

### VA Connecticut Healthcare System West Haven Campus

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|--|---|
| 1 Building 1 - Inpatient Units/Outpatient Clinics  | 14 Learning Based Recovery Center                                       |
| 2 Building 2 - Outpatient Clinics/Blind Center/CLC | 15 Facilities Management Service  |
| 3 Research Building                                | 15A Safety Office   |
| 4 Human Resources                                  | 16 Court Yard   |
| 5 Credit Union/Fiscal Services                     | 24 Laundry/Warehouse  |
| 6 Social Work/Volunteer Services                   | 27 Research Laboratory  |
| 7 Research Building                                | 34 Neuro Science Lab  |
| 8A NEPEC (Northeast Program Evaluation Center)     | 35 Co-op Studies Building/MIREC   |
| 9 Decision Support                                 | 35A Clinical Epidemiology Research Center & Veterans Aging Cohort Study |
| 11 12 Acquisition & Material Management            | 36 Psychiatry Building  |
| 11A Business Office                                |   |



# Patient and Visitor Information

Thank you for choosing VA Connecticut Healthcare System. We are here to serve you!

**VA Connecticut Healthcare System** was officially formed in 1995 with the integration of the VA medical centers in West Haven and Newington. We serve veterans in Connecticut and southern New England. The West Haven facility is a tertiary care facility classified as a Clinical Referral Level I Facility. We are a teaching hospital, providing a full range of patient care services, with state of the art technology and a renowned research program. Comprehensive health care is provided through primary, acute, tertiary and long term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, geriatrics and extended care. A Women's Health Center is located at the West Haven campus.

Newington is an ambulatory care center that provides primary and specialty care. VA Connecticut is part of the VA New England Healthcare System, which includes facilities in Maine, Vermont, Rhode Island, Massachusetts and New Hampshire.

In addition to our main campuses, VA Connecticut operates six community based primary care centers in Danbury, New London, Stamford, Waterbury, Winsted and Windham.

### New Patients

In order to receive services, veterans should enroll for care. Enrollment can be done in person at any of our locations; online at [www.connecticut.va.gov](http://www.connecticut.va.gov) or [www.va.gov/eligibility](http://www.va.gov/eligibility); or, by phone to 866-808-7921.

### Visiting Hours

General visiting hours are 10am to 8pm. Specialized care unit visiting hours are available from the unit staff.



### Parking

Outpatient parking is available in Lot #4 adjacent to Building 2 (revolving door). Handicapped parking is available in Lots 4, 5 and 7. Visitors may park in Lots 9-12.

### Smoking

This is a smoke free facility. Smoking is not permitted inside the buildings or within 50 feet of any building. Designated smoking areas are located outside the building.

### Canteen

Canteen Services consists of a food court, vending machines, retail store and barbershop.

### Food Court

Monday-Friday

7am to 3:30pm (closed weekends & holidays).

### Vending Machines

Open 24 hours daily.

### Retail Store

Monday, Wednesday, Thursday

8am to 4pm (closed weekends & holidays).

Tuesday

9am to 4pm

### Barbershop

Monday-Friday

8am to 2:30pm (closed weekends & holidays).

### ATM

Open 24 hours daily.

Located in the vending room (across from the cafeteria and in the Building 2 main lobby).

### Outpatient Pharmacy

Located in Building 2, 2nd floor.

Monday-Friday

8:30am to 6pm

### Patient Advocates

If you have concerns about your care, treatment, available services, safety issues related to the environment or your direct care, or have questions you believe are not being sufficiently answered by the staff, please ask to speak with a Patient Advocate. Patient Advocates are located on the first floor of Building 2 next to the barbershop.

### Appointments

If you need to make, change or cancel an appointment, please call 866-808-7921.

