



# GUIDE TO SERVICES



## VA Medical Center - St. Cloud



**Brainerd Clinic**



**Montevideo Clinic**



**Max J. Beilke Clinic  
Alexandria**

[www.stcloud.va.gov](http://www.stcloud.va.gov) | [www.facebook.com/StCloudVAHCS](https://www.facebook.com/StCloudVAHCS)



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



Dear Veteran:

Welcome to the St. Cloud VA Health Care System. Our staff is dedicated to working toward one purpose – fulfilling your needs as a patient.

We hope that this “Guide to Services” will answer questions you may have about your VA health care. We encourage your comments about your care. Your input will help us to continue to meet our goal of providing quality health care to Veterans.

Thank you for choosing VA health care and the St. Cloud VA Health Care System. It is our honor and privilege to serve you!

A handwritten signature in black ink that reads "Barry I. Bahl". The signature is written in a cursive, flowing style.

Barry I. Bahl  
Director  
St. Cloud VA Health Care System

**The VA Mission**

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

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## Phone Directory

Main St. Cloud VA HCS Phone Number	(320) 252-1670
TDD User	(320) 255-6450
<b>Veteran Crisis Line</b>	<b>1 (800) 273-8255 opt 1</b>
Homeless Veterans Hotline	1 (877) 424-3838
Billing	1 (866) 347-2352
Chaplain Service	(320) 255-6386
Eligibility Clerk	(320) 255-6340
Fee Basis Clerk	(320) 255-6483
Nutrition Clinic	(320) 255-6376
Operation Enduring Freedom/Operation Iraqi	(320) 255-6453
Patient Advocate	(320) 255-6353
Pharmacy Refill Line	1 (855) 560-1724
Privacy Officer	(320) 252-1670, ext. 6408
Public Relations	(320) 255-6381
Release of Information (Medical Records)	(320) 255-6336
Tri-Care	1 (888) 874-9378
Volunteer Service	(320) 255-6365

**Primary and Specialty Medicine**

Scheduling & Re-scheduling appointments (320) 255-6339  
(8 a.m. - 4:30 p.m. Monday-Friday)

Telephone Care (8 a.m.-4:30 p.m. Monday-Friday) (320) 252-1670, option 4

After hours/weekends/holidays 1 (866) 687-7382

**Community Based Outpatient Clinics (CBOCs)**

Max J. Beilke Clinic, Alexandria (320) 759-2640

Brainerd Clinic (218) 855-1115

Montevideo Clinic (320) 269-2222, ext. 7640

**Surgical & Specialty Care Clinic Services**

Scheduling & Re-scheduling appointments (320) 255-6429

**Mental Health Services**

Scheduling & Re-scheduling appointments (320) 255-6322  
(8 a.m. - 4:30 p.m. Monday-Friday)

Telephone Care (8 a.m. - 4:30 Monday-Friday) (320) 255-6322

After hours/weekends/holidays 1 (866) 687-7382

**Extended Care & Rehabilitation Services**

Admissions Coordinator (320) 255-6414

Adult Day Health Care (320) 255-6363

Community Health Nurse (320) 255-6369

Home Based Primary Care (320) 252-1670, ext. 7277

Rehabilitation Information (320) 255-6323

Chaplains (320) 255-6386

# Getting to Know the St. Cloud VA

## **Veterans Health Benefits & Access to VA Care**

If you need to obtain information regarding your VA health care benefits, please contact the Eligibility office at **(320) 255-6340**.

## **Insurance**

In 1985, the U.S. Congress passed the Medical Care Cost Recovery Act. This Act requires the Department of Veterans Affairs to bill third party health insurance for medical care provided to Veterans for treatment of their non-service connected conditions or disabilities.

## **Income Verification Matching**

Public law allows the VA to compare Veteran-reported means test income data with the IRS and Social Security Administration records.

If your eligibility for VA medical care is based on income, you will be asked to provide income and dependent information for yourself and your spouse. All Veterans are asked to provide health insurance and employment information. Your VA means test is based on your prior year's gross income and must be updated annually.

## **Facility Information**

### **Directions & Maps**

A map of the St. Cloud VA Medical Center in St. Cloud is printed on the back cover of this brochure, and directions to all facilities are on pages 30 to 33.

### **Sign Language & Language Interpreter Assistance**

If you need a sign language interpreter or an interpreter of a language other than English to assist you in communicating with your VA provider, or to assist your spouse/significant other or caregiver to communicate with us regarding your care, please notify staff so arrangements can be made as soon as possible. This service is provided at no cost to you.

### **Parking**

Parking is available for visitors in designated areas around the facility. Please see the map at the back of this brochure. Cars that are improperly parked in handicapped or no parking zones will be ticketed or towed at the owner's expense.

## **Visiting Hours**

Visiting hours and procedures are established by the individual patient care units. Visits to patients by family members, friends or persons considered significant in a patient's life are encouraged. The presence of visitors is a patient's choice unless the visitor's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated.

In the support of our commitment to patient-centered care, the St. Cloud VA HCS will provide a welcoming environment and patients will be allowed to decide whom to involve in their care and whom to call for emotional or social support. The St. Cloud VA HCS prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

## **St. Cloud VA Health Care System – A Smoke Free Facility**

The St. Cloud VA Health Care System is a smoke-free facility. Please observe signage around the buildings and extinguish all smoking materials before entering the facility.

## **Cell Phones**

Please do not turn on or use cell phones in any patient care area as they may interfere with hospital equipment. The use of cell phones is permitted in public areas, such as waiting rooms.

## **Food and Beverages**



VCS employees provide retail, food, and vending services to Veteran patients, their families, caregivers, VA employees, volunteers and visitors. Its operating vision is simple: become an integral part of the VA and deliver merchandise and services of exceptional quality and value in an environment consistent with high levels of satisfaction and comfort.

### **VCS PatriotStore (Retail Shop)**

Open Monday through Friday from 7:30 a.m. to 3 p.m., Saturday from 9 a.m. to 2 p.m. offering a large variety of items found at any major retailer such as LED/LCD TV's, iPods, Men's & Ladies fragrances, Military apparel, giftware, snacks and much more.

