



# ***NEW PATIENT ORIENTATION HANDBOOK***



Phoenix VA Health Care System  
650 E Indian School Road  
Phoenix, AZ 85012  
(602)-277-5551



**VA** | Defining  
**HEALTH CARE** | **EXCELLENCE**  
in the 21st Century

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# Putting Veterans First!

## Mission Statement

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

## Vision Statement

To be a patient-centered integrated health care organization for Veterans providing excellent health care, research, and education; an organization where people choose to work; an active community partner; and a back-up for national emergencies.

## Core Values

Integrity, Commitment, Advocacy, Respect and Excellence

## Our Goals

- We want to be your provider of choice
- We want you to rate our care as excellent
- We want to partner with you in your health care
- We want you to get all the information you need to understand your medical care and treatment plan
- We want you to know why tests are ordered and how you'll receive your test results
- We want you to understand your medications and know about their potential side effects

# Welcome

Welcome to the Phoenix VA Health Care System. I want to personally thank you for choosing our health care system.

We are proud to offer you world class medical care. We lead the nation in preventive health measures, clinical practice guidelines and patient satisfaction. Our Stanford University affiliation further ensures our patients have access to the latest innovations in health care. Many of our staff physicians are also Stanford University faculty members.

We are able to provide comprehensive medical services at ten locations for your convenience. Some locations also offer a variety of special services.

Your care at Phoenix VA Health Care System starts by assigning you a primary care provider in a Patient Aligned Care Team. Your PACT partners with you in assuring your medical needs are met and that you are referred for any specialty care you require. We hope that you will take advantage of MyHealtheVet, VA's on-line program that brings a wealth of information to your fingertips.

At the Phoenix VA Health Care System, we never forget whom we serve. We are proud to provide care to our nations heroes - each of you. To ensure we meet your needs, you will receive patient satisfaction surveys. This is your opportunity to tell us what we do well and where we can improve. We want you to be able to rate the overall quality of your care as excellent. You deserve nothing less.

Again, thank you for putting your care in our hands. Thank you for choosing Phoenix VA Health Care System.

Sincerely,

The Leadership and Staff of the  
Phoenix VA Health Care System

## About the Phoenix VAMC

The Phoenix VA Health Care System (PVAHCS) proudly serves more than 80,000 Veterans in central Arizona at its main medical center and outpatient VA Health Care Clinics. The medical center provides acute medical, surgical, and psychiatric inpatient care, as well as rehabilitation medicine, and neurological care, and has a more than \$450 million annual operating budget. PVAHCS is affiliated with The University of Arizona College of Medicine. Training agreements are maintained in all of the major clinical specialties, and the facility is allocated 73 resident positions. The medical center is also affiliated with several schools offering a full range of Allied Health training programs.

We are proud to partner with highly qualified health care professionals dedicated to providing high quality care that meet the needs of Veterans. We look forward to serving you and are honored that you have chosen to receive your care at our facility.

Internet Address: <http://www.phoenix.va.gov>

Facebook Address: <http://www.facebook.com//PhxVAHealthcare>

Twitter Address: <http://www.twitter.com/PhxVAHealthcare>

# Admissions and Benefits

## Admissions and Benefits

The Admissions and Benefits Section gathers information required to establish and verify a Veteran's eligibility for VA health care. The information is also used to decide the Veteran's priority group. Staff will also check income to find out if co-payments will be charged for medical visits or prescription medications. Some Veterans qualify for cost-free health care services because of a service-connected condition or other factors. However, most Veterans need to complete a financial assessment (Means Test) every year to find out if they qualify for cost-free services. Veterans whose household income and net worth exceed the set threshold, and those who choose not to complete the financial assessment, must agree to pay the required co-pays to become eligible for VA health care services.

### Business Hours:

Monday through Friday from 8 a.m. to 4 p.m.

Admissions and Benefits Services Customer Service Line: (602) 222-2621.

### Locations:

#### Phoenix

Bldg. 1

Room C125

Every year the VA publishes a booklet, *Department of Veterans Affairs Health Care Overview*, that has up-to-date information on eligibility, enrollment, and VA health care benefits. This booklet is the authoritative source for describing eligibility and health benefits for all Veterans. You should have received a copy of this booklet when you enrolled, if not they are available through eligibility. You can also download a copy of the booklet online at <http://www.va.gov/healtheligibility/library/pubs/healthcareoverview>.

This booklet is a very helpful resource and we recommend you refer to it whenever you have questions about your eligibility for specific health care benefits. It also has frequently asked questions about eligibility and benefits. Additional assistance is available at the following resources:

- Your local VA health care facility's Enrollment Office
- [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits)
- [www.myhealth.va.gov](http://www.myhealth.va.gov)
- VA toll-free 1-877-222-VETS (8387) between 8:00 AM and 8:00 PM ET, Monday-Friday

# Eligibility

## Eligibility

Located on the main floor between the Turquoise and Dental clinics

Open Monday – Friday 7:30 a.m. to 4:00 p.m.

### Determine Veteran Eligibility

- Interview and verify patients applying for medical benefits
- By using the Veterans income (MEANS Test) and military discharge document(s)
- Enter demographic and income information into the VistA system
- Capture insurance information for processing by (MCCR)

### Enroll eligible veterans

- Advises the Veterans of their entitlement to various medical benefits and discusses co-payment requirements of Veterans in priority categories.
- Accurately generates patient data cards (Veterans Identification Card ,VIC)

### Veterans can register for healthcare various ways:

#### **In person:**

Veterans can walk into eligibility section and register with the assistance of an eligibility specialists.

#### **By mail:**

Veterans can mail in an application for healthcare benefits, once processed information is mailed back to the vet.

#### **Online :**

Veterans can complete an on-line application, information, once processed information is mailed back to the Veteran.

## Who is Eligible

Veterans who enlisted after Sept. 7, 1980 (**for enlisted**), or who entered active duty after Oct. 16, 1981 (**for officers**), must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible. This minimum duty requirement may not apply to veterans discharged for hardship, early out or a disability incurred or aggravated in the line of duty.

Reservists or National Guard member and they were called to Active Duty (other than for training) by a federal order and completed the full period which they were called or ordered to active duty.

Veterans with a character of discharge that is Honorable, General or Under Honorable Conditions are eligible for VA health care benefits *as long as minimum duty requirements are met*.

Veterans given Other than Honorable (OTH) discharges and those upgraded from OTH to General *require VARO review and decision* before routine care may be provided.

## 8 Different Priority Groups

Each different group assignment will determine the type of eligibility the Veteran qualifies.

Service connected disability, service dates or yearly income are the primary basis in determining eligibility.

## 2013 Co-pay Rates

### Outpatient Services

Basic Care Services: services provided by a primary care clinician **\$15/visit**

Specialty Care Services: services provided by a clinical specialist such as surgeon, radiologist, audiologist, optometrist, cardiologist, and specialty tests such as magnetic resonance imagery (MRI), computerized axial tomography (CAT) scan, and nuclear medicine studies **\$50/visit**

\*\* Co-pay amount is limited to a single charge per visit regardless of the number of health care providers seen in a single day. The co-pay amount is based on the highest level of service received. There is no co-pay requirement for preventive care services such as screenings and vaccinations.



# Patient Rights and Responsibilities

The Veterans Health Administration (VHA) and the Phoenix VA Medical Center are pleased you have selected us to provide your health care. We want to improve your health and wellbeing. We will make your visit or stay as pleasant as possible. As part of our service to you, to other Veterans and to the nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a Patient Advocate if you have any questions or would like more information about your rights.

## I. Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect. Your privacy will be protected. You will receive care in a safe environment. We will honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the medical center.
- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules.
- Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## II. Information Disclosure and Confidentiality

- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This is provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

## III. Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health.
- You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

- You have the right to have your pain assessed and to receive treatment to manage your pain.
- You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- There are many research opportunities available for you to participate in. Participation in research is voluntary and your decision will not affect your VA health care or benefits.
- You will be included in resolving any ethical issues about your care. You may consult with the medical center's Ethics Consultation Service and/or other staff knowledgeable about health care ethics.
- If you or the medical center believes that you have been neglected, abused or exploited, you will receive help.

# PRIMARY CARE

## Primary Care through Patient Aligned Care Teams

At the Phoenix VA Health Care System we are committed to providing you with the best possible health care. To help us achieve this goal, we would like each Veteran to have an assigned primary care team, or a Patient Aligned Care Team (PACT). This is a team of health care professional to plan for whole-person care and life-long health and wellness. A primary care team consists of a Primary Care Provider (PCP), who is a physician, nurse practitioner, or a physician assistant. There is also has a registered nurse care manager, a Licensed Practical Nurse and a clerk assigned to each team. Our goal is to have you be seen by a member of your primary care team, when you want and need to be seen. This team will address all your health care needs including arranging and coordinating any referrals to specialists.

During the first visit:

- The patient will meet his/her assigned provider.
- A physical examination will be done. The primary care provider will determine if there is a need for additional diagnostic testing (which may include lab work, x-ray, etc.).
- A complete medical history will be obtained.

The first primary care visit is an important one. This is the time for the patient to develop a relationship with his/her provider and get acquainted with other members of the primary care team. Patients may also receive health education materials and guidance that may include: smoking cessation, depression screening, weight and exercise education, flu vaccine and/or pneumovax, diabetes and colon cancer screening.

Additional screening and education is available based upon specific diagnosis and individual patient medical needs.

In primary care, a strong emphasis is placed on preventive health maintenance. Primary care providers conduct the necessary physical examinations and screenings for you to maintain optimum health.

## First-time visit reminders

- Bring completed forms from your enrollment appointment
- Bring any records from outside doctors' visits and bring all of your medicines to your first visit.
- You can take an active role in your health care in many ways:
  - Give your treatment team accurate and complete information about:
    - Your current health problems
    - Your concerns about your health
    - Past illnesses
    - Hospitalizations
    - Your medicines, including over-the-counter and herbals
    - People that help you with your health care needs at home
    - Other matters related to your health
- Bring a list of your questions and concerns.
- Please arrive early to allow time for check-in, the taking of your vital signs and health screening. This Health Screening Appointment is scheduled 20 minutes before your Primary Care appointment.
- **Come at least two hours early if you need to have laboratory work or X-rays done.** If possible, have your laboratory or X-rays completed a few days before your visit so the results will be available for review by your team.
- When you are due for an appointment with your primary care team, you will receive a post card in the mail asking you to call 1-800-554-7174 option #3 and the **Patient Scheduling Unit** can help to schedule an appointment at a time convenient for you. If you have any health care questions or want to pass along any information to your health care team, you can call your PACT team directly or call 1-800-554-7174 and press option #4. Additionally, you can register for a **MyHealthVet** [www.myhealth.va.gov](http://www.myhealth.va.gov) account and send a secure email to your health care team.
- Walk-in appointments are very difficult to accommodate so we strongly encourage you to call the Telephone Care Program about any urgent medical needs and avoid inconveniencing veterans who have scheduled appointments.

