger to reduce frustration and feel in control for Veteran, family and caregiver,
mobile.va.gov/app/aims-anger-management



PTSD Family Coach

Access self-care tools and receive support for living with someone who has PTSD,
mobile.va.gov/app/ptsd-family-coach



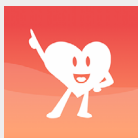
Safety Plan

Create a custom step-by-step action plan to keep yourself safe when experiencing thoughts about suicide or self-harm,
mobile.va.gov/app/safety-plan



STAIR Coach

Improve your emotional well-being and relationships with interactive tools or understanding and relieving trauma symptoms,
mobile.va.gov/app/stair-coach



Couples Coach

Explore ways to connect with your partner to improve communication and satisfaction in your relationship,
mobile.va.gov/app/couples-coach

Recovering from Intimate Partner Violence (IPV) through Strengths and Empowerment (RISE)

RISE provides brief counseling, up to 8 sessions, to support your healing. It is a trauma-informed therapy program for VA patients who have experienced Intimate Partner Violence, such as verbal threats, controlling behaviors, coercive or unwanted sexual behaviors and physical aggression.

SESSIONS FOCUS ON:

- Safety Planning
- The Health Effects and Warning Signs of IPV
- Improving Coping and Self-Care
- Enhancing Social Support
- Making Difficult Decisions
- Resources and Moving Forward
- Sexual Violence Over the Lifespan

Strength at Home

Is there conflict in your relationship? The VA can help! Strength at Home is a 12-week group for Veterans struggling with anger, aggression, and conflict in intimate relationships.

PROGRAM GOALS:

- Develop conflict-resolution skills
- Manage anger and stress more effectively
- Improve communication skills
- Understand how trauma impacts relationships

Courage Group

The Courage Group is a 12-week outpatient skills-based educational group designed to help Veterans deal with the effects of sexual violence. Courage group offers a safe and supportive environment to discuss emotional well-being and practice skills to manage stress and cope with life challenges. This is a closed group offered via VA Video Connect (VVC) for female-identifying Veterans who have experienced sexual violence across their lifespan.



For more information about Intimate Partner Violence programs, call 801-582-1565 ext. 1948 or visit the national website: www.socialwork.va.gov/IPV/Coordinators.asp.

Living Well with Chronic Conditions

Join fellow Veterans to learn self-management tools and skills to manage chronic conditions. Learn skills, receive coaching, and make progress on your goals to improve your health, well-being, and quality of life. This course is held weekly for six weeks.



Contact Whole Health to learn more, 801-588-5991 or visit online at:
www.va.gov/salt-lake-city-health-care/programs/whole-health

Military Sexual Trauma (MST) Programs

For questions about the Military Sexual Assault (MST) programs, contact the MST Coordinator at 801-582-1565 ext. 3497.



*Download the Beyond MST mobile app to assist with your self-care at,
www.ptsd.va.gov/appvid/mobile/beyondMST.asp.*

Co-Ed Military Sexual Trauma Skills Group (Skills Lab)

LEARN ABOUT:

- Dialectical Behavior Therapy (DBT)
- Distress tolerance
- Emotional resilience
- Relationship building
- Valued living

Who: A group for male and female Veterans who have experienced Military Sexual Trauma (MST).

What: This group is ongoing, drop-in where you can learn.

When: Meets for 60-minutes, 1x/week

Where: VA Video Connect (VVC) (live groups to be available)

Ask your VA provider to place a consult.

Men's Military Sexual Trauma (MST) Courage Group

LEARN ABOUT:

- Thinking strategies to help with the effects of trauma
- Behavioral strategies to manage stress
- Ways to improve quality of life
- Techniques to improve anxiety, depression

Who: Any Veteran who identifies as male and has experienced MST

What: 12-week program

When: Meets for 90-minutes, 1x/week

Where: VA Video Connect (VVC)

Ask your VA provider to place a consult.

Warrior Renew Program

LEARN ABOUT:

- Thinking strategies to help with the effects of trauma
- Behavioral strategies to manage stress
- Ways to improve quality of life
- Techniques to improve anxiety, depression

Who: Any Veteran who identifies as female and has experienced MST

What: 12-week program

When: Meets for 90-minutes, 1x/week

Where: VA Video Connect (VVC)

Ask your VA provider to place a consult.

Women's Military Sexual Trauma (MST) Support Group

LEARN ABOUT:

- General support
- Coping with triggers
- Connection to VA/Community Resources

Who: Any Veteran who identifies as female and has experienced MST

What: Ongoing, drop-in group

When: Meets for 90-minutes

Where: VA Video Connect (VVC) (live groups to be available)

Ask your VA provider to place a consult.