### **VCS PatriotCafé (Food Court)**

Open Monday through Friday from 7:30 a.m. to 3 p.m. offering hot breakfast and lunch. It includes a variety of menu choices to suit anyone's taste buds, including a selection of Smart Choice healthy options.

Vending machines are located throughout the St. Cloud campus.

#### **ATM Machine**

An ATM machine is located in Building 5, near the Pharmacy.

#### **Chapel and Meditation Room**

The VA Chapel is open every day from 8 a.m. to 4:30 p.m. Services are held on a daily basis except for Saturdays.

##### **Monday through Friday:**

Morning Devotions: 8:15 a.m.

Catholic Mass or Catholic Communion Service: 11:30 a.m.

##### **Sunday:**

Protestant Worship: 9:30 a.m.

Catholic Mass: 8:30 a.m. and 10:45 a.m.

Confession on request

**Native American Sweat Lodge** meets twice a month on Wednesdays from 10:30 a.m. until 12:30 p.m. Those wishing to participate must get medical clearance from their health care provider. Contact Sandy Ruprecht at (320) 252-1670 ext. 6532 for further information.

**Other Religious Services** are available upon request or in the community. These include the services of a Jewish Rabbi, an Orthodox priest and others. Please contact the Chapel at (320) 255-6386 for assistance.

**An Interfaith Meditation Room** is available in Building 50 room 4. A key to access the room is available at the nursing station on Building 50, first floor.



# **Residential and Inpatient Information**

## **Health Care Decisions**

### **Shared Decision-Making**

You may see or hear the words “shared decision-making” during your visit to the VA. Shared decision-making means that we will partner with you to make decisions about your care. We will listen to your concerns and preferences about your care and provide information on medications, treatments and how maintain a healthy lifestyle.

### **Advance Directives**

We use the latest medical treatment to support and sustain life. We recognize that the individual has the right to state how they want to be medically treated.

Patients are encouraged to complete an Advance Directive (or “Living Will”), to make their wishes known in case they become unable to voice their wishes.

### **Organ Donation**

The donation of organs, tissue and eyes has become a successful, routine practice that can save lives. To find out more information about being an organ donor, contact the nursing staff or social worker in the area where you are receiving care.

**For Further Information, contact  
your Treatment Team Social Worker  
or**

**Chaplain: (320) 255-6386**

## **Your Right to Vote – for Minnesota Residents**

Patients who are eligible to vote may do so by absentee ballot. You must get an absentee ballot from your home precinct. If you intend to remain at the St. Cloud VA Health Care System indefinitely this is considered your home precinct. Recreation Therapy will help you register and complete the voting process.

## **How can I obtain an absentee ballot?**

- **In Person / In Advance**

You can get an absentee ballot from the office of your county auditor or city clerk in person starting 30 days before Election Day, up until 5 p.m. on the day before the election and vote early.

- **By Agent**

You may designate someone, an “agent,” to pick up an absentee ballot from your local election official and bring it to you. An “Agent” is a family member or any person with whom you have had a pre-existing relationship (such as a friend or neighbor) who may act in your place to do certain things.

- **By Mail**

You can apply for an absentee ballot at any time. Ballots are mailed to voters who have applied at least 30 days before an election, or as quickly as possible. Absentee ballots will not be sent more than 30 days before the Election Day.

## **Are you Registered to Vote?**

If you are not already registered to vote in your precinct, your local elections official will send a Voter Registration Application along with the absentee ballot. This allows you to complete both actions at once and will save time.

## **How can I vote if I am not a Minnesota resident?**

You can apply for an absentee ballot from your place of residence. Each state has its own procedure to follow. Recreation Therapy Voluntary Service can help you identify how to vote in your home state.

**If you need help with this process, please contact:  
Recreation Therapy Service Office - Building 8, Room 106  
(320) 255-6365 or dial extension 6365 or  
Contact the Recreation Therapist assigned to your unit.**

## **Patient & Community Living Center Resident Rights & Responsibilities**

The St. Cloud VA Health Care System is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. 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.

Your basic rights and responsibilities are posted throughout the medical facility and are outlined in the VA brochure, *Patient and Community Living Center Resident Rights and Responsibilities*.

Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

## **Customer Service**

The St. Cloud VA Health Care System takes pride in providing the highest quality of care and outstanding customer service to the Veterans who have served our Nation. We recognize there may be times when a patient or family member has a concern that requires our attention. Because the best time to let us know of any issue or question is at the time it happens, please use any of the following ways to resolve your concern.

- **Contact staff in every area**

No matter which service you visit when you come to the St. Cloud VA, you will always be able to find a staff member to assist you in resolving your issue. We encourage Veterans and their families to speak up when they have a concern.

- **Patient Advocates – Located in Building T100 Call - (320) 255-6353**

St. Cloud VA Health Care System has four skilled Patient Advocates who are eager to help you with your concern. The Patient Advocates serve as liaisons between patients and the medical service areas, acting on the patient's behalf to resolve their concerns, and ensuring that patients understand their rights and responsibilities.

- **Patient Feedback Tools**

A variety of feedback tools allow you to provide information about the care and service you receive. Please take time to participate in and use these feedback tools. Our goal is to provide compassionate, quality care in a timely and respectful manner.

- **Comment Card Boxes** are located throughout the clinics and CBOCs. We hope you will take time to tell us how we are doing and let us know how we can improve. Your compliments are always welcome, too!
- **Provider Satisfaction Survey** – A few days after your clinic visit, you may receive a satisfaction survey that asks about your visit with your health care provider. We encourage you to take time to let your provider know about your experience.

- **Survey of Healthcare Experience of Patients** – After your visit, you may receive a confidential questionnaire in the mail asking you about your most recent outpatient or inpatient treatment at one of our facilities. Please use the survey to let us know of any concerns, complaints, questions or compliments about your care.
- **Periodic Special Interest Questionnaires** – Occasionally, when we are considering making changes, you may receive a short questionnaire at your clinic visit. These surveys help us understand how Veterans feel about the change we are considering and help improve service.
- **Customer Service Committee** – The Customer Service Committee is made up of members from each service area and Veteran representatives. The committee meets to identify and resolve customer concerns. If you are interested in serving on the committee as a Veteran representative, please contact the Customer Service Committee Chair at (320) 255-6353.