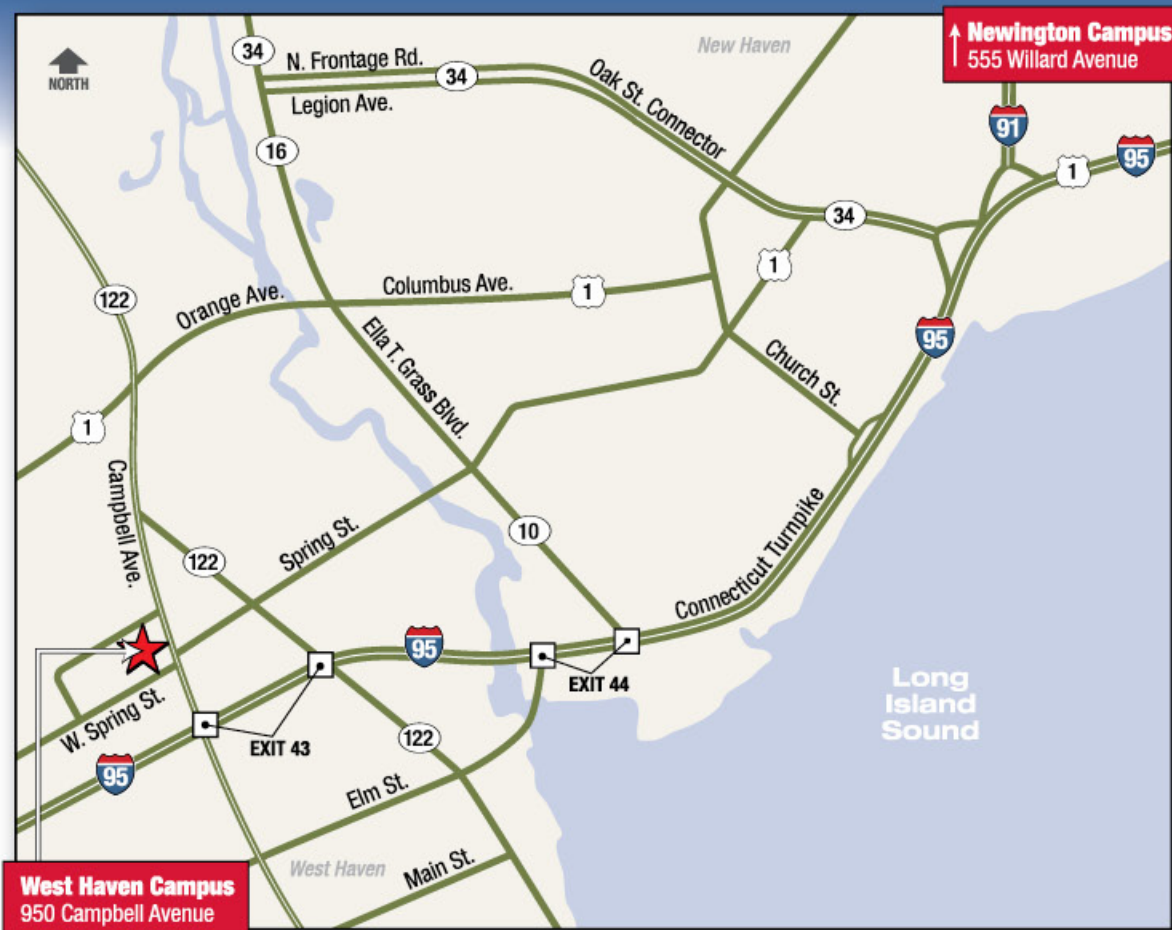
# Department and Services Listing

Department	Building	Floor
4 East Med/Surg	1	4th
4 South	1	4th
4 West Med/Surg	1	4th
5 East	1	5th
5 South	1	5th
5 West Step Down Unit	1	5th
6 East	1	6th
6 South	1	6th
6 West	1	6th
7 East PR RTP	1	7th
7 South Outpatient Clinics	1	7th
7 West Outpatient Clinics	1	7th
8 East Outpatient Clinics	1	8th
8 South	1	8th
8 West	1	8th
9 East	1	9th
9 South	1	9th
9 West	1	9th
Agent Cashier	2	1st
Ambulatory Procedures Check-In	1	3rd
Ambulatory Treatment Lab	1	2nd
Ambulatory Treatment Unit	1	2nd
APU Check-In	1	3rd
APU Recovery	1	3rd
ATU Check-In	1	3rd
Audiology & ENT	2	1st
Barber Shop	2	1st
Bio-Studies Research	1	9th
Blessed Sacrament Chapel	2	4th
Blind Center	2	6th
Blind Rehab	2	2nd
Blood Draw	2	1st
Cardiology	1	Ground
Cath Lab	1	1st
C.A.T. Program	2	2nd
CAT Scan Check-In	1	Ground
Chapel	2	3rd
Chaplain Office	2	4th
Chiropractic Clinic	2	4th
Clinical Studies Coordinator	2	5th
Clinic Check-In		
Spinal Cord/MS Patients	2	3rd

