



U.S. Department
of Veterans Affairs

New York/New Jersey VA Health Care Network
VA New Jersey Health Care System
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News Release

FOR IMMEDIATE RELEASE

July 25, 2020

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VA New Jersey Health Care System surpasses 12,000 video visits in 2020 *VA Video Connect visits increase over 1000% nationwide during COVID-19 pandemic*

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 New Jersey, the VA New Jersey Health Care System (VANJHCS) has conducted over 12,000 telehealth appointments between March 1, 2020 to June 30, 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 visits 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 VSNJHCS represents an 862% increase from January 2020 to May 2020. Other telehealth milestones from the VANJHCS include:

- 100% of Primary Care and Mental Health Providers are capable to provide video to home visits with Veterans
- VA New Jersey has the top number of VVC visits by Primary Care of all VISN 2 facilities in May 2020 at 657 VVC visits.
 - 13 of the 20 top nurses in terms of total VVC visits in VISN 2 were from VA New Jersey Primary Care
 - 4 of our PACT providers are in the top 20 list in VISN 2 with >100 VVC visits
- PACT teams and Telehealth Technicians have expanded their roles to educate and support Veterans about VVC visits, and to provide test VVC calls

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 New Jersey Medical Center Director, Vincent Immiti. “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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MEDIA NOTE: To interview a member of the [VA Medical Center] Telehealth Service team, contact [Public Affairs Officer’s Name and contact information].