

## Frequently Asked Questions

### How long does a TeleDermatology appointment take?

It takes approximately 30-60 minutes.

### Can I request a chaperone during my appointment?

Yes, you always have the right to a chaperone.

### Can I decline a TeleDermatology appointment and still receive dermatology care?

Yes, you have the right to decline care via telehealth and the choice to wait and travel for a face-to-face appointment with a dermatologist.

### Are there limitations to TeleDermatology?

Yes, TeleDermatology is not appropriate for patients who need total body exams or have skin conditions that need immediate attention.

More health and well-being topics are available in the Veterans Health Library: [www.veteranshealthlibrary.va.gov](http://www.veteranshealthlibrary.va.gov).



To contact your provider by Secure Messaging, [www.va.gov/health-care/secure-messaging](http://www.va.gov/health-care/secure-messaging) or by downloading the VA Health and Benefits mobile app, [mobile.va.gov/app/va-health-and-benefits](http://mobile.va.gov/app/va-health-and-benefits).



## Your TeleDermatology Appointment

Date/Time: \_\_\_\_\_

Technician: \_\_\_\_\_

Location: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**Expect your results within 14 days by mail.**

**If you do not receive the results within 14 days:** \_\_\_\_\_

Updated January 2025

## TeleDermatology Clinic Contact Information

Elko VA Clinic	(775) 738-0188
Idaho Falls VA Clinic	(208) 522-2922
Ogden VA Clinic	(801) 479-4105
Orem VA Clinic	(801) 235-0953
Pocatello VA Clinic	(208) 232-6214
Price VA Clinic	(435) 613-0342
St. George VA Clinic	(435) 634-7068
South Jordan VA Clinic	(801) 417-5734

View VA Clinic Locations:

[www.va.gov/salt-lake-city-health-care](http://www.va.gov/salt-lake-city-health-care)



# TeleDermatology Program



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Salt Lake City Health Care System



## What is TeleDermatology and Why Do It?

**Using VA's Electronic Health Record, and sometimes telecommunications technology, TeleDermatology allows your skin to be evaluated by a remotely located dermatologist. The dermatologist can assist primary care providers to best assess and manage your skin condition, and in certain cases, can directly assist you.**

Instead of waiting for and traveling to see a dermatologist at an appointment far away, TeleDermatology allows Veteran patients to get expert skin care at a location closer to home as well as more quickly, usually within 7 days.

The program allows capturing images locally and sending them to expert TeleDermatologists in the field.

## What Can TeleDermatology Do?

### DIAGNOSIS:

TeleDermatology can help you and your primary care provider understand what type of skin condition you have.

#### Isolated Skin Lesions

Have you noticed a new growth on your skin? Have you noticed a previous spot on your skin has been changing lately? Has a bump been bleeding or not healing well?

#### Rashes

Do you have a long-standing problem such as psoriasis or eczema? Have you noticed a new irritating rash? TeleDermatology can confirm your diagnosis or help make a new one.

### TREATMENT:

TeleDermatology can help you and your provider arrive at a diagnosis and decide if you need to see a dermatologist in-person. In many cases, the dermatologist can recommend how you and your primary care provider can manage your skin problem.

## Benefits of TeleDermatology

- Early identification and start treatment for certain skin problems
- Shorter wait times for care (Same day may be possible)
- Minimized travel
- Dermatologist will respond within seven days
- No copay for TeleDermatology evaluation
- Photographs will be in your medical record to accurately monitor changes to your skin condition.

