From: Chief, Bureau of Medicine and Surgery

Subj: NAVY MEDICINE VIRTUAL HEALTH VISIT ENCOUNTER SURVEY

Ref: (a) OPNAVINST 5300.8C

1. **Purpose.** Per the requirements under reference (a), the Navy Medicine Virtual Health Visit Encounter Survey was generated to assess preferences as they relate to virtual health capabilities. In support of the Navy Surgeon General’s health goal objectives, a virtual health visit capability seeks to improve the patient experience, increase care provided outside the walls of the medical treatment facilities (MTF), reduce potential lost productivity impact on U.S. Navy personnel due to seeking and receiving care, and align to patient expectations.

2. **Scope and Applicability.** Active duty military assigned to Navy Medicine (NAVMED) Budget Submitting Office 18 commands. This does not include government contractors or general schedule civilians.

3. **Background.** With an increasing proportion of our workforce and patient population who are digital natives, there will be a greater expectation for virtual health capabilities to meet patient expectations. The Bureau of Medicine and Surgery (BUMED) established a virtual health program management office in fiscal year 2017. The program management office was established in order to advance the virtual health technologies for NAVMED enterprise from its current MTF to MTF state to a future state consisting of a combination of individual to MTF, self-management, automated management, and individual to community. This survey will establish a baseline of the best patient preferences for virtual health visit options as well as which virtual telepresence technologies will provide best patient experience. Once the baseline is completed, it will allow future comparisons to serve the NAVMED enterprise.

4. **Action.** Personnel identified by BUMED will receive an e-mail with a common access card enabled Web link to access the virtual health visit survey. The Web link will be hosted on www.Max.gov Web site. No personal information will be requested. Respondents will only be asked to provide their age. They will be asked 17 questions to determine their preferences for receiving their health care in a virtual environment. The survey will be sent to identified individuals at NAVMED facilities with a targeted volume number of 2,000 respondents. The survey will remain active for 1 week. The data will be aggregated and stored on the Max.gov Web site.
5. **Records Management.** Records created as a result of this notice, regardless of media and format, must be managed per SECNAV M-5210.1 of January 2012.

6. **Information Management Control.** Report Control Symbol NAVMED 6300-9 will be assigned to Navy Medicine Virtual Health Visit Encounter Survey.

Releasability and distribution:
This notice is cleared for public release and is available electronically only via the Navy Medicine Web site at: [http://www.med.navy.mil/directives/Pages/BUMEDNotes.aspx](http://www.med.navy.mil/directives/Pages/BUMEDNotes.aspx).