

# St. Louis VA Medical Center

## Home Telehealth Program

### About Home Telehealth

Home Telehealth (HT) is defined as a program into which Veterans are enrolled that applies care and case management principles to coordinate care using health informatics, disease management and technologies such as in-home and mobile monitoring, messaging and/or video technologies. The goal of Home Telehealth is to improve clinical outcomes and access to care while reducing complications, hospitalizations, and clinic or emergency room visits for Veterans in post-acute care settings, high-risk Veterans with chronic disease or Veterans at risk for placement in long-term care.

Home Telehealth uses equipment from multiple vendors to assist you in monitoring your health and managing a chronic medical or mental health condition in the comfort of your own home. The Home Telehealth Equipment also provides you with information on how to manage your condition and maintain good health.

### Setup

Using multiple vendors helps Home Telehealth use the best device needed to monitor your condition. Home Telehealth equipment is easy to set up and easy to use. Each vendor that sends out Home Telehealth Equipment includes an easy to use quick set up guide, most of this equipment simply plugs into a power source and sometimes a phone line. Depending on your monitored condition you may use extra devices that plug into your equipment, they are either color coded or marked at each end of the cable to assist with port connection. Home Telehealth Program Support Assistants offer any assistance you may need with device setup or trouble shooting, they are available during regular working hours and their numbers are listed below.

### How It Works

Home Telehealth Equipment simply connects to a land line or through a cellular modem built into the device. When transmitting information through the phone line there is a brief interruption in phone services while information is transmitted, the equipment also uses a toll free number so there are no addition phone charges and. When using the built in cellular

modem the information transmitted through cellular service and may not be available to everyone.

Home Telehealth Equipment presents a session of questions related to your health care condition that you answer each day. You answer questions by pushing buttons on the front of the equipment. Answering the questions will only take you a few minutes. Your answers to questions are important because they provide valuable information about your health. After a session of questions, your Home Telehealth Equipment will allow you to collect vital signs. Some of the vital signs include weight, glucose, blood pressure, heart rate, SpO2 and Peak Flow. Once completed your equipment will transmit the data to your Care Coordinator, your Care Coordinator reviews your responses on a daily basis and will call you with advice or concerns about your condition. You are also able to contact your Care Coordinator if needed and their numbers are listed below.

### **Benefits**

Home Telehealth is used to monitor and manage chronic conditions such as heart failure, diabetes, hypertension, pain, depression, dementia, post-traumatic stress, schizophrenia, bipolar disorder, and weight management. If you have any of these conditions or believe the Home Telehealth Equipment can help you please contact your primary care provider or a Home Telehealth Care Coordinator listed below.

<b>VA St. Louis, Telehealth Clinical Coordinator</b>		Contact Number
<b>Name</b>	<b>Location</b>	(314)652-4100
Aaron Herr, RN	St. Louis VA, John Cochran	x 5-4132

<b>Lead Home Telehealth Care Coordinator</b>		Contact Number
<b>Name</b>	<b>Location</b>	(314)652-4100
Tiffany Hendricks, RN	Belleville CBOC	x 5-3212

<b>Home Telehealth Care Coordinators</b>		Contact Number
<b>Name</b>	<b>Location</b>	(314)652-4100
Ann Serenko, DNP/RN	Hope Recovery Center	x 5-3194
Blessing Ikpeama, RN	St. Charles CBOC	x 5-3196
Donna Pitts, RN	Team 1 Annex	x 5-3193
Marstine Watford, RN	St. Louis VA, John Cochran	x 5-3219

Pattie Ashton, RN	Team 2 Annex	x 5-3192
Brad Black, RN	St. Louis CBOC	x 5-3195
Ravonne Pleasant, RN	JB Prime Clinic	x 5-3146
Linda Dennis, RN/BSN	HBPC Building 53T	(314) 971-9643

<b>Home Telehealth Program Support Assistants</b>		Contact Number
<b>Name</b>	<b>Location</b>	(314)652-4100
Wendy Staiert	Washington CBOC	x 5-5866
Marcus Mallette	St. Louis VA, John Cochran	x 5-4727
Charles Steger	St. Louis VA, John Cochran	x 5-4726

Please visit the Veterans Health Administration [Office of Telehealth Services](#) for more information.

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