



Veterans, Computers, and the Internet

VA Healthcare Network
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Why Are We Here?

Increasing Access: the Internet enables patients to participate in their own health care.

- Transformation to an Information Society.
- Healthcare is information-based.
- Impact and efficiency through the Internet: One computer is good. Several million is better!

Facts & Figures

The "Wired Retired"—

- AARP: 40% of Adults 45+ have a home PC
- Of this number, 70% use the Internet
- This represents 20% of total US Internet users

Barriers—

- Disability
- Technophobia
- Lack of access
- Disinterest

VA Outlook: 80% of Veterans will have Internet

What is the Internet?



The Internet is a worldwide network of computers.

Data formats:

- E-mail
- World Wide Web
- Newsgroups
- Multimedia

The Web: Which Tool Today?



- Electronic Mail
- Research
- News & Information
- Shopping
- Travel
- Investment
- Hobbies & Entertainment
- Health Care

Network 2 Website



Began in January 1998, now over 1,600 pages

Three audiences:

- Veterans
- Employees
- The organization

Awards & Recognition

Virtual Help Desk has served over 1,000 information requests

www.va.gov/visns/visn02

Finding Your Way

What's New



Search

Facility Information



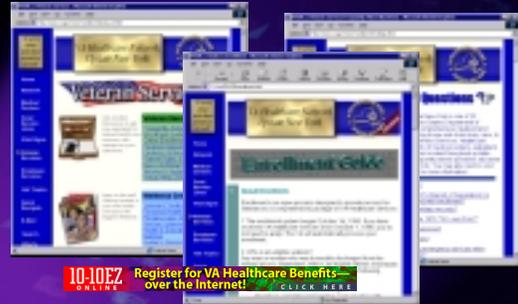
Medical Centers, Driving Directions, CBOCs, Patient Binder

Programs & Services



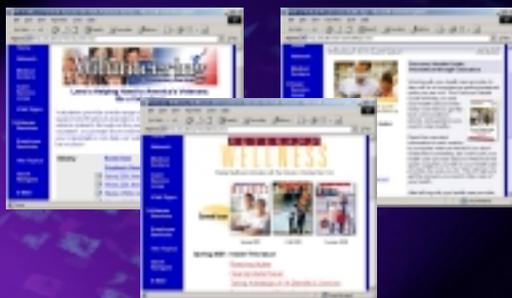
Geriatrics & Extended Care, Medical VA Care, Eyeglasses Benefit

Veteran Services



Veteran Services, Enrollment Guide, Frequently Asked Questions, 10-10 EZ

Veteran Features



Volunteering, Veterans' Wellness, Personal Health Guide

Network Information



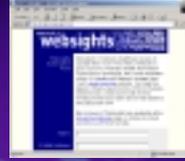
Business Plan, Vital Signs, Formulary

Quality



Customer Service, Initiatives, Exceeding the Expectation

Interactive Communications



- Virtual Help Desk
- Quickcard
- Websights

Progress Report

- One million hits to the Network 2 Internet Website in 2000
- Virtual Help Desk reaches 1,000 served
- Websights newsletter subscriptions up
- First non-English page: Minority Veterans
- New Partnerships: NYS Veterans' Services Coalition

Future Plans

- Patient Health Education website
- Website User-Focused Redesign
- E-Health content & tools
- Patient-Provider Communication
- Access points in Medical Centers

How to Get On the Internet

- Internet-ready Computer
- Internet Service Provider
- Experienced Friends

Continuing Momentum

- Visit the site, share it, use it
www.va.gov/visns/visn02
- Computer & Internet training for volunteers
- Suggest improvements:
Website User-Focused Redesign
- Be in touch

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