



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

Patient Handbook

VA Salt Lake City Health Care System





Department of
Veterans Affairs

The **VA Salt Lake City Health Care System** is committed to providing our patients with the highest Quality of Care in an environment that is safe. We do this by focusing on **Continuous Process Improvement** and by supporting a **Culture of Safety**.

Your role in this commitment is to let us know when quality and safety standards and practices are not being followed. Please report this information immediately to the **Quality Management Office at 801-582-1565 ext. 1900.**

If you feel your concerns are not being addressed at the facility level, you have the right to contact the **Joint Commission at 1-800-994-6610** or you can send an e-mail to: **complaint@jcaho.org** to report this information.



Joint Commission on Accreditation of Healthcare Organizations



VA Salt Lake City Health Care System

To serve the Veteran who served us

Message from the Director

Welcome to VA Salt Lake City Health Care System. Our health care system serves your health care needs through the George E. Wahlen VA Medical Center in Salt Lake City and outpatient clinics spread throughout Utah, Southeastern Idaho, and Eastern Nevada. We provide care to over 45,000 Veterans in the region and serve as a specialty care referral hospital for Veterans throughout the Intermountain West.

This handbook is yours. It is intended to help you learn more about the services we provide, how to obtain them, and how to be an active participant in your own health care. This handbook also explains a variety of policies we follow in providing your care. If you receive care from one of our community based outpatient clinics, we encourage you to get to know our staff there, ask questions about your care, and become familiar with your primary care and how it is integrated with the specialty care provided at the medical center. We welcome you into your health care system and are prepared to assist you in making the most of your visit with us. In addition to the information we provide in this handbook, please follow any special instructions your health care provider gives you.

Your feedback is important to us. In the future, you may receive a survey from us. Please take the time to let us know how we are doing. There are also comment cards located throughout the facility. We review every one of those cards and value any feedback and suggestions you may provide.

We look forward to serving you as your health care provider of choice and being your partner in maintaining your health.

STEVE YOUNG, FACHE
Director



Message from the Chief of Staff

We are glad that you have chosen VA Salt Lake City Health Care System to be your partner in maintaining and improving your health. Our goal is to ensure that you get the right care at the right time, and in the right place. We believe that primary care is the best way to meet your health care needs and have a personal contact to answer your questions. We have a wonderful group of specialists who will take care of you when their expertise is needed. However, you will be referred back to your primary care provider for routine follow-up. Think of your primary care provider as the person who opens the door to the world of health care that we can provide.

We are evolving into a health care system that will deliver more care outside the traditional hospital setting. We recognize that in rural locations, time and distance are significant barriers to obtaining your health care. By locating Community Based Outpatient Clinics (CBOCs) away from the medical center, we are bringing primary care closer to where you live. We encourage you to utilize our VA Nurse Health Line if you have medical questions, want to refill a prescription, or need to schedule or change an appointment. It may save you a trip to the clinic or the medical center.

As an affiliate of the University of Utah School of Medicine and many other educational institutions, we train a variety of professionals entering health care and related professions. All of our trainees are required to review their work with an approved staff member on a routine basis. You can be assured that your care is provided under the direction of an experienced staff member.

Again, the staff of the VA Salt Lake City Health Care System thanks you for the confidence you have shown in us by choosing us to be your partner in your health care.

KAREN H. GRIBBIN, M.D.
Chief of Staff



Table of Contents

Introduction	6
Questions to ask your Healthcare Provider	7
I. GENERAL INFORMATION	
Patient and Nursing Home Residents Rights and Responsibilities	8
Respect and Nondiscrimination	8
Information Disclosure and Confidentiality	9
Participation in Treatment Decisions	9
Complaints	9
Customer Service Center	11
Speak Up – For Safety Sake!	11
Customer Service Standards	12
Advance Directives	13
Living Will	13
Durable Power of Attorney	13
Durable Power of Attorney for Healthcare	13
Advance Directives	13
“Do Not Resuscitate” (DNR)	13
Physician Ordered Life Sustaining Treatment (POLST)	13
Release of Information/Privacy	14
HIPAA Facility Directory Opt-Out Information	15
Security of Information Policy	16
II. FACILITY AND LOCAL AREA INFORMATION	
Parking	17
Maps of Facility	18
Community Based Outpatient Clinics (CBOCs)	22
Vet Centers	23
Phone Listings	25
III. OUTPATIENT INFORMATION	
Veterans Health Education and Information	26
Veterans Learning and Telehealth Education Center (VL-TEC)	26
Navigating Your Healthcare Benefits Class	26
VA Medical Center Library	27
Health Promotion and Disease Prevention	28
Physical Activity Opportunities	28
Recreation Therapy	28
Smoking Cessation	29
GEM Court Healing Gardens	29
MyHealthVet	30
MOVE! Weight Management Program	31
Nutrition	31
Pharmacy	31