## Services

### Urgent Care Clinic

**Urgent Care is not emergency care. Veterans who have a potentially life-threatening medical condition should call 911 or go directly to the nearest emergency room.**

The Clinic is staffed with a medical provider, registered nurses and medical support services.

#### **Hours of Operation:**

8 a.m. – 6 p.m.

Seven days a week, including Federal holidays

#### **Location - Building One (Main Building)**

Between 8 a.m. & 4:30 p.m. Monday–Friday, call (320) 255-6310

After hours and on weekends and holidays, call 1 (866) 687-7382

#### **Care provided:**

The Urgent Care Clinic provides medical care for patients with an acute medical or psychiatric illness and minor injuries for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

### Care not provided:

- Emergency medical care
- Pediatric care
- Maternity care

### Detoxification care:

- Patients who have scheduled admissions to Mental Health programs should check in at Building 111. Others will be evaluated where they present.

## Emergency Care in Non-VA Facilities

At some time in your life, you may need emergency care. **When you need emergency care, you should go to the nearest hospital that has an emergency room.** If you go to the hospital in an ambulance, the paramedics will usually take you to the closest emergency room.

### What is a medical emergency?

A medical emergency exists when an injury or illness is so severe that without immediate treatment the injury or illness threatens your health or your life.

### How do I know if I'm having a medical emergency?

Use your best judgment. If you believe you are suffering from an emergency call 911 or go to the nearest emergency room.

### Do I need to call the VA before I obtain emergency care?

No. Call 911 or go to the nearest emergency room. If you are admitted, your family, friends or hospital staff should contact the nearest VA Health Care System as soon as possible to provide information about your emergency room visit.

### Does my enrollment in the VA Health Care System change my coverage for emergency care at VA expense?

Yes, it may. The VA Health Care System's Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

**Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?**

Yes, it may. A VA Health Care System Fee Basis clerk can explain your options. You may reach the Fee Basis department at (320) 252-1670, ext. 6483.

**Will VA pay for emergency care if I am in jail?**

No. Usually, the jail has the responsibility for providing you with medical care.

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

If you are outside the United States and being treated for a service-connected condition the VA will pay for emergency care. The VA will not pay for emergency care related to non service-connected conditions. Contact the VA Health Administration Center at (877) 345-8179 for more information, or go to <http://www.va.gov/hac/hacmain.asp>.

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

Please file your claim with the nearest VA Health Care System or Medical Center quickly. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as you can. Time limits usually apply. Contact the Health Care System's Fee Basis department at (320) 252-1670, ext. 6483 for an explanation of these limits.

**Will I have to pay for any part of my emergency care?**

It is possible. Sometimes co-pays are required based on your VA enrollment. Sometimes the extent of healthcare services reimbursable by the VA are limited by federal law.

The VA may be able to arrange and pay for the health care of eligible Veterans outside of VA medical facilities – but only in certain, limited circumstances.

- When the Veteran meets eligibility criteria
- When there is a medical need
- When VA medical facilities (or 'sharing agreement' facilities) are not available

The VA's ability to pay for the medical care of Veterans provided by the community is regulated by federal law.

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

This depends on your VA eligibility. The VA may pay all, some, or none of the charges. Contact the Fee Basis Department at (320) 252-1670, ext. 6483 about what is allowed under non-VA emergency care programs:

- For service-connected conditions
- For non-service-connected conditions

You can get more answers to your questions on the Veterans Health Administration website at <http://www.va.gov/hac/hacmain.asp> under Non-VA Care.

**You may also contact the Fee Basis department in the St. Cloud VA Business Office at (320) 252-1670, ext. 6483 for details about your specific situation.**

## Pharmacy Services

The VA Pharmacy provides a wide range of medication and medical supplies for patients who are eligible for and receive VA services.

### Can I get my medications at the VA?

Yes. Your VA provider will evaluate your medical condition and prescribe the medications you need. VA cannot fill prescriptions for non-Veteran TriCare patients.

### Each time you meet with your provider

- **Bring a list of all medications you are currently taking.** This includes medication you are receiving from the VA, prescriptions you get from another pharmacy, over the counter medications and any herbal supplements you may be taking.
- **Following your appointment, visit the Pharmacy Intake staff. This is required for you to get your prescriptions filled.** You will receive important education about new prescriptions and will have the opportunity to ask questions and identify which medications you wish to receive from the VA. Inform Pharmacy staff if you do not wish to receive a medication or refill. If you need medication on the day of your visit, your prescription will be processed and available for pick-up in the central Pharmacy (Building 5.)

### How do I request a prescription refill?

***Please be sure to request prescription refills at least two weeks before you will need a new supply to be sure you don't run out of your medication.***

- ***Following an appointment at which your medications are prescribed, your prescriptions are mailed to you unless you notify us otherwise. Refills are not sent automatically. It is important for you to speak with a member of our Pharmacy staff when you need medication or medical supplies provided by the Pharmacy.***

- **By mail:** Each time you receive a prescription, you will receive a refill request form. If this form is misplaced, you can request a refill in a letter. Mail your request at least two weeks before you will need a refill to:

**Pharmacy Service (SS-119)  
VA Health Care System  
4801 Veterans Drive  
St. Cloud, MN 56303**

- **At the VA:** You may visit the Pharmacy Intake staff located in the clinic area and make your request.
- **Through the VA's Web portal:** [www.myhealth.va.gov](http://www.myhealth.va.gov)
- **By Telephone (using a touch-tone phone):** 1 (855) 560-1724
- **By calling the Pharmacy Triage staff:** (320) 255-6345  
Monday - Friday between 8 a.m. and 4:30 p.m.
- **By using the Automated Phone Service System.** Call: 855-560-1724 to access the system to order refills, check status of refills, and to receive refillable prescriptions by mail. To use the system you will need your SSN and your current prescription numbers.

### **Does the VA have all the medications I need?**

The VA pharmacy carries a wide variety of medications. Deciding which medications are right for you is a shared responsibility between you, your VA provider and your VA pharmacist. Because the VA is not able to carry every medication available on the market, you may not get a particular brand name medication. Your provider and pharmacist will select the best medication for you.

