

FARGO VA HEALTH CARE SYSTEM



PATIENT INFORMATION

Handbook

Access to Quality Care

Fargo VA Health Care System

Fargo, North Dakota

Community Based Outpatient Clinics: **North Dakota CBOC's:** Williston, Bismarck, Minot, Dickinson, Jamestown, Grafton and Grand Forks. **Minnesota CBOC's:** Fergus Falls and Bemidji.

Fargo VA Healthcare System

The Fargo VA Healthcare System welcomes you as a new patient to our health care system. It is our mission to provide each Veteran with high quality, innovative, comprehensive and compassionate care.

The Fargo VA Healthcare System is an integrated health care delivery system comprised of one VA Medical Center and eight (8) Community Based Outpatient Clinics (CBOCs) located throughout North Dakota and Western Minnesota. Our Medical Center and CBOCs combine to offer a full range of health care services available to Veterans from basic outpatient care to specialized services.

We are committed to providing quality health care services to the Veterans we serve. Our goal is to provide the right care, at the right time and at the right place to meet your individual needs.

We want to make it easy for you to access your VA health benefits. This handbook explains the basics of VA health care and the important role of your primary care team. **Remember that you are the most important member of the team.**

Thank you for your service to our country. It is our privilege and our honor to serve you!

Welcome to Primary Care!

If you do not have a Primary Care Provider – please ask for one today!

Ask at the front desk of the Fargo VAHCS or at your local CBOC.

What is Primary Care?

Primary Care provides health care services to meet your personal health needs.

Primary Care Team

The Primary Care team (Red, Blue or Gold) is made up of doctors, nurse practitioners, physician assistants, nurses, pharmacists, dieticians, social workers and patient service assistants. Each team is a group of providers working together in a specific clinic area to provide you with the best care we have to offer.

Your **Primary Care Provider** is a physician, nurse practitioner or physician assistant. Your primary care provider is **your personal provider**. Your Primary Care Provider will direct your care and involve specialty and support services as needed.

The intent of Primary Care is to address the daily, routine medical needs of a patient (i.e., medical conditions, annual exams and continued treatment of illness and preventive care).

Some areas included are:

- Health Promotion/Disease Prevention
- Acute and on-going health care management
- Referrals for sub-specialty services such as Audiology, Urology, Orthopedics
- Patient and Family Education

Community Based Outpatient Clinics (CBOCs)

Your Primary Care Provider at your assigned CBOC will direct your care and involve specialty and support services as needed.

- CBOCs provide primary care services and some locations provide limited mental health services.
- CBOCs are not equipped to provide outpatient physical rehabilitation, medical specialties, surgical specialties, compensation and pension exams or intensive mental health treatment.
- CBOCs are not walk in clinics – patients are seen by appointment only.
- CBOCs are not equipped to handle emergency care. If you have an emergency, you should proceed to the nearest emergency room.

Access to Services

Primary Care is available Monday through Friday 8:00 AM until 4:00 PM (excluding Federal holidays).

All care is given by SCHEDULED APPOINTMENTS except for medical emergencies.

- If you need to be seen prior to your next scheduled visit, CALL your team or specialist. See pages at the end of this handbook for phone numbers.
- Remember, the first person you speak with needs to have as much information “up front” in order to direct you to the right person in a timely manner.
- The Emergency Department is available 24 hours a day, 7 days a week, at the Fargo VA Medical Center (VAMC).
- If you have a question or a message you want to leave for your doctor or to renew medications call Extension 9-2681.

You, the Veteran, are the most important member of the health care team. You are the reason we are here. Take an active role in your health care. Be assertive and recognize your important role. **Be a partner in Your Health Care.**

PACT: Patient-Aligned Care Team

VA's PACT with Veterans

The Department of Veterans Affairs (VA) is announcing a new program focused on patient-centered health care delivery within the VA health care system. PACT, or Patient-Aligned Care Team, is part of VA's campaign, "Defining EXCELLENCE in the 21st Century." The PACT concept is Veterans working together with health care professionals to plan for whole-person care and life-long health and wellness.