Department	Building	Floor
Coffee Shop	2	1st
Community Living Center	2	3rd
Compensation & Pension	2	2nd
Comp. & Pen. Exam Room	2	2nd
Comprehensive Cancer Center	1	6th
Computer Training	1	6th
Conference Room - T3	2	3rd
Coumadin Clinic	2	4th
Day Room	2	3rd
Dental Clinic	2	2nd
Dental Clinic Check-In	2	2nd
Dialysis Check-In	2	Ground
Digestive Diseases Office	2	5th
Donaldson Education Center	2	2nd
Echo Lab Check-In	1	Ground
EEG/EMG	1	6th
EEO	2	5th
EKG Check-In	1	Ground
Endoscopy	1	3rd
Endoscopy Check-In	1	3rd
Executive Office	2	5th
Extended Care Clinic	2	3rd
Eye Clinic Check-In	2	4th
Financial Counselor	2	1st
Food Court/Cafeteria	2	1st
Giant Steps	1	8th
Home Based Primary Care	2	3rd
Hoptel	1	6th
Hospice	2	3rd
ICU Waiting	1	5th
Interventional Radiology	1	1st
IRM Training	1	6th
Liver Clinic	2	4th
Low Vision	2	2nd
Main Lab	1	1st
Medical ER Check-In	2	1st
MICU	1	5th
MRI Check-In	1	Sub Ground
Neurology/Psychology	1	6th
Nuclear Medicine Check-In	1	Ground
Nursing Conference Room	1	6th
OEF/OIF Program Office	2	1st

Department	Building	Floor
Operating Rooms/Recovery Rooms	1	3rd
Outpatient Check-In	2	3rd
Outpatient Clinic	1	5th
Pain Management	2	7th
Patient Advocate	2	1st
Patient & Family Education Center	2	1st
PET Center Check-In	1	Sub Ground
Pharmacy	2	2nd
Polytrauma/TBI Clinic	2	1st
Primary Care Firm A	2	1st
Primary Care Firm B	2	2nd
Prosthetics Office	2	4th
Psychiatric ER	2	1st
Public Affairs	2	5th
Pulmonary	2	7th
Pulmonary Function Lab	1	2nd
Radiology Check-In	1	1st
Reception Areas	2	1st
Reception Areas	2	2nd
Rehabilitation Medical Clinic (Inpatient)	1	2nd
Rehabilitation Medicine Clinic/Brace Clinic	2	1st
Respiratory Care	1	2nd
Retail Store	1	1st
Release of Information	2	1st
SICU	1	3rd
SICU Waiting	1	3rd
Sleep Lab	1	3rd
Smoke Hut	2	1st
Specialty Clinics	2	1st
Specialty Clinics	2	2nd
Specialty Clinics Check-In	1	Ground
Stress Lab Check-In	1	Ground
Surgery Waiting	1	3rd
Transportation	2	1st
Triage	2	1st
Ultrasound Check-In	1	1st
Urgent Care Radiology	2	1st
Urology	1	2nd
Women's Health Center	1	Ground
X-Ray Check-In	1	1st





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### Driving Directions (West Haven Campus):

**From I-91 South/Hartford** – Follow I-91 South to I-95 South and take Exit 43. At the end of the ramp, take a right onto First Avenue. At the first traffic light, take a left onto Spring Street. At the first traffic light, take a right onto Campbell Avenue. Turn left at the blinking yellow light (approximately 1/2 block) into the VA grounds.

**From I-91 North/New York** – Follow I-95 North and take Exit 43. At the end of the ramp, take a left onto Campbell Avenue. Pass two traffic lights. Turn left at the blinking yellow light into the VA grounds.

### Driving Directions (Newington Campus):

**From I-91 North/New Haven** – From I-91N, take Exit 22 onto RT 9 North. Follow RT 9 North and take Exit 29 (RT 175). Turn right at traffic light onto RT 175 East (Cedar Street). Turn left at third traffic light onto RT 173 North (Willard Avenue). Turn left at second traffic light into the VA grounds.

**From I-91 South/Hartford** – From I-91S, take Exit 28 onto RT 5 & 15 South (Newington & Wethersfield).

### Public Transportation/Parking:

Public transportation to the West Haven campus is available via the CT Transit bus line. The New Haven Train Station is 2.75 miles away. Transportation from the train station to the hospital is available via CT Transit bus or by taxi. Parking – while free – is generally at a premium. We recommend that you arrive early to ensure you make it to your appointment in ample time. Shuttles run from the parking lots to the main entrances during normal business hours.

Follow RT 5 & 15 South and take Exit to RT 175 West (Newington & New Britain). Turn right at fifth traffic light onto RT 173 North (Willard Avenue). Turn left at second traffic light into the VA grounds.

### Public Transportation/Parking:

Public transportation is available to the Newington campus via the CT Transit bus line. Parking is free.