### **Will I need to pay for my medications and medical supplies?**

Some Veterans are required to make a co-payment for medications. There is no co-payment charge for medications used to treat service-connected conditions. Prescription co-payments for non service-connected conditions are determined by your VA eligibility status.

If you have questions about your eligibility or co-payment requirements, please call the VA Eligibility Office at (320) 255-6340, Monday – Friday, between 8 a.m. and 4:30 p.m.

### **Will the VA Pharmacy fill prescriptions I get from a private provider?**

***If you receive care from a community provider, you should discuss your medication needs with your VA provider during your next scheduled appointment.*** If there is agreement about your diagnosis and the treatment needed, your VA provider may prescribe the same or similar medication. **The VA Pharmacy is only authorized to fill prescriptions written by VA health care providers.**



You are responsible for providing the VA with all necessary records and documentation from your community provider. To have an outside prescription filled at your VA pharmacy, ask your community clinic to send the following information:

1. A copy of your non-VA prescription.
2. A copy of your discharge summary if prescriptions are related to a recent hospitalization. or

A copy of your non-VA provider's progress notes and lab results from the appointment during which your community provider wrote the prescription.

3. Mail to: Triage Clerk (PM-136A)  
VA Health Care System  
4801 Veterans Drive  
St. Cloud, MN 56303

**Fax copies are also accepted at (320) 255-6416**

***Please Note:** It may take several days for VA staff to review the prescription and medical records from your community provider. You should make arrangements to get your medications from a community pharmacy if your provider tells you that you should start taking medication immediately.*

## **Primary & Specialty Medicine**

Primary and Specialty Medicine Services help Veterans through the management of acute and chronic disease. Care provided includes a variety of programs:

### ***Primary and Specialty Medicine Outpatient Services:***

- General preventive health care
- Management of chronic diseases
- Depression management
- Oncology consultations
- Hematology consultations
- Rheumatology consultations
- Educational programs on prescribed medications, diabetes management, smoking cessation and weight control
- Retinal Scanning (digital pictures of the eye)

- Respiratory Therapy services
- Pulmonary consultations
- Cardiology consultations
- Telephone Care Program
- Urgent Care Services
- Home Care Telehealth
- Compensation and Pension Exams
- Environmental Exams
- Women’s Health Clinic
- Social Work Services
- Infusion Clinic

Community Based Outpatient Clinics provide general health care to eligible Veterans near their homes. For more information on this option for care, call the **Eligibility office at (320) 255-6340**.

**Community Based Outpatient Clinics (CBOCs) are located in Alexandria, Brainerd and Montevideo.**

### **Outpatient Clinic Appointments**

Routine clinic appointments are scheduled by calling into the scheduling department at **(320) 252-1670, and press option 4**. You will receive a reminder letter to call in to schedule a follow up appointment approximately 45 days prior to when you are due for an appointment. Approximately 30 days prior to your scheduled appointment, you will receive a reminder appointment letter. If you need to reschedule your appointment, please call **(320) 252-1670, and press option 4**. If you require an interpreter or translator, please notify the appointment desk.

After appointments are made you can use our Automated Phone Service System to manage them. Call **(855) 560-1724** to find out the dates and times of future appointments. You may also use this system to cancel or to request rescheduling of an appointment. If you submit a request to reschedule using this system, you can allow us to reschedule for you or you may call **(320) 255-6339** to reschedule.

## Telephone Care (Triage)

For assistance with medical questions or concerns that may arise between visits, we encourage you to call Telephone Care at **(320) 255-6310**. Telephone care is staffed by registered nurses (RNs) who will assist you. After the nurse reviews your problem, he/she may:

- Refer you to your local emergency room
- Make an appointment with your doctor
- Give you instructions to follow for self care

When you place your call to Telephone Care, please be ready to give the following information:

- Your name
- The last four digits of your Social Security number
- The name of your health care provider

### Call for Care:

**Monday-Friday 8 a.m. to 4:30 p.m. – (320) 252-1670, option 4**  
**Weekends, Holidays, Evenings, Nights call**  
NURSE VA at 1 (866) 687-7382

**Veteran Crisis Line 1 (800) 273-8255 option 1**

**IF YOU ARE HAVING AN EMERGENCY, PLEASE CALL 911**

## Surgical and Specialty Care

The St. Cloud VA Health Care System currently provides the following Surgical and Specialty Care Services.

- Audiology (for eligible Veterans)
- Cardiology
- Colonoscopies
- Dentistry (for eligible Veterans)
- Epidural injections
- Optometry (for eligible Veterans)
- Orthopedics
- Podiatry

- Same day Surgical Procedures
- Specialty referrals to the Minneapolis VA Health Care System
- Urology
- Wound Care
- Oral Surgery

Same day surgical procedures are performed in our state-of-the-art Ambulatory Surgery Center (ASC) which includes:

- 9,000 square feet of space, including three operating rooms.
- Recovery room area and intake rooms.

## **Mental Health Services**

Mental Health Services provides treatment for mental, emotional, and substance use issues in both inpatient and outpatient settings.

### ***Acute Inpatient Treatment***

This unit provides a safe, supportive learning environment for Veterans who require hospitalization during an acute phase of their illness.

