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Safe Mental Health Care During the COVID-19 Outbreak – VA Encourages Veterans To Access VA Mental Health Support From Home

April 28 2020- May is Mental Health Awareness Month. Now more than ever, West Palm Beach VA Medical Center is committed to providing high-quality mental health care while keeping Veterans safe from exposure to the coronavirus.

To help reduce the risk of infection at the facility, West

Palm Beach VA Medical Center asks that Veterans use VA's online resources for routine or non-urgent mental health care and questions. This will help protect Veterans from contracting COVID-19 while enabling providers at West Palm Beach VA Medical Center to focus on care for Veterans with the most acute needs.

VA offers Veterans a variety of at-home resources, including the following:

Telephone or Video Appointments – Veterans should maintain their existing mental health appointments – and may receive care at home – using VA Video Connect on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their health care provider a secure message on My HealtheVet by visiting myhealth.va.gov. Veterans can learn more about VA Video Connect at mobile.va.gov/app/va-video-connect.

Prescription Refills and Safety – Veterans should continue taking all medications as prescribed and talk to their mental health provider if they have any concerns. Veterans may request prescription refills and order shipments of medications to their homes using My HealtheVet or the Rx Refill mobile app, which can be downloaded at mobile.va.gov/app/rx-refill. VA's [Safe Home Environment handout](#) provides information on safely storing medications in the home.

Mental Health Information and Resources – VA provides information on ways for Veterans and their families to maintain and enhance their mental health and well-being during the COVID-19 outbreak. Information about managing stress and anxiety, as well as mental health resources, are available at www.mentalhealth.va.gov/coronavirus/resources.

Text Message Reminders – Veterans can use Annie's Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor their symptoms and can assist those who need to contact their VA facility for care. Veterans may enroll in the

app at mobile.va.gov/annie.

Mental Health Month – This May, VA is observing Mental Health Month by emphasizing that “Now Is the Time.” Even during the coronavirus outbreak, Veterans can still prioritize their mental health. Veterans and their families can visit www.MakeTheConnection.net/MHM to learn more about mental health resources and hear stories of recovery from other Veterans.

The VISN 8 Clinical Contact Center is a service of the VA Sunshine Healthcare Network (VISN 8) – providing 24/7, virtual care and support to Veterans enrolled for VA Health Care in Florida, South Georgia, Puerto Rico, and the U.S. Virgin Islands. Veterans who receive care in the network can call 1-877-741-3400 around the clock to get their health questions or concerns answered from the comfort and convenience of their home, or wherever they may be.

For more information on ways for Veterans to maintain and enhance their mental health and well-being during the COVID-19 outbreak, visit www.mentalhealth.va.gov/coronavirus.

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