

## Perry Point VA Medical Center

# VISITOR GUIDE



## Perry Point VA Medical Center

Perry Point, MD 21902

(410) 642-2411

Toll-Free: 1-800-949-1003

Eligibility and Enrollment: (410) 642-2411, ext. 5352

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

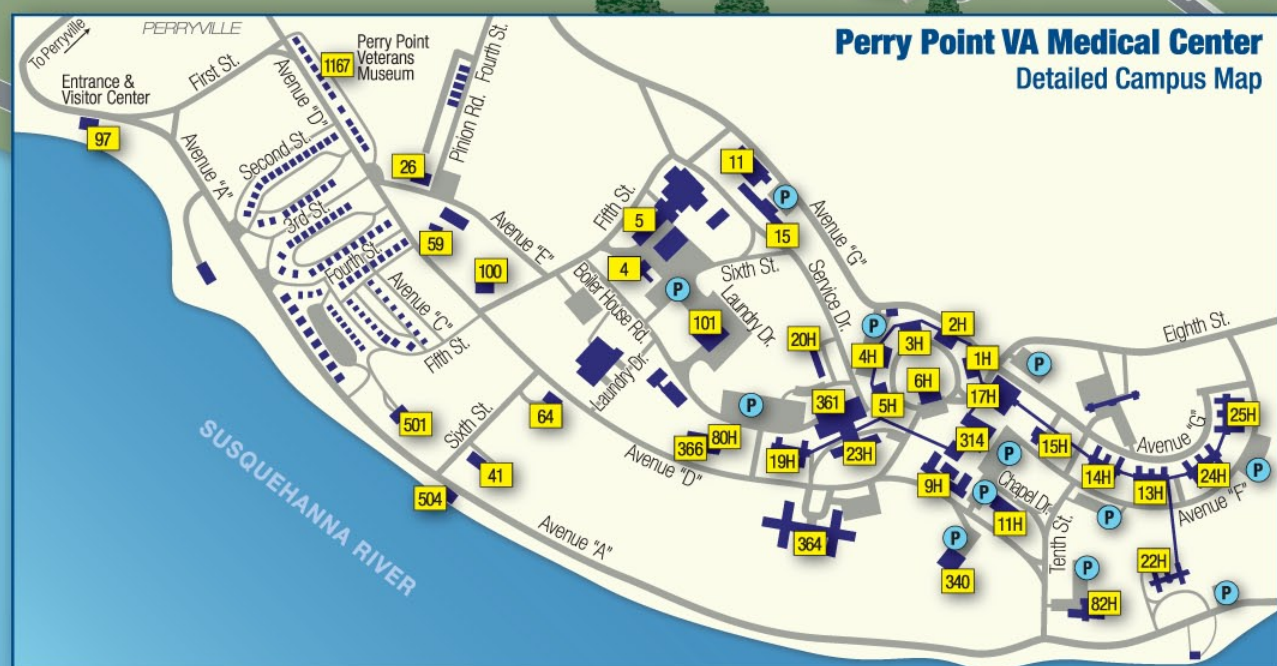
# Perry Point VA Medical Center



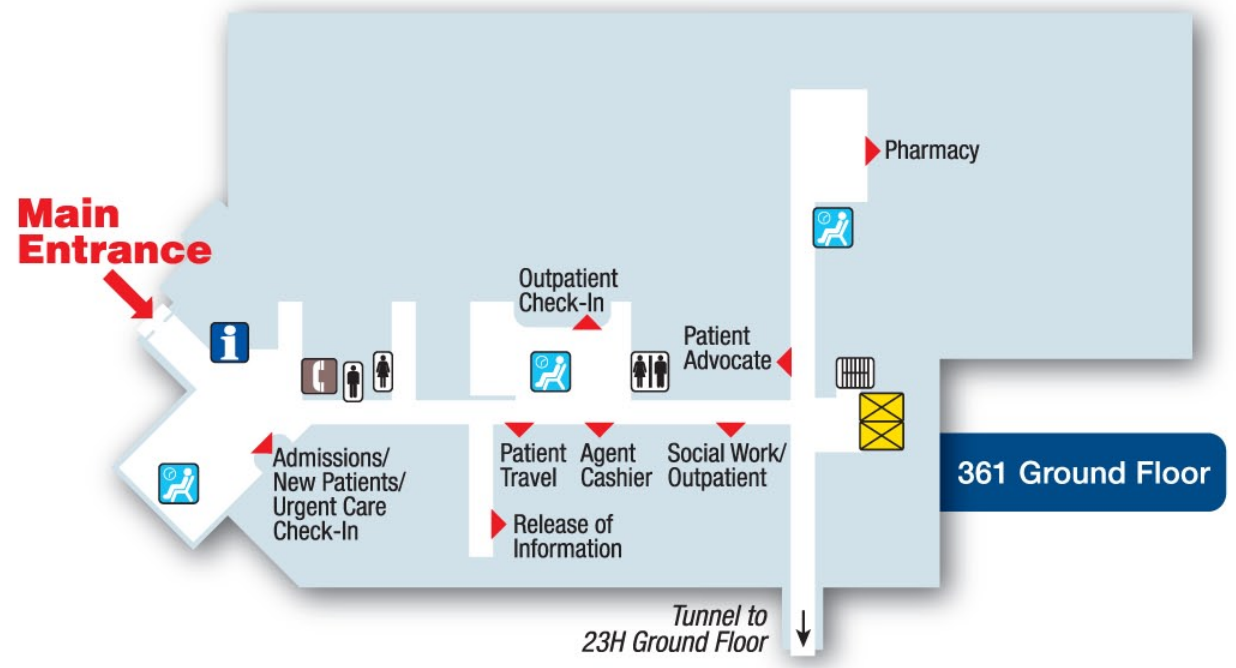
## BUILDING DIRECTORY

Canteen Food Court & Retail Store/Kitchen	17H	Finance & Accounting Service	4H	Police Service	59
Chapel/Gym/Theater	314	Firehouse	26	Post Office	64
Chesapeake Health Education Program (CHEP)	82H	Greenhouse	41	Psychiatric Residential Rehabilitation Treatment Program	24H
Community Living Center (Nursing Home)	14H 25H	Grist Mill	504	Psychosocial Rehabilitation & Recovery Center	366
Community Living Center/Dental/Optometry/Occupational Therapy (OT) & Physical Therapy (PT)	23H	Human Resources Management Service	11H	Public Health	5
Cooperative Studies Program	4	Information Resource Management/Environmental Management	13H	Sports Hut	340
Credit Union	100	Mansion	501	Substance Abuse Residential Rehabilitation Treatment Program	22H
Disabled American Veterans Transportation/Prosthetics/Escort	6H	Medical Inpatient Unit	19H	Veterans Museum – 1167 Avenue D	1167
Domiciliary	1H 2H	Medical Media/CCTV Studio	20H	Visitor Center	97
Employee Education/Library	3H	Mental Health Inpatient Unit	364	Vocational Rehabilitation/Voluntary Service	15H
Executive Offices	5H	Mental Health Outpatient	80H	Warehouse	11
Facilities & Engineering/Contracting/Acquisition & Materiel Management	101	National Civilian Community Corps (NCCC)	9H 15	Parking	P
		Outpatient Clinic/Admissions	361		

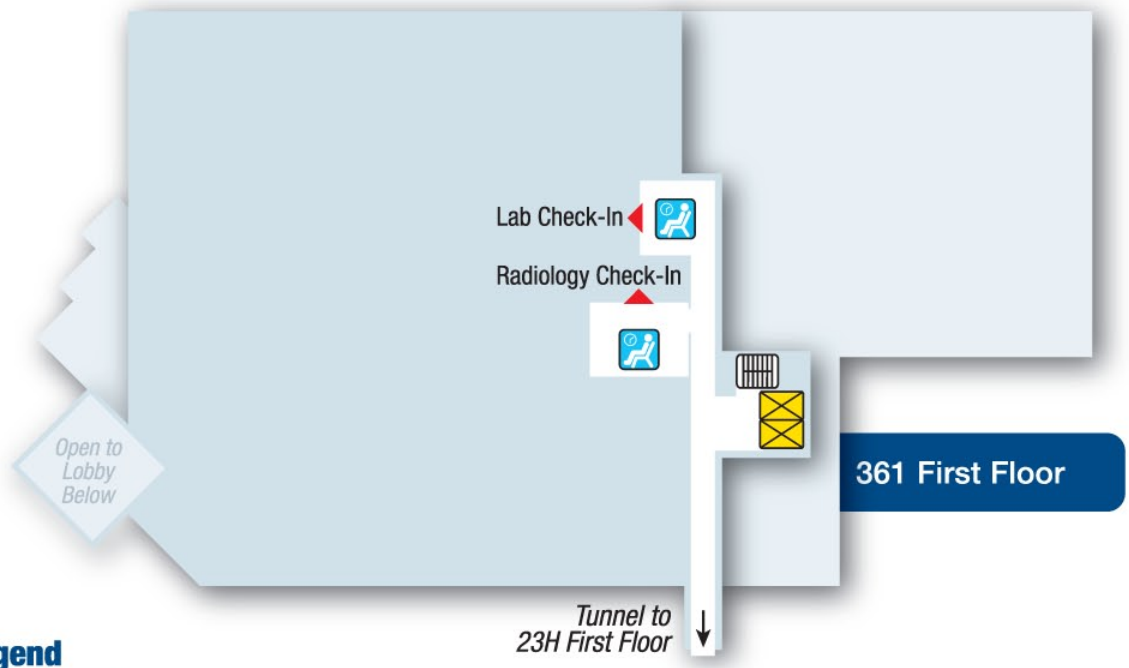
## Perry Point VA Medical Center Detailed Campus Map



## Floor Plans for Building 361 & 23H

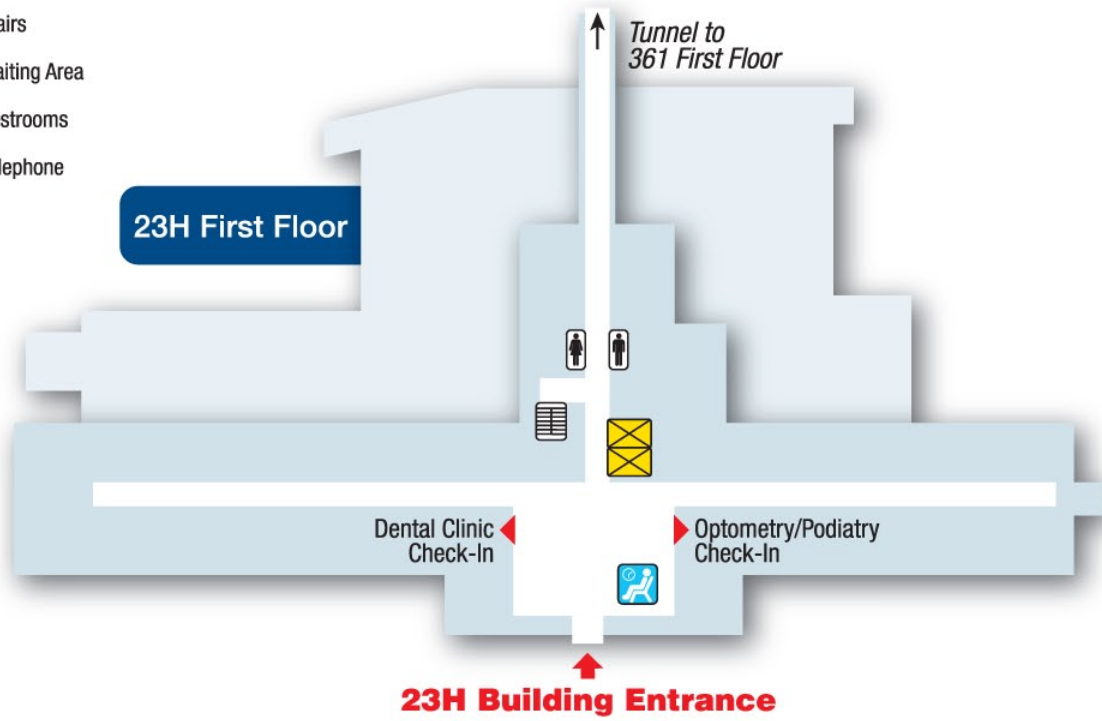
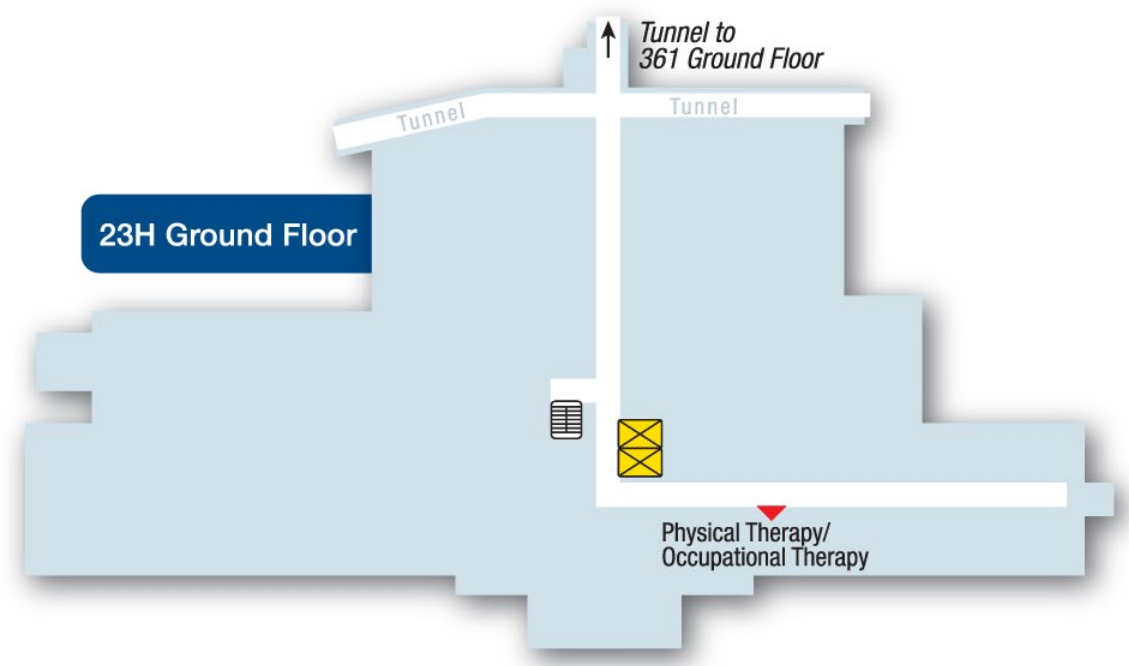


## Floor Plans for Building 361 & 23H



### Legend

- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Telephone



## Patient and Visitor Information

The Veterans Affairs (VA) Maryland Health Care System is a dynamic and progressive health care organization dedicated to providing quality, compassionate and accessible service to Maryland's Veterans. The Baltimore and Perry Point VA Medical Centers, in addition to the Loch Raven VA Community Living & Rehabilitation Center and five community based outpatient clinics, all work together to form this comprehensive health care delivery system. Nationally recognized for its outstanding patient safety and state-of-the-art technology, the VA Maryland Health Care System is proud of its reputation as a leader in Veterans' health care, research and education.

The Perry Point VA Medical Center provides a broad range of inpatient, outpatient and primary care services. As the largest inpatient facility in the VA Maryland Health Care System, the medical center provides comprehensive inpatient medical, intermediate, and long-term care programs, including nursing home care, rehabilitation services, geriatric evaluation and management, respite care, chronic ventilator care and hospice care.

The Perry Point VA Medical Center is a leader in providing comprehensive mental health care to Maryland's Veterans. The medical center offers long and short-term inpatient and outpatient mental health care, including the following specialized treatment programs and services:

- Psychiatric Residential Rehabilitation Treatment Program
- Alcohol and Substance Abuse Residential Treatment Program
- Compensated Work Therapy - Transitional Residence Program
- Domiciliary Care Program (for homeless Veterans)
- Outpatient Mental Health Intensive Case Management
- Psychosocial Rehabilitation and Recovery Center
- Outpatient Trauma & Post Traumatic Stress Disorder Program

Primary care and specialty outpatient services at the Perry Point VA Medical Center are provided in an outpatient facility that was designed and constructed to meet the needs of Veterans by offering the latest medical technology, ample clinical space and comfortable waiting areas and exam rooms.

The Perry Point VA Medical Center is located on a beautiful campus of approximately 400 acres on the banks of the Susquehanna River and the Chesapeake Bay where patients can enjoy a variety of recreational activities including fishing, swimming, bicycling and jogging. There is ample, free parking on the grounds of the medical center, which is conveniently located just off of I-95 and U.S. Route 40.

### Smoking Policy:

For the comfort and safety of our patients, the Perry Point VA Medical Center is a smoke-free facility. Smoking is permitted in designated smoking areas.

### New Patients:

Veterans who are interested in applying for VA health care or who have questions about VA health care eligibility should report to the Admission Office on the ground floor of Building 361. The Admission Office is open Monday - Friday from 7:30 a.m. to 5 p.m. The staff in the Admission Office can provide one-stop service for Veterans who need to update their insurance, home address, financial and means test information. If you have a question about your VA health care eligibility or co-payment billing

procedures, the staff in the Admission Office will help answer your questions and can be reached at (410) 642-2411, ext. 5352.

### Appointments:

#### How do I schedule or change an appointment?

To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Call Center at 1-800-463-6295, ext. 7333, Monday - Friday, from 7:30 a.m. to 5 p.m.

#### How do I schedule an urgent appointment?

To schedule an urgent appointment, please call the Telephone Care Line Monday - Friday (except holidays) from 7:30 a.m. to 5 p.m. at 1-800-865-2441. If you have a life-threatening emergency, immediately dial 911.

#### Why should I call to cancel my clinic appointment?

Clinic appointments are pre-scheduled outpatient visits. You should make every effort to keep your scheduled appointment. When you do not show up for a scheduled appointment and you neglect to call to cancel your appointment, you create a "missed opportunity" for your fellow Veteran to be scheduled for an appointment in that time slot. This can result in a longer wait for a fellow Veteran who needs an appointment.

#### When should I report for my clinic appointment?

When reporting for your clinic appointments, we ask that you check in no earlier than 15 minutes before your scheduled appointment time - unless you were requested to come in earlier for pre-appointment testing. Every effort will be made to see you in a timely manner according to your scheduled clinic appointment.

### Canteen Locations & Hours:

Canteen Retail Store – Building 17H  
Monday - Friday, 7:30 a.m. to 3:30 p.m.  
Saturday, 8 a.m. to 12 noon

Canteen Food Court – Building 17H  
Monday - Friday, 7 a.m. to 2:30 p.m.

Vending machines are available throughout the campus.

### ATM:

There is an ATM available in the Canteen Food Court in Building 17H. The Canteen Food Court is open Monday - Friday from 7:30 a.m. to 2:30 p.m.

### Visitor Guidelines:

Family members, friends, and other individuals are welcome to visit with Veterans for emotional support during the course of their stay, unless not medically or therapeutically advisable.

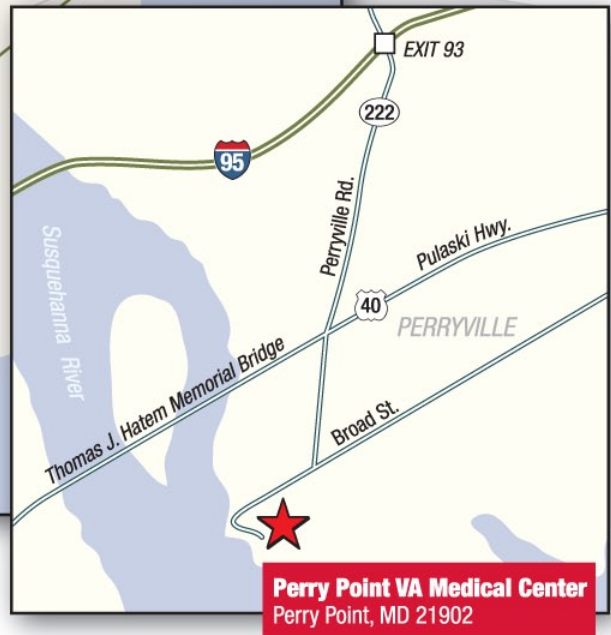
For additional information, please contact a member of the treatment team.

### Perry Point Veterans Museum:

The Perry Point Veterans Museum, which is located at 1167 Avenue D in the Village Area of the campus, is open Thursdays from 10 a.m. to 2 p.m. The museum celebrates the medical center's rich history of providing quality health care to our Nation's Veterans, in addition to chronicling the unique historical aspects of the campus and its first settlers. To schedule special tours of the Perry Point Veterans Museum, please contact the Office of Public & Community Relations at (410) 642-2411, ext. 5407.

## Department and Services Listing

Service	Building	Floor	Service	Building	Floor
Acquisition & Materiel Management Service	101	First	Medical Inpatient Unit	19H	First
Admissions/New Patients	361	Ground	Medical Media/CCTV Studio	20H	First
Agent Cashier	361	Ground	Medical Records/Release of Information	361	Ground
ATM (Canteen Food Court)	17H	First	Mental Health Inpatient	364	First
Audiology & Speech Pathology Service (Outpatient Check-In)	361	Ground	Mental Health Outpatient	80H	First
Bowling Alley	314	Basement	Neurology Clinic (Outpatient Check In)	361	Ground
Canteen Food Court	17H	First	Occupational Therapy	23H	Ground
Canteen Retail Store	17H	First	Optometry Clinic	23H	First
Cardiology Clinic (Outpatient Check-In)	361	Ground	Outpatient Clinic	361	Ground
Chapel	314	First	Pathology & Laboratory	361	Second
Chesapeake Health Education Program (CHEP)	82H	First	Patient Advocate	361	Ground
Community Living Center (Nursing Home)	14H	First/Second	Patient Travel	361	Ground
Community Living Center (Nursing Home)	23H	Second/Third	Pharmacy	361	Ground
Community Living Center (Nursing Home)	25H	First/Second	Physical Therapy	23H	Ground
Credit Union	100	First	Podiatry Clinic	23H	First
Dental Clinic	23H	First	Police Service	59	First
Dermatology Clinic (Outpatient Check-In)	361	Ground	Post Office	64	First
Disabled American Veterans Transportation Program	6H	First	Prosthetics	6H	First
Domiciliary	1H/2H	First	Psychiatric Residential Rehabilitation Treatment Program	24H	First
Eligibility & Enrollment	361	Ground	Psychosocial Rehabilitation & Recovery Center	366	First
Employee Education	3H	Second	Radiology	361	First
Environmental Management Service	13H	First	Recreation	314	First
Escort Service	6H	First	Release of Information	361	Ground
Executive Offices	5H	First	Social Work/Outpatient	361	Ground
Facilities & Engineering Service	101	First	Substance Abuse Residential Rehabilitation Treatment Program	22H	First
Finance & Accounting Service	4H	Second	Theater	314	First
Firehouse	26	First	Urgent Care	361	Ground
GI Clinic (Outpatient Check-In)	361	Ground	Vascular Clinic (Outpatient Check-In)	361	Ground
Greenhouse	41	First	Veterans Museum	1167 Avenue D	First
Gym	314	First	Vocational Rehabilitation Program	15H	First
Human Resources Management Service	11H	First	Voluntary Service	15H	Second
Information Resource Management Service	13H	Second	Warehouse	11	First
Kitchen	17H	First	Women's Health Clinic (Outpatient Check-In)	361	Ground
Lab	361	First			
Library	3H	First			



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**Driving Directions:**

To reach the Perry Point VA Medical Center, proceed as follows:

**From the Eastern Shore:** Take Route 50 West towards Baltimore. Make a slight right onto MD-213 and continue for approximately four miles. Merge onto US-301 North toward Wilmington, Delaware, and continue for approximately 49 miles. Turn left onto Pulaski Highway, US-40 and continue for approximately 18 miles. Turn left onto MD-222 just before the Thomas J. Hatem Bridge over the Susquehanna River. Take Route 222 until it ends and turn right onto Broad Street. Take Broad Street through the town of Perryville until you come to the entrance of the medical center. Follow the signage on the grounds of the medical center to the appropriate building.

**From Points North and South:** Take Interstate I-95 to exit 93 for Route 222 East towards Perryville. Take Route 222 for approximately two miles until it ends and turn right onto Broad Street. Take Broad Street through the town of Perryville until you come to the entrance of the medical center. Follow the signage on the grounds of the medical center to the appropriate building.

**Parking:**

Parking spaces are not available for cars belonging to inpatients. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car. The Department of Veterans Affairs cannot assume responsibility for the theft of or damage to any car on medical center property.

Free parking areas have been designated for visitors, employees and outpatients throughout the campus, including designated spaces for handicapped parking. Please obey the posted traffic signs and speed limits. The VA Police will enforce regulations by issuing warnings and tickets to drivers who violate the rules.

**Shuttle Service:**

For the convenience of our Veteran patients, a shuttle runs weekdays to and from the Baltimore VA Medical Center. For a listing of shuttle schedules, please see VAMHCS Shuttle Schedules at [www.maryland.va.gov/patients/shuttle.asp](http://www.maryland.va.gov/patients/shuttle.asp).

**Telephone Directory:**

- Appointment Center . . . . . 1-800-463-6295, ext. 7333
- Billing Information . . . . . 1-866-393-0006
- Eligibility & Enrollment . . . . . (410) 642-2411, ext. 5352
- Elkton Vet Center . . . . . (410) 392-4485
- Long-Term Care Information Line .. (410) 642-2411, ext. 1121
- Patient Advocate . . . . . (410) 642-2411, ext. 5097
- Perry Point VA Medical Center . . . . . (410) 642-2411
- Prescription Refill Line . . . . . 1-800-463-6295, ext. 7395

- Release of Information . . . . . (410) 642-2411, ext. 6028
- Returning Veterans . . . . . 1-800-463-6295, ext. 7259
- State Veterans Cemeteries . . . . . 1-800-446-4926
- Suicide Prevention Hotline . . . . . 1-800-273-TALK (8255)
- Telephone Care Line . . . . . 1-800-865-2441
- Toll-Free Number . . . . . 1-800-949-1003
- VA Benefits . . . . . 1-800-827-1000
- VA Burial Information . . . . . (410) 644-9696