

Date: April 17, 2020

From: Deputy Under Secretary for Health for Operations and Management (10N)

Subj: Ordering VA iPads for Patient and Provider Use (VIEWS 02629475)

To: Veterans Integrated Service Network (VISN) Directors (10N1-23)

1. This memo defines how VA facilities can order iPads for Intensive Care Units, Community Living Centers (CLC), State Veteran Homes (SVH), inpatient units, Emergency Departments, and individual Veterans.
2. It is important to follow the correct iPad ordering procedures (See Appendix A) as iPads are configured for specific use cases and locations (See Appendix B). This will ensure that Facilities receive the correctly configured iPads that can be quickly deployed for their intended purpose. These iPads will adhere to the current VA baseline with appropriate security control including mobile device management software.
3. The following are the available iPad use case configurations, also seen in Appendix B. **NOTES:** (1) iPads ordered for the purposes listed below will be funded by the Office of Connected Care. (2) Following the national emergency, iPads may be recalled for repurposing.
 - a. **Intensive Care Unit (ICU) iPads:**
 - i. Intensive Care Unit (ICU) iPads may be requested to construct Tele-Critical Care carts to meet requirements in the March 18, 2020 10N memo entitled COVID-19: Supporting ICU Operations with Tele-Critical Care (VIEWS 02660588).
 - ii. The primary use case for these iPads is to connect bedside ICU staff with Tele-Critical Care intensivists using VA Video Connect (VVC).
 - iii. A secondary use case is to enable communication between isolated Veterans and their family members using VVC.
 - b. **Inpatient units and Emergency Departments (ED) iPads:**
 - i. Inpatient and ED iPads may be requested to outfit patient rooms with video capabilities.

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- ii. The primary use case is to enable ED/inpatient staff to communicate with isolated Veterans using VVC or alternative approved video solution, thus preserving personal protective equipment. **NOTE:** The Office of Connected Care, in collaboration with VA Office of Health Information and Technology (OIT), is looking at installing additional software options on the iPads to support this use case.
 - iii. A secondary use case is to enable communication between isolated Veterans and their family members using VVC.
 - c. **State Veterans Home (SVH) or Community Living Center (CLC) iPads:**
 - i. State Veterans Home (SVH) or Community Living Center (CLC) iPads may be requested for use at SVH/CLCs to connect Veteran residents to both VA health care professionals and family members via VVC.
 - d. **Individual Veteran iPads:**
 - i. iPads may be requested for individual Veterans who require the technology and/or internet connectivity to participate in care or periodic assessment from their homes or preferred, safe, private, locations. **NOTE:** Please see Appendix B for COVID-19 patient tablet prioritization criteria.
4. Additional details on the types and configurations of each of the above listed iPads are listed in Appendix B, iPad Details and Configurations by Location/Use Case.
5. To help meet the existing demand for iPads, VISN and Facility Telehealth staff should assess, and consider retrieving, underused tablets in accordance with the process in Appendix C, Retrieving Underutilized Patient iPads.
6. Due to national supply chain constraints, intermittent delays in obtaining iPads should be anticipated.
7. Facilities may procure iPads using their Medical Services appropriations account (0160) funds if these iPads are to be used predominantly to deliver direct patient care. Obtain price quotes by emailing the below contacts:
 - a. iPads procured for VA provider use order@vamobile.us
 - b. iPads procured for patient use Mark.Storms@ironbow.com and Nicole.Notch@ironbow.com.
8. Any non-medical applications required by OIT to be added to these devices will be funded by the IT Systems appropriation account.

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9. For questions about iPads, iPad requests, or more information, please contact Suzanne Snider at Suzanne.Snider@va.gov or Emily.Drucker@va.gov or review the following documents:
 - a. [COVID 19 Patient Tablet Ordering Process](#)
 - b. [Bulk Ordering for Telehealth Equipment](#)

A handwritten signature in black ink that reads "Danny Giaccone". The signature is written in a cursive style with a long, sweeping underline.

for
Renee Oshinski

Attachment