The focus is on:

- **Partnerships** – between Veterans and health care teams
- **Access to care** – through a variety of methods
- **Coordinated care** – among all team members
- **Team-based care** – with Veterans at the center of their PACT

VA's PACT approach to health care will result in healthier and more satisfied patients, better coordinated, improved delivery of services, and lower cost for health care. "PACT will transform VA health care," said Under Secretary for Health, Robert A. Petzel, M.D. "This is our PACT with Veterans – to deliver excellence in every aspect of patient care."

How to Prepare for Your First Visit

What to bring:

- A copy of your medical records from your community doctors - including your most recent physical exam, lab reports, and x-rays.
- Records of your immunizations.
- Dates and results for screening procedures such as colonoscopy, mammogram and pap smear.
- A list of medications you take – both prescription and over-the-counter. Bring the medication bottles with you.
- Please bring your insurance cards, and changes to phone number, address, and/or next of kin.

Patient Rights and Responsibilities

Copies of Patient Rights and Responsibilities are posted and visible in each of our Fargo VA facilities in a variety of locations.

View Patient Rights and Responsibility on line at: www1.va.gov/vhapublications

Health Promotion

Our goal is to help you stay healthy. Prevention and wellness are important aspects of your health care.

Nine key healthy living messages have been developed. More detailed information is available, if interested, ask your health care providers or click on the NCP website, www.prevention.va.gov.

- Be Involved in Your Health Care
- Be Tobacco Free
- Eat Wisely
- Be Physically Active
- Strive for a Healthy Weight
- Limit Alcohol
- Get Recommended Screening Tests and Immunizations
- Manage Stress
- Be Safe

VA Pharmacy

What is a “drug formulary?”

- A list of medications available at the VA facility.

Can I get the same medicines at the VA that I have been taking?

- If the drug is not on the VA formulary, similar products are available.
- Most of the time, your VA provider can prescribe an alternative formulary product without a major change in your condition.
- Alternative formulary products are equally effective to non-formulary products.

If my outside doctor prescribes a medication not on the formulary, can I obtain the drug thru the VA Pharmacy?

- VA does not have a “medication-only program.”
- To receive medication from the VA pharmacy, you must be seen regularly in a VA Primary Care Clinic or CBOC.
- VA providers cannot automatically rewrite prescriptions prescribed by your private doctor.
- Documentation must be provided by your community provider for you to request a medication, such as past medical history, medication history and recent laboratory results.
- Medications must be prescribed by a member of the Fargo VAMC healthcare staff who has evaluated your medical condition and is familiar with your medical history. ***Prescriptions from non-VA providers may be prescribed by your Primary Care Provider once they have received and reviewed the appropriate documentation*** (please discuss this with your Primary Care Provider during your scheduled visits).

How Do I Get My Refills?

- You must request your medication(s) since refills will NOT automatically be sent to you.
- There are four (4) methods to request refills:
 - Mail in your refill slips.
 - Drop off in the REFILL BOX at the Pharmacy Services window (next-day pick-up after 10:00 AM). This service is not available at CBOC's.
 - Call the Automated Refill Line at: 1-800-661-0827.
Are you unsure your refill was processed? After you have entered your refill requests, return to the main menu and select OPTION 2 to check the status.
 - Use the My HealthVet website at www.myhealth.va.gov.
- When you have an appointment with your provider, be sure to tell the provider about any prescriptions that are out or almost out of refills.
- Do not wait until you are almost out of a prescription to request a refill – you should do this at least 20 days prior to running out.
- There is a standard co-payment for a 30-day supply of each medication.
- The co-payment may not be necessary for the medication if prescribed for your service-connected condition.

Telephone Care Program (Nurse Advice line)

Fargo VA Healthcare System offers telephone advice services to Veterans 24 hours a day, 365 days a year.

- **Monday—Friday 8:00 AM to 4:00 PM call: (701)232-3241 press 4 or Toll free: 1-800-410-9723 press 4**
- **After 4:00 p.m. and on weekends and holidays, call: 1-866-687-7382**

- The Nurse Advice line gives advice for your health worries, symptoms or illnesses.
- The Nurse Advice line **DOES NOT** give out lab results, refill drugs, pass on messages to doctors, decide if you qualify for VA services, answer questions about your bill or approve fee basis services.

