

Veterans Health Care Patient Services & Information

VA San Diego Healthcare System



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

www.sandiego.va.gov

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

VHA Vision VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

- This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.
- It will emphasize prevention and population health and contribute to the Nation's well-being through education, research and service in national emergencies.

VA Core Values and Characteristics – I CARE:
Integrity, Commitment, Advocacy, Respect, Excellence.



Welcome

The staff and I would like to thank you for choosing VA San Diego Healthcare System as your health care provider. We are committed to providing the best possible health care for those who have served in our nation's military.

Every day, our priority is to meet your needs. For your convenience, we offer health care at our medical center in La Jolla and throughout clinics in San Diego and Imperial Counties. We strive to offer you the innovative, patient-centered care and timely service that you expect and deserve.

If there are ways we can improve upon your experience, please let us know. We're here to serve you.

Thank you,

Jeffrey T. Gering, FACHE
Medical Center Director/CEO
VA San Diego Healthcare System

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Important Phone Numbers

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| VA San Diego Medical Center | (858) 552-8585 (800) 331-8387 |
| Medical Center Telephone Operator | (858) 552-8585 (dial "0" from within the hospital) |
| Agent Cashier | (858) 642-3341 |
| Agent Orange Registry Program | (858) 642-3995 |
| Beneficiary Travel | (858) 552-7575 |
| Billing Office | (866) 802-6381 |
| Chaplain/Pastoral Care | (858) 642-3496 |
| Customer Service/Patient Advocate | (858) 552-4392 |
| Dental Service | (858) 552-7525 |
| Fee Basis | (858) 552-8585 ext. 1313 |
| Former Prisoners of War Patient Advocate | (619) 400-5243 |
| Gulf War Registry Program | (800) 749-8387 |
| Health Benefits and Enrollment | (858) 552-8585 ext. 7523 |
| Home Telehealth | (858) 642-3687 |
| Homeless Veterans Program | (619) 400-5157 |
| Hospital Ethics Advisory Team | (858) 642-3532 |
| Incarcerated Veterans Program | (619) 400-5168 |
| Ionizing Radiation Registry Program | (858) 642-3995 |
| The Joint Commission (Complaint Line) | (800) 994-6610 |
| Laboratory Services | (858) 552-8585 ext. 3668/2380 |
| Lodger Program | (858) 642-1214 |
| Lost and Found | (858) 552-8585 ext. 7674 |
| Medication Refills (Automated Telephone Refill Line) | (858) 552-4390 |
| Minority Veterans Program | (858) 642-1294 |
| My HealthVet | (877) 327-0022 |
| OEF/OIF/OND Care Management Team | |
| San Diego VA Medical Center | (858) 642-3615 |
| Mission Valley Clinic | (619) 400-5271 |
| Oceanside Clinic | (760) 643 2079 |
| Outpatient Pharmacy Service | (858) 552-7450 |
| Patient Care Call Center | (858) 552-7475 |

Chula Vista Clinic
(619) 409-1600

Escondido Clinic
(760) 466-7020

Imperial Valley Clinic
(760) 352-1506

Mission Gorge Annex Clinic
(619) 228-8000

Mission Valley Clinic
(619) 400-5000

Oceanside Clinic
(760) 643-2000

| | |
|--|------------------------|
| Patient Education Resource Center | (858) 552-7401 |
| Police | (858) 642-3931 |
| Primary Care Call Center/Firm Clinic | (858) 552-7475 |
| Prosthetics and Sensory Aids Service | (858) 552-7415 |
| Psychiatric Emergency Clinic. | (858) 642-3654 |
| Public Affairs Office | (858) 552-4373 |
| Release of Information | (858) 642-3661 |
| Research Opportunities | (858) 642-3657 |
| Respite Care. | (760) 643-2068 |
| Social Work Service | (858) 642-3500 |
| Spinal Cord Injury Center | |
| Outpatient. | (858) 642-3140 |
| Inpatient | (858) 552-7453 |
| TeleCare (24-hour Nurse Advice Line) | (877) 252-4866 |
| Transportation | |
| Veterans Transportation Network | (858) 552-7470 |
| Public Transportation | 511 |
| Veterans Crisis Line | (800) 273-8255 press 1 |
| Visual Impairment Services Team (VIST) | (619) 228-8037 |
| Voluntary Service | (858) 642-3267 |
| WAVE Program | (619) 228-8000 |
| We CARE Program | (877) 677-2273 |
| Women’s Health Care Program. | (858) 642 3676 |
| Women’s Trauma Recovery Program | (619) 400-5189 |

For additional information or for a phone number not listed, the medical center telephone operator can help you.

LOCAL VETERAN RESOURCES

| | |
|---|--------------------------|
| American Combat Veterans of War (ACOW) | (858) 552-7501 |
| American Legion | (858) 642-6452 |
| American Veterans (AMVETS) | (858) 552-8585 ext. 6453 |
| Blinded Veterans Association | (800) 669-7079 |
| Disabled American Veterans (DAV) | (858) 642-6454 |
| Military Order of the Purple Heart (MOPH) | (858) 642-6455 |
| Paralyzed Veterans of America (PVA) | (800) 795-3585 |
| Veterans of Foreign Wars (VFW) | (858) 642-6457 |

Fort Rosecrans National Cemetery (619) 553-2084
P.O. Box 6237, San Diego, CA 92166

San Diego Regional Office (800) 827-1000
8810 Rio San Diego Drive, San Diego, CA 92108
Call from your home and the call will be automatically routed to the nearest office.

San Diego Vet Center (858) 642-1500
2790 Truxtun Road, Suite 130, San Diego, CA 92106

San Marcos Vet Center (760) 744-6914
One Civic Center Drive, Suite 150, San Marcos, CA 92069

Chula Vista Vet Center (877) 618-6534
180 Otay Lakes Road, Suite 108, Bonita, CA 91902-2439

National Resource Directory www.nationalresourcedirectory.gov
An online partnership for wounded, ill, and injured Service Members, Veterans, their families, and those who support them.



Maps

San Diego VA Medical Center

3350 La Jolla Village Drive, San Diego, CA 92161

Phone: (858) 552-8585 or 1 (800) 331-8387

Hours: Mon. - Fri., 8:00 a.m. to 4:30 p.m.

24-HOUR EMERGENCY SERVICES

From Oceanside:

Proceed on I-5 S toward San Diego. Take exit 28 for La Jolla Village Dr. Turn RIGHT at La Jolla Village Dr. and turn RIGHT at Villa La Jolla Dr. Take another RIGHT at the first stoplight. The medical center is on the left-hand side.