MOVE! Weight Management Program

MOVE! is a weight management and health promotion program designed to improve the lives of Veterans. MOVE!'s core ideas—encouraging healthy eating behavior, increasing physical activity, and promoting even slight weight loss—are easy to follow and based on the latest nutrition science.

Contact 801-582-1565 ext. 2149 or ask your VA provider for a MOVE! Consult.



Download the MOVE! Coach mobile app to assist with your self-care, mobile.va.gov/app/move-coach.

TeleEye Screening Program

Get your eyes checked by a specially trained technician for macular degeneration, glaucoma, diabetic retinopathy, or other eye conditions. Images and information from this screening are then sent to a VA-licensed eye care provider for review and to your primary care team, typically within two weeks. There is NO copay for this visit.

Ask your VA provider for a TeleEye Consult.

TeleDermatology Program

The TeleDermatology Program enhances Veteran skin-care options locally and connects Veterans to care and treatment with less wait. Veterans enrolled in VA care can have images taken locally and sent for review by our expert teledermatologists. This assists your primary care provider in assessing and managing your skin condition. In some cases, the teledermatologist will assist the Veteran directly.

Benefits of TeleDermatology Include:

- Early identification and start of treatment for specific skin concerns or problems
- Shorter wait time for care (same day may be possible)
- Minimize travel
- Photographs will be in your medical record to accurately monitor changes to your skin condition
- NO copay for TeleDermatology evaluation

Ask your VA provider for a TeleDermatology consult.

Tinnitus Management Program

This two-class series provides an overview of the anatomy of the ear and the causes of tinnitus (ringing in the ears). The workshop also offers management strategies, stress relief, and healthy living techniques. Veterans receive information about additional resources and a workbook. Call to learn more or for available in-person classes.

Schedule your appointment by contacting the Audiology Department at 801-584-1285.



Visit mobile.va.gov/app/annie-app-veterans and select hearing difficulty to subscribe to automatic reminders.

Tobacco Cessation

Virtual-Tobacco Cessation is a 6-week group-based class hosted by the VA Salt Lake City. Free phone counseling is available via the National VA Quit Smoking Hotline (855-QUIT-VET). You can also download the Tobacco Cessation Mobile App or reach out to your primary care provider.

Connect with your local Tobacco Cessation classes and other resources at 801-582-1565 ext. 5587 to assist with your self-care management.



Download the Tobacco Cessation mobile app to assist with your self-care management, mobile.va.gov/app/stay-quit-coach.

Vet-to-Vet

An entirely virtual support group, Vet-to-Vet supports Veterans throughout the VA Salt Lake City Health Care System seeking to actively manage their chronic pain.

Facilitated by Veterans with chronic pain for Veterans with chronic pain.

To learn more, call 801-588-5991.

Whole Health Services

Whole Health is part of the VA's initiative to transform the culture of healthcare by taking a "whole person" approach to better health and well-being. Housed within Whole Health Services are clinical care services and well-being programs available to support Veterans at any stage of their health journey.



To learn more about any of the services below, call Whole Health at 801-588-5991, or visit the Whole Health website, www.va.gov/salt-lake-city-health-care/programs/whole-health.

Introduction to Whole Health

VA Salt Lake City and our Whole Health Service offer several programs and services that support Veterans' self-management of their health and well-being. This 60-minute class details current programs and services available. Veterans may inquire about and enroll in services that fit their interests and health goals.

Whole Health Coaching

Partner with a VA Whole Health Coach to help you work towards what's important to you! Appointments are held in-person, virtually, or by telephone.



Download the Live Whole Health mobile app to assist with your self-care management, mobile.va.gov/app/live-whole-health.

Complementary and Integrative Health

Complementary and Integrative Health (CIH) consists of two specialty programs within the Whole Health service that emphasize self-care, skill-building, and wellness: the CIH Wellness Program and CIH Mindfulness Program. Both are designed to support Veterans' whole health and well-being.

Veterans who connect with CIH will be encouraged to attend a one-on-one orientation visit to review all CIH services and create a plan.

Ask your VA provider for a Complementary & Integrative Health (CIH) Consult to enroll or contact Whole Health.



Learn more about CIH by visiting www.va.gov/salt-lake-city-health-care/programs/whole-health/complementary-and-integrative-health.