Services include:

- Psychiatric Intensive Care Unit
- Psychiatric evaluation and treatment
- Assessment & treatment of withdrawal from alcohol/chemicals
- Behavioral interventions
- Supportive Counseling
- Health education
- Medication management
- Pastoral care
- Recreation Therapy
- Discharge planning

### ***Outpatient Treatment***

- Psychiatric evaluation and treatment
- Care Coordination
- Individual and group therapy
- Health education
- Medication management

## ***Homeless Program***

The Homeless Program offers the following services:

- Street and shelter outreach
- Grant & Per Diem Transitional Housing
- Contract Residential Care
- Department of Housing and Urban Development/VA Supportive Housing (HUD-VASH)
- Veteran's Justice Outreach (VJO)
- Health Care for Re-entry Veterans (HCRV)

**If you are experiencing a homelessness crisis: Call 1-877-424-3838**

(877-4AID-VET)

**Scheduling: Monday-Friday (except federal holidays), 8 a.m. – 4:30, p.m.,**

**Call (320) 252-1670 and choose option 2. Then, press 2 again for**

**Mental Health Clinic Scheduling.**

***If your call is urgent, please let us know.***

**Weekends, Holidays, Evenings, Nights call**

**NURSE VA at 1 (866) 687-7382**

**Veterans Crisis Line 1 (800) 273-8255 option 1**

**IF YOU ARE HAVING AN EMERGENCY, CALL 911**

## **Residential Rehabilitation Treatment Program**

This 148-bed program provides treatment in a residential setting to Veterans with mental illnesses and with or without a substance use disorder. The program includes:

- Treatment of individuals who suffer from mental illness, substance use or a combination of these disorders
- Treatment of a variety of mental health issues such as depression, bipolar disorder or anxiety
- Post Traumatic Stress Disorder (PTSD) treatment for Veterans with combat trauma or non-combat related trauma
- Independent Living Skills Program focusing on community re-entry

## **Admission Information**

**Monday – Friday 8 a.m. to 4:30 p.m. call (320) 255-6390**

**Weekends, Holidays, Evenings, Nights call**

**NURSE VA at 1 (866) 687-7382**

## **Vocational Rehabilitation**

Vocational Rehabilitation provides the following services:

- Evaluation and Planning
- Vocational Testing and Counseling
- Job-seeking Skills Training
- Compensated Work Therapy
- Incentive Therapy
- Supported Employment

## **Mental Health Intensive Case Management**

Mental Health Intensive Case Management provides community based intensive case management services to clients with a diagnosis of severe and persistent mental illness, a severe functional impairment, and who live within 40 miles of the St. Cloud VA Health Care System.

**Veteran Crisis Line 1 (800) 273-8255 option 1**

**IF YOU ARE HAVING AN EMERGENCY, CALL 911**

## **Extended Care & Rehabilitation**

Extended Care & Rehabilitation Services provides quality care for Veterans in need of transitional rehabilitation. Programs include:

### **Inpatient Services:**

- Skilled Nursing Care
- Ventilator Care
- Community Living Center
- Infusion Therapy
- Rehabilitation
- Hospice & Palliative Care
- Respite Care
- Dementia Care
- Geropsychiatry
- Social Work Services
- Geriatric memory evaluation

### **Rehabilitation Services:**

- Speech Pathology
- Occupational Therapy
- Music Therapy
- Physiatry (physical medicine)
- Physical Therapy
- Pastoral Care
- Pool Therapy
- Low Vision Services
- Wheelchair Prescriptions

## **Outpatient Service - Adult Day Health**

### **Care :**

- Rehabilitation
- Medical appointment assistance
- Activities & socialization
- Noon meal
- Personal care assistance

### **Home and Community Care Programs:**

- Contract Nursing Homes
- Community Adult Day Care
- In-home skilled nurse program
- Home Health Aid/Homemaking Services
- Home Hospice Care
- Home Based Primary Care
- Home Telehealth

## **Contact & Admissions Information:**

Main Number (Operator) (320) 252-1670

TDD (320) 255-6480

Admissions Coordinator (320) 255-6414

Community Health Nurse (320) 255-6369

Rehabilitation (320) 255-6323

Adult Day Health Care (320) 255-6363

Home Based Primary Care (320) 252-1670, ext.7277



## **Between Appointments, Do Your Part to Stay Healthy**

- Be Involved in Your Health Care (and Take your Medications as directed)
- Be Tobacco Free
- Eat Wisely (and limit salt and caffeine)
- Be Physically Active
- Strive for a Healthy Weight
- Limit Alcohol
- Get Recommended Screening Tests and Immunizations
- Manage Stress
- Be Safe

## My HealthVet - Online Personal Health Record



**Once enrolled, Veterans can sign up for Myhealthvet, an online service that enables Veterans to refill prescriptions online, get automatic wellness reminders, and participate in secure messaging with their health care team.**

**Learn more at [www.myhealth.va.gov](http://www.myhealth.va.gov).**

My HealthVet is VA's award-winning online Personal Health Record. My HealthVet provides Web-based tools that help Veterans become active partners in their own health care, allowing them to make informed health decisions and store important health information. Through My HealthVet, Veterans can access trusted, secure, and informed health and benefits information, at their convenience.

To access MyHealthVet, go to [www.myhealth.va.gov](http://www.myhealth.va.gov) and follow the instructions on how to register. To fully access your My HealthVet Personal Health Record complete an In-Person Authentication (IPA) at the Health Care System's Release of Information Office or one of the VA's Community Based Outpatient Clinics. This will allow you to access all MyHealthVet features, such as:

- Activity & Food Journals
- Healthy Living Centers
- Log your Military Health History
- Personal Health Journals
- Trusted Health Information
- VA Benefits & Services
- VA Prescription Refills
- Health Information Tracking & Graphing
- View Lab Results

Veterans who have completed their In-Person Authentication can also view appointments, use secure messaging and receive wellness reminders.



## Secure Messaging - Online Personal Health Communication

### Communicate with your health care team online!

You can now take advantage of online communication with your VA health care teams. Secure Messaging, a feature of the *My HealthVet* website, is a safe and secure, electronic mail system that allows you to communicate **non-urgent, non-emergency** health-related information with your VA health care team.

Some uses of Secure Messaging include:

- Getting test results and health information
- Requesting medical appointments
- Resolving hearing aid issues
- Prescription questions

You will find that with Secure Messaging you will not have to sit on hold or play phone-tag with your health care team. Secure Messaging does not replace the telephone; rather it complements the telephone and helps increase communication opportunities between patients and health care teams.

All you have to do to take advantage of Secure Messaging is to have Internet access and then go to [www.myhealth.va.gov](http://www.myhealth.va.gov) and set up your own account on *My HealthVet* - registering as a "VA Patient."

Next, complete the In-Person Authentication process during your next trip to St. Cloud VA or one of the VA's Community Based Outpatient Clinics.

Finally, after you have been authenticated login to your *My HealthVet* account, select Secure Messaging, read the terms and conditions of use along with the privacy statement and then select "Opt-in." That is it, you are ready to go!

