

# Telehealth Management Platform: Link to User Guides

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The purpose of this document is to provide information to access the current Telehealth Management Platform (TMP) user guides, maintained by Veterans Health Administration (VHA) Telehealth Services.

VHA Telehealth Services has developed training and resources to support the Telehealth Management Platform. In addition to the Telehealth Management Platform supplement, training resources for users include quick guides, and videos are coming soon.

TMP Overview, Account Management, Resources, Training Topics, and Helpdesk information can be accessed through VA Telehealth Services Intranet [\*Please do not share VHA Telehealth Services documentation outside of the Department of Veterans Affairs (VA)]:

## Telehealth Management Platform Overview

The Telehealth Management Platform (TMP) is a powerful system with real time data. The Telehealth Management Platform sustains, improves, and expands telehealth programs by managing technical and clinical processes in one place.

The Telehealth Management Platform can support clinical care by simplifying scheduling, Telehealth Service Agreements (TSAs) or Scheduling Packages, credentialing and privileging, equipment and resource management, clinical and administrative staff point of contact. Additionally, the Telehealth Management Platform supports communicating important information between providers, VA staff and Veterans.

While powerful, the Telehealth Management Platform is also flexible and simplifies telehealth workflows. Some facilities may choose to use it solely for scheduling purposes. Other facilities may choose to utilize all Telehealth Management Platform features which would allow for the management of technology, fiscal resources, space, data, among other things. The choice is **yours**.