CIH Wellness Program

Offers a range of mind-body approaches and wellness classes that are beginner-friendly, trauma-sensitive, and accessible to a range of abilities.

- Clinical Hypnosis
- iRest Yoga Nidra Meditation
- Mind-Body Wellness Group
- Return to Resiliency Group for Veterans with PTSD
- Somatic Breathwork
- Tai Chi
- Yoga (beginner, intermediate, and yoga specifically for Veterans with chronic pain)

CIH Mindfulness Program

Participate in research-supported mindfulness courses (8 weeks), and shorter mindfulness courses on specific topics to promote well-being, self-awareness, self-management, and decrease stress and suffering.

- Mindfulness-Based Stress Reduction (See Whole Health Affinity Services below)
- Mindfulness-Based Cognitive Therapy
- Mindfulness for Couples
- Mindful Self-Compassion



Download the Mindfulness Coach mobile app to assist with your self-care, mobile.va.gov/app/mindfulness-coach.

Whole Health Affinity Services

Affinity services offer Veterans a safe and inclusive environment to explore specific Whole Health services among other Veterans with similar goals, interests, experiences, and/or identities.

- Mindfulness-Based Stress Reduction Affinity Group for LGBTQIA+
- Mindfulness-Based Stress Reduction Affinity Group for Veterans of Color

Ask your provider to place a consult to Whole Health, Veterans of Color Group, or contact Whole Health.



Download the Mindfulness Coach mobile app to assist with your self-care, mobile.va.gov/app/mindfulness-coach.

Whole Health Recreational Therapy and Community Partners

Join Recreation Therapy for a one-time class to learn about VA and community recreational organizations offering free or discounted services to Veterans.

To participate, ask your provider to place a consult for CIH and specify "Whole Health Rec Therapy," or contact Whole Health.

Women's Clinic

The VA Salt Lake City Women's Health Service is committed to ensuring timely, comprehensive, and high-quality health care services to Women Veterans throughout our VA Salt Lake City Health Care System.

Eating to Thrive

A recovery-focused support group to build coping skills, share successes and discuss struggles overcoming restrictive, compulsive, and inflexible eating patterns.

Healing after Military Sexual Trauma

A survivor support group to strengthen trauma recovery skills, emphasizing overall health and well-being.

Reach Out Stay Strong Essentials (ROSE)

An evidence-based program for pregnant Veterans focusing on teaching skills to help manage stress, improve communication, and plan for their future as a new mother.

Parenting Support Group

A place for mothers and caregivers to come together to gain support and insight into the development stages of growing children.

Intuitive Eating Group

An evidence-based mind-body health approach to restore a healthy relationship with food while relearning to trust and respect the body.

National Acupuncture Detoxification Association (NADA)

A non-verbal healing approach focusing on trigger points within the area of the ears. Acupuncture can benefit those struggling with addiction, stress, anxiety, and a history of trauma.

MOVE! Weight Management Program

A weight management and health promotion program designed to increase physical activity while promoting weight loss based on nutrition science.



Download the MOVE! Coach mobile app to assist with your self-care, mobile.va.gov/app/move-coach.

Diabetes Prevention Program

An evidence-based lifestyle intervention program that emphasizes diet, physical activity, and moderate weight loss to prevent and delay the progression of type 2 diabetes.

Women Veterans for Women Veterans (WV2)

Women Veterans come together to motivate, inspire, and share insights and resources with one another.

To schedule your virtual or in-person appointment, contact VA Salt Lake City's Women's Health Service at 801-582-1565, ext. 2685.

Women's Health Outreach Specialist: 801-582-1565, ext. 2025

Women's Health Mental Health Specialist: 801-582-1565, ext. 2894



Women Veterans Call Center: 1-855-VA WOMEN
www.womenshealth.va.gov

Additional VA Apps to Support Your Care

Mobile apps are not intended to replace professional treatment or for emergency use. Partner with your VA provider to find one that supports your care.

VA Health and Benefits Mobile App

- Complete health care and benefits transactions.
- Send and receive secure messages with your VA health care provider.
- Download common VA letters and documents.
- Check claim status and upload new evidence.
- To cancel and view scheduled VA health care appointments.
- Join VA Video Connect (VVC) appointments.



Download the VA Health and Benefits Mobile App at:
mobile.va.gov/app/va-health-and-benefits

VA Health Chat

VA HEALTH CHAT PROVIDES:

- Easy, online access to chat with a VA care team member when you have minor questions.
- Ability to schedule an appointment.
- Help with a non-life-threatening health concern.
- *Note: The VA staff responding to texts is not your specific VA provider.*



Download the VA Health Chat App at:
mobile.va.gov/app/va-health-chat

VA Video Connect (VVC)

ASK YOUR VA PROVIDER TO MEET VIRTUALLY THROUGH VA VIDEO CONNECT, THE VA'S SECURE VIDEO PLATFORM.