Remember, that with Secure Messaging your VA health care information is safe, secure and protected! So save yourself time in the future and take advantage of Secure Messaging to communicate with your health care team!

For more information about the MyHealthVet or the Secure Messaging program, contact Brian Vetter at: (320) 252-1670, ext. 7335.

## Special Programs

### **Operation Iraqi Freedom/Operation Enduring Freedom/Operation New Dawn**

#### **Combat Veterans Program Office (320) 255-6453**

Mike Mynczywor, Program Manager (320) 252-1670, ext. 6546

Adam Hornung, SeRV-MH Social Work

Claire Garcia, SeRV-MH Social Work

Deb Schumacher, RN Case Manager

Krystyna Winter, Program Support (320) 255-6453

Website: <http://www.stcloud.va.gov/freedom.asp>

#### **Suicide Prevention Coordinator**

Mary Jo Pine (320) 252-1670, ext. 6719

#### **Patient Advocates**

Barry Venable, Cheri Leonard, Leah Martin & Charity Hovre (320) 255-6353

#### **Homeless Veterans Program Manager**

Ellen Dinsmore

(320) 252-1670, ext. 6973

#### **Incarcerated Veterans Program**

Mike Mathies

(320) 252-1670, ext. 6275

#### **Veterans Justice Outreach Program**

Mike Mathies

(320) 252-1670, ext. 6275

Connie Selden

(320) 252-1670, ext. 7905

Claire Garcia

(320) 252-1670, ext. 6869

Adam Hornung

(320) 252-1670, ext. 6214

#### **Military Sexual Trauma Program Manager**

Joy Finkelson

(320) 252-1670, ext. 6398

#### **Women Veterans Program Manager**

Mickie Pittman-Leyendecker

(320) 252-1670, ext. 6959

**Minority Veterans Program Manager**

Katrina Wilder  
(320) 252-1670, ext. 6566

**Traumatic Brain Injury & Polytrauma Program Manager**

Heidi Ampe  
(320) 252-1670, ext. 7235

**Vision Impairment Services Team Manager**

Heidi Ampe  
(320) 252-1670, ext. 7235

**Spinal Cord Injury Program Manager**

Heidi Ampe  
(320) 252-1670, ext. 7235

**Former Prisoners of War Advocate**

Matt Rakow  
(320) 252-1670, ext. 6379

**Other Services**

**American Legion Representative**

(320) 255-6353  
Building T100 Room 125  
Monday – Wednesday 7:30 a.m. - Noon

**Disabled American Veterans Representative**

(320) 252-1670, ext. 6676  
Building 8 Basement  
Monday – Friday 8:00 a.m. – 4:30 p.m.

**Veterans Benefit Administration Advisors**

Duane (Dewey) Kamp  
Building T100 Room 106  
Wednesdays from 9:00 a.m. – 3:00 p.m.  
(320) 255-6353

**Veteran Voting**

Contact Recreation Therapy Office  
Building 8, Room 106 – Call (320) 255-6365 or dial extension 6365  
Or contact the Recreation Therapist assigned to your unit

## *Take Care of Your Buddy!*

Encourage a fellow Veteran to apply for VA health care. Tell them to contact a County Veteran Service Officer, call the St. Cloud VA at 320-255-6340 or apply online at [www.1010ez.med.va.gov](http://www.1010ez.med.va.gov)

## How to Apply

All Veterans are encouraged to apply for enrollment in the VA Health Care System.

Each Veterans' eligibility status is unique and is determined upon application.

**To begin the process and find out if you are eligible**, Veterans' must first complete an [Application for Health Care Benefits](#), or VA Form 1010EZ.

These forms are available from your County Veterans Service Office, from the St. Cloud VA Health Care System Eligibility Office, or online at

[www. Stcloud.va.gov/patients/eligibility.asp](http://www.Stcloud.va.gov/patients/eligibility.asp).

You can submit the form online, or you may print the form and mail it to us at:

Business Office - Eligibility  
VA Medical Center  
4801 Veterans Drive  
Saint Cloud, MN 56303

You can also bring the form to the Medical Center. The Eligibility Office is located on the ground floor of the main entrance (Building 1).

Here is the other documentation you'll need:

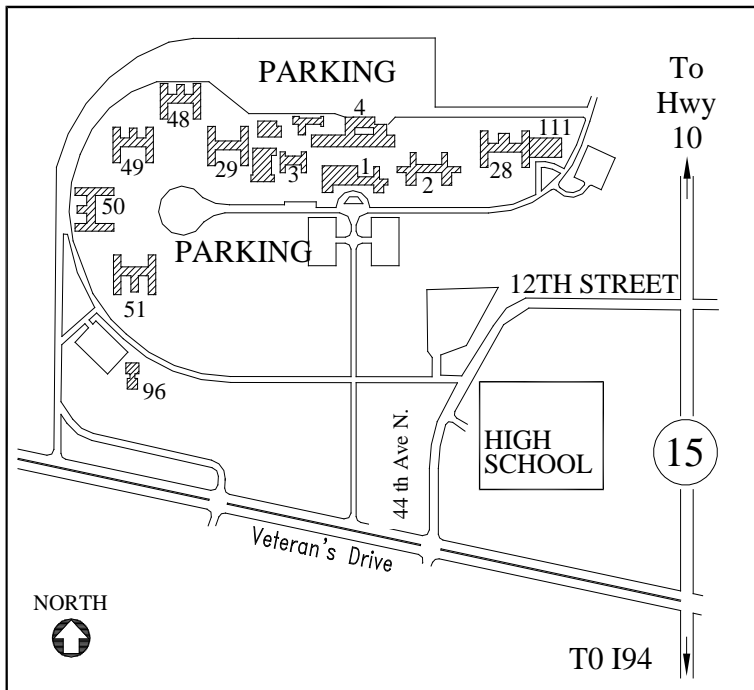
- a copy of both sides of your current insurance card (including Medicare, Medicaid, or spouses insurance if it covers you).
- a copy of your DD214, 'Armed Forces Report of Transfer or Discharge,' or
- For WWII Veterans, a copy of both sides of your Discharge Certificate.