Please have the following information when calling:

1. Name
2. Social Security Number
3. Address
4. Phone number and area code where you can be reached.
5. VA Team or CBOC and provider you go to for care.
6. Medications you take. It may be helpful to have your medications present so you can read the information off the bottle.
7. How can we help you?

Women Veteran Services

The Women Veteran Program promotes quality health care services designed to enhance the physical and mental well-being of women Veterans. The program provides equal access to primary and preventive health services for women within a safe and private setting.

Women Veteran Program Managers are located at each Medical Center. They coordinate care and advocate for the needs of women treated by the Fargo VAMC.

We invite you to contact our Women Veterans Program Manager who can answer your questions and assist you with enrollment.

Holidays:

The Fargo VA Healthcare System observes the following holidays – **All Clinics are closed on these holidays:**

January	New Year's Day Martin Luther King, Jr.
February	President's Day
May	Memorial Day
July	Independence Day
September	Labor Day
October	Columbus Day
November	Veteran's Day Thanksgiving Day
December	Christmas Day

Lodging and Travel

- A list of hotels/motels that provide a reduced lodging rate is available at the front desk.
- You may be eligible for travel pay; this will be determined by the Travel Office.
- For information on lodging and travel, contact the Travel Office at 1-800-410-9723, ext. 9-3429.

Non VA Emergency Care

- The VA has the authority to pay for emergency services in non-VA facilities for ELIGIBLE Veterans who are enrolled in the VA Healthcare System.
- For questions concerning any Non-VA emergency medical care contact the Business Office.



Emergency Care in Non-VA Facilities



At some time in your life, you may need emergency care. This document explains what the VA might be able to do for you if you need emergency care. When it is not possible for you to go to a VA medical center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room. Here is what you should know...

What is an emergency?

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

How do I know my situation is an emergency?

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

If I believe my life or health is in danger, do I need to call the VA before I call for an ambulance or go into an emergency room?

No. Call 911 or go to the nearest emergency room right away.

Do I need to notify the VA after an ambulance takes me to an emergency room, or when I am treated and released?

Yes. You, your family, friends or hospital staff should contact the nearest VA medical center as soon as possible – preferably within 72 hours, so you are better aware of services the VA may limit payment for. Provide the VA with information about your emergency event and services being provided to you. Ask the VA for guidance on how they will consider reimbursing these emergency charges on your behalf, so you can plan accordingly.

If the doctor then wants to admit me to the hospital, must I obtain advance approval from the VA?

- If the admission is an emergency–NO, although prompt notification of the VA is necessary.
- If the admission is not an emergency–YES.

If a VA bed is available 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 for any further care.

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. Ask your local VA medical center's patient benefits counselor about what is allowed under non-VA emergency care programs:

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

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.

Will VA pay for the ambulance and any possible emergency room charges if I leave the emergency room before being treated by a doctor?

Possibly not. If you leave the emergency room prior to being treated by a physician, the VA may not consider claims for that emergency event. You may be liable for some or all resulting ambulance and emergency room charges, regardless of your Veteran eligibility.

Does my enrollment in the VA Health Care System affect my eligibility for emergency care at VA expense?

Yes. Your local VA medical center's benefits counselor can explain how enrollment (or other special status categories) affect your eligibility.

If I have other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.), will it affect whether claims for emergency services will be paid at VA expense?

Yes, it may. Your local VA medical center's benefits counselor can explain how other insurance can affect whether the VA can pay for your non-VA medical claims.

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

No. The VA is prohibited, by federal law, from paying for the medical claims of incarcerated veterans (or fugitive felons).

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

File your claim with the nearest VA medical center quickly. Time limits of 90-days usually apply. Contact your local VA medical center's patient benefits counselor for more information on the timely filing requirements for non-VA care programs.

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

Yes in certain cases. VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. For more information, contact the VA Health Administration Center at (877) 345-8179 or consult this web site <http://www4.va.gov/hac/forbeneficiaries/fmp/fmp.asp>

Non-VA Emergency Care The right care... At the right time... At the right place...

Know your options ahead of time in case an emergency arises. See your VA Medical Center about your eligibility today!