- Participate in secure video appointments with your VA providers.
- Virtually meet with specialists located outside of your area in your own home.
- Receive virtual care for health concerns that do not require a physical examination.
- A day before your scheduled appointment, call the 24/7 help desk for assistance to prepare for your VVC appointment with your VA provider.



Download the VA Video Connect App at:

mobile.va.gov/app/va-video-connect

VA Video Connect 24/7 Help Desk: 866-651-3180

ANNIE

Named after the first woman to receive the Purple Heart Medal for her service during the attack on Pearl Harbor, Lieutenant Annie G. Fox, this automated text service empowers Veterans through self-care reminders.

MESSAGES RECEIVED FROM ANNIE CAN INCLUDE:

- Reminders to take medication
- Tips for reducing stress
- Instructions to prepare for your health care appointments
- Visit the site to learn more!
- **DO NOT Use for emergency or crisis.**



Download the Annie App at:

mobile.va.gov/app/annie-app-veterans

For technical assistance, call: 877-470-5947

My VA Images

Send secure photos and videos to your VA provider without visiting a VA facility! Ask your VA provider if this can be used as part of your care plan. When your VA provider authorizes your use of the app, you will receive an email request to submit photos or videos with a link to My VA Images. The app will guide you through taking the required photos and videos.

- **NOT to be used for emergencies.**
- Receive care from your VA provider in the convenience of your home or on the go.
- Securely upload requested photos and videos for your VA provider to review.
- Send updated information about your condition to your VA provider.
- Review comments and guidance from your VA provider about the photos and videos you submitted.



Download the My VA Images App at:
mobile.va.gov/app/my-va-images

Share My Health

YOU CAN SHARE YOUR DATA WITH YOUR VA CARE TEAMS:

- Fitness devices such as Fitbit, Garmin, or Apple Watch
- Bluetooth enables devices such as weight scales and blood pressure monitors.
- Apps such as Apple Health and Google Fit.



Download the Share My Health App at:
mobile.va.gov/app/share-my-health-data

VA App Store

Find more VA Mobile Apps designed to support you, your family, and your caregivers. Partner with your VA provider to find a mobile app that supports your care plan. Mobile apps are not for emergencies.



Visit the VA App Store at: mobile.va.gov

For technical support for any of the VA Mobile apps, call: 877-470-5947.

VA Apps Secure Logon Information

Many VA apps access your VA Electronic Health Record (EHR). To protect the information in your EHR, these apps require you use a secure sign-in partner: Login.gov, ID.me, DS Logon Level 2 (Premium), or My HealtheVet Premium.



If you need to create a secure sign-in account, visit this site for instructions:

mobile.va.gov/login-information

VA Salt Lake City Health Care System Phone Numbers

VA Salt Lake City Health Care System

Find contact information or sign up to receive news about local events at your nearest VA health care facility.



VA Salt Lake City: 801-582-1565

www.va.gov/salt-lake-city-health-care

George E. Wahlen VA Medical Center



www.va.gov/salt-lake-city-health-care/locations/george-e-wahlen-department-of-veterans-affairs-medical

VA Salt Lake City Health Care System Outpatient Clinics



www.va.gov/salt-lake-city-health-care/locations/

UTAH

- Cache Valley VA Clinic: 435-787-9921
- Ogden VA Clinic: 801-479-4105
- Orem VA Clinic: 801-235-0953
- Price VA Clinic: 435-613-0342
- Roosevelt VA Clinic: 435-725-1050
- South Jordan VA Clinic: 801-417-5734
- St. George VA Clinic: 435-634-7608

IDAHO:

- Idaho Falls VA Clinic: 208-522-2922
- Pocatello VA Clinic: 208-232-6214

NEVADA:

- Elko VA Clinic: 775-738-0188

Veteran Centers

UTAH

- Col. Gail S. Halverson 'Candy Bomber' Veterans Center
Orem, Utah: 801-377-1117
- Major Brent Taylor Vet Center
Ogden, Utah: 801-737-9737
- Saint George Vet Center: 435-673-4494
- Salt Lake City Vet Center: 801-266-1499

IDAHO

- East Idaho Vet Center:
208-522-5712

Veterans Service Officers (VSO)

Find an accredited Veteran Service Officer near you that can help with your disability claims.