If you have questions, need assistance, or would like to speak to someone in our Eligibility Office, please call (320) 255-6340.

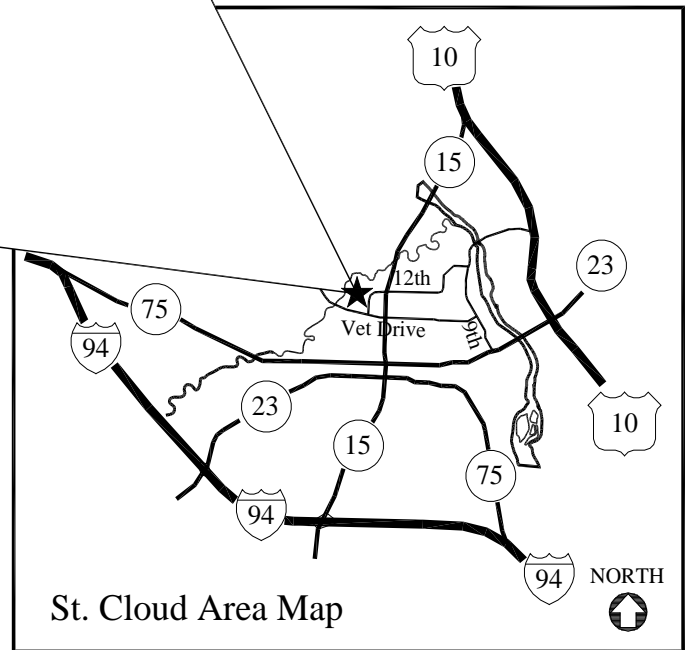
St. Cloud VA Health Care System  
4801 Veterans Drive  
St. Cloud, MN 56303  
(320) 252-1670 / (800) 247-1739



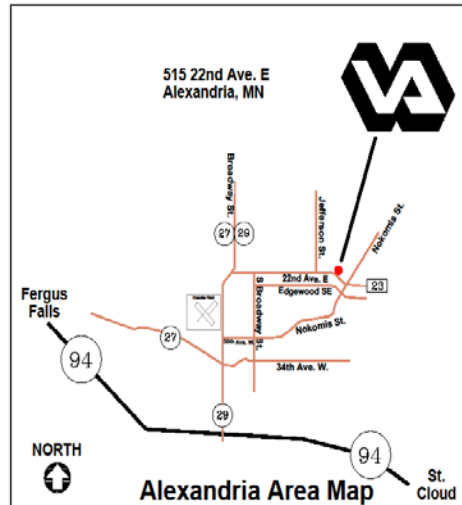
# Directions to St. Cloud VA Health Care System, Main Campus



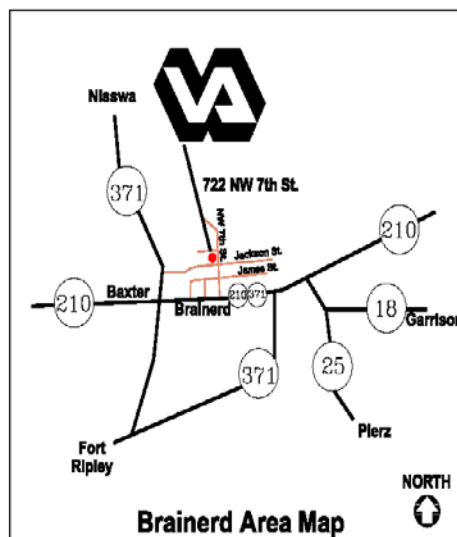
**St. Cloud VA Health Care System, Main Campus**  
**4801 Veterans Drive**  
**St. Cloud, MN 56303**



**Directions to Max J. Beilke Community Based Outpatient Clinic**  
**515 22<sup>nd</sup> Avenue East**  
**Alexandria, MN 56308**  
Please call (320) 759-2640  
or check our Web site, [www.stcloud.va.gov](http://www.stcloud.va.gov) for more information.



**Directions to Brainerd Community Based Outpatient Clinic**  
**722 NW Seventh Street**  
**Brainerd, Minnesota 56401**  
Please call (218) 855-1115  
or check our Web site, [www.stcloud.va.gov](http://www.stcloud.va.gov) for more information.