Enrollment Eligibility

- Veterans must be enrolled with the VA to receive VA medical care.
- Veterans can apply for enrollment at any VA health care facility, Veteran Benefits Office or online at www.1010ez.med.va.gov
- Most Veterans remain enrolled from year to year without further action.
- If you move your care from one VA facility to another, you are not required to repeat the enrollment process, but you must contact the eligibility office at the new VA facility to have information “linked.”
- Inform the eligibility office at the new VA facility of your enrollment status at your old VA facility. You will need to give the new facility’s eligibility office personal identifying information such as your full name, social security number, date of birth and gender.

Co-Payments

Veterans may be required to provide income information (Means Test) to determine and maintain their priority level. To learn more about co-payments, visit www.va.gov/healtheligibility.

Priority Group 1 - Veterans with 50% or greater service-connected disability. There is no co-payment required for any outpatient or inpatient stays.

Priority Group 2-6 – Veterans with less than 50% service-connected disability and/or with income below a certain level. Veterans in this group may be exempt from co-payments. If applicable, medication co-pay is \$8 per 30 days of each medication.

Priority Group 7 and 8 – Veterans are charged co-payments for outpatient, inpatient and medication services.

Co-Payment Information

Outpatient Primary Care Visit	\$15
Outpatient Specialty Care Visit	\$50
Inpatient – 1 st 90 days of care	\$1068
Inpatient – per day	\$10
EKG, X-Rays, Labs	\$0
CT Scans, MRI, Stress Test	\$50
Medications (30 day supply)	\$9

Medical Insurance

- When you change insurance, inform the Billing Office at your local VA as soon as possible.
- The VA is mandated by Federal law to collect insurance information. The VA will bill your insurance for any non-service connected charges. Money collected from your insurance company is used to lower the amount you owe out-of-pocket.

Medicare

- VA requires Medicare information to coordinate benefits with third party insurance plans.
- Failure to provide insurance or Medicare information may result in co-pay charges without adjustment.
- By law, VA cannot bill Medicare; however, VA is obligated to collect Medicare insurance information.

Questions

- Visit www.va.gov/healtheligibility
- Call the Health Revenue Center at 1-866-347-2352

Eyeglasses Benefits

Must meet one (1) of the following criteria:

- Have a compensable service-connected disability.
- Service-connected disability for eye condition.
- Be a former POW or a Purple Heart recipient.
- Insulin Dependent Diabetic
- Exposure to Agent Orange, radiation or environmental hazards in the Persian Gulf War.
- Housebound and/or Aid and Attendance

Hearing Aid Benefits

Must meet one (1) of the following criteria:

- Have a compensable service-connected disability.
- Service-connected disability for a hearing condition.
- Former POW or Purple Heart recipient.
- Housebound and/or Aid and Attendance.
- Severe hearing impairment preventing full and active participation in medical treatment as prescribed by provider.

Dental Benefits

Must meet one (1) of the following criteria:

- Service-connected disability for a Dental injury.
- Permanent 100% service-connected disability
- Greater than 50% service connected and rated unemployable by the Regional Office.
- Former POW.
- Limited benefits may be authorized for:
Veterans enrolled in a VA Vocational Rehabilitation Program
Medical condition directly impacted by dental condition as determined by VA clinicians.

- You may be eligible if you have been recently discharged from the military, and apply within 180 days of that discharge.
- To learn more call Dental Eligibility at 9-3453.

Mental Health Services

Services Offered:

- Psychiatry Services
- Psychology Services
- Homeless Veterans Services
- Inpatient Psychiatric Unit
- Addiction Treatment and Counseling
- Nursing Services
- Social Work Services
- Mental Health Pharmacy

Mental health services are confidential. We will not talk to anyone about information you share unless you give written consent. Under Federal law, a few exceptions to this rule exist. If you have questions, please ask your mental health consultant.

Telemedicine Program

- Telemedicine is the ability to provide interactive healthcare utilizing modern technology and telecommunications.
- Real-Time: live video allows the provider, patient and specialist to all communicate together to achieve the best outcome for the patient.
- Telemedicine is available for a number of services at all CBOC locations.

My HealthVet Program

My HealthVet is the gateway to Veteran Health benefits and services.

