
References for OVC Journey Maps

U.S. Department of Health and Human Services
Health Resources & Services Administration
Bureau of Primary Health Care



The references are sequential and organized by the document, including:

- Guide to the Virtual Care Journey Maps
- Journey Map: People Experiencing Homelessness in Urban Areas & Accessing Synchronous Telehealth for Primary Care
- Journey Map: Older Adults in Rural Areas Using Remote Patient Monitoring Technologies to Manage Chronic Conditions
- Journey Map: Pregnant residents of urban public housing using mHealth for prenatal care
- Journey map: Adolescents using telehealth for mental health care at urban school-based service sites

To access the series of four journey maps that depicts the experiences for populations as they access, receive, and engage in virtual care at health centers, visit the [Optimizing Virtual Care](#) webpage.

Guide to the Virtual Care Journey Maps

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Journey Map: People Experiencing Homelessness in Urban Areas & Accessing Synchronous Telehealth for Primary Care

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Step 1: Understanding health care needs and health center services available

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Journey Map: Older Adults in Rural Areas Using Remote Patient Monitoring Technologies to Manage Chronic Conditions

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Step 1: Understanding health care needs and remote patient monitoring (RPM) services

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Journey Map: Pregnant residents of urban public housing using mHealth for prenatal care

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Step 1: Understanding health care needs, prenatal care services, and mHealth app capabilities

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Step 4: Attending a prenatal care visit and discussing mHealth app data with health center staff

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Journey map: Adolescents using telehealth for mental health care at urban school-based service sites

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Step 5: Continuing to engage in mental health care and telehealth services

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