



TeleMental Health Care

VA TeleMental Health Care offers Veterans a variety of mental health services, such as psychotherapy and psychiatric medication management, using secure video conferencing.

It allows Veterans already enrolled in care at the VA to conveniently meet with a mental health provider through their own personal device, such as a smart phone, tablet, or computer, or using video equipment at a partner clinic located closer to their home or workplace.

More Questions?

Ask your VA mental health or primary care provider for more information.

South Texas Veterans Health Care System

7400 Merton Minter Blvd.
San Antonio, TX 78229

(210) 617-5300

Scheduling: (877) 537-7348

<http://www.southtexas.va.gov/>



VHA TeleHealth Care: Mental Health

Reaching more Veterans
through secure technology



- ⇒ What is TeleMental Health?
- ⇒ How does it work?
- ⇒ How do I can get connected?



Eligibility & Enrollment

Veterans must be enrolled in health care through the South Texas Veterans Health Care System (210-949-3981) and receive approval from their providers to use TeleMental Health services.



Getting Connected

If you are interested in this service or if you have questions, talk with your VA mental health provider or ask your VA primary care provider to submit a consult.

The VA uses a system called VA Video Connect for TeleMental Health services:

VA Video Connect

- ⇒ Uses a computer, tablet, or smartphone from anywhere with sufficient internet or cellular data connection. You will also need a working email address.
- ⇒ iOS devices (iPhone, iPad) use a free app; Android or other devices use a website.
- ⇒ If your provider agrees that VA Video Connect is appropriate, they will work with you to set up a test call and appointment.
- ⇒ For more information and to test whether your equipment might work, visit www.mobile.va.gov/app/va-video-connect



Frequently Asked Questions

⇒ Is the connection secure?

Yes, TeleHealth uses video encryption to ensure that only invited participants can join.

⇒ What equipment do I need?

Any device with an internet connection; a web camera, microphone, and speakers (either internal or attached); and a web browser. High speed internet is not required.

⇒ Can I receive high quality care through TeleHealth?

Yes, research on TeleHealth indicates that it is as effective as services delivered face-to-face.

⇒ Can I return to my previous care if I do not like it?

Yes, if you decide TeleMental Health is not for you, you may resume your care at the VA Medical Center or other clinic.