Mobile Health Provider Program Fact Sheet

What is the Mobile Health Provider Program?

The VA Mobile Health Provider Program equips VA health care teams with mobile technology to enhance the way they deliver health care to Veterans.

- **What:** This program is an ongoing effort under the Veterans Health Administration (VHA). Mobile technology also includes VA-issued mobile devices (tablets) and VA-developed apps, which are available via the VA App Store.

- **Who:** More than 12,000 care team members received VA-issued mobile devices (tablets) during the initial pilot of the program from 2014 – 2015, and as the program evolves this number will increase.

- **Where:** More than 30 VA facilities received VA-issued mobile devices across the nation, and as the program evolves this number will increase.

- **Why:** Improve the health of Veterans by leveraging the power of mobile technology to transform the way clinicians and patients interact.

How does the program improve patient care?

The Mobile Health Provider Program improves patient care by enabling VA care teams with:

- Convenient access to real-time clinical information.
- Mobile access to patient information throughout the medical center.
- Easy access to medical tools at work, home and on-the-go.
- Secure communication between patients and providers.
- Improved access to patient generated data.

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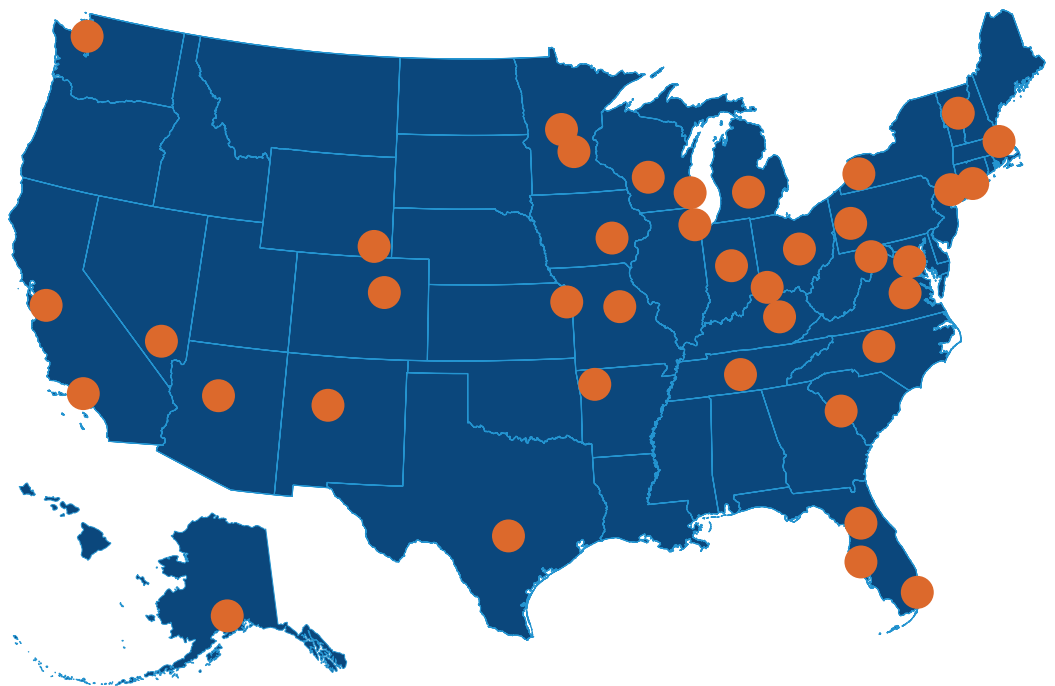Veterans Health Administration

What features do the VA-issued mobile devices have?

The mobile devices (tablets) are equipped with:

- **VA Email:** Each tablet is configured with an approved email client and software that allows staff to send and receive VA email.
- **VA App Catalog:** VA-developed apps are available for download in the VA App Catalog. These apps aim to improve care team members' daily workflows while conveniently providing quick access to important resources.
- **Public Apps:** In addition to the VA App Catalog, tablets can connect to public app stores, where care team members can download public apps that have been approved by VA security.
- **On-the Go Access:** Care teams can take the devices with them to use off-site. Users are able to log in through VPN to access information inside or outside of the firewall.

Where have VA-issued mobile devices been deployed?

The initial 30+ VA medical facilities were chosen primarily based on their Wi-Fi capability and geographical diversity.

VA Mobile
Health Provider Program

What do care team members think of the program?

VA is conducting evaluations of the program and has found that VA care team members across the country are using their tablets for a wide range of tasks. To read more about how care team members are using their VA-issued devices, visit the program's success stories page. The following use cases highlight the value that care teams are finding from using their mobile devices and apps:

- VA care team members use their devices as visual aids when educating patients at the point of care;

- On-call providers appreciate the access to patient medical data wherever they are, allowing them to more quickly serve Veterans;

- Providers like using the devices during rounds to quickly access patient records and enter information into the VA's electronic health records system without having to find a desktop work station.

91%
Overall, 91% of respondents indicated they like that the VA is providing new and innovative tools

What's next for the Program?

The program will shift its focus to the development of VA-specific mobile apps. Several VA-developed apps will be released for both VA care teams and Veterans. All of the VA care team apps will be available on VA's internal VA App Catalog, which is only accessible with a VA-issued mobile device. A few of these apps will also be accessible to the public on the VA App Store. These apps will allow for mobile-optimized access to real-time VistA/CPRS information. They will also enable providers to write progress notes, enter orders and complete other clinical tasks.

Additional Resources

For technical support for a VA-issued mobile device and/or mobile apps, contact:

- **Help Desk Website:** http://help.VAMobile.us

- **Help Desk Toll-Free Line:** 855-500-2025 (8 a.m. to 8 p.m. ET)

For general questions about the VA Mobile Health Provider Program, visit:

- **Program Website:** https://mobile.va.gov/providers

- **Success Stories:** https://mobile.va.gov/providers/successstories

- **VA App Store:** https://mobile.va.gov/appstore

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