From Escondido:

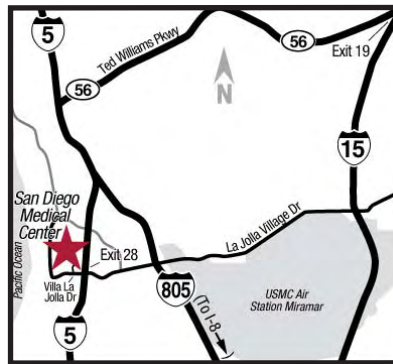
Proceed on I-15 S toward San Diego. Take exit 19 to merge onto CA-56 West/ Ted Williams Pkwy. Take the I-5 S exit toward downtown; merge onto I-5 S. Take exit 28 for La Jolla Village Dr. Turn RIGHT at La Jolla Village Dr. and turn RIGHT at Villa La Jolla Dr. Take another RIGHT at the first stoplight. The medical center is on the left-hand side.

From El Cajon:

Proceed W on I-8. Take the exit onto I-805 N toward Los Angeles. Exit on La Jolla Village Dr. and turn RIGHT at Villa La Jolla Dr. Take another RIGHT at the first stoplight. The medical center is on the left-hand side.

From Chula Vista:

Proceed N on I-805. Take the La Jolla Village Dr. exit W and turn RIGHT at Villa La Jolla Dr. Take another RIGHT at the first stoplight. The medical center is on the left-hand side.



Please inquire at the main lobby desk for a *Visitors Guide* which includes a floor plan for each level of the medical center.



Parking Legend

- Visitor Parking
- Visitor Handicap
- Employee Handicap
- Valet Handicap
- Staff Parking
- Employee Parking
- Valet
- Bus Stop

San Diego VA Medical Center Parking Map

Spinal Cord Injury Building

Veterans Medical Research Foundation

Main Entrance

SCI Entrance

Main Campus Entrance

Valet Handicap Parking Only

SCI Parking Only

Visitor Handicap Parking Only

Visitor/Employee Handicap Parking Only

South Hospital Road

Villa La Jolla Drive

Gilman Drive

Chula Vista Clinic

835 Third Avenue, Chula Vista, CA 91910

Phone: (619) 409-1600

Hours: Mon. - Fri., 7:30 a.m. to 4:00 p.m.

From the South:

Take I-805 N. Take the Telegraph Canyon Rd. exit toward L St. Turn LEFT onto Telegraph Canyon Rd. Proceed onto E L St. Turn RIGHT onto Third Ave.

From the North:

Take I-805 S. Take the H St. W exit. Merge onto E H St. Turn LEFT onto Third Ave. The clinic will be on your left just past K St.



Mission Gorge Annex Clinic

4525 Mission Gorge Place, San Diego, CA 92120

Phone: (619) 228-8000

Hours: Mon. - Fri., 8:00 a.m. to 3:30 p.m.

From Interstate 15:

Take the I-8 E exit and travel E. Follow signs for Mission Gorge Rd./Fairmount Ave. Turn LEFT at Fairmount Ave., then continue on Mission Gorge Rd. Turn RIGHT at Mission Gorge Place.



Escondido Clinic

815 E. Pennsylvania Avenue, Escondido, CA 92025

Phone: (760) 466-7020

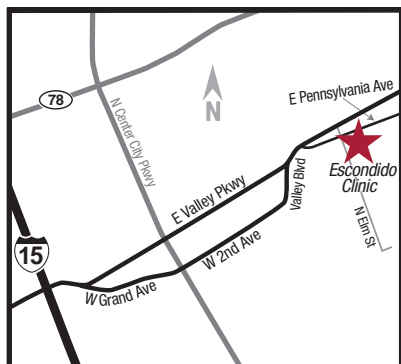
Hours: Mon. - Fri., 7:30 a.m. to 4:30 p.m.

From the North:

Take I-15 S to E Valley Pkwy. and travel E. Turn RIGHT onto N Elm St. and turn LEFT onto E Pennsylvania Ave.

From the South:

Take I-15 N to E Valley Pkwy. toward downtown. Turn RIGHT onto W Valley Pkwy. which becomes W Grand Ave. W Grand Ave. becomes W 2nd Ave. Turn slightly LEFT onto Valley Blvd. Turn slightly RIGHT onto E Valley Pkwy. Turn RIGHT onto N Elm St. Turn LEFT onto E Pennsylvania Ave.



Mission Valley Clinic

8810 Rio San Diego Drive, San Diego, CA 92108

Phone: (619) 400-5000

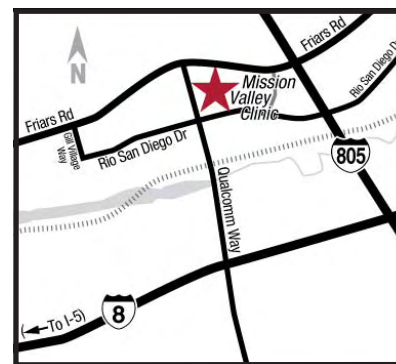
Hours: Mon. - Fri., 8:00 a.m. to 4:30 p.m.

From Interstate 5:

Take I-8 E to Qualcomm Way and go N. Turn RIGHT on Rio San Diego Dr. The clinic will be on your left.

From Interstate 805:

Take I-805 to I-8 and go W. Go N on Qualcomm Way and turn RIGHT on Rio San Diego Dr. The clinic will be on your left.



Imperial Valley Clinic

1600 S. Imperial Avenue, El Centro, CA 92243

Phone: (760) 352-1506

Hours: Mon. - Fri., 8:00 a.m. to 4:30 p.m.

From the West:

Travel E on I-8. Take the Imperial Ave. exit #114 N toward El Centro. Proceed two blocks, and the clinic will be on your left.

From the East:

Travel W on I-8. Take the Imperial Ave. exit #114 N toward El Centro. Proceed two blocks, and the clinic will be on your left.



Oceanside Clinic

1300 Rancho del Oro Road, Oceanside, CA 92056

Phone: (760) 643-2000

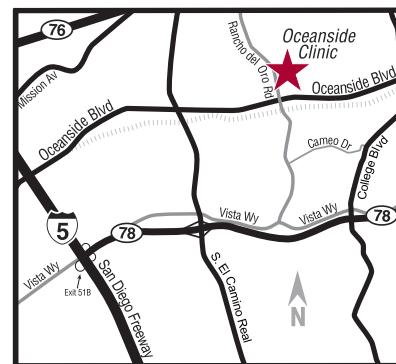
Hours: Mon. - Fri., 7:30 a.m. to 4:00 p.m.

From the South:

Take I-5 N. Take exit 52 for Oceanside Blvd. Turn LEFT on Oceanside Blvd. Turn LEFT at Rancho del Oro Rd. Turn RIGHT on Seagate Way.

From the North:

Take I-5 S. Take exit 52 for Oceanside Blvd. Turn LEFT on Oceanside Blvd. Turn LEFT at Rancho del Oro Rd. Turn RIGHT on Seagate Way.





Patient Services

AGENT CASHIER

**SAN DIEGO VA MEDICAL CENTER
ROOM 1509
MON. – FRI., 8:30 A.M. TO 4:00 P.M.**

Agent Cashier is available to Veterans who wish to make co-payments, receive reimbursements for eligible travel, or deposit funds while admitted for inpatient care.