It provides access to:

- Trusted health information.
- Online VA prescription refill.
- View VA appointments.*
- View lab and test results online.*
- The Personal Health Journal.
- Wellness Reminders.
- Secure Message with participating providers.*
- View allergies and adverse reactions. *
- Links to Federal and VA benefits and resources.

(*account must be IPA'd to view these advanced features.)

Veterans and their families can create accounts on the My HealthVet website.

Registrants have the ability to enter and track personal health information with the data ready to print and take to medical appointments.

Take an Active Role in your Health Care

Learn about your health, take part in decision-making and follow the treatment plan you have worked out with your health care team.

Take advantage of the many tools on the My HealthVet website to track health conditions, such as your blood pressure, body weight, blood sugar levels and daily activities.

You can also use the My Health_eVet Medical Library to learn about a wide variety of conditions, diseases and wellness.

How to Sign up for My Health_eVet:

- Log on to www.myhealth.va.gov
 - Create a unique username and password
 - Keep your username and password in a safe place
 - Make sure to select 'VA Patient' and 'Veteran' during the registration process.
- To get the most out of your My Health_eVet Personal Health Record, visit your local VA facility or CBOC and upgrade your account, known as In-Person Authentication (IPA).
- IPA will allow you to:
 - See Wellness Reminders
 - Secure Message with participating providers
 - View your Appointments
 - View Lab results
 - View your Allergies and Adverse Reactions

Take control of your health, log-on today!

Home Based Primary Care (HBPC)

Home Based Primary Care (HBPC) is primary care that is provided in your own home using a multidisciplinary team approach.

Services provided by HBPC

- Routine Primary Care visits.
- Routine lab draws.
- Home safety assessments.
- Social Work assistance.
- Nutritional assessments.
- Medication profile review.
- Medication set-up.
- Case management.
- Coordination of care within and outside of the VA.

Who makes up the multidisciplinary team?

- Physician Assistant or Advance Practice Nurse
- Registered Nurse
- Social Worker
- Dietitian
- Occupational and/or Physical Therapy
- Pharmacist
- Medical Director
- Program Coordinator
- Program Support Assistant

You Are Eligible to Receive HBPC Services If You:

- Live within 50 miles of the Fargo VA.
- Have one or more chronic diseases (such as diabetes, lung disease, heart failure).
- Have difficulty getting to your VA appointments.
- Are currently receiving primary care services from the VA.

How Often Does the Team Make Home Visits?

- The frequency of the home visits will depend on your health condition.
- Most Veterans are seen on a monthly basis but may be seen more often as indicated by the healthcare team.

Compensation and Pension Information:

- If you would like to apply for service connected (SC) compensation or pension benefits, please contact one of the County Veteran Service Officers or National Service Officers.
- County Veteran Service Officers and National Service Officers are also available to help with your questions about benefits.
- If you have questions about the status of your claim, you can contact the Veterans Benefits Administration (VBA) Regional Office at 1-800-827-1000.
- You may also stop in and talk personally with a Veterans Service Representative located in the Regional Office, (next to the Fargo VAMC).

Help us help other veterans – you can help to reduce “no shows”

Here is how you can help:

- If you cannot keep your scheduled appointment, always call to cancel as soon as possible. This will allow us to offer that appointment to another Veteran.
- Please inform us of any changes in your address or phone number.

Important Phone Numbers

Fargo VA Medical Center

- Toll Free 1-800-410-9723
- Local (701) 239-3700

Please pick your clinic’s number from the list below to make/cancel your visit. If you need help finding your clinic number or you are calling after your clinic closes, press 0 for the operator.

Main Category #1

To refill or renew medication or if you have questions about your medications or to leave a message for your provider.

