



## Case Study

### Client:

U.S. Dept. of Veterans Affairs  
Charleston VA Medical Center  
77 President Street MSC700  
Charleston, SC 29425

### Project:

VA Office of Rural Health (ORH),  
Multiple Sclerosis (MS) Clinical Video  
Telehealth (CVT) & Telerehabilitation  
Program

### Period of Performance:

Start Date: October 12, 2016  
End Date: Present (Ongoing)

### Summary:

VITAL Telehealth Tablets, Medical Video (MeVi), and Rehab apps were used to support secure, encrypted video calls between VA clinicians and Veterans in their natural home setting while delivering a comprehensive Telerehabilitation program through the use of a Microsoft Kinect sensor

According to the National Multiple Sclerosis (MS) Society, nearly 1 million people are living with MS in the United States alone. MS involves an immune-mediated process in which an abnormal response of the body's immune system is directed against the central nervous system (CNS). The CNS is made up of the brain, spinal cord and optic nerves and affects the patient's ability to move and function. While there is no cure for MS, multiple studies have shown that daily exercise delays the effects of MS.

Approximately 40,000 Veterans with MS are cared for annually in the Veterans Health Administration. With the 2003 establishment of VA's MS Centers of Excellence, Veterans and their families have access to a national network of support programs that are designed to improve MS diagnosis and treatment. Furthermore, the VA Office of Rural Health (ORH) provides funding for five (5) Nationwide initiatives that are designed to support MS Veterans living in rural areas.

As a participating site, the Charleston VA Medical Center implemented Govsphere's VITAL Telehealth platform to support veterans living in rural South Carolina. The patient population is comprised of veterans who do not have the ability to physically travel to the Charleston VA Medical Center. By installing the VITAL Telehealth platform in patients' homes, Veterans are able to connect with a physical therapist remotely and engage in their prescribed rehabilitation program without leaving the comfort of their home. Additionally, the VITAL Telehealth platform significantly reduces caregiver burden by substantially reducing travel requirements associated with care delivery.

Govsphere has supported the Charleston VA Medical Center by providing the entire VITAL Telehealth platform, including hardware, software, and remote setup and configuration assistance. In addition, Govsphere provides Tier 2 technical support to Charleston VA Medical Center personnel and the MS Veterans enrolled in the program. As a result, the Charleston VA Medical Center's MS CVT program continues to expand and support rural MS Veterans with the support of Govsphere and the VITAL Telehealth platform.