Contact: 800-698-2411 (TDY:711)

www.va.gov/get-help-from-accredited-representative/

VA Resources

Billing

Have questions regarding billing or want to find out how to make a payment, request help, or dispute charges.



Phone: 801-582-1565, ext. 2547

www.va.gov/health-care/pay-copay-bill/

Chaplain Services

Available 24/7 to connect Veterans and their family members to spiritual/religious care.



To connect with a Chaplain at VA Salt Lake City, email
VHASLCCHAPLAINS@VA.GOV



www.patientcare.va.gov/chaplain/index.asp

Customer Service/Patient Advocates

For assistance with unresolved issues or concerns, our patient advocates are here to help.



Phone: 801-582-1565 ext. 1900
www.va.gov/salt-lake-city-health-care/health-services/patient-advocates

Disability Compensation

You may qualify for VA disability benefits for physical conditions (like chronic illness or injury) and mental health conditions (like PTSD) that developed before, during and after service.



VA Benefits hotline, 800-827-1000
www.va.gov/disability

Education and Training Benefits

Learn how to apply for and manage the education and training benefits you've earned.



GI Bill Hotline: 888-442-4551

www.va.gov/education

Enroll in VA Health Care

VA Health Care is here for you! Not yet enrolled? Or have questions about eligibility. Let our VA Salt Lake City staff help you.



Contact: 801-584-2585

Health Eligibility Center: 877-222-8387

www.va.gov/salt-lake-city-health-care/register-for-care

Family Member Benefits

If you are a caregiver (i.e., spouse or family member) for a Veteran enrolled in VA healthcare or service member, you may be eligible for support to help you better care for the Veteran—and yourself. Find out which benefits you may qualify for and how to access them.



National Caregiver Support Line, 855-260-3274

www.va.gov/family-member-benefits

Homeless Veteran Help Line

Find information for Veterans who are experiencing homelessness or at imminent risk of homelessness.



Salt Lake County (24/7) Intake Coordinator, 801-990-9999

National Helpline, 877-424-3838

www.va.gov/homeless

Mental Health

VA Salt Lake City Health Care offers a comprehensive behavioral health program. We are a regional center of excellence for Veteran-focused mental health care. Ask a care coordinator about options suited to your unique needs.



Contact: 801-582-1665, ext. 1255

www.va.gov/salt-lake-city-health-care/health-services/mental-health-care/

Office of Survivors Assistance

Find resources when a Veteran passes away.



Contact: 800-827-1000

www.va.gov/survivors

PACT Act

The PACT Act expands VA Health Care benefits for Veterans exposed to burn pits, Agent Orange and other toxic substances. To learn more, visit the link or call the number below.



Contact: 800-698-2411 (TTY:711)

www.va.gov/resources/the-pact-act-and-your-va-benefits

Patient Privacy and Family Rights

Visit the link below to learn about your basic rights and responsibilities when you receive care at a VA health facility or live in a VA community center.



www.va.gov/salt-lake-city-health-care/policies

VA Advance Directive: Durable Power of Attorney for Health Care and Living Will

As you plan for care ahead, an Advance Directive can provide permission and clarity to how you desire to receive care. Talk to your VA Provider or a VA social worker if you want assistance filling out the Advance Directive form.



www.va.gov/find-forms/about-form-10-0137/

Veterans Crisis Line

For 24/7 confidential crisis support for Veterans and their loved ones. You don't have to be enrolled in VA benefits or health care to make the call.



Text, 838255

Call 988, then Press 1

Chat, www.veteranscrisisline.net

Veteran Training (Free Online Courses)

The VA Training site offers a variety of free courses, such as Academic Success for student Veterans, sleep issues, problem-solving skills, anger management, parenting and other helpful courses. Courses are available 24/7 and 100% confidential.



www.veterantraining.va.gov

In Case of an Emergency

Report visits to ER (non-VA) or Urgent Care (non-VA) within 72 hours of care by calling the VA Network Authorization Office, 844-724-7842.

After visiting a non-VA ER or Urgent Care facility, schedule a follow-up appointment with your VA Primary Care Provider by calling 801-582-1565, option 2 (Scheduling).

If you need transportation to your follow-up appointment: 801-582-1565, ext. 1420, option 1.

Visit VA Salt Lake City Health Care System's Telehealth Service website for more information.

www.va.gov/salt-lake-city-health-care/programs/telehealth-services/



Office of
**CONNECTED
CARE**

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Office of Connected Care