AUTOMATED TELLER MACHINE (ATM)

The one ATM within the medical facility is located in the service elevator corridor on the first floor and is accessible 24 hours a day.

BENEFICIARY TRAVEL

(858) 552-7575

Veterans may be eligible for payment or reimbursement for travel costs for scheduled medical appointments or return mileage for unscheduled visits without a medical appointment. Travel payments may be subject to a \$3.00 one-way trip deductible for a maximum of \$18.00 per month.

If you meet one of the criteria below, you may be eligible for mileage reimbursement or special mode transportation in association with obtaining VA health care services:

1. You have a service-connected disabilities rating of 30% or more
2. You are traveling for treatment of a service-connected condition
3. You receive a VA pension
4. Your income does not exceed the maximum annual VA pension rate
5. You are traveling for a scheduled compensation and pension examination

You may qualify for special mode transportation (ambulance, wheelchair van, etc.) if you meet all of these criteria:

- Your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and
- You meet one of the eligibility criteria in one through five above, and
- The travel is pre-authorized

NOTE: Travel for a medical emergency does not need to be pre-authorized when a delay would be life-threatening.

My HealtheVet is a Web-based application designed for Veterans and their families. Registered Veterans can find health information, maintain their health record, and even refill VA prescriptions at www.myhealth.va.gov.

CHAPLAIN/PASTORAL CARE

(858) 642-3496

Our chaplains are on duty seven days a week, visit the units daily, and are available for private consultation. All spiritual and religious preferences can be accommodated. If you desire a special visit, please ask your unit staff to call the Chaplain Service to make arrangements. Our chapel is located in the north wing on the first floor. Two private rooms at the rear of the chapel are open 24 hours a day for prayer and meditation.

Chaplains hold Protestant and Catholic worship services regularly each week and make special arrangements for worship services for other faiths. For schedules, please visit www.sandiego.va.gov/services/chaplain.asp.

CUSTOMER SERVICE (PATIENT ADVOCATE)

The VA San Diego Healthcare System strives to provide our Veterans with the best care possible in the most courteous and efficient manner. Our goal is to be responsive and sensitive to the needs of our Veterans. We will resolve any concern in a positive and timely manner.

Service Ambassadors

Share your concerns, problems, or complaints with the Service Ambassador posted at your clinic or unit so they can help you resolve the problem immediately.

Patient Advocates

**San Diego VA Medical Center
Room 1519 • (858) 552-4392
Mon. - Fri., 8:00 a.m. to 4:00 p.m.**

If your concerns have not been resolved and you need further assistance, patient advocates are available to help you and your

family with any problems or questions you may have; please do not hesitate to call or visit them.

If you wish to speak to someone outside the organization about patient safety or quality of care, contact The Joint Commission at (800) 994-6610 or e-mail: complaint@jointcommission.org.

We are interested in what you think about our medical center and how we deliver care. Please send your comments to the following address:

**VA San Diego Healthcare System (00R)
3350 La Jolla Village Drive
San Diego, CA 92161**

HEALING GARDEN

If you are looking for a quiet area, consider visiting our Veterans Healing Garden located on the second floor. This tranquil environment, with its flowers, plants and water fountains, is open to patients and visitors during all hours of the day.

HEALTH BENEFITS & ENROLLMENT

**ROOM 1503 • (858) 552-8585, EXT. 7523.
MON. - FRI., 7:30 A.M. TO 4:00 P.M.**

Health Benefits & Enrollment provides VA Healthcare System benefits information and Enrollment/Eligibility assistance. It is also a one-stop service for insurance updates, Veteran Identification Cards (VIC), address changes and financial assessments. Be sure to bring your DD Form 214 Member - 4 copy when you enroll.

Veterans Identification Card (VIC)

Veterans Identification Cards provide a secure, easy way to check-in for your appointments. At the time of your enrollment, the Health Benefits & Enrollment department will process your information including a photo and submit the information for



creation of a new VIC. The card will then be mailed to the address you provided within 5 – 7 business days. For more information, please see http://www.va.gov/healthbenefits/access/veteran_identification_card.asp.

LOST AND FOUND

(858) 552-8585, EXT. 7674

Please contact the Lost and Found/Patient Effects representative if you lose any personal items or need to have your personal effects returned to you. If after hours, please contact the Medical Administrative Officer of the Day (MAOD) at 858-552-8585, ext. 4344.

NEWSPAPERS

For your convenience, newspapers are available for purchase at the front entrance and in the Spinal Cord Injury Center Atrium.

NOTARY SERVICE

We provide a free notary service for Veterans with health care related notary needs during regular business hours (Monday through Friday, 8:00 a.m. to 4:00 p.m.). Notaries can be located by contacting the Welcome Center at the front entrance to the medical center.

PARKING

We provide patient parking and valet service, free of charge, to patients and visitors. Parking areas are designated for visitors, employees and the disabled. Please obey posted signs and painted grounds and curbs. Inpatients are requested to leave their cars at home. If this is not possible, inform VA police of your vehicle's presence. VA police enforce all regulations and will issue warnings and tickets to drivers who violate the rules.

PATIENT EDUCATION RESOURCE CENTER

**ROOM 1493D • (858) 552-7401
MON. – FRI., 8:00 A.M. TO 3:00 P.M.**

The center strives to promote healthy lifestyles, support self-management of diseases, and encourage you to be actively involved in your health care. Patient Health Library staff members will assist you with a wide range of learning opportunities.

RELEASE OF INFORMATION

(858) 642-3661

If you need copies of your medical records, lab results, X-rays, completion of disability, insurance forms, etc., by your provider, please contact the Release of Information Office, Room 1496 or call 858-642-3661. Prior to releasing any information, you will be required to sign a consent form giving permission to copy and release your medical records. Your request will be processed in accordance with VHA Handbook 1605.1 within 20 working days (excluding weekends and Federal holidays) of receipt whenever possible. When, for good cause, we are unable to provide the requested information in a record within the 20 working day period, you will be informed in writing as to the reasons why the request cannot be processed within the required time frame. You will be notified when it is anticipated that the information will be available, and this must not exceed 40 working days from receipt of request.



TRANSPORTATION ASSISTANCE (858) 552-7470

The Veterans Transportation Network (VTN) program provides roundtrip transportation to and from both the San Diego VA Medical Center and the Mission Valley Clinic for patients with a medical appointment. Please make reservations at least two weeks in advance.

Public Transportation 511 or (619) 233-3004

San Diego Metropolitan Transit System telephone operators will provide you with information regarding public transportation to VA San Diego Healthcare System facilities within San Diego County. Please let the operator know whether you are disabled or a senior and they will assist you with transportation options including routes, schedules, and fares.

MTS Access, ADA Suburban Paratransit, and Lift

If you are disabled or a senior, you may want to ask the operator about the MTS Access and the ADA Suburban Paratransit programs. If you are disabled or a senior in North San Diego County, you may want to ask about the Lift Program.

Note: If you use a wheelchair, please tell the agencies when you make your reservations.

