



NEWS RELEASE

**VA NEBRASKA WESTERN IOWA HEALTH CARE SYSTEM
SURPASSES 12,000 VETERAN VIDEO VISITS IN FY 2020**

**RELEASED BY
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FOR IMMEDIATE RELEASE

OMAHA, Neb. -- The U.S. Department of Veterans Affairs (VA) recently announced that video telehealth appointments to Veterans' homes [increased over 1,000%](#) as Veterans increasingly chose virtual care through VA Video Connect during the Covid-19 pandemic.

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.

In Nebraska and Western Iowa, the VA Nebraska-Western Iowa Health Care Center has conducted over 12,000 Veteran telehealth appointments between October 2019 through July 2020. That includes a more than 560% increase from April through July over the first six months of the fiscal year. Other telehealth milestones from the VA Nebraska-Western Iowa Health Care System include:

- More than 10,000 total Veteran telehealth visits since April 2020.
- More than 3,500 Veterans received a mental health telehealth visit since October 2019.
- More than 2,000 Veterans received a virtual care visit with their Patient Aligned Care Team (PACT) since the beginning of March 2020.

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.

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