

VAU.S. Department
of Veterans Affairs

News Release

South Texas Veterans Health Care System
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FOR IMMEDIATE RELEASE

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San Antonio VA Medical Center surpasses 45,900 video visits in 2020

VA Video Connect visits increase over 1000% nationwide during COVID-19 pandemic

(SAN ANTONIO) - The U.S. Department of Veterans Affairs (VA) recently announced that video telehealth appointments to Veterans' homes [increased over 1000%](#), as Veterans increasingly chose virtual care through VA Video Connect during the Covid-19 pandemic. In San Antonio, the South Texas Veterans Health Care System has conducted over 45,900 telehealth appointments between October 2019 through July 2020.

VA Video Connect allows Veterans and their caregivers to meet virtually with their VA care teams on any computer, tablet, or mobile device with an internet connection. As in-person interactions decreased in response to the COVID-19 pandemic, VA Video Connect supported Veterans' abilities to continue care and remain safely at home. Usage of video to home services has been increasing since mid-March with peak usage reaching over 29,000 appointments per day.

The increase at South Texas Veterans Health Care System represents a 691% increase from October 2018 through June 2019. Other telehealth milestones from the South Texas Veterans Health Care System include:

- We are currently #1 in the nation for the percentage of our enrolled Veterans receiving virtual care through VA Video Connect.
- We are #2 in the nation for the number of Video appointments provided through VA Video Connect.
- Presently, all of our Primary Care and Mental Health Teams are ready to engage in video appointments with our enrolled Veterans.

VA is also taking strides to bridge the digital divide for Veterans who lack the technology or broadband internet connectivity required to participate in VA telehealth services. At the national level, [VA is working with strategic partners](#), through the [VA Secretary's Center of Strategic Partnerships](#), to increase access to the technology that Veterans need to connect with their VA health care team virtually.

"As we near the three-year anniversary of the launch of VA Video Connect, even during these challenging times, VA has and continues to maintain access to high-quality health care for Veterans," said VA Medical Center Director, Christopher Sandles. "As the service becomes more popular, VA remains committed to providing a seamless user experience to ensure Veterans have access to care where and when they need it."

Read more about [VA Video Connect](#). For information about VA's telehealth services visit connectedcare.va.gov.

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