



MHS Video Connect

Leadership

Talking Points



The Military Health System is committed to improving patient access to health care by expanding telehealth services. MHS Video Connect is a standardized virtual health platform for all patients enrolled in a military hospital or clinic.



MHS Video Connect is a new, valuable web-based solution for accessible care. It empowers patients to conveniently meet with their military health care team virtually through live video on any internet-connected device.



MHS Video Connect provides a single, standard tool that gives MHS patients real-time access to care from anywhere, making appointments convenient and reducing travel and wait times.



This new solution was implemented across all CONUS marketings in 2021. OCONUS locations are expected to go live in 2022.



This web-based capability provides patients with a safe and secure private virtual treatment room for all video appointments. The virtual treatment room door opens 30 minutes prior to the start of an appointment and the door closes once all appointment participants have arrived just like an in-person visit.



This tool will improve efficiency and engagement for patients and providers, increase overall access to care, and help prevent the spread of disease.



MHS Video Connect supports MHS telehealth mission efforts by improving coordination, standardization, and best practices across the MHS, as well as providing consistent delivery of virtual health care to all beneficiaries.



MHS Video Connect is easy for patients to access care just by opening the link sent by the provider.