Medicine and Primary Care	32
Ambulatory Care	32
Behavioral Health Programs	33
Home Based Primary Care (HBPC)	33
Diagnostic Medicine: Laboratory and Radiology	33
Dental	33
VA Nurse Health Line	33
Emergency Department	34
Transfers	34
Social Work	34
Women Veterans Program	34
Mental Health	35
Integrative Health	35
Veterans Transportation Accessible Skills (VTAS) Program	35

IV. INPATIENT INFORMATION

Admission Information	36
Primary Health Care Team	36
Medication Safety	36
Participating In Your Care	37
Visitor Guidelines	37
Patient Privacy	38
Smoking Guidelines	38
Animals	38
Telephones/Communications	38
Preparing For Discharge	39
Ethical Concerns	39

V. SERVICES

TOP Cafe	40
Patriot Cafe	40
Starbucks Coffee Shop	40
Vending Machines	40
Patriot Store	40
Automated Teller Machines	40
Mailbox	41
Chaplains and Services	41
Other Services	41
Hoptel (Lodging)	41
Salt Lake City Fisher House	42
Recreational Vehicle (RV) Parking	42
Patient Services Center	42
Volunteer Transportation Network	42
Guest (Voluntary) Service	43
Wheelchairs	43

Escort Service	43
Birthday Buddies	43
Courtesy Phones	43
Patient Televisions	43
Greeters	43
Guest Shuttle	43
In-Room Entertainment	43
Craft Distribution	44
Comfort Items	44
Red Carpet Program	44
Lost and Found	44

VI. BENEFITS

VA Health Care and Medical Benefits Package	45
Enrollment	46
Basic Eligibility	46
Insurance and Billing	47
Health Insurance	48
Medicare, Medicare Replacement Policies, Health Maintenance Organizations (HMOs), Medicare Supplement Policies	48
Paying Your Bill	48
Collection Policy	48
Questions About Your Bill	49
Operation Enduring Freedom (OEF)/Operation Iraqi Freedom (OIF)/ Operation New Dawn Veterans	49
Veterans Benefit Administration (VBA)	51
VBA Mission	51
VBA Vision	51
Disability Benefits	15
Beneficiary Travel Benefits	51

VII. ADDITIONAL RESOURCES FOR VETERANS

Valor House	53
Minority Veterans Program	54
North Star/Eagles's Nest	51
Veterans' Service Organizations	54

Introduction

Sites of Care: VA Salt Lake City Health Care System (VASLCHCS) consists of the George E. Wahlen Department of Veterans Affairs Medical Center and Community Based Outpatient Clinics (CBOCs) in Utah, Idaho, and Nevada.

The George E. Wahlen Department of Veterans Affairs Medical Center (hereafter referred to as “the VA Medical Center”) is a mid-sized affiliated tertiary care facility. It is a teaching facility, providing a full range of patient care services, with state-of-the-art technology as well as education and research. Comprehensive health care is provided through primary care, tertiary care, and long-term care in areas of medicine, surgery, psychiatry, physical medicine and rehabilitation, neurology, oncology, dentistry, and geriatrics. The VASLCHCS is part of the VA Network 19, which includes facilities in Utah, Wyoming, Montana, Colorado, Idaho, and Nevada.

Affiliations: VASLCHCS has a major affiliation with the University of Utah School of Medicine. Over 500 University of Utah residents, interns, and students are trained at the VASLCHCS each year. Additional Special Fellowship programs affiliated with the University of Utah are ongoing in Ambulatory Care and Medical Informatics Training Programs. Nationwide, the VA is responsible for the training of 80% of all physicians, making a state-of-the-art teaching facility. There are also nursing student affiliations with numerous colleges and universities throughout the United States, including local Intermountain West affiliations with the University of Utah, Brigham Young University and Westminster College. VASLCHCS has ongoing training programs and affiliations with numerous colleges and universities throughout the United States involving our Associated Health Training Program. The associated health training includes dentistry, pharmacy, social work, psychology, occupational and physical rehabilitation, audiology, physician assistant, dietetic, and podiatry training programs. Many of these training programs have been integrated into our Geriatric Research Education and Clinical Center (GRECC).