Sub Categories

1. Medication Refills
1-800-661-0827
2. Renew medications or to leave a message for your doctor.
Extension 9-2681
3. Medication questions (allergic reaction or problems).
Extension 9-2493 or 9-2494

Main Category #2

Clinic Names & Numbers:

Ambulatory Surgery	9-3921
Audiology	9-3748
Blue Team	9-2584
Cardiology	9-3529
Dental Clinic	9-3371
Dental Eligibility	9-3453
Eye	9-3993
General Surgery, Orthopedics, Podiatry, ENT, Rheumatology, Urology	9-3833
GI Procedures	9-3510
Gold Team, Infectious Disease, Hepatitis C	9-3905
Hematology/Oncology	9-3126
Home Based Primary Care	9-4316
Mental Health	9-3150
Neurology/ Endocrinology	9-2577
Pulmonary	9-3524
Red Team and Desk 4	9-2981
Renal and Diabetic Education	9-2981

Main Category #3

Eligibility, Means Testing, Enrollment, or Co-pay Issues:

1. Regional Office Eligibility, Educational Assistance, Home Loans or Burial Benefits
Extension 9-7095
2. Medical Billing Questions
1-866-347-2352
3. Fee Basis Authorizations
Extension 9-3454

Main Category #4

Telephone Care Program (Nurse Advice line) for health worries, symptoms or illnesses only.

The Nurse VA Advice Line is answered 24 hours a day. The **Nurse VA gives** advice for your health worries, symptoms or illnesses.

The **Nurse VA DOES NOT** give out lab results, refill drugs, pass on messages to doctors, decide if you qualify for VA services, answer questions about your bill or approve fee basis services.

To contact the Nurse VA for health care questions, call:

**Monday - Friday 8:00 AM to 4:00 PM call: (701) 232-3241 press 4 or
Toll free: 1-800-410-9723, press 4**

After 4:00 p.m. and on weekends and holidays, call: 1-866-687-7382

Community Based Outpatient Clinics (CBOCs) and VA Outreach Clinics

If you receive care from one of our CBOCs or VA Outreach Clinics, please call your clinic directly to make/cancel a visit.

Bemidji218-755-6360

Bismarck701-221-9152

Dickinson.....701-483-1850

Fergus Falls218-739-1400

Grafton701-352-4059

Jamestown701-952-4787

Minot701-727-9800

Williston701-572-2470

Grand Forks.....701-335-4380

Business Office –

Questions concerning enrollment, priority groups or means tests, call Patient Registration at extension 9-3427 or 9-3428.

Medical Records

Questions concerning copies of medical records or forms to be filled out by your provider call at extension 9-3718.

Dental Eligibility- 9-3453

Mental Health- 9-3150

Automated Refill System- 1-800-661-8027

Non-VA Emergency Room Care- 9-3454

Operation Enduring Freedom and/or Operation Iraqi Freedom –
9-3787 or 9-4311

Website: <http://www.oefoif.va.gov/>

VA Web Links

County Veteran Service Officers:

North Dakota - <http://www.nd.gov/veterans/officers/county-officers.html>

Minnesota - <http://mnveteranservice.org/documents/cvso.html>

South Dakota - http://mva.sd.gov/vet_service_officers.html

National Service Officers:

Disabled American Veterans - <http://www.dav.org/veterans/NSOffices.aspx>

Veterans of Foreign Wars-

<http://www.vfw.org/index.cfm?fa=vets.levelc&cid=3731>

AmVets - <http://www.amvetsnsf.org/nsop.html>

American Legion - <http://www.legion.org/departments/officers>

Enrollment (Initial Enrollment Form):

<https://www.1010ez.med.va.gov/sec/vha/1010ez/Form/1010ez.pdf>

Priority Groups:

<http://www4.va.gov/healtheligibility/Library/pubs/EPG/EnrollmentPriorityGroups.pdf>

Uniform Benefits Package:

<http://www4.va.gov/healtheligibility/coveredservices/StandardBenefits.asp>

VA Pharmacy Formulary:

<http://www.pbm.va.gov/NationalFormulary.aspx>

My HealthVet:

www.myhealth.va.gov

10-10 EZR (Means Test):

<http://www4.va.gov/vaforms/medical/pdf/vha-10-10ezr-fill.pdf>

Means Test Fact Sheet:

<http://www4.va.gov/healtheligibility/Library/pubs/IV/IV.pdf>

Suicide Hotline:

Are you in crisis? Please call 1-800-273-TALK

<http://www.suicidepreventionlifeline.org/>

Approved by PHE Committee- 4/2010

Reviewed by PHE Committee- 8/2011