VETERANS SERVICE OFFICERS

Veterans Service Officers are available at the San Diego VA Medical Center and the Mission Valley Clinic to assist you with VA benefits such as compensation, pension, government insurance, education, GI loans, vocational rehabilitation, etc. Staff will request bedside visits on behalf of inpatients. Service Officers representing the American Legion, American Veterans (AMVETS), Disabled American Veterans (DAV), Military Order of the

Purple Heart (MOPH), and Veterans of Foreign Wars (VFW) are available at the medical center in offices on the first floor near Voluntary Service. Please see Veterans Resources at the end of this guide for phone numbers.

VETERANS CANTEEN SERVICE

The Veterans Canteen Service is committed to excellent customer service and to offering quality merchandise, food, and related services at reasonable, tax-free prices. Our options include the following:

Patriot Café

Monday – Friday
6:30 a.m. – 6:00 p.m.
Saturday & Sunday, Closed

Heroes Internet Café

Monday – Friday
7:00 a.m. – 5:00 p.m.
Free Internet access

Coffee Cart/Starbucks

Monday – Friday
6:30 a.m. – 5:30 p.m.

Patriot Store

Monday – Friday
8:00 a.m. – 4:00 p.m.
Saturday
9:00 a.m. – 4:30 p.m.

Vending Machines

For snacks after hours, please visit the vending machines located on the first floor outdoor patio adjacent to the pizza and deli café.

VOLUNTARY SERVICE

(858) 642-3267

Our Voluntary Service program provides opportunities for individuals and community groups to volunteer time and resources. Volunteers often assist with special events, activities, clerical tasks, and transporting patients to and from appointments. If you would like to volunteer, please contact our office.





Health Care Programs

Special Veteran Programs

AGENT ORANGE REGISTRY PROGRAM (858) 642-3995

Any active-duty military service Veteran who was assigned and served in the Republic of Vietnam between 1962 and 1975 and has a concern relating to the exposure or handling of the herbicide, dioxin, is encouraged to join the Agent Orange Registry Program. This program includes a comprehensive briefing and evaluation.

FORMER PRISONERS OF WAR PATIENT ADVOCATE (619) 400-5243

The Former Prisoners of War (POWs) Program provides treatment for former POWs. Specially trained staff is available to care for former POWs and assist them in applying for benefits.

GULF WAR REGISTRY PROGRAM (800) 749-8387

The VA provides Gulf War Registry examinations to Veterans who served on active duty in Southwest Asia during the Persian Gulf War between August 2, 1990 and the official termination date (still to be established). Call for more information.

HOMELESS VETERANS PROGRAM (619) 400-5157

The Homeless Veterans Program provides services linking homeless Veterans to various community and government agencies. Please call for more information.

INCARCERATED VETERANS PROGRAM (619) 400-5168

The Incarcerated Veterans Program reaches out to incarcerated Veterans and provides limited legal assistance to Veterans who are entitled to VA health care benefits and other VA services.

IONIZING RADIATION REGISTRY PROGRAM (858) 642-3995

If you are a Veteran who was exposed to ionizing radiation while on active-duty military service either at the nuclear testing sites (Nevada, New Mexico, or Pacific Ocean) during 1945 and 1962 or during the occupation of Hiroshima or Nagasaki between September 11, 1942 and July 1, 1946, you have the option of a special evaluation for the Ionizing Radiation Registry. To be scheduled for an evaluation, contact the Environmental Health clerk at the telephone number above.

The VA San Diego Healthcare System has one of the largest VA research programs in the nation.

If you choose to participate in a study, you will be under medical supervision and receive study-related medications and treatments, generally at no cost to you.

MINORITY VETERANS PROGRAM (858) 642-1294

The primary goal of this program is to increase awareness of minority Veterans' issues and to develop strategies for increasing their participation in existing VA benefits programs. We also aim to educate and sensitize hospital staff to minority Veterans' unique needs while identifying gaps in service in order to help improve our overall delivery of care.

OEF/OIF/OND CARE MANAGEMENT TEAM

The OEF/OIF/OND (Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn) Care Management Team is here to serve recently returned combat Veterans (Veterans who served in a theater of combat or were medically separated after November 11, 1998). Our team provides comprehensive information and care coordination to assist you in maximizing your services and benefits.

To access the OEF/OIF/OND Care Management Team, you may call the location most convenient for you:

- **San Diego VA Medical Center**
(858) 642-3615
- **Mission Valley Clinic**
(619) 400-5271
- **Oceanside Clinic**
(760) 643-2079



RESEARCH OPPORTUNITIES (858) 642-3657

The VA San Diego Healthcare System has one of the largest VA research programs in the nation. You do not need to be a VA patient or employee to participate. Our studies involve such topics as OEF/OIF/OND (Operation Enduring Freedom/ Operation Iraqi Freedom/Operation New Dawn) research, investigational devices, drugs, and/or treatments.

If you choose to participate in a study, you will be under medical supervision and receive study-related medications and treatments, generally at no cost to you.

VETERANS CRISIS LINE

1-800-273-8255 AND PRESS 1

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified and caring Department of Veterans Affairs responders through a confidential toll-free telephone crisis line and/or online chat service. Veterans and their loved ones can call 1-800-273-8255 and press 1; or, visit the Chat Line www.VeteransCrisisLine.net to receive 24/7 year round support.

Additionally, Veterans in need of emergency mental health care can call 858-642-3654, or come to the San Diego VA Medical Center, Psychiatric Emergency Clinic (PEC) located on 2-North, Monday through Friday, 8:00 a.m. to 4:00 p.m.; or, the Emergency Department 24/7.

WELLNESS AND VOCATIONAL ENRICHMENT (WAVE) CLINIC

(619) 228-8000

The WAVE Clinic provides rehabilitative services to Veterans who are unemployed due to mental illness, substance abuse, or medical conditions. The program offers orientation, work therapy opportunities, supported employment services, vocational community resources, wellness classes, and brief vocational counseling.

WOMEN'S HEALTH CARE PROGRAM

(858) 642-3676

Women's Health Care Program is provided through a primary care clinic. The program provides a full array of services to our women Veterans including women's health screenings, general preventive health screenings, gynecology, access to specialty care, obstetric care and mental health services. Please call the number listed above for an appointment, or contact our Women's Veteran Program Manager at (858) 642-3676.

WOMEN'S TRAUMA RECOVERY PROGRAM

(619) 400-5189

Veterans who have experienced combat or military sexual trauma (MST) may suffer from posttraumatic stress disorder (PTSD) or other forms of posttraumatic distress (e.g., depression, anxiety). Symptoms of PTSD may include unwanted, painful thoughts of the event; inability to be around others; irritability for no apparent reason; sleep disturbances or nightmares; difficulty with memory and concentration; etc. – all of which often interfere with many aspects of Veterans' daily lives, such as work and relationships with family and friends. If you have experienced a traumatic event and you are experiencing some or all of these symptoms, please call the Women's Trauma Recovery Program.