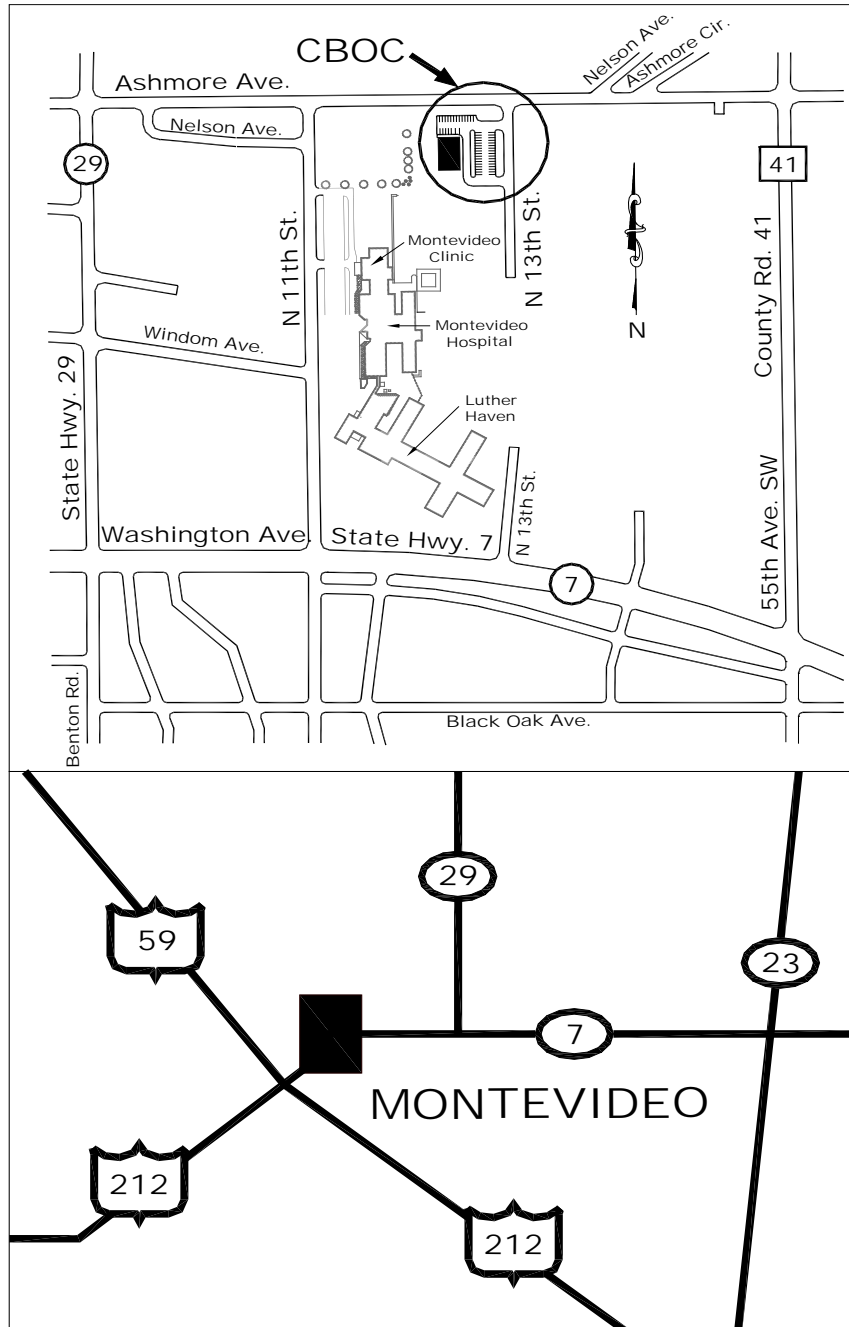


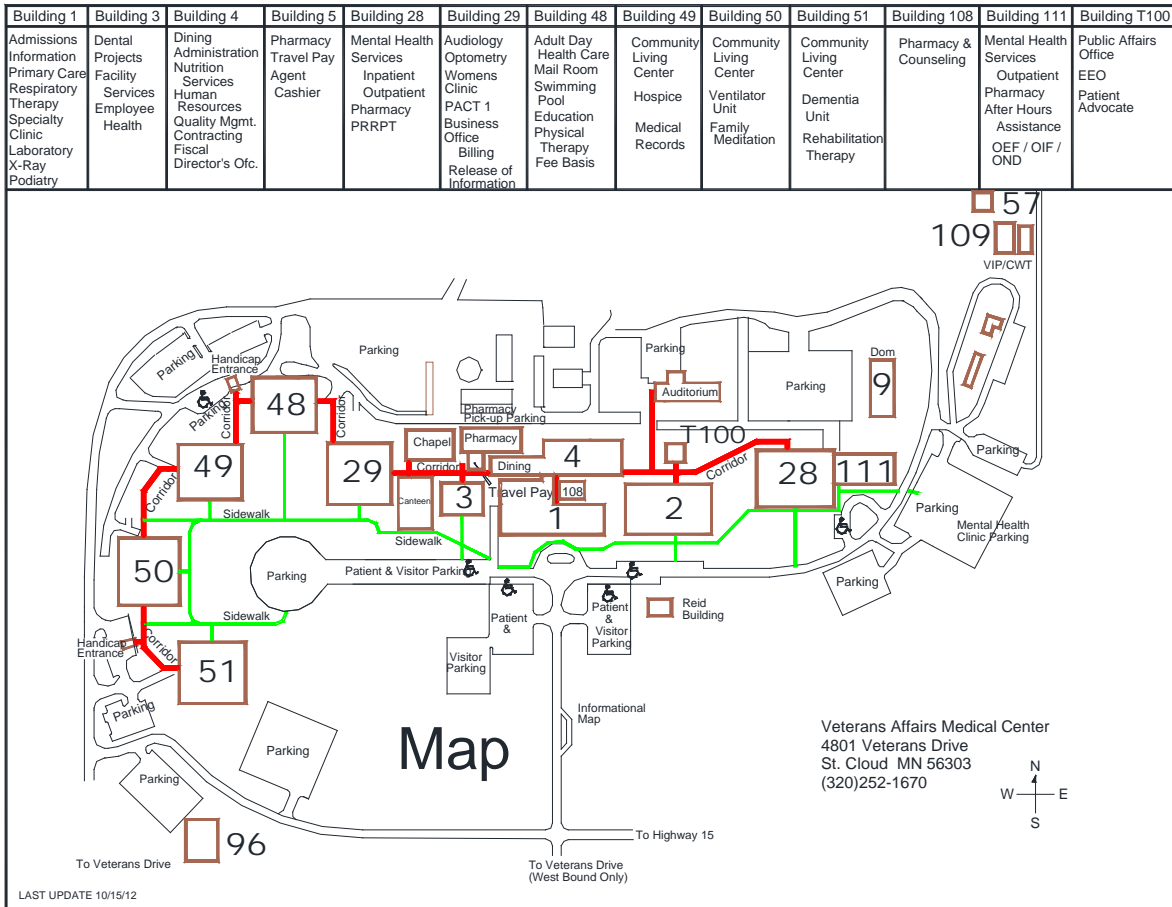
# Directions to Montevideo Community Based Outpatient Clinic

1025 North 13th Street  
Montevideo, Minnesota 56265

Please call (320) 269-2222

or check our Web site, [www.stcloud.va.gov](http://www.stcloud.va.gov) for more information.





**St. Cloud VA Health Care System  
4801 Veterans Drive  
St. Cloud, MN 56303-2099**

**Main Phone: (320) 252-1670**

**Website: [www.stcloud.va.gov](http://www.stcloud.va.gov)**

**Facebook: [www.facebook.com/StCloudVAHCS](http://www.facebook.com/StCloudVAHCS)**

**govDELIVERY** GovDelivery is simply an automated email service. Go to our St. Cloud VA Website at: <http://www.stcloud.va.gov> (that is our public homepage) and look on the right hand side of the page where it says sign up for email updates. By typing in your email address you are automatically signed up to receive email updates from our web page. There are also options presented to sign up for updates from other government sites.

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