## ***Primary Care Clinics (Main Hospital)***

650 E. Indian School Road  
Phoenix, AZ 85012

### **DIAMOND**

**Services include Primary Care, Mental Health, Nutrition, Social Work**  
Building 8  
(602) 277-5551 ext. 12640

### **EMERALD**

**Services include Primary Care, Mental Health, Nutrition, Social Work**  
Building 8  
(602) 277-5551 ext. 14193

### **GOLD**

**Services include Primary Care, Mental Health, Nutrition, Social Work**  
Building 8  
(602) 277-5551 ext. 15212

### **TURQUOISE**

**Services include Primary Care, Dermatology, Allergy, Compensation and Pension**  
Building 8  
(602) 277-5551 ext. 15951

### **AMETHYST**

**Services include Women's Health, OEF/OIF**  
Building 1  
(602) 277-5551 ext. 16359 for Women's Health and ext. 16750 for OIF

### **COPPER**

**Services include Spinal Cord Injury Clinic, Anticoagulation Clinic**  
Building 1  
(602) 277-5551 ext. 17786

### **JADE/OPAL**

**Services include Mental Health, PTSD, Substance Abuse, SARRTP and Homeless program**  
Building 1  
(602) 277-5551 ext. 12752

## **TOPAZ**

Services include Neuropsychology, Compensation and Pension

Building 8

(602) 277-5551 ext. 16451

## ***Community Based Outpatient Clinics (CBOC):***

### **GLOBE-MIAMI**

5860 S. Hospital Drive, Suite 111  
Globe, AZ 85501  
(928) 425-0027

### **NORTHWEST**

13985 W. Grand Ave., Suite 101  
Surprise, AZ 95350  
(623) 251-2884

### **PAYSON**

1106 North Beeline Highway  
Payson, AZ 95370  
(928) 472-3148

### **SHOW LOW**

5171 Cub Lake Road, Suite C380  
Show Low, AZ 85901  
(928) 532-1069

### **SOUTHEAST**

6950 E. Williams Field Road, Bldg. 23  
Mesa, AZ 85212  
(602) 222-6568

### **THUNDERBIRD**

9424 N. 25<sup>th</sup> Ave.  
Phoenix, AZ 85021  
(602) 633-6900

**The Ambulatory Care Clinics are closed on the following holidays:**

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving
- Christmas

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# Partner With Your VA Providers & Patient Aligned Care Team (PACT)

## Veteran-Centered Care

VA provides Veterans with care that is patient-centered, data-driven, continuously improving, team-based, accessible, timely, comprehensive, coordinated, and provides continuity of care over time.

- We will focus all our efforts on giving you what you need.
- We will treat you with dignity and respect.
- We will ask you about and honor your values, preferences, and needs.
- We will provide safe, high-quality care that is designed for you.
- You will receive the right care, at the right time, in the right care setting.
- We will coordinate your care to make sure we meet your needs.
- We will explain your health problems and treatment options in ways you can understand.
- We will teach you about self-care and help you learn to manage your health problems.



# Telephone Care Program (TCP)

## If you have a health care emergency - call 911

For **urgent health concerns**, an Advice Nurse is available 24 hours a day, including weekends and holidays.

**602-222-6550**

The Telephone Care Program (TCP) gives you access to an **Advice Nurse** who can assist you with the following:

- Give health care advice (option 4).
- Help you decide if you should come to the clinic or hospital.
- Suggest things you might try for home care.
- If the problem is urgent, Telephone Care can make you an appointment with the Ambulatory Care Clinic or your primary care provider or team for that same day or the next day.
- Answer questions about your appointments including canceling and rescheduling.

Additionally, a **Patient Services Assistant** can:

- Make, change or cancel appointments (option 1)
- For Pharmacy (option 3)

## Cancelling Appointments

If you are unable to keep an appointment, please cancel it by calling the Telephone Care Program. Thousands of appointments were lost last year due to “no shows.” By calling to cancel your appointment at least 48 hours in advance, you will open up a space for another Veteran to be seen.

**For health care emergencies – call 911.** VA does not provide emergency transportation to the hospital. Whether or not VA pays for an ambulance is determined AFTER you have been evaluated in an Emergency Department.

# My HealtheVet

[www.myhealth.va.gov](http://www.myhealth.va.gov)

My HealtheVet is a site that provides Veterans and their families with excellent and reliable patient education as well as the latest VA news. Information about Veteran's services and benefits is also available (go online to website above or call 602-277-5551 ext 1-3934 for assistance).

After registering with My HealtheVet you will be able to:

- Refill prescriptions online
- Keep personal activity and food logs
- Monitor your personal health data, such as blood pressures and pain levels
- Maintain your own self-entered personal health record

There are different types of accounts that you can register for, all free of charge.

**Basic Account:** This type of account does not require you to have your identity authenticated \*\*. With this type of account you can:

- Add information to a personal health journal about over-the-counter medications, allergies, military health history, medical events, tests and allergies
- Record and track personal information such as contact information, emergency contacts, health care doctors and providers, and health insurance information
- Record and track personal health measurements (blood pressure, blood sugar, cholesterol, heart rate, body temperature, weight, pain level, etc.) in Vitals & Readings
- Print a wallet ID card with the personal information entered into the personal health record
- Use **VA Blue Button** (Download My Data) to view, save download and/or print your self-entered information; then share this with your caregiver, non-VA provider or others you trust

**Advanced Account:** This account is only for VA Patients. It is a higher level of access to features offered in My HealtheVet. It provides you the ability to view some information in your VA and/or Department of Defense (DoD) records. This account does not require that you have your identity Authenticated\*. However, when you register as a VA Patient, your profile information is linked to VA/DoD records. When this happens, you are given an Advanced Account. If you are a VA patient, this type of account lets you refill your VA prescriptions online using My HealtheVet.

**Premium Account:** To get this type of account you need to go through Authentication\*\* and have your My HealtheVet profile information linked to VA/DoD records.

With a Premium Account you may use My HealtheVet to:

- View VA Chemistry/Hematology Lab results
- Receive information on your VA Appointments, including email reminders
- View VA Allergy and Adverse Reactions records
- Receive VA Wellness Reminders
- View additional parts of your VA health record, as they become available
- Use the **VA Blue Button** to view, save download and/or print your VA health and DoD Military Service Information. You can also share this with your caregiver, non-VA provider or others you trust
- Use **Secure Messaging** to communicate online with your VA health care team. You may send messages to request or cancel VA appointments. Use it to ask about lab results or find out about a medication or health issue. Or simply to discuss other general health matters

\*\* Authentication is a process by which the VA verifies a Veteran's identity before allowing access to their health record. You may do this in-person at the VA or your local CBOC. It may also be done online on the My HealtheVet website with detailed instructions ([www.myhealth.va.gov](http://www.myhealth.va.gov)).

# Pharmacy Services

## Introduction to Pharmacy

**Location:** 1<sup>st</sup> Floor – Ambulatory Care Center (no pharmacies at CBOCs)

**Hours:** Monday through Friday: 8 a.m. – 6 p.m. (Except federal holidays)

The Phoenix VA Outpatient Pharmacy strives to provide excellent customer service to our Veterans. The team efficiently fills and dispenses your medicines, and can assist with any medicine related questions you have. Additionally, pharmacists located in the clinics work directly with your medical providers to best manage your medicines and offer appointments for many conditions including; diabetes, high blood pressure, and high cholesterol.

## Medicine Dispensing

### MAIL out:

- A VA mail order pharmacy fills and mails most medicines which are often received in about 5 business days. Most are tracked with delivery confirmation.
- Always update your address to ensure accurate and timely delivery. If you plan to be away from your regular mailing address, you should provide the VA with the dates and address of your destination so that medicines and other VA mail can be delivered there. The VA will mail medicines to any address within the United States.

### WINDOW pick-up:

To keep the wait as short as possible, pharmacy fills only *URGENTLY* needed NEW medicines for pick-up. Medicines are NOT filled until you have spoken with a pharmacist. When you arrive at the pharmacy, take a number from the machine based on your need.

- 1) Take a seat in the pharmacy waiting room until your number is called.
- 2) After speaking to a pharmacist or technician, wait for your name to appear on the waiting room “display board”, and then present your ID at the “pick-up” counter. Veteran photo ID is required to pick up any prescriptions.
- 3) Consider making other medical center stops (e.g. Lab, X-ray etc...), while your prescription is being filled.

## Pharmacy Refills

All refills are mailed to reduce pharmacy wait times for NEW and URGENT medicines. To account for mailing time, request your refills at least two weeks before you will run out of the medicine. Our computer system calculates the correct date for your prescription to be mailed based on the date of your last refill.

## Internet Refills through My HealtheVet:

Go to [www.myhealth.va.gov](http://www.myhealth.va.gov) or see My HealtheVet section above to learn more about My HealtheVet.

## Telephone Refills:

1. From a touch tone phone, call:
  - **602-222-6598** (Phoenix area)
  - 1-800-359-8262 (toll-free)
2. Type your entire Social Security number and press the # key
3. Press **2** for Pharmacy
4. Press **1** to order refills
5. Enter the prescription number (no letters) that is located on the label (see sample) followed by the # key. Use your most recent prescription number when ordering. Older numbers will not work, even if the medicine is the same.
6. If you have more refill requests, stay on the line and press **1** when instructed.

## Mailing Refill Requests:

1. Sign and date the refill slip included with each medicine.
2. Mail the slip to the pharmacy with the address label provided.
3. Refill slips can also be returned using prescription refill request boxes located outside the pharmacy and emergency department.
4. Allow additional processing time when requesting refills this way.

## Refilling refrigerated medicines

Some medicines must be refrigerated. These medicines can be delivered to your home by UPS in Styrofoam boxes with a cold pack. There are two ways to refill refrigerated medicines:

1. For UPS: Request refill by telephone, internet, or refill slip as you do with non-refrigerated medicines. If the medicine cannot be mailed, a pharmacy representative will contact you. Refrigerated medicines can only be delivered to a physical address. If your mailing address is a PO Box, call 602-200-2379 to either pick up your medicine or provide a physical address for UPS delivery.

2. For window pick-up: Due the packaging requirements, refills for refrigerated medicines can be picked up instead of mailed. Request pick up in advance by calling 602-200-2379. Your medicine will be ready in 2 working days. When you come in, say that it is refrigerated.

### Vacation requests – early refills

If you have travel plans within the United States and will run out of medicines before you return, call your PACT line or the Pharmacy Helpline to request your refill(s) be sent to you before departing. For controlled substances and mental health medicines, your provider must approve the early fill before pharmacy can send it. Or you may provide a temporary address to receive all mail from the VA during that time. Please note, the VA cannot mail medicines out of the country. If you plan to be out of the country you will need to work with your provider to either obtain additional medicine prior to your departure or have a friend or family member receive your medicine refills in the United States and mail them to you.

### No Refills Remaining

When your prescription has ZERO refills or expires before a refill is due, the automated refill system will not process your refill request without approval from your provider. To avoid running out of medicine, make requests well in advance using one of these options:

#### 1) **Audio-renewal:**

Call the pharmacy refill line (see above). If that clinic enrolls in audio-renewal, an automatic request is sent to your provider and you are notified on the phone of this. If the clinic is not enrolled, you are transferred to the pharmacy VA helpline.

#### 2) **Call PACT team:**

For medicines from your primary care provider (PCP), call your PACT team directly. Give the name of the medicine needed and a request is sent to your PCP for review.

#### 3) **Secure Messaging:**

Once registered for secure messaging in My HealtheVet, you can send a message to your PACT team with a list of the medicines that you need renewed.

#### 4) **Pharmacy VA Helpline:**

**(602) 222-6598 or 1-800-359-8262**

Pharmacy sends a renewal request to your VA provider for review.

## 5) **Controlled Substance Line:**

**602-200-2378**

Controlled substances, such as narcotic pain medicines, have limited refills. For these medicines, you will need to call in for a new prescription (renewal) more often. For your convenience, the Controlled Substance Voicemail is available to leave your request. A note is sent to your VA provider for review.

Controlled substances are delivered by UPS and require an adult signature. If you prefer to pick-up your controlled substance, please specify a pick-up date on or near the day you are due to run out of the medicine. The pharmacy will hold it up to one additional working day. If not picked up by then, it is automatically sent to you by UPS.

This phone number may be used for refill requests of controlled substances for window pick-up. You must call 2 business days before your requested pick-up date, and it must be on/near the due date for the pharmacy to fill it. If you do not pick-up the refill by 1 day after your requested pick-up date, it is returned to stock instead of being mailed.

## [Pharmacy Benefits](#)

### **Formulary**

A formulary is a list of medicines available to treat your medical condition. This list of medicines is approved by a national group of highly trained VA physicians and clinical pharmacists after reviewing the results of medical studies. If you require treatment with a medicine that is non-formulary because you either did not respond to or did not tolerate the formulary medicines, your VA provider can submit a request for review by a clinical pharmacist.

### **Tablet Splitting Policy**

The VA requests certain medicines to be split-in-half to conserve costs. Tablet cutters are available from the pharmacy at no cost. Only medicines that are safe to cut are included.

### **Returning medicines**

Federal law prohibits returning medicines. Check which medicines your provider is ordering at your appointments since pharmacy cannot accept medicine returns or refund copays.

### Transferring medicines to the VA

The VA does not accept prescription transfers from outside pharmacies. If you are transferring your prescriptions to the VA, your VA provider may need to replace some of your current medicines with alternatives on formulary.

Bring the following to your medical appointments to assist your VA provider:

- 1) Current list of medicines including over-the-counter and herbal medicines.
- 2) List of any medicines that you had side effects to in the past.
- 3) Copy of recent medical records, including labs, from your private doctor(s).

It is your choice to obtain medicines prescribed by a Non-VA provider at an outside pharmacy or to change to those provided by the Phoenix VA.

### Dual Care/Co-Management

We encourage you to obtain ALL of your care through the VA, but we recognize some situations where you may choose or need to have some care provided in the community. Receiving health care by both VA and non-VA providers is called Dual Care or Co-Management. The following is required for the VA to provide you with safe and effective medicines:

- 1) See your VA provider at regular intervals.
- 2) Accept medicines that are on VA formulary.
- 3) Give your VA provider the name and phone number for your private physician.
- 4) Give your VA provider current updates on hospital admissions, test results and visits to your private physician.
- 5) Sign a release with your private physician so your VA provider has access to outside records and information about your healthcare.

The VA pharmacy CANNOT fill prescriptions written by a non-VA doctor unless you have a VA fee-basis approval for medicines. If a private physician gives you a new prescription or changes a prescription, you must contact your VA provider and provide written medical records. Your VA provider will order the medicine to be filled by the VA pharmacy if he/she agrees that the medicine is safe, appropriate and available on our formulary.

### Non-VA Hospital/ER Visit Medicines

If you were admitted to an outside hospital or ER, you should request a copy of your medical records from that hospital and provide these to your VA provider.



### Medicine Copayment

Depending on your eligibility, you may have a copayment for your medicines. The copay charge for medicines is based on the day supply and does not depend on the medication. Most medicines are sent as 90 day supplies, so tell your pharmacist if you prefer 30 day supplies.

Refer to Eligibility for possible copay amounts.

### Additional Resources

For more information, visit this website that addresses many Frequently Asked Questions:  
[http://www.southwest.va.gov/Pharmacy/General\\_Questions\\_About\\_Your\\_Medicines.asp](http://www.southwest.va.gov/Pharmacy/General_Questions_About_Your_Medicines.asp)

### **Important Phone #s**

Request a refill: Pharmacy Helpline	602-222-6598 (Phoenix area)
	1-800-359-8262 (toll-free in Arizona)
Controlled Substance Voicemail	602-200-2378
Refrigerated medicine line (for window pick-up)	602-200-2379
PACT team phone # <i>(fill in yours at PCP visit)</i>	
PACT team fax # <i>(fill in yours at PCP visit)</i>	
Other clinic phone #s <i>(fill in any of yours here)</i>	
My HealthVet website	<a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>

# Laboratory Services

## [Introduction to Laboratory](#)

The Phoenix VA Laboratory strives to be a model of clinical and organizational excellence. Our mission is to provide quality care to our Veterans. Services are delivered in a timely and professional manner. The Laboratory is accredited by the College of American Pathologists (CAP) and the American Association of Blood Banks (AABB). The Laboratory is also inspected by the Food and Drug Administration (FDA) and the Joint Commission.

## **Main Phoenix VA Hospital (see CBOC information for laboratory hours and locations)**

**Outpatient Laboratory:** is located in the Ambulatory Care Clinic (ACC), room A2302, across from the elevators and radiology on the 2<sup>nd</sup> floor.

**Hours for the outpatient lab are 6am-4:30pm, Monday-Friday.** After 4:30pm, you will be directed to go to the inpatient laboratory, which is open until 8pm.

**Inpatient Laboratory:** is located in the main hospital on the second floor near the B elevators. The inpatient lab is for ambulatory inpatients, STAT and special procedure tests. Please do not go to the inpatient lab for service before 4:30pm unless you have a STAT order or need a special procedure test and are directed to go there by a staff member.

**Hours for the inpatient lab are 7am-8pm, Monday-Friday** and by appointment on weekends and holidays. If you are scheduled for a clinic visit on the weekend, you can come to the inpatient lab without an appointment between the hours of 7am-8pm.

**General Information:** When you leave from a clinic visit, the Medical Support Assistant (MSA) should print you out a future appointment schedule called "Your Next Step of Care". If your provider ordered lab work, that paper will have your lab information under the header "LABORATORY STUDIES". The clerk might also write your lab order numbers on a 3X5 card. NOTE: all lab orders must be placed in the computer by your provider. Your provider should tell you when they would like you to return for lab work. The actual day that you return is usually not critical, but check with your patient care team (PACT) team before you leave if you have any questions. The paperwork will tell you if you need to be fasting and contains your lab requisition order number(s). PLEASE bring your lab order number with you when you come to the lab. If anyone in a clinic says you do not need that order number because it is in the computer, that is true, but the check-in process will be faster if you have your lab order number(s) with you.

You do not need to schedule an appointment to come to the lab M-F. It is first-come, first-serve. Also, you can go to any of the Community Based Outpatient Clinics (CBOC'S) to have your blood drawn, if that is more convenient for you. The blood at the CBOC's is transported to the main facility for testing. Note: there are some special tests that must be drawn at the main campus.

**Fasting Labs:** Only a few tests require fasting (e.g. glucose, lipid panel, triglyceride). It will say on your paperwork if the lab is fasting or your provider/team member will tell you to fast. If it says to fast, please do not eat or drink anything for 8-12 hours before you come to the lab. You may drink water only and check with your provider about what medications are OK to take while fasting. If you do not need to fast, the best time to come to the lab is in the afternoon. We try to keep your wait time to less than 20 minutes, but a wait time may be as long as an hour during our busiest times (typically from 6-8am). Please plan accordingly.

**What to expect:** You will go to the window to sign in. The lab person at the computer will ask you if you have your lab order number if you did not write it on the check-in sheet. If you do not have it, they will look for orders under your name. They will print your labels and if a urine test was ordered, they will ask if you can provide a urine sample. If you say yes, they will give you a cup and ask you to go to the bathroom. Bring the sample back to the front area and then if you need blood work, they will tell you to go have a seat and wait to be called back. When your name is called for blood work, the tech will call you by your last name. Follow the tech back to the lab chairs and have a seat. The tech will ask for your full name and last 4 of your ss#. They will look for the best site to obtain a specimen, put on gloves, palpate for a vein and clean the area. If you any concerns regarding having your blood drawn, please let staff know. The tech will obtain your blood specimen(s). Please note that they make take several vials, depending on what lab test is ordered by your provider. The vials may be a different color or the same color. Each lab instrument requires a specific type of specimen and that is determined by what the lab test is detecting (serum, plasma or whole blood). Sometimes the blood needs to go to different areas and is the same type of vial, so that is why you might have vials of the same color. The vials must be labeled in your presence. Please note that each label has a barcode on it. That barcode will be used to identify your specimen throughout the testing process. You will then be thanked and told you can leave.

### Test results:

The lab strives to have routine work completed within the next business day and STATS done within one hour from the time the blood is brought to the main lab for testing. Specialized tests may take days to a week to be completed (occ. longer).

The lab is not able to tell you your lab results. The provider that ordered the test is responsible for providing you this information because they must interpret this information in relation to the rest of your clinical picture. Routine lab results should be communicated to an outpatient within 14 days of the lab results being available. Some lab results are also available in My HealtheVet. They will transmit three (3) days after the test results are available to the provider. It is best that the provider(s) discuss the lab results with you so that you can understand what it means in relation to your clinical history and current health status.

**Patient concerns:** If you have an issue with anything during your visit to the lab, ask for the Lead Phlebotomist, Phlebotomy Supervisor or the Laboratory Manager (602) 277-5551 ext. 1-7895. We want each and every visit to be a positive experience. Getting your blood drawn is not the most pleasant experience, but you should expect the staff to be proficient, helpful and polite at all times. We are thankful for your service to this country and you deserve our respect and assistance. There are pamphlets with our contact information available in the lab in case you have any further questions or concerns.

# Health Education Programs and Services Directory

The listed programs and services are offered through the Phoenix VA. Being involved in these programs will help you:

- Maintain your health and well-being
- Learn to manage health problems you may have
- Offer opportunities to meet other Veterans

Speak to a member of your PACT if you have any questions or interest in any of these programs. They can answer any questions or help you contact the person in charge of the service.



**MOVE** is a national weight management program designed by the [VA NATIONAL CENTER FOR HEALTH PROMOTION AND DISEASE PREVENTION \(NCP\)](#), a part of the Office of Patient Care Services, to help veterans lose weight, keep it off and improve their health. The PVAHCS has various modalities to assist with weight loss efforts. These range from telephone visits to individual appointments and home based programs. Interdisciplinary groups are available for weekly education/accountability. Schedule an appointment with your Primary Care Dietitian and/or visit the website for more information: <https://vaww.move.med.va.gov/>

## Diabetes Education

The PVHACS has many programs and resources available for Diabetes education and treatment. Individual counseling, group medical appointments and classes are available throughout the week and the main facility as well as the CBOCs. Check with your clinic Dietitian for more information or PACT team to get scheduled.

## Be Tobacco Free

Quitting smoking is the single most important thing you can do to improve your health and protect the health of your family members. Tobacco in any form is harmful to your body. Avoid second-hand smoke as well. There is no level of second hand smoke that is risk free. The Phoenix VA offers a complete smoking cessation program with

For tips on how to quit, go to:

You Can Quit Smoking Now. <http://www.smokefree.gov>\*

### **Heartsavers First Aid Class**

Date: Quarterly- 2<sup>nd</sup> Wednesday- March, June, September, & December

Time: 7:30 – 11:30 a.m.

Location; Building T-7

Enrollment: Pre-registration is required. To enroll call 602-277-5551 ext. 6970 or 7508

### **CPR Family and Friends**

Date: Quarterly- 2<sup>nd</sup> Wednesday- January, April, July, & October

Time: 7:30 – 11:30 a.m.

Location: Building T-7

Enrollment: Pre-registration is required. To enroll call 602-277-5551 ext. 6970 or 7508

# Health Promotion and Disease Prevention

For more information go to:

National Center for Health Promotion and Disease Prevention website

<http://www.prevention.va.gov>

## Strive for a Healthy Weight

If you need to lose weight, losing even a little will help. If you are a normal weight, maintain it. Keeping your weight in control will help you stay healthy now and in the future. To find the weight that is healthy for you, find out what your body mass index (BMI) is. Your BMI tells us your body fatness based on your height and weight.

$$\text{Body Mass Index} = \frac{\text{Weight in lbs}}{\text{Height in inches} \times \text{Height in inches}} \times 703$$

To stay at a healthy weight make sure the number of calories you eat and drink is balanced with the amount of activity you do. Slowly decrease the amount of calories you have a day and increase your physical activity.

- **Eat Wisely:**  
Eat wisely to make the most of your health. Eat a variety of food including fruits, vegetables, and whole grains. Limit salt, fat, sugar, and alcohol intake.
- **Be Physically Active:**  
Get up and get moving. Avoid inactivity. Some activity is better than none. Aim for at least 2 ½ hours of moderate-intensity aerobic activity each week. Every 10 minute session counts. If you are out of shape, start slowly and work your way up. Physical activity will give you more energy, more strength, and can decrease your risk for certain health problems.

## Get Screening and Immunizations

Preventive services such as immunizations and screening tests are very important to your health. Which immunizations and screenings you need will depend upon your age, gender, health status, and family history. Talk with your health care provider about what screening tests and immunizations are recommended for you.

For a list of recommended services for men and women, go to this website:

- Men: Stay Healthy at Any Age <http://www.ahrq.gov/ppip/healthymen.html>

- Women: Stay Healthy at Any Age <http://www.ahrq.gov/ppip/healthywom.html>

## Manage Stress

If you are having a hard time dealing with life's demands, we call this "stress". A life without any stress would be boring, but too much stress can be a problem. Pay attention to stress. Learn about ways to help you reduce our stress. Some ways to manage your stress is to get physically active, think positively, enjoy fun activities, and to learn relaxation skills. The Phoenix VA offers classes and individual therapy to help our Veterans manage their emotions and stress.

## Limit Alcohol

If you choose to drink alcohol, drink in moderation. For women this means no more than one drink a day and for men no more than two drinks a day.

One drink is:

- 12 ounce regular beer or wine cooler **OR**
- 8-9 ounce malt liquor **OR**
- 5 ounce of table wine **OR**
- 1.5 ounce 80-proof hard liquor

Avoid "binge drinking". Binge drinking is having more than three drinks on one occasion for women and adults over the age of 65 **OR** more than four drinks on one occasion for men. If you have any questions or are concerned about your drinking, talk to your health care team about getting help.

## Be Involved with Your Health Care

Take an active role in your care. Work with your health care team to improve your health. Ways that you can be involved are

- Ask questions if something is not clear
- Share your ideas and beliefs about your health problems
- Tell your team what treatment options you prefer
- Take part in decisions about your care
- Speak up if you have concerns or think something is wrong
- Ask for written information and instructions to share with your family or caregiver
- Use the tools the VA has to learn more about your health and health care such as the library, My HealthVet, and education classes

## Be Safe



There are things you can do to protect you and your loved ones from harm. Common safety issues are falls, sexually transmitted infections, and motor vehicle crashes.

- Falls are the leading cause of fatal and nonfatal injuries to older adults. About half of all falls take place at home. Veterans can prevent falls by:
  - Regular physical activity, especially those that give you more strength such as Yoga and Tai Chi (Both are available through the VA)
  - Reduce hazards in your home such as small throw rugs, poor lighting, things on the floor where you walk, walking barefoot or in slippers
  - Review your medications with your team provider on a regular basis
  - Have your eyes checked at least once a year
- Sexually transmitted infections (STIs) can be 100% preventable. There are many things you can do to prevent or decrease your risk for getting an STI.
  - The best way is to abstain from sex
  - Use a latex condom EVERY time during sexual activity (vaginal, anal and oral)
  - Decrease the number of sexual partners you have
  - Be in a monogamous relationship with an uninfected partner
  - Many STIs do not have symptoms. If you think you may have an infection contact your care team right away. Untreated STIs can lead to serious health problems such as infertility.
  - If you are treated for an STI, your partner should be treated as well to avoid re-infection
- Motor vehicle crashes are the leading cause of death in Veterans in the early years after returning from deployment. To decrease your risk:
  - DON'T drive under the influence of alcohol or drugs (illegal and some prescription drugs can make you drowsy and cause inattention).
  - DON'T ride with people who are under the influence of alcohol or drugs.
  - Always wear your seat belt.
  - Wear helmets when driving or riding on a motorcycle or bicycle.
  - Don't test while driving. Avoid distractions such as talking on your cell phone or eating when you are driving.

# Emergency Care

The Phoenix VA Health Care System Emergency Department is open 24 hours a day, 365 days a year. It is located near the 7th Street entrance on the first floor of the main hospital. The Emergency Department is available for any patient who feels they have an acute medical condition that needs attention. You do not need an appointment or referral to come to the Emergency Department.

The Emergency Department accepts patients in a wide variety of ways, mostly by walk in, but also by ambulance transport, referral from primary care doctors, or transfer from clinics or Community Based Outpatient Clinics. Patients are first checked-in by the clerk, and then seen by a specially trained nurse who will interview the patient and determine the seriousness of the illness to establish the order in which patients will be seen by the doctor. From there, urgent patients will be brought directly to the treatment area of the main Emergency Department. Less urgent patients may be sent to the Fast Track area of the Emergency Department or asked to wait in the waiting room for the next available doctor. Non-urgent patients can also be sent to different locations outside the Emergency Department if an appropriate appointment is available, for example to the Ambulatory Care Clinic on the west side of the main hospital.

Although the Emergency Department strives to provide the best, most efficient care possible, wait times to be seen by a doctor, and overall visit times, can vary widely depending on the number and types of patients who are in the Emergency Department. Patients are seen in a “worst first” order. This means that patients are not seen in the order of arrival time, but in order of the sickest, most urgent medical conditions. Illnesses requiring extended work-ups, radiologic and lab tests, and/or specialist consultations may make the Emergency Department visit longer. If you are at home and have questions regarding your symptoms, please contact the Telephone Care Program nurses at **602-222-6550 and select option 4**. They will be able to recommend the appropriate location to be seen (the Emergency Department, Ambulatory Care Clinic, or your primary care provider). **If you feel that your condition is serious and/or life-threatening, please call 911.**

In general, the busiest times in the Emergency Department are from 10 a.m. to 8 p.m., but it can be busy at any time. To avoid wait times in the Emergency Department, you may be able to take advantage of the following services:

- For non-emergent questions or concerns or to schedule an appointment, please call the Telephone Care Program: **602-222-6550** and select option 4.

- For medication refills or to check upcoming appointments, please call Telephone Care Program: **602-222-6550** and select option 3 for pharmacy/ option 1 for scheduling.
- For ongoing issues, please call your primary care team.

The Emergency Department is happy to serve you!

**Frequently Asked Questions** for Emergency Care **OUTSIDE** of the VA:

**What is an emergency?**

A medical emergency is when you have an illness or injury that is so severe, that if you do not get immediate treatment, the illness or injury threatens your health or life.

**How do I know if what is wrong with me is an emergency?**

Use your best judgment. If you think your life or health is in danger, call 911 or go to the nearest emergency room.

**If I believe my life or health are in danger, do I need to call the VA before I call the ambulance or go to an emergency room outside of the VA?**

No. Call 911 or go to the nearest emergency room. If you are admitted to the hospital, your family, friends, or hospital staff should contact the VA as soon as possible, preferably within 72 hours, to provide them information about your visit and to make you better aware of the services the VA may limit payment for.

**If an outside provider wants to admit me to the hospital do I have to get approval from the VA?**

NO- if the admission is an emergency (although the VA should be contacted promptly)  
 YES- if the admission is not an emergency

**If a bed is available at the VA and I can be safely transferred, do I have to move to the VA hospital?**

Yes, if you refuse to be transferred, the VA will not pay or any further care.

**If I am admitted to the hospital as a result of an emergency, how much will the VA pay?**

This depends on your VA eligibility. The VA may pay all, some, or none of the charges. Ask the patients benefit counselor about what is allowed under non-VA emergency care programs for service connected and non-service-connected conditions. It is possible you will have to pay for part of your emergency care. Sometimes co-pays are required based on your enrollment. Sometimes the extent of health care services reimbursable by the VA is limited by federal law.

### **Factors that may change or affect eligibility for emergency care coverage by the VA:**

- Enrollment in the VA Health Care System
- Having other health insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.)
- VA is prohibited by federal law from paying medical claims for incarcerated Veterans (in jail)
- Leaving before being treated by the doctor or leaving against medical advice
- Your Phoenix VA eligibility staff can explain your options

### **How long do I have to file a claim for reimbursement for emergency medical care?**

File your claim with your VA as soon as possible. Time limits of 90 days usually apply. Contact the patient benefits counselor for more information on filing time requirements.

### **Will the VA pay for emergency care outside the United States?**

The VA will only pay for emergency care outside of the United States if your emergency is related to a service-connected condition.

### **Where can I get more information?**

For more information you can contact the VA Health Administration Center at (877) 345-8179 or via their website at <http://www4.va.gov/hac/forbeneficiaries/fmp/fmp.asp>

You may also contact our eligibility staff at (602) 277-5551 ext. 16508 or our Local Fee Program Office at (602) 277-5551 ext. 12933.

# Suicide Prevention

1-800-273-TALK (8255) Suicide is *not* the answer

**Veterans Crisis Line: Confidential support 24 hours a day 7 days a week**

- Press 1 to immediately talk to someone who can help you.
- Chat online at [www.veteranscrisisline.net](http://www.veteranscrisisline.net)
- Send a text to 838255

**Get immediate help if you notice any of these symptoms:**

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking or writing about death, dying, or suicide
- Self-destructive behavior such as drug abuse or weapons

**Don't wait – get help today by:**

- Going to your local VA Mental Health Clinic.
- Going to the nearest emergency room.
- Going to the VA Emergency Department.
- Calling 911.

**Additional list of warning signs:**

- Talking about wanting to hurt or kill self.\*
- Trying to get pills, guns, or other ways to harm self. \*
- Talking or writing about death, dying, or suicide. \*
- Hopelessness.
- Rage, uncontrolled anger, seeking revenge.
- Acting in a reckless or risky way.
- Feeling trapped, like there's no way out.
- Increasing alcohol or drug abuse.
- Withdrawing from friends, family and society.
- Anxiety, agitation, unable to sleep or sleeping all the time.
- Dramatic changes in mood.
- No reason for living, no sense of purpose in life.
- Giving away prized possessions

# Advance Directives

As a VA patient you have a say in the health care you receive. When you are ill, your doctor should explain what treatments there are for your illness so that you can decide which one is best for you. But if you were too ill to understand your treatment choices or to tell your doctor what treatment you want:

- Who would you want to make decisions for you?
- What type of health care would you want?
- What health care **wouldn't** you want?

Questions like these may be hard to think about, but they're important. That's why VA wants you to know about a legal form you can complete. It's called an "advance directive."

## What is an Advance Directive?

An advance directive is a legal form that helps your doctors and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself, for example, if you are unconscious or too weak to talk. There are two types of advance directives: a durable power of attorney for health care and a living will.

## What is a Durable Power of Attorney for Health Care?

This form lets you name the person you trust to make health care decisions for you if you can't make them yourself—your "health care agent." He or she will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It's best to choose someone you trust, who knows you well and who knows your values. You should make sure the person is willing to serve as your agent. If you don't choose an agent, your doctor will choose someone to make decisions for you in the following order: legal guardian (if you have one), spouse, adult child, parent, sibling, grandparent, grandchild, or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.

## What is a Living Will?

A living will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent, and your doctor about your wishes so they won't have

to wonder what you want and if they're doing the right thing. If you don't have a living will, decisions will be made for you based on what is known about you in general and about your values. That's why it's important to discuss your wishes with your loved ones, your doctors, and your health care team.

### **Must my Health Care Agent Always Follow my Living Will?**

Most of the time, yes. Your health care agent should try to respect your wishes. But it can be hard to imagine future health and say just what treatment you would want at that time, so sometimes your agent may have to interpret your wishes. In a VA advance directive, you can say if you want your agent to do just what your living will says, or if they may make the decision they think is best for you at that time, even if it isn't what you said you would want.

### **Should I Have an Advance Directive?**

Yes, it's a good idea to have one. An advance directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can't speak for yourself. *Your advance directive is used only when you aren't able to make decisions yourself.*

### **How do I Complete an Advance Directive?**

Fill out VA Form 10-0137, "VA Advance Directive: Durable Power of Attorney and Living Will." Or use any valid state advance directive form. Talk to a health care professional at your local VA facility, could be a social worker, your primary care doctor, a spiritual advisor or attorney. Your VA health care team can make your advance directive part of your medical record.

### **Do I Need to Fill Out a Durable Power of Attorney *and* a Living Will?**

No. Even though the VA form contains both, it's up to you whether you complete the durable power of attorney for health care, the living will, or both.

### **Can I Change my Advance Directive?**

Yes, you may change or cancel your advance directive at any time. In fact, you should review your advance directive periodically, especially if there is a change in your health, to make sure it's up to date. If you change it, be sure to tell your health care team and have them put it in your health record. Share your new directive with your family members and other loved ones.

Reference: VA Form 10-0137B, What You Should Know About Advance Directives

<http://vaww4.va.gov/vaforms/medical/pdf/vha-10-0137B-fill.pdf>

## Specialty/Ancillary Care Services

The listing below is for the Main Hospital. Select specialty services is available through the CBOCs, consult with your specific location for details.

SERVICE AREA	TELEPHONE EXTENSION (MAIN: 602-277-5551)
<b>Audiology/Speech Pathology</b>	Ext. 16412
<b>Blind Rehabilitation</b>	Ext. 15561
<b>Cardiology</b>	Ext. 15127
<b>Dental</b>	Ext. 16424
<b>Eye</b>	Ext. 17625
<b>Endocrinology</b>	Ext. 16059
<b>ENT</b>	Ext. 17262
<b>Gastroenterology</b>	Ext. 17363
<b>General Surgery</b>	Ext. 12625
<b>Geriatrics and Extended Care</b>	Ext. 17051
<b>Hand-Plastic Surgery</b>	Ext. 12625
<b>Hematology/Oncology</b>	Ext. 16143
<b>Inpatient Care Services</b>	Ext. 17488
<b>Interventional Pain Management</b>	Ext. 15604
<b>Kinesiotherapy</b>	Ext. 15676
<b>Laboratory</b>	Ext. 17535
<b>Neurology</b>	Ext. 12851
<b>Nutrition</b>	Ext. 16942
<b>Orthopedics</b>	Ext. 16663
<b>Physical Therapy</b>	Ext. 17250
<b>Podiatry</b>	Ext. 12625
<b>Anesthesia Pre-Procedure</b>	Ext. 16931
<b>Prosthetics and Sensory Aids Department</b>	Ext. 16417
<b>Radiology</b>	Ext. 15068
<b>Rheumatology</b>	Ext. 12835
<b>Research Programs</b>	Ext. 17808
<b>Social Work</b>	Ext. 16400
<b>Thoracic Surgery</b>	Ext. 12625
<b>Urology</b>	Ext. 12809
<b>Vascular</b>	Ext. 12625



## Long-Term Care

VA Community Living Centers were formerly known as VA Nursing Home Care Units. They serve Veterans who:

- Have chronic stable conditions including dementia
- Need rehabilitation or short-term specialized services such as respite or intravenous therapy
- Need comfort and care at the end of life

The goals of care are to restore Veterans to maximum function, prevent further decline, maximize independence, and/or provide comfort when dying. Most VA Community Living Centers are located on or near the grounds of VA medical centers throughout the United States.

## Mental Health Services

VA places a high priority on providing mental health services for Veterans of all eras of service.

VA provides specialty outpatient, residential, and inpatient mental health services at its medical centers and CBOCs. In addition, readjustment counseling services are available for Veterans and their families at Vet Centers across the nation. Our goal is to support recovery and enable Veterans with mental health problems to live meaningful lives in their communities and achieve their full potential.

VA mental health services are available in specialty clinics, primary care clinics, nursing homes, and residential care facilities where Veterans receive health care. Specialized programs, such as mental health intensive case management, work programs, and psychosocial rehabilitation services are provided for those with serious mental health problems.

VA is integrating mental health care into the primary care setting. Veterans may receive mental health care from their primary care providers or from a collaborating behavioral health provider based in the primary care clinic.

The list of services and programs that Mental Health supports includes:

- Inpatient Care
- Residential Rehabilitation Treatment Programs
- Outpatient Mental Health Care
- Primary Care-Mental Health Integration
- Specialized PTSD Treatment Services
- Specialized Substance Use Disorder Treatment
- Treatment for Disorders Related to Military Sexual Trauma
- Psychosocial Rehabilitation and Recovery Services, including
  - Psychosocial Rehabilitation and Recovery Centers
  - Peer Support services
  - Mental Health Intensive Case Management (MHICM)
- Suicide Prevention Programs
- Mental Health Programs for Older Veterans
- Evidence-Based Psychotherapy Programs
- Mental Health Disaster Response/Post-Deployment Activities
- Therapeutic and Supported Employment Services

## Research

- The PVAHCS has an active Research Program designed to improve the quality of Veteran's health care. Your participation in Research is critical to our ability to make scientific discoveries, which ultimately impact the health care we provide. We encourage you to find out more about the types of research available for you to voluntarily participate in.
- The first step to getting involved in research is to complete the "Permission to be Contacted Form," found after Telephone Contacts in this booklet. Once completed, we will contact you and let you know what studies are available. You will then have the opportunity to decide if the study is a good fit for you and if you would like to volunteer as a research participant.

# Additional Clinical Care Services

## Women's Health Program

The focus of the Women's Health Program is to provide comprehensive primary care for women Veterans with safety, dignity and sensitivity. We offer the right care at the right time in the right place and use state of the art equipment and technology. We have designated women's health providers at all sites including the Community Based Outpatient Clinics.

### The services include:

- Comprehensive primary care. • Gender specific care.
- Services for OEF/OIF Veterans. • Women's Heart Prevention Program.
- Gynecological care. • Comprehensive breast care.
- Mental health services including Military Sexual Trauma screening and counseling.
- Physical Medicine and Rehabilitation. • Rheumatology. • Pelvic Rehabilitation.

To contact the Women's Health Program, call the program support assistant at **(602) 277-5551 ext. 16359**. The Women Veterans program manager is available to help women Veterans access the VA services they need. She can be reached at **(602) 277-5551, ext. 16359**.

VA understands your needs and we are proud to serve you. Positive changes are underway across the entire system and employees are embracing the message: "It's everyone's job to care for women Veterans."

Learn more: [http://www.womenshealth.va.gov/culture\\_change.asp](http://www.womenshealth.va.gov/culture_change.asp)

### Additional Resources:

Frequently Asked Questions: [http://www.womenshealth.va.gov/docs/FAQ\\_041912\\_FINAL.pdf](http://www.womenshealth.va.gov/docs/FAQ_041912_FINAL.pdf)

Locate your nearest facility to get in touch with the WVPM: <http://www.va.gov/directory>

Learn more about the program: [www.womenshealth.va.gov/about.asp](http://www.womenshealth.va.gov/about.asp)

Get more information about health care and enrollment:  
[www.womenshealth.va.gov/healthcare.asp](http://www.womenshealth.va.gov/healthcare.asp)

## Nutrition Hospitality and Food Service (NH&FS)

Nutrition, Hospitality & Food Services is comprised of three major program areas: Clinical Nutrition, Hospitality and Food Services. Staff members function as one cohesive department and collaborate to best serve our veterans and all our internal/external customers. The management's primary function is to enable employees to provide quality service. Service systems and operations are designed for maximum efficiency in support of the Medical Centers' program areas. Services are coordinated to promote continuity of care between inpatient and ambulatory care whenever possible. Our programs are designed not just to improve the veterans' nutritional conditions, but also to focus on preventative care and wellness. The dietitian serves as an integral member of the health care team and functions as the nutrition expert in client care, education, and research. You can contact your clinic to schedule a nutrition class or nutrition appointment.

The Hospitality Department includes Escort Services, Clothing Room and Patient Funds, and our Host Program. Escort Services can assist with the transport of patients, labs, and some supplies. The Clothing Room is located on Ward 2C, room C234 and is designed to safely store a patient's belongings while they are admitted to the hospital. This room also functions as the Lost and Found. Patient's may also deposit and withdrawal funds via the Patient Funds Program. The Host Program assists patients with meal selection and food preference information and can provide an amenity kit when needed.

Meal selection is currently collected via a Select Menu process. Each day a Host will attempt to visit each patient and collect their meal selection preference for the next day's breakfast, lunch and dinner meal service. The patient may select from the daily Chef Special or they may substitute all or part of the Chef Special for comfort foods we make available every day. Our Chef Specials and many of our comfort foods are made from scratch daily. They are healthy, well-balanced meals that offer a variety of flavors for every palate! For further information or to place an order on your admission day please ask your nurse for assistance or contact a Host at ext. 17297.

# Visiting/Traveling Veterans

Veterans must choose one VA facility for primary care per VA regulations. This is called their preferred or home facility. The patient should receive their primary care and medications through this home/preferred VA facility, with the exception of episodic medications and care to treat illness/injury and not chronic conditions.

A visiting or traveling veteran does not need a primary care assignment to get specialty care from another VA facility as long as they are eligible for that specialty service from the VA. However, specialty care should be coordinated through your home/preferred facility through the facility transfer coordinator. Arrangements or consults should be made by your home facility before leaving your home area whenever possible. This includes Coumadin therapy appointments.

Patients may receive episodic care for any VA facility once they are enrolled in that facility's computer system. This would be for unexpected illness or injury that occurs outside of their home/preferred facility home area. A primary care assignment is not required to receive episodic care.

If you are traveling and require known follow up care, arrangements can be coordinated prior to your travel. Your provider will assist in this process by enlisting the aid of the referral case managers at both the VHA facility you are enrolled with and the VA facility in the area you are traveling to.

Following these simple steps will eliminate waiting to see a VA provider, which is not familiar with your health history, in a Primary Care Clinic or the Emergency Department.

- You need to provide a temporary address, telephone number, and dates of travel to your PACT members.
- Your provider will submit the request or consult to the referral case managers for care needs.
- Verify all of your medications have enough refills to last until you return home.
- Your home VA has the responsibility for refills of controlled substances.
- Contact your home VA for health care questions.
- Only under extenuating circumstances, such as if your health status is unclear and a concurrent evaluation is thought to be necessary, should you be directed to seek care through the closest VA facility.

# Beneficiary Travel

If you meet the criteria below, you may be eligible for mileage reimbursement or special mode transport in association with obtaining VA health care services. To better serve our Veterans the Phoenix VA Healthcare System will begin reimbursing eligible Veterans for travel expenses directly into their bank accounts. This move to electronic reimbursement provides significant savings to your time and ensures a safe and efficient way to receive payments. It also allows the VA to further embrace green initiatives and reduce the amount of paperwork involved. A claimant must apply either in person or in writing for payment of Beneficiary Travel within 30 calendar days after completing travel

## You Qualify If:

- You have a service-connected (SC) rating of 30 percent or more, or
- You are traveling for treatment of a SC condition, or
- You receive a VA pension, or
- Your income does not exceed the maximum annual VA pension rate, or
- You are traveling for a scheduled compensation or pension examination

Veterans who choose to report to this VA Medical Center but live closer to another VA facility will be reimbursed only for the distance from their home to the nearest appropriate VA medical facility that has the capability to provide the treatment that Veteran requires.

In order to be eligible for travel benefits a Veteran must actually be incurring an expense. Veterans using DAV or other VA methods of transportation are not eligible for Beneficiary Travel reimbursement. Should one or more veterans travel together in a private vehicle, only the owner of the vehicle is actually incurring expenses and therefore is the only person entitled to travel reimbursement.

**General Travel Reimbursement**.....\$0.415 (41.5 cents) per mile

Scheduled appointments qualify for round-trip mileage. Unscheduled visits may be limited to return mileage only.

**Deductible (effective January 9, 2009)**..... \$3.00 one-way (\$6.00 round trip)

Deductible requirement is subject to a monthly cap of \$18.00. Upon reaching \$18.00 in deductibles or 6 one-way (3 round) trips, whichever comes first, travel payments made for the balance of that particular month will be free of deductible charges.

**Annual Declaration and Certification:** Travel associated with non-pensioned, non-service-connected, and service-connected veterans rated under 30% must have an updated means test completed on a yearly basis to determine eligibility for travel reimbursement or transportation.

# Co-managed Care, Fee-Basis

## Co-Managed Care

We encourage you to receive all of your medical care through the VA, however we will work with your private doctors to provide and coordinate your care. This is called Co-managed or Dual-Care. This means that the VA and your outside providers will work together to provide you safe care that is ethical and clinically appropriate.

### **If my care is Co-Managed what do I need to do?**

- Tell your private provider that you want your care coordinated with the VA.
- Tell your VA provider you want to be co-managed by both the VA and a private provider.
- Provide the VA with the name, address, telephone number, and fax number for your private provider.
- Complete a release of information with your private provider so the VA has access to your records from your private provider.
- Accept responsibility to make sure that your VA provider knows about each time your private provider provides and health care treatments.
- Pay for all non-VA eligible costs related to your health care that is provided by a non-VA provider, including medications.
- Agree that if you get your prescription through the VA you will take the medication in compliance with the instructions given by your VA provider.
- Agree that medications that require special monitoring will only be given by the VA if you are compliant with your laboratory monitoring. If the monitoring is done outside the VA it must be reported to your VA provider.

### **How will my VA provider Co-Manage my care?**

- Your VA provider will thoroughly review medical records you provide from your private provider.
- Your VA provider will coordinate your case based on clinical evaluation and assessment, and following VA clinical guidelines.
- Your VA provider is NOT allowed to rewrite medications that were prescribed by your private providers.
- Your VA provider will ask for updates on any care that you receive outside of the VA including vitamins and herbal supplements you may be taking.
- Your VA provider may refer you to a VA specialist for evaluation and consultation.

## Patient Rights and Responsibilities for Co-Managed Care

Your PACT will work with you to coordinate your care when you have non-VA providers. You need to tell both your VA provider and your private doctor that you want to have your care coordinated.

You need to give your VA provider the name, address, and telephone number of all your private doctors. You should also give your private doctors the same information about your VA provider.

You must have all necessary records and documents from your private doctor sent to the VA. If you would like information from your VA medical record sent to your private doctor, you may contact the Release of Information office and sign a release form to have that done.

For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor, over-the-counter medicines, vitamins, supplements, and herbals. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private doctor. You will also want to tell your private doctor about any changes made by your VA provider.

You must pay any required VA co-payments.

Please feel free to talk further with your VA primary care provider about co-managed/dual care health benefits.

## Fee Basis Care

In certain cases, the VA will have to refer you to an outside provider for care or other testing. Your VA provider will enter a request which will be reviewed for approval. If the request is approved, an authorization will be mailed to you at the address listed in the Phoenix VA Health Care System. If we know the outside facility where your service will take place is, we will also fax a copy of the authorization to them as well.

If the letter you receive in the mail states "THIS IS NOT AN AUTHORIZATION", read the instructions carefully. In this case you will need to select the vendor/provider of your choice



and then contact fee services with the name, telephone number, and fax number of the facility and/or provider you have chosen.

The VA does NOT endorse or recommend any specific vendor or provider. You can find one on your own through the yellow pages, the internet, or through personal references. The vendor or provider you choose must accept VA as their sole payer. Make sure you ask the facility you will be making an appointment with if you will need to get records, lab results, or other testing before your appointment. Fee services can be reached at (602) 277-5551 ext. 12933.

# Complaints

## Patient Advocates

The PVAHCS and each employee wishes to provide you the best care possible. It is our mission to put Veterans first and provide exceptional care that improves your health and well-being. Our highest priority is to meet and exceed your needs and expectations. Therefore, if you have a suggestion, concern or compliment regarding your care please contact your treatment team.

If you feel your concerns are not being addressed, you may contact a **Patient Advocate**. Identify opportunities for improvement.

The Patient Advocacy program was established to ensure that all Veterans and their families who are served in VHA facilities have their complaints addressed in a convenient and timely manner. We want to use your feedback to make systems improvements. If a Veteran's complaint cannot be resolved at the point of service, you may contact the Patient Advocate Program Director. The Patient Advocate Program Director works directly with service chiefs and service management to facilitate resolution to problems beyond the scope of front-line staff, and participate in resolutions. If you wish to talk to the Patient Advocate Program Director during normal business hours, call **(602) 277-5551 ext. 17394**. The Patient Advocate office is located at the Carl T. Hayden VA Medical Center in Bldg. 1 Main ACC, first floor Turquoise Clinic, Room A1007/1006/1004.

## Veterans Service Representatives

### Phoenix

AMVETS (602) 277-5551 ext. 16602

American Legion (602) 277-5551 ext. 16602

Disabled American Veterans (602) 678-0333

VA Benefits Counselor (602) 627-3261

**Regional Office** 1-800-852-8387

## Vet Center Services

### Am I eligible for Vet Center readjustment counseling?

If you, or a family member, served in any combat zone and received a military campaign ribbon (Vietnam, Southwest Asia, Operation Enduring Freedom-Afghanistan, Operation Iraqi Freedom, Operation New Dawn, etc.) then your family is eligible for Vet Center services.

### What is readjustment counseling?

Readjustment counseling is a wide range of services offered to eligible Veterans and their families in the effort to make a successful transition from military to civilian life. They include:

- Individual and group counseling for Veterans and their families
- Family counseling for military related issues
- Bereavement counseling for families who experience an active-duty death
- Military sexual trauma counseling and referral
- Outreach and education and community events
- Substance abuse assessment and referral
- Employment assessment and referral
- Benefits explanation and referral
- Screening and referral for medical issues including Traumatic Brain Injury and depression

### Does VA have readjustment counseling for family members?

Family members of combat Veterans have been eligible for Vet Center readjustment counseling services for military related issues since 1979.

### Where is counseling offered?

VA's readjustment counseling is provided at community-based Vet Centers located near Veterans and their families. All Vet Center services are prepaid through military service. Contact your nearest Vet Center toll-free during normal business hours at **1-800-905-4675 (Eastern)** and **1-866-496-8838 (Pacific)**.

## Ethics Consultation

### I'm just not sure... What is the right thing to do? Should I ask for an ethics consultation?

In health care, patients and families often face the difficult question of “what should be done?” The right choice for one patient may be the wrong choice for another. If you're unsure, or if you can't agree with your health care team or your loved ones about what's best, you can ask for an ethics consultation.

### What is an ethics consultation?

Ethics consultation is a service provided by specially trained VA staff. When there is uncertainty or conflict about the right thing to do, ethics consultants work with patients, families and staff to help them make good decisions to resolve these concerns.

Ethics consultants will not investigate complaints or allegations of misconduct. Those are handled by the staff of the Patient Advocate Office.

### When should I think about asking for an ethics consultation?

Here are some examples of why Veterans and families ask for an ethics consultation:

“I have to make a serious decision about a treatment that could affect how long I may live. After talking it over with my health care team, I am still not sure I agree with the doctor's recommendation.”

“My mother is too sick to make her own decisions. How do I know what is best for her now?”

“Our family is unsure and upset. We don't agree about the right thing to do for our brother's care.”

# Additional Veteran Services

## Social Work Service

Social Work Service is available to help you and your family with the stress that often arises during an illness. Please contact your social worker by dialing **(602) 222-6400**. On weekends or holidays, you can call the main number at **(602) 277-5551** and press 0 to ask the operator to have the social worker on call paged for assistance with the following:

### Emotional Support or Counseling

- Help in coping with separation from families and friends
- Help in coping with the stress of illness or disability
- Individual and family counseling services
- Grief support and bereavement counseling
- Review of spiritual support

### Planning for Discharge from the Hospital

#### Financial Assistance

- Referral/application for VA benefits
- Referrals/application for Social Security Disability (SSD)
- Referrals/application for Supplemental Security Income (SSI)
- Inquiries about Medicare insurance and coverage
- Referrals/application for state disability
- Referrals/application for Arizona Health Care Cost Containment System (AHCCCS)

#### Legal Services

- Education about and help with filling out a living will and durable power of attorney for health care
- Information on a lawyer referral service for disability-related legal issues
- Education about and referrals for probate conservatorship

#### Referrals to Housing

- Independent living
- Assisted living/residential care
- Nursing home
- Emergency housing

- Transitional living centers
- Subsidized housing

### Referrals to Vocational Rehabilitation Services

### Referrals to VA/Community Resources such as:

- Respite
- Transitional Care Unit (TCU)
- Hospital Based Home Care
- Adult Day Health programs
- In-Home Support services
- Meals on Wheels
- Transportation
- Hospice
- Chaplain Service
- Other VA and community services

### Information about your Illness

- Support groups
- Written materials and classes

### Drug and Alcohol Assessment and Referral

## Hoptel

The purpose of Hoptel is to provide lodging for a Veteran who has an outpatient appointment or a procedure at the Phoenix site and is traveling from a distance greater than 50 miles or has significant transportation difficulties. For more information regarding lodging options, please call the Hoptel Coordinator at **(602) 222-6400**. If you need a Hoptel consult, contact your primary care provider. If you do not have a primary care provider, please contact a social worker.

## VA Caregiver Support Program

### Who is a Caregiver?

If you answer "yes" to any of the following questions, you are a caregiver of a Veteran:

- Do you feel responsible for providing support to a Veteran?

- Do you help out a Veteran around the home, with cooking or cleaning, even if only on an occasional basis?
- Do you take a Veteran to run errands and/or escort him or her to medical appointments?
- Would the Veteran call you in an emergency and expect your prompt assistance?
- Do you provide support or assistance to a Veteran living in long-term care, assisted living, or a residential facility?

The sole purpose of the Caregiver Support Program is to help the wife or husband, mother or father, sister or brother, daughter or son, domestic partner or loving friend who cares for a Veteran.

We are caring professionals who can...

- Tell you about the help available from VA
- Help you access services and benefits

Contact us at **(602) 277-5551 ext. 17777** or visit <http://www.caregiver.va.gov/>

## Chaplain Services/ Spiritual Care

The Chaplain Service of the Phoenix VA Health Care System welcomes you to our healing and caring institution. Spiritual care and treatment is designed to address the spiritual needs and concerns of all Veterans. Treatment is provided by clinically trained chaplains committed to working with men and women Veterans. Our intent is to provide a safe and confidential atmosphere in which Veterans can find support in maintaining optimal spiritual well-being. Our chaplains represent many faith groups, and minister to patients of many religious traditions as well as people who do not profess to have faith. Chaplains have board-certified clinical skills and have been approved by their faith denomination bodies to serve in hospital settings. If there are other faith representatives you wish to notify, a chaplain would be glad to assist you in making contact with your spiritual community.

### Spiritual Program Components

When you feel the need for support through prayer or conversations, in order to find hope, discover guidance, to grieve, to help you when you feel alone, broken, sad, angry, confused, afraid, or doubting, or when you just need to talk to someone who cares, you may request a chaplain visit.

Ask your provider to put in a consult to request a chaplain visit.

## Spiritual Care Services

- AA recovery groups
- Grief counseling and support
- Ethical decision making
- Crisis intervention
- End of life issues
- Spiritual formation
- Bereavement planning
- Worship/memorial services
- Sacramental ministry
- Pre- and post-surgery support

During business hours call **(602) 222-6422**. If it is after hours from 4 p.m. to 8 a.m. Dial (602) 277-5551 ext. 0 for operator assistance to reach an on-call chaplain.

**For Community Based Outpatient Clinics please contact the clinic directly and ask for the Social Worker.**

## Regular Chapel Services

### Phoenix

Catholic Mass

Sunday-Friday 11 a.m.; Saturday 4 p.m.

Protestant Worship

Sunday 10 a.m.

## Medical Library

The library staff welcomes you, serving staff, patients, family members and volunteers. We offer in-depth information help on health and treatment topics, and also newspapers and magazines. Come study, relax and find out more about conditions and treatments. We are at the Carl T. Hayden VA Medical Center, in Building 1, third floor, room 3403 and are open from 8 a.m.-4:30 p.m. weekdays. You may reach the library at **(602) 222-6411**.



## Canteen/Retail Store

There are canteen services at the Carl T. Hayden VA Medical Center in Phoenix. The canteen consists of a retail store and vending services. The cafeteria has a variety of items. Many items are available in the store, including snacks, personal hygiene items, men's and women's clothing and electronics. There is no tax on purchases.

The cafeteria and retail store are located on the first floor of Building 1. The cafeteria is open 7 a.m. to 3 p.m., Monday through Friday. They are closed weekends and federal holidays. The retail store hours of operation are from 7:30 a.m. to 4:30 p.m., Monday through Friday; 8 a.m. to 3:30 p.m., Saturday; and 9 a.m. to 2 p.m., Sunday.

## ATM

There is an Automated Teller Machine (ATM) located at the Carl T. Hayden VA Medical Center, on the first floor of Building 1 in the snack machine room between the cafeteria and retail store. ATM fees may apply.

## Information Desk

There is an information desk in the 7<sup>th</sup> Street gallery of Building 1 at Phoenix. The desk is open from 8 a.m. to 4 p.m., Monday through Friday **(602)-277-5551 ext. 0**

## Lost and Found

Attempts are made to locate owners whenever possible, but after 90 days all unclaimed items are disposed of in accordance with VA regulations. Found items should be turned in to the **Lost and Found Office** in the Patient Clothing Room, Room C232 on the second floor of the C Wing of Building 1. It is open from 8 a.m. to 4:30 p.m., Monday through Friday. The phone number is (602) 277-5551 ext. 17200. At other clinics, please see clinic clerks regarding lost and found items.

## Parking

Parking is extremely limited in Phoenix and patients are encouraged to take public transportation whenever available. Facilities are not responsible for theft or damage to vehicles parked on the grounds. Visitors and outpatients may park in any areas not specifically designated for others.

When visiting the Phoenix VA Health Care System, patients and visitors are encouraged to park in the lots closest to the Ambulatory Care Clinic (ACC). These parking lots are located directly around the ACC as you enter the campus from either Indian School Road or from 3<sup>rd</sup> Street. Please be careful to park in appropriate spaces, as VA Police may issue a ticket when cars are parked illegally.

## VA Shuttle Service

The Phoenix VA Health Care System has a shuttle bus that provides service in-between its facilities. It also provides service to the Vet Center.

## Development, Expansion and Construction

The PVAHCS is undergoing a record amount of construction and expansion to improve health care for Veterans throughout our health care system. Each construction project is an opportunity to advance the delivery of services to Veterans. PVAHCS requests your patience and cooperation as we work towards transforming our facilities. Please visit the PVAHCS construction website for the latest information on construction and development throughout our health care system.

## Smoking

The Phoenix VA Health Care System is committed to providing a safe environment for patients, visitors and staff, and providing an environment that models health promotion and disease prevention. This includes promoting a smoke-free environment. To achieve this goal, smoking is limited to certain designated areas throughout the health care system.

Smoking is **NOT** permitted:

- Inside any buildings
- On walkways

Smoking is allowed only in the following locations: **For Veterans/Visitors Only**

- North Entrance to ACC
- Outside "D" Wing
- CLC interior courtyard
- Building T-14 - South End

### **Outside the ED:**

- Designated parking lots, at least 35 feet from the walkways (there is no smoking allowed in the Emergency Department parking lot behind Bldg 1)

### **Other Areas:**

- Designated parking lots (please request a map)

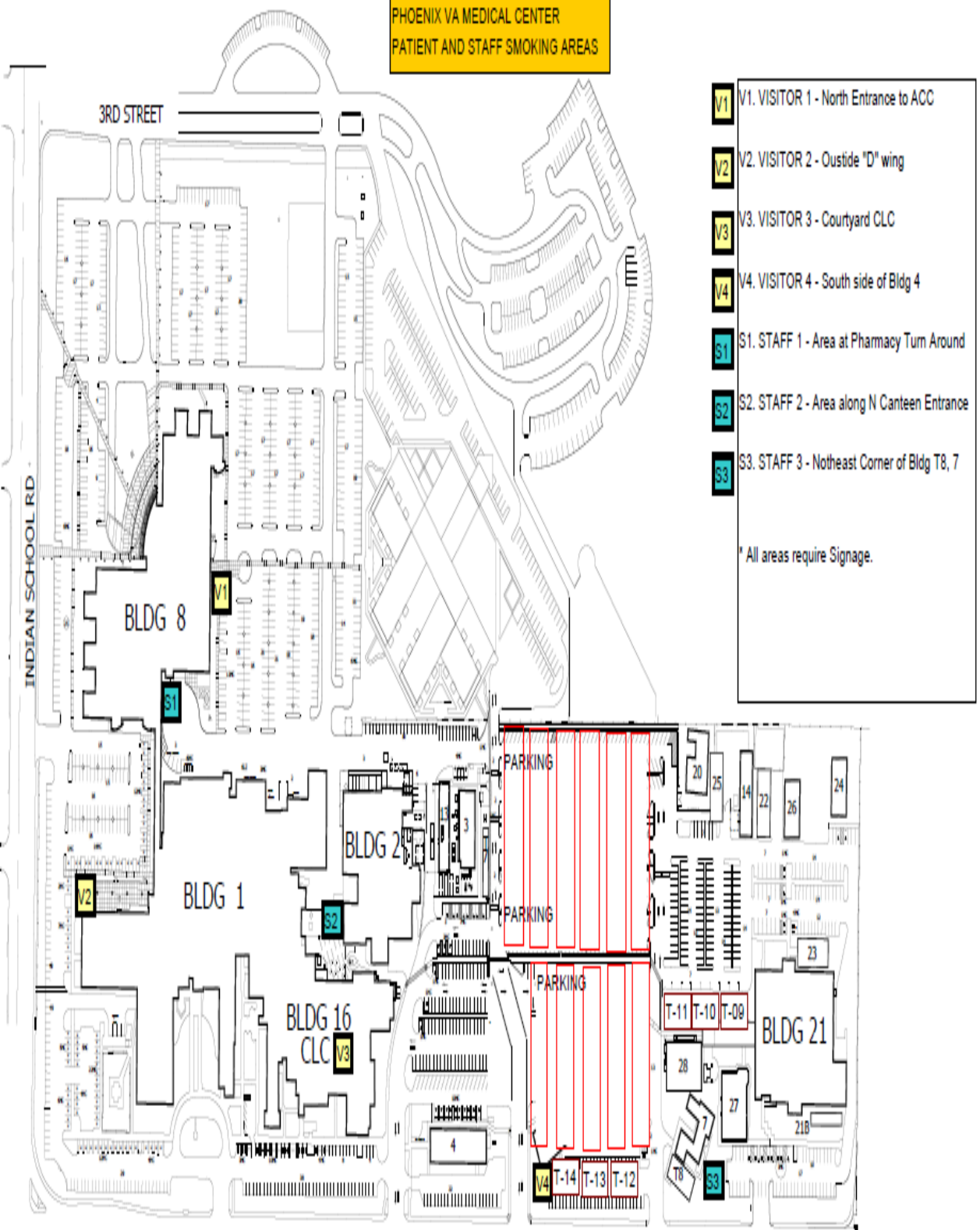
If you are a smoker, quitting smoking is one of the single most significant things you can do to improve your health. Phoenix VA Health Care System encourages you not to smoke.

### **Stop Smoking Clinics at the Phoenix VA Health Care System**

Help is available if you would like to quit smoking see the section entitled “Health Promotion Disease Prevention” for more information.

# PHOENIX VA MEDICAL CENTER SMOKING AREAS

PHOENIX VA MEDICAL CENTER  
PATIENT AND STAFF SMOKING AREAS



7TH STREET  
58

SCALE 1/8" = 1'-0"



## Contraband

It is against the law to bring any of the following items onto VA grounds or into any VA building:

- Guns or any type of firearm
- Explosives of any type
- Knives with blades more than three inches
- Alcohol, illegal drugs, drug paraphernalia
- Mace, Tazers, martial arts equipment

If you have any questions please ask VA staff. Additional items may be unsafe in certain clinical areas.

## Voluntary Service

The Voluntary Service is affiliated with over 50 different community groups and service organizations and provides volunteers to assist the health care system with daily activities. The staff at the Phoenix VA Health Care System is reinforced by approximately 2,800 community volunteers who contribute more than 134,770 hours of service per year to our patient care activities and save the VA more than \$2.7 million dollars each year.

## Veterans Identification Card

The VA provides eligible Veterans a Veterans Identification Card (VIC) for use at medical facilities. This card protects the privacy of the Veterans sensitive information as it no longer shows a Social Security number or birth date. The VIC card will only show the Veterans name, picture, and specialty indicators (service connected, Purple Heart, POW).

- To get your card visit your local VA where your picture will be taken. The completed card will be mailed to you within 7-10 days. Make sure your address is up-to-date as it will be mailed to the address we have for you on file.
- The purpose of the card is only for identification and to check in at VA appointments. It is NOT a credit card, insurance card, and does NOT authorize or pay for care outside of the VA.
- Safeguard your card and keep it secure. Some barcode readers, including those on some cell phone applications, can scan the barcode on the front of the card and reveal the Veterans Social Security number.

## Agent Cashier

They are located at the west end of Ambulatory Care on the first floor Room A1001. Hours of operation are from 8 a.m. to 4:15 p.m., Monday to Friday.

## Release of Information

They are located in Room 104E on the first floor next to the Emergency Department. The hours of operation are 8 a.m. to 3:30 p.m., Monday to Friday. The phone number is (602) 277-5551 ext. 17632.

# Important VA Contact Information

**MEDICAL CENTER OPERATOR** (602)-277-5551 ext. 0 (Follow automated prompts.)

**VA HELPLINE:** (602) 277-5551 or 1-888-214-7264 (Arizona only)  
OR 1-800-359-8262

SERVICE	PHONE	INTERNET (If available)
Admissions and Benefits Services Customer Service Line:	(602) 222-2621	<a href="http://www.phoenix.va.gov">www.phoenix.va.gov</a>
American Legion	(602) 277-5551 ext. 16602	<a href="http://www.legion.org">www.legion.org</a>
AMVETS	(602) 277-5551 ext. 16602	<a href="http://www.amvets.org">www.amvets.org</a>
Caregiver Support	1-855-260-3274	<a href="http://www.caregiver.va.gov">http://www.caregiver.va.gov</a>
Chaplain Service	(602) 222-6422	<a href="mailto:Elmon.krupnik@va.gov">Elmon.krupnik@va.gov</a>
Disabled American Veterans	(602) 640-4774	<a href="http://www.dav.org">www.dav.org</a>
Facebook		<a href="http://www.facebook.com/PhxVAHealthcare">www.facebook.com/PhxVAHealthcare</a>
Home Based Primary Care	(602) 277-5551 ext. 16925	<a href="mailto:Colleen.harney@va.gov">Colleen.harney@va.gov</a>
Consolidated Patient Accounts Center (Formerly Medical Care Cost Recovery)	1-866-400-1238	<a href="http://www.pay.gov">www.pay.gov</a>
Medical Library	(602) 222-6411	<a href="mailto:Michael.duron@va.gov">Michael.duron@va.gov</a>
My HealtheVet	(602) 277-5551 ext. 13934	<a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>
Patient Advocate	(602) 277-5551 ext. 17394	<a href="http://www.patientadvocate.va.gov">www.patientadvocate.va.gov</a>
Patient Aligned Care Teams (PACT)	602) 277-5551 (Follow automated prompts.)	<a href="http://www.va.gov/primarycare/pcmh">www.va.gov/primarycare/pcmh</a>
Pharmacy	1-888-214-7264 (Arizona only)	<a href="http://www.phoenix.va.gov/services/pharmacy.asp">www.phoenix.va.gov/services/pharmacy.asp</a>
Prescription Refill Line	(602) 222-6598 1-888-214-7264	
Purchased Care (Fee Basis) Services Customer Service Line	(602)277-5551 ext. 12254	<a href="http://www.nonvacare.va.gov">www.nonvacare.va.gov</a>
Release of Information	(602) 277-5551 ext. 12619	<a href="http://www.phoenix.va.gov/docs/roi.pdf">http://www.phoenix.va.gov/docs/roi.pdf</a>
Research Service	602-277-5551 ext 17783	<a href="mailto:David.thompson4@va.gov">David.thompson4@va.gov</a>
Social Work Service	(602) 222-6400	<a href="mailto:Damian.reese@va.gov">Damian.reese@va.gov</a>
Twitter		<a href="http://www.twitter.com/PhxVAHealthcare">www.twitter.com/PhxVAHealthcare</a>
VA Benefits Counselor	(602) 277-5551 ext. 17340	<a href="http://www.benefits.va.gov/phoenix">www.benefits.va.gov/phoenix</a>
VA Regional Office in Phoenix	800-827-1000	<a href="http://www.vba.va.gov/ro/phoenix/Index.htm">http://www.vba.va.gov/ro/phoenix/Index.htm</a>
Vet Center Services	877-927-8387	<a href="http://www.vetcenter.va.gov">www.vetcenter.va.gov</a>
Veterans Crisis Line	1-800-273-TALK (8255)	<a href="http://VeteransCrisisLine.net">VeteransCrisisLine.net</a>
Voluntary Service	(602) 222-6419	<a href="mailto:Michael.achey@va.gov">Michael.achey@va.gov</a>
Veterans of Foreign Wars	602-222-6640	<a href="http://www.vfw.org">www.vfw.org</a>
Women's Health Program	(602) 277-5551 ext. 16764	<a href="mailto:Cara.garcia@va.gov">Cara.garcia@va.gov</a>

Inside cover: Important VA Phone Numbers and Contact Information

**Hospital Operator: 602-277-5551 ext. 0**

**Telephone Care Program/Advice Nurse: 602-222-6550**

- Make or change an appointment (option 1).
- Pharmacy (option 3).
- Medical advice (option 4).

**My Primary Care Provider is \_\_\_\_\_**  
**Phone Number \_\_\_\_\_**

**Pharmacy: 1-800-359-8262 (more on page\_19)**

- Order refills—automated system.
- Check status of your prescription—automated system (e.g. when was it mailed).
- Zero refills or expired prescriptions.
- Medication-related question (e.g. side effects, dosing).
- Need your prescription number.
- Register and request refills on MyHealtheVet – [www.myhealth.va.gov](http://www.myhealth.va.gov). (more on page\_17\_)

**Business Office: 1-800-554-7174 (more on page\_5\_)**

- Question about your bill.
- Question about your eligibility.

**Release of Information: (more on page\_61\_)**

- Get a copy of your medical records.
- Want your medical records sent to another provider.
- Want your VA provider to complete certain forms.

Phoenix: (602) 277-5551 ext. 12619



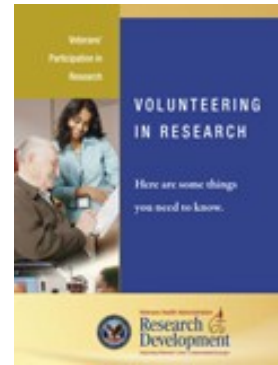
## Permission to Be Contacted For Future Studies

I'm interested in receiving more information about participating in research studies at the Phoenix VA Health Care System.

You may contact me with the information regarding research studies pertaining to

**(Please check all that apply):**

- Any study that might pertain to me (that means research staff can review your records)
- Diabetes
- High Blood Pressure
- Cholesterol
- Prevention of Prostate Cancer
- Emphysema/Asthma HIV/AIDS
- Allergies
- Foot/Leg Ulcers
- Arthritis
- Speech
- Hearing
- Cardiovascular Disease (heart and circulation diseases)
- Stomach Ulcers
- Preventative Medicine



**Other:** \_\_\_\_\_

- Public Relations (PR): I would be willing to be contacted by PR in regard to my experiences as a research participant. Public Relations would require additional consenting prior to your involvement.

*This information will be maintained in a VA secured research database and will only be used for informing you of research studies. Research staff will secure this form in a locked cabinet in a Research office. Veterans who may be asked to take part in a VA research study will receive educational materials regarding basic information about VA research and summarize Veterans' rights and welfare.*

*If, at a later date, you decide that you do not want to be contacted, please send a letter to Phoenix VA Health Care System, 650 E. Indian School Road (151), Phoenix, AZ, 85012. For questions, research suggestions, and/or concerns, you can contact the Senior Research Coordinator at 602-277-5551, extension 7783.*

**Thank you for your generous support of VA Research!**

Name (please print): \_\_\_\_\_ SS (last four): \_\_\_\_\_

Daytime Telephone: \_\_\_\_\_ Best Time to Call: \_\_\_\_\_

Alternative Telephone: \_\_\_\_\_

Permission to leave a message:  YES  NO<sup>63</sup>

Signature of Patient (required if you would like us to follow-up): X \_\_\_\_\_

Date: \_\_\_\_\_