Medical Service Programs

DENTAL SERVICE

The Dental Service provides comprehensive dental care to eligible Veterans. If you are unsure of your eligibility, please contact Health Benefits & Enrollment.

EMERGENCY CARE

911

If you need emergency care for a medical or mental health condition, call 911, or go to the nearest emergency room. Emergency care is available at the San Diego VA Medical Center. When you are admitted to a non-VA hospital for emergency care, a family member, friend, or hospital staff member must contact the VA within 72 hours to provide information about your emergency care.

In limited circumstances, the VA may authorize payment for care provided in a non-VA facility.

HOME TELEHEALTH

(858) 642-3687

Home Telehealth is part of the VA's Care Coordination Program, which uses simple and safe telephone-based technologies to connect a Veteran from his/her home with a certified Nurse Care Coordinator at the San Diego VA Medical Center who will be their communication link to the VA system and their providers.

The Home Telehealth program is used for male and female Veterans with the chronic diseases of heart failure, diabetes, emphysema (COPD), high blood pressure, depression, chronic pain, schizophrenia, post-traumatic stress, bipolar disorder, or substance abuse to receive the support and care they need without leaving the comfort of their homes. It is ideal for Veterans



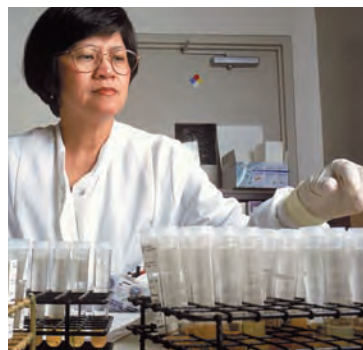
who find it difficult to physically come into VA clinics. The telehealth device is attached to the home telephone landline or a wireless system, and allows the Veteran to answer daily questions about their blood pressure, blood sugar, weight, symptoms, and behaviors. The Care Coordinator reviews the information and ensures that the Veteran's healthcare needs are met quickly and resolved before they become urgent. Many patients experience increased satisfaction and feelings of safety with the knowledge that the Care Coordinator is regularly checking on their well-being and assisting them to maintain self care.

Please talk with your primary care provider or call the number listed above to get a referral to the program.

LABORATORY SERVICES

**SAN DIEGO VA MEDICAL CENTER
ROOM 1213
(858) 552-8585, EXT. 3668/2380
MON. - FRI., 6:30 A.M. TO 5:30 P.M.**

Many outpatients who come to the medical center will have laboratory tests ordered by their provider. It is important to follow the instructions your provider gives for your specific tests. If you have any questions regarding instructions for particular tests, please call the lab before your visit.



MEDICATION REFILLS

Please use the mail-out process to refill your prescriptions, and remember to place your orders at least two weeks before you run out of medication.

- **Automated Telephone Refill Line:**
(858) 552-4390
- **My HealtheVet:**
www.myhealth.va.gov
(You may contact the Patient Health Library for help with My HealtheVet.)
- **Mail your refill slip(s):**
VA San Diego Healthcare System
(119)
3350 La Jolla Village Drive
San Diego, CA 92161

MENTAL HEALTH

We provide comprehensive mental health care through a team of psychiatrists, psychologists, nurses, social workers, chaplains, and pharmacists. We offer treatment for anxiety, depression, bipolar disorder, post-traumatic stress disorder, substance abuse disorders, and other mental health issues. We offer talk therapies (individual, group, and family) and medications. Mental health care is available at the medical center and clinics. Your primary care physician can make a referral to a mental health provider. If you have an urgent problem, you can access services through the Psychiatric Emergency Clinic at (858) 642-3654 or the Emergency Department.

OUTPATIENT PHARMACY SERVICE

(858) 552-7450

MON. - FRI., 9:00 A.M. TO 6:30 P.M.

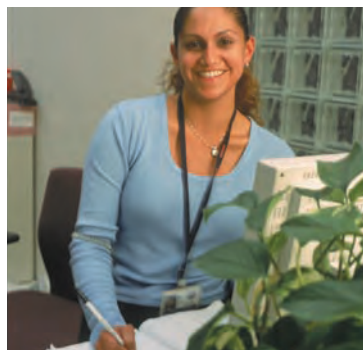
If you have questions regarding your medication, please contact your assigned pharmacist. VA San Diego Healthcare System pharmacists are available to answer your questions, as well. If you experience an undesirable effect from a medication, immediately call your physician, pharmacist, or nurse. If they cannot be reached, call the Outpatient Pharmacy during normal operating hours or, when the pharmacy is closed, call the 24-hour Nurse Advice Line at (877) 252-4866. Contact your pharmacist if you lose your refill slip(s) or if you run out of medication.



PATIENT CARE CALL CENTER

(858) 552-7475 OR (858) 552-7570

The Patient Care Call Center allows you to make or cancel an appointment, check on pending appointments, request medication refills, leave a message for your primary care team, or speak to a telephone advice nurse.



PROSTHETICS AND SENSORY AIDS SERVICE

(858) 552-7415

The VA has become a world leader in prosthetics and rehabilitation through an integrated delivery system designed to provide prostheses, sensory aids, assistive aids, and repairs to disabled Veterans to help treat their medical conditions. The San Diego VA Medical Center offers a full range of devices, equipment, and services to San Diego and Imperial County Veterans including the following:

- Artificial limbs
- Blind aids
- Communication devices
- Orthotic devices
- Recreational and rehabilitative equipment
- Wheelchairs and wheelchair lifts
- Various other devices, equipment, and services

We provide new and emerging technologies to ensure Veterans receive state-of-the-art health care. A multidisciplinary team consisting of a physician, prosthetist, therapist, and a prosthetic representative develop prescriptions and design prostheses based on the patient's specific needs, including: vocational, recreational, general physical health, and home environment. Please speak with your primary care provider for a referral.

VISUAL IMPAIRMENT SERVICES TEAM (VIST)

(619) 228-8037

The Visual Impairment Services Team is a service designed primarily for legally blind Veterans. The VIST Coordinator will also work with visually impaired Veterans and active duty service members having difficulty with their vision.



Safety

ANIMAL POLICY

Service animals, as defined by the Americans with Disabilities Act, and animals involved in pet therapy are permitted at the San Diego VA Medical Center. All other animals are prohibited, so please leave your pets at home. If you have any questions, contact VA Police at (858) 642-3931, or from within the medical center dial extension 3931.

FIRE/DISASTER DRILLS

For the protection of patients and staff, the San Diego VA Medical Center has its own fire and disaster plan. If you discover a fire, tell a staff member immediately. If you are in an area that needs to be evacuated, follow instructions from the staff. Exit signs show the location of emergency exits. Fire alarms are near each exit.

PHOTOGRAPHY

To protect the privacy of patients, all photography, filming and media interviews at our medical center and outpatient clinics must be approved in advance by the Public Affairs Service and supervised by Public Affairs staff. This includes the usage of smart phones and other smart technology to capture imagery.

POLICE

(858) 642-3931 • FROM WITHIN THE MEDICAL CENTER, DIAL EXT. 3931

VA police are on duty for your protection and are here to serve you. Please keep in mind, regulations do not permit the use of loud, abusive or profane language; loud music or televisions; gambling; soliciting;

bartering; selling; use or possession of intoxicants or unauthorized drugs; vehicle speeding; and the introduction of contraband or weapons.

REPORTING SAFETY CONCERNS

We strongly encourage patients to report their concerns to give the facility an opportunity to resolve them as quickly as possible. Please bring your concerns to our attention through one of the following methods:

- Discuss with your provider or other staff member.
- Contact any of the Patient Advocates at (800) 331-VETS (8387) or (858) 552-4392.
- Contact the facility Patient Safety Manager at (858) 642-3373, from within the medical center dial extension 3373.
- If you wish to speak to someone outside the organization about patient safety or quality of care, contact The Joint Commission Office of Quality Monitoring at (800) 994-6610 or e-mail complaint@jointcommission.org.

SMOKING

The San Diego VA Medical Center is smoke-free. Smoking is prohibited anywhere indoors and near all entrances and exits. There are, however, two designated smoking areas on facility grounds. One is in the Rose Garden, across the circle from the Spinal Cord Injury Center and east entrance, and the other is located outside on the second floor, north wing. Look for signs marking designated smoking areas.

Because ensuring your health and safety is our objective, the VA San Diego Healthcare System embraces the Joint Commission's annually updated National Patient Safety Goals.



Patient Aligned Care Team

WHO IS ON YOUR TEAM?

- **Veterans** – You are the most important member of the Team.
- **PCP** – Primary Care Provider
- **RN** – Registered Nurse who serves as your care manager
- Clinical Associate
- Administrative Clerk

Extended Team:

- Social Worker
- Pharmacist
- Mental Health Practitioners
- Dietician
- Specialists

FIRST PRIMARY CARE VISIT

When entering the building for your first appointment, the first team member that you may meet will be a health administrative staff member or clerk.

HELPFUL TIPS TO MAKE YOUR VISIT GO SMOOTHLY:

1. Arrive at least 15 minutes early for your visit to ensure you are checked in and ready for your provider.
2. If this is your first visit, your provider will order fasting labs that will need to be done 2 weeks in advance of your visit. Please go to the VA lab that is the closest to your home. The labs are located inside the San Diego VA Medical Center along with Oceanside, Escondido, Mission Valley, Chula Vista, and Imperial Valley VA Clinics. Please have your labs done so you and your provider can discuss the results.
3. Make sure you have your updated address, telephone number and insurance information with you.
4. You will be asked to update critical information at every visit.
5. Make sure to have proper identification. You may need your driver's license or other Government issued picture ID, but the preferred identification is a Veteran Identification Card. If you don't have this card, our staff can assist you on how to obtain a Veterans Identification card (VIC).

A Patient Aligned Care Team (PACT) is a partnership between you and your health care team. The PACT team works with you to meet your personal health care goals.

PRIMARY CARE VISIT

1. When you meet your new Primary Care Provider (Physician or Nurse Practitioner), let them know what your main health concerns are. If you have been seen in another health care system, please bring your important information like:
 - a. Medications
 - b. Any laboratory tests
 - c. Radiological tests (x-rays)
 - d. Over the counter medications
 - e. Other information you would like them to know
2. You will also meet one of the nurses on your healthcare team. The nurse will help you prepare for your primary care visit. The VA is focusing on how you can prevent illness and promote better health. The nurse on your team will be very important in coaching you to improved health. Ask the nurse about how you can be involved in your own health care by talking about safe practices, tobacco cessation, limitation of alcohol, eating wisely, staying active, striving for a healthy weight, stress management, and staying up to date on screenings and immunizations.
3. At your first appointment you will be given a free copy of Healthwise for Life, the new self-care guide book that helps Veterans make better health decisions. This customized book gives you vital information such as: smart tips for working with your provider, simple steps to be active in your care, medical advice-line help, advice on how to stay healthy, what to do for first aid and emergencies and information on common health problems.



4. You can get answers to your healthcare questions 24 hours a day by using the VA TeleCare Line at (877) 252-4866. This nurse advice line is a quick and easy way to find out if you need immediate emergency care, want to schedule an appointment with your provider, or can begin treatment at home.
5. After your visit with the PCP, one of your team members will let you know if you need to check out after your appointment and how to schedule future appointments.
6. If you ever run late for an appointment, please call to alert us. When you arrive late, we may ask you to reschedule your appointment to ensure you have enough time with your provider to address your needs.
7. Also, if you are unable to come to your appointment, please call at least 24 hours in advance to reschedule so that your appointment can be given to another veteran in need. Call (858) 552-7475 or (800) 331-VETS (8387) ext. 7475 to reschedule.

If you are having a new problem (symptom) and you need an earlier appointment, please call the main call center at (858) 552-7475 or (800) 331-VETS (8387) ext. 7475. The call center will get a message to your health care team. Or, if you have an upgraded My HealthVet account, you can send an email (known as a Secure Message) to your health care team – they usually respond in one to two days. If you are having chest pain or any other emergency symptoms, please call 911; do not walk into your clinic because they have no emergency services on site.



Inpatient Information

ABSENTEE VOTING

You can still vote while receiving inpatient care. Contact Voluntary Service for assistance. Veteran patients who are expecting an extended admission and are registered voters can obtain an absentee ballot. The procedure should be started a few weeks before Election Day.

BEDSIDE TELEPHONES

Patient bedside telephones are available in most units.

How to receive an incoming call

If you or your care providers have given your bedside telephone number to your family or friends, they may call your bedside telephone directly. If you or your care providers have not given out your bedside telephone number, family or friends may call (858) 552-8585 to speak to the medical center telephone operator for assistance.

How to place a local call

Local calls within the 619, 760, and 858 area codes are available to patients at no cost.

- Listen for dial tone, then press 9
- For calls within the 858 area code, dial the **7-digit phone number**
- For calls within the 619 or 760 area codes, dial **1 + area code + 7-digit phone number**

How to place a long distance call (outside of 619/760/858 area codes)

You may place long distance calls by making a collect call, billing the call to a telephone company calling card or billing the call to a third party.

- Listen for the dial tone, then dial **9 + 0 + area code + 7-digit phone number**
- If you need additional assistance, dial 0 for a VA operator

IDENTIFICATION

Upon admission to the San Diego VA Medical Center, an identification band will be placed on your wrist. This wristband must be worn at all times, as treatment cannot be given to you without proper identification. Your band contains a barcode that is scanned prior to any dispensing of medications. If this band becomes damaged, please notify your unit nurse or clerk immediately so they can replace it.

LEAVING UNIT

Please consult with your nurse before leaving your unit – you are expected to be at your bed for doctor's rounds and other treatments. Patients who are receiving IV therapy, chemotherapy, blood transfusions, or oxygen should not leave the unit without permission. Those in isolation, awaiting transport for a

We want you and your family to be active participants in decisions about your care in order to achieve the best possible health outcomes.

test, or who have been diagnosed with confusion or dementia are required to remain on their units.

LODGER PROGRAM

(858) 642-1214

The Lodger Unit provides room and board to VA patients who must travel more than 100 miles for outpatient surgeries or procedures. To qualify for the program, you must be referred by a health care provider and meet specific criteria. If you think you may need this service, please discuss it with your provider or contact the Lodger Unit.

MAIL

Your mail will be delivered to you on your unit. All mail received after you have been discharged will be forwarded to your home address. Therefore, it is important to be sure that we have your current address. While you are a patient, mail should be addressed to you as follows:

Patient's Full Name
Patient's Room Number
c/o VA San Diego Healthcare System
3350 La Jolla Village Drive
San Diego, CA 92161

If you have letters to mail, please give them to your nurse or unit staff, and they will be sure to place the items in the outgoing mail. Also, for your convenience, there are USPS mailboxes on the sidewalk at the southeast corner of the VA San Diego Medical Center's main building. Stamps are available for purchase at the retail store. If you need assistance with writing a letter or obtaining written materials, simply ask your unit staff to request a volunteer for assistance.

MEALS

Your physician will order a meal plan for you. Please refer to the Welcome Card on your first meal tray for information about your meal service. A dietitian or dietetic technician will visit with you to help individualize your meal plan according to your preferences, dislikes, and allergies, if any. Always check with your physician, nurse, or dietitian before eating or drinking anything other than what Nutrition and Food Service prepares for you. This includes food from visitors or from the cafeteria. If you have any questions or would like to speak with a dietitian or dietetic technician, please call the telephone extension noted on your Welcome Card.

In order to enjoy a hot, flavorful, quality meal, please be at your bedside and ready to eat when your meal is served at the following times:

Inpatient Units

| | |
|-----------|--------------------------|
| Breakfast | 6:55 a.m. to 8:00 a.m. |
| Lunch | 11:30 a.m. to 12:45 p.m. |
| Dinner | 4:55 p.m. to 6:00 p.m. |

Community Living Center

| | |
|-----------|------------|
| Breakfast | 7:15 a.m. |
| Lunch | 12:00 p.m. |
| Dinner | 5:15 p.m. |

Staff will return approximately 45 minutes later to pick up your tray.



PERSONAL HYGIENE ITEMS

If you need a razor, toothbrush, toothpaste, comb, etc., please ask for assistance or call Voluntary Service at extension 3267. These items will be delivered to you.

TELEVISIONS

Televisions are provided in patient rooms and lounges for your entertainment. Please use your bedside speaker and turn off your television at a reasonable time so as not to disturb your fellow patients. Please notify your nurse or unit clerk if your television is not working properly.

VALUABLES

We recommend that valuables, such as money, credit cards, jewelry, etc., be sent home with a relative or a friend. If this is not possible, please place them in safekeeping with the admission staff. If you choose to keep your valuables on the unit, the medical center cannot assume responsibility for their loss or damage.

VISITING RULES AND GUIDELINES

We encourage family and friends to visit. Please check with your nurse for specific visiting guidelines. Some basic guidelines include the following:

- Please try to limit your visits to two people at a time.
- Please ask physicians or nurses prior to bringing food or beverages to patients to ensure they will not conflict with patient care.
- Children under 12 years of age may visit on your unit with the attending physician or nurse's permission.
- For safety, an adult must accompany children at all times.
- Members of the clergy may visit during other than regular hours, if needed.
- Visits are always welcome in the lobbies or in the cafeteria.



Primary Care First Visit Checklist





**HOSPITAL ETHICS ADVISORY TEAM
(858) 642-3532**

The Hospital Ethics Advisory Team (HEAT) provides consultative and educational activities to patients, families, and staff. If you have any questions about medical ethics issues, you may contact HEAT through your nurse, doctor, social worker, or chaplain, or the Patient Advocate’s office.

**WE CARE PROGRAM
(877) 677-2273**

The We CARE Program is another way for you to provide us feedback about our health care system. We want to hear your comments, suggestions, and concerns. You may call our toll-free number and leave a voicemail, send a secure e-mail via the VA San Diego Healthcare System web site at www.sandiego.va.gov (click on Contact VA and then click on Ask a Question), or write us a letter on a postage-paid “We CARE” form, which you may obtain from the Patient Advocate’s office.

Veterans Health Administration employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care.



MyHealtheVet



My HealtheVet is VA's award-winning e-health website, which offers Veterans, active duty soldiers, their dependents and caregivers anywhere, anytime Internet access to VA health care information and services.

1. All registered My HealtheVet users CAN:

- Record military and family health histories
- Record and track over-the-counter medications and supplements
- Record and track immunizations and allergies/adverse reactions
- Record and track accidents or other medical events
- Record, track, and graph vitals, readings, labs, and tests
- Download selected portions of the MHV account via the Blue Button
- Research trusted health information
- Use Self-Assessment tools

2. Registered VA Patients CAN:

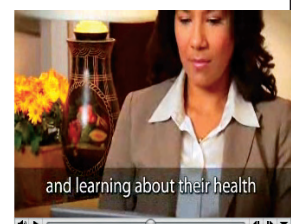
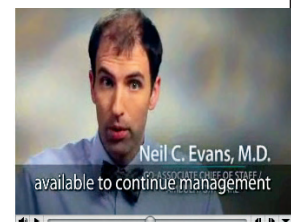
- Refill prescriptions

3. Registered VA Patients with upgraded accounts CAN:

- Refill prescriptions
- View VA chemistry/hematology results
- View past and future appointments
- Get VA Wellness Reminders
- Send and receive emails (known as Secure Messages) with their participating health care teams
- Access all new features as they become available

GET STARTED

Visit My HealtheVet at www.myhealth.va.gov and click the green Register Today button on the right-hand side of the screen. You can register at home, on a public computer, or on designated My HealtheVet computers at the Medical Center and Community Clinics.



UPGRADE YOUR ACCOUNT WITH IN-PERSON AUTHENTICATION

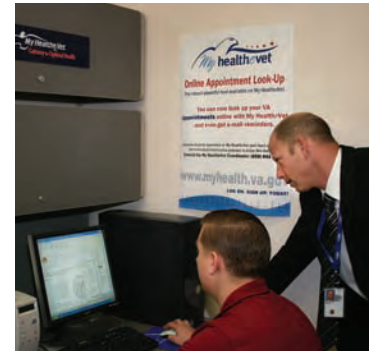
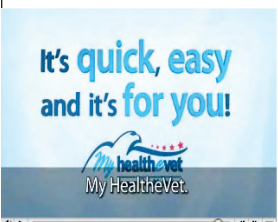
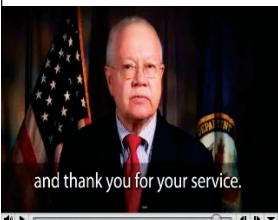
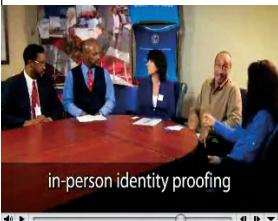
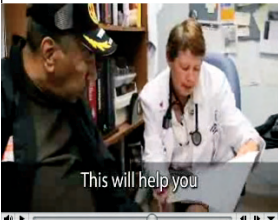
Once you've registered, complete the In-Person Authentication (IPA) process – a security measure intended to protect patient privacy that allows Veteran users to enjoy the fullest benefits of My HealtheVet.