Mission: *“To Serve the Veteran Who Served Us”*

Please read the entire handbook so you are aware of all services available to you. If you have any questions, comments or need more information, ask any member of our staff.

Questions to Ask Your Healthcare Provider

Primary Health Care Provider: _____

Case Manager/Nurse: _____

Telephone Number: _____

About prescriptions:

- Why do I need this medication?
- Are there any side effects?
- How soon should my symptoms improve?
- Are there any special instructions?

About tests:

- What will this test show?
- Are there any risks or side effects?
- Do I need to do anything special before or after the test?
- How soon will I get the results and how will I get them?

About procedures/treatments/surgeries:

- What are the risks and benefits?
- How soon will it improve my condition?
- Are other treatments available?
- Is there additional information available about this procedure?
- Will I need help caring for myself after this procedure?
- How long will I have to stay in the hospital?

I have high blood pressure:

- What should my blood pressure goal be?
- I check my blood pressure at home, who should I call when it is high?
- Am I on any blood pressure medications that need lab work done to monitor how well I am tolerating the medication?

I have high cholesterol:

- How often do I need my blood drawn to check my cholesterol levels?
- What should my cholesterol level be?

I need to talk to my health care provider about:

- Feelings of depression, sadness, or nightmares that do not go away
- Quitting smoking, drinking, drug addiction, etc.
- Preventative health screenings (colonoscopy, mammogram, pap smear, prostate biopsy, etc.)
- Flu and pneumococcal shot
- Losing weight (MOVE! Program)

General Information

I

Whether you are an inpatient or outpatient at the VA Medical Center, you have many rights and related responsibilities. Patient Nursing Home Resident Rights and Responsibilities are displayed in various areas of the medical center and are outlined on the following three pages.

Patient and Nursing Home Resident Rights and Responsibilities

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

I. Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.

(continued)

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- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
 - As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
 - In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure and Confidentiality

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

III. Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.

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- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in health care, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.
 - You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision making and care at the end of life.
 - If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
 - You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
 - As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
 - You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
 - You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
 - If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

Customer Service Center (Building 1, 1st Floor, Room 1B24)

The Customer Service Center provides Patient Liaison and Decedent Affairs service to customers. We have a waiting room and private offices to speak with Veterans about their concerns or burial benefits.

If you have concerns or problems with your care or customer service issues, please call 801-582-1565 extension 1900. Leave a message and contact information (name and phone number) so that a representative can reach you.

To report the death of a Veteran or find out about burial benefits, please contact Decedent Affairs, 801-582-1565 extension 1432

SPEAK UP—For Safety Sake!!

*The VA Salt Lake City Health Care System is very interested in the quality and safety of the care delivered here. You can also play a vital role in making your care safe. If you or your family sees something that just doesn't seem right—**SPEAK UP—For Safety Sake!!***

We are working to ensure your safety and you can expect the staff to do the following things:

- Introduce themselves — look for their name badge.
- Notice if they wash their hands before providing you care.
- Make sure you are identified correctly by checking your armband — asking your name and social security number.
- Label all blood and/or other specimens in your presence.
- If you are having surgery — make sure the doctor marks the correct site of your surgery on your body or wrist band.
- The doctor will review your medications with you when you are admitted and discharged.
- If medication changes occurred during your clinic visit or hospitalization — we will give you a complete list of your medications upon leaving the facility.

We invite you to become a partner with us, to ensure your safety. Ways you or your family can help are:

- Speak up and ask questions — be curious about you and your care — know what the plans are for testing — when reports will be back — how long your hospitalization should be.
- Everybody should wash their hands often — the staff, patients and families.
- Know your medications — learn their names and the reason you are taking them.
- Report all allergies and share your medical information.
- Don't let anyone give you medication without scanning your bar-coded name band.
- New medications or your health condition may make you dizzy or weaker than you realize — don't be embarrassed to ask for help getting up, wear non-skid slippers or shoes and use the walker in your room until you are sure of your strength.

-
- Make sure you understand all your discharge instructions including your diet, activity, medications and follow-up appointments.
 - Ask questions — after all it is about you and your health. You are the most important piece of the puzzle.