1. Fill out the My HealtheVet IPA form (VA Form 10-5345a) included in this packet or at www.sandiego.va.gov/patients/myhealthevet.asp
2. Drop off your completed form and show ONE valid government-issued photo ID (could be your VA Patient ID) to a designated VA staff member at one of the following locations:
 - **San Diego VA Medical Center** – Clinic Clerk or Release of Information Office
 - **Chula Vista Clinic** – Clinic Clerk or Eligibility and Enrollment Office
 - **Escondido Clinic** – Clinic Clerk or Front Desk Reception Clerk
 - **Imperial Valley Clinic** – Front Desk Reception Clerk
 - **Mission Valley Clinic** – Clinic Clerk or Eligibility and Enrollment Office
 - **Oceanside Clinic** – Clinic Clerk or Eligibility and Enrollment Office

Once you submit your IPA form, you should have access to upgraded account features within 5-7 business days.

QUESTIONS?

My HealtheVet Help Desk
 Monday – Friday, 4:00 a.m. to 5:00 p.m.
 Toll Free (877) 327-0022



Registering for My HealtheVet and completing the In-Person Authentication process is simple and easy to do.

My HealthVet:
It's Quick, Easy,
and It's for You!



www.myhealth.va.gov



Department of Veterans Affairs

**INDIVIDUALS' REQUEST FOR A COPY OF THEIR OWN
HEALTH INFORMATION**

PRIVACY ACT AND PAPERWORK REDUCTION ACT INFORMATION

The Paperwork Reduction Act of 1995 requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Act. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average 2 minutes. This includes the time it will take to read the instructions, gather the necessary facts and fill out the form. The purpose of this form is to provide an individual the means to make a written request for a copy of their information maintained by the Department of Veterans Affairs (VA) in accordance with 38 CFR 1.577.

The information on this form is requested under Title 38, U.S.C. 501. Your disclosure of the information requested on this form is voluntary. However, if the information including Social Security Number (SSN) (the SSN will be used to locate records for release) is not furnished completely and accurately, VA will be unable to comply with the request. Failure to furnish the information will not have any affect on any other benefits to which you may be entitled.

| | | |
|--|----------------------|----------------------|
| VETERAN'S LAST NAME- FIRST NAME- MIDDLE INTIAL | SOCIAL SECURITY NO. | DATE OF BIRTH |
| <input type="text"/> | <input type="text"/> | <input type="text"/> |

DESCRIPTION OF INFORMATION REQUESTED

Check applicable box(es) and state the extent or nature of information to be copied/printed, giving the dates or approximate dates covered by each

| | |
|-------------------------|----------------------|
| FACILITY WHERE TREATED: | DATES OF TREATMENT: |
| <input type="text"/> | <input type="text"/> |

COPY OF HOSPITAL SUMMARY COPY OF OUTPATIENT TREATMENT NOTE(S) OTHER (Specify)

All of my available electronic health records maintained by VHA.

COPY OF HEALTH INFORMATION IS TO BE DELIVERED TO THE INDIVIDUAL

| | | |
|------------------------------------|--|--------------------------------|
| <input type="checkbox"/> IN-PERSON | <input type="checkbox"/> BY MAIL, TO ADDRESS BELOW (include City, State & ZIP) | PHONE NO. <input type="text"/> |
|------------------------------------|--|--------------------------------|

All of my available electronic health records are to be delivered through My HealtheVet account.

By completing this form, I satisfy a requirement for an authenticated My HealtheVet account.

| | |
|----------------------|----------------------|
| PATIENT SIGNATURE | DATE (mm/dd/yyyy) |
| <input type="text"/> | <input type="text"/> |

NOTE: If signed by someone other than the patient, indicate the authority (e.g., guardianship or power of attorney) under which request is made.

What is My HealtheVet?

My HealtheVet is an online Personal Health Record (PHR). It enables Veterans to create and maintain a PHR that includes access to health education information, personal health journals, copies of key portions of VA patients' electronic health records, and electronic services such as online VA prescription refill requests, Secure Messaging and more. Some Veterans may view portions of their Department of Defense Military Service Information.

Authentication

Authentication is a process to verify the Veteran's identity. This provides a level of security that protects your information. As an authenticated user, you will be able to view copies of key portions of your electronic VA health record. Additionally, you will have access to your information from other sources as it becomes available.

VA Health Record

Copies of select portions of your VA health record may be viewed in My HealtheVet. Your VA health record is the official and authoritative record for the VA. .

Privacy and Security

My HealtheVet is a secure website. The VA follows strict security policies and practices. This is to ensure your personal health information is safe and protected. Once you download your information from My HealtheVet, it is your responsibility to keep it safe and private.

My Privacy Rights

Veterans who are enrolled for VA health care benefits are afforded various privacy rights in regards to health information maintained by VA under Federal law and regulations including the right to a notice of privacy practices. The VA Notice of Privacy Practices advises enrolled veterans of their rights to request access to or receive a copy of their health information on file with VA; request an amendment to correct inaccurate information on file with VA; and file a privacy complaint. By receiving a copy of your personal health information through My HealtheVet you are not giving up any of your privacy rights in regards to the information on file with VA. A copy of the VA Notice of Privacy Practices, IB 10-163, may be obtained through the Internet at <http://www.va.gov/health/default.asp> or through the mail by writing the VHA Privacy Office (10P2C1), 810 Vermont Avenue NW, Washington, DC 20420.

<https://www.va.gov/privacy/>





Scan this code to take you directly to the VASD New Veteran Orientation Homepage

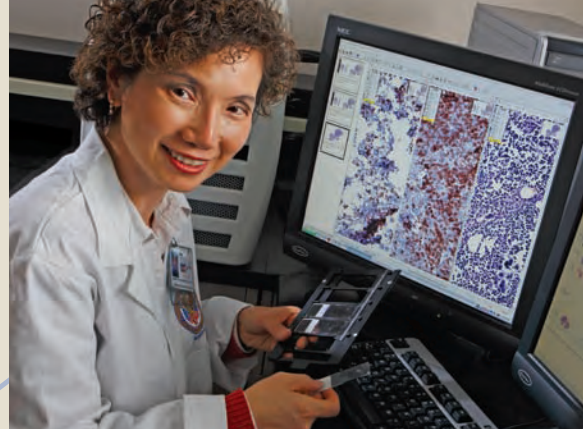


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