The VASLCHCS is committed to providing you with the highest quality of care in an environment that is safe. Your role is to let us know when we have not met this expectation. Contact the Quality Management Office at 801-582-1565 extension 1900 to report your concern. If you feel your concerns are not being addressed at the facility level you have the right to contact The Joint Commission at 1-800-994-6610 or e-mail to: complaint@jcaho.org to report this information.

If you would like to discuss a safety concern, please call 801-582-1565 extension 2684 and speak with the Patient Safety Coordinator, Monday – Friday, 7:30 a.m. to 4:00 p.m. After hours, please leave a message and you will be contacted.

Customer Service Standards

We Will:

- Treat you with courtesy and dignity. You will be treated as a first-class citizen.
- Provide you with timely access to health care. We have talked to our patients about their expectations for timeliness. You expect to have your urgent needs met when they arise and your non-urgent needs taken care of in a reasonable period of time.
- Assign a health care team to be in charge of your care. Health care often involves many different health care providers; you will have one team with overall responsibility for your care. You will know whom to contact when you need help or have a problem.
- Involve you in decisions about your care. Your preferences will be met whenever medically appropriate.
- Listen to your concerns and discuss them with you.
- Strive to meet your physical comfort needs, including pain management, eating, bathing, etc., while in the hospital.
- Maintain privacy during examinations and/or tests.
- Ensure proper facilities for Veterans with special needs.
- Provide support to meet your emotional needs. Expect our staff to be sensitive to your feelings and help you deal with your health care.
- Take responsibility for coordination of your care. Health care can be very complicated, and many patients see more than one health care provider. Ensuring all your providers talk

with each other and give you clear plans for your care will secure your best health care. If you need a specialist, you can expect us to make all arrangements and provide one for you.

- Strive to provide information and education about your health care. Expect us to do our best to answer your questions in a way you understand.
- Provide opportunities to involve your family in your care, if you choose.
- Provide smooth transitions between inpatient and outpatient care. You will understand what medicines to take, danger signs to look for, and what activity level you can have after discharge. You will know who to contact if you need help or advice right away, and when your first follow-up appointment is scheduled.

Advance Directives

Living Will: Defines your wishes for your care should you be unable to speak for yourself.

Durable Power of Attorney: A document established by an individual granting another person the right and authority to handle financial and other affairs of the grantor. The Durable Power of Attorney survives through the incompetency of the principal.

Durable Power of Attorney for Health Care: A document established by an individual (the principal) granting another person (the agent) the right and authority to handle matters related to the health care of the principal.

Advance Directive: A set of instructions, usually written, intended to allow a patient's current preferences to shape medical decisions during a future period of incompetence.

“Do Not Resuscitate” Order (DNR): An order dictating that an individual does not desire resuscitative measures in the case of failed breathing or cardiac arrest.

Physician Orders for Life-Sustaining Treatment (POLST): A physician order form that records patient preferences/treatment intentions. It enhances the appropriateness and quality of care and assists health care providers to honor patients' treatment wishes.

If you are admitted to the VA Medical Center, you will be asked if you have an Advanced Directive on file. The VA Medical Center social workers have these forms available for you to further explain your wishes. For example, you may specify that if you become permanently unconscious, food and fluids should be withdrawn. This information will help make specific decisions about future medical treatment.

Your decision to complete an Advanced Directive is voluntary. Having a Living Will or Durable Power of Attorney on record will not affect your benefits or the quality of care you receive. You

may change your mind about a Directive by destroying the original, completing a new form or verbally stating your intent to cancel your previous Directive.

VA patients who wish to complete an Advance Directive are encouraged to use VA forms. However, the VA will honor a state-authorized form if it conforms to state law and does not conflict with VA policy.

If you need more information about Advance Directives or help in making decisions about life support, contact the social worker for your clinic or inpatient unit.

Release of Information/Privacy

According to the HIPAA statute (Health Insurance Portability and Accountability Act), VASLCHCS is providing you with this VA Notice of Privacy Practice. VASLCHCS has implemented appropriate administrative, technical and physical safeguard measures to protect your individual information against any anticipated threats or hazards to their security or integrity. VHA employees can use the health information contained in your records, only while officially performing health care or administrative services. VASLCHCS may disclose information from your official VA records only with your written authorization, or when a Federal Law allows it.

Some examples of your health information are:

- Name, age or home address
- Eligibility and enrollment information
- Insurance and billing information
- Examination, diagnosis, findings
- Prescription treatments
- Prosthetics

Our records containing your health information are the property of the VHA. We will give a copy of your health information to you, upon written request, unless prohibited or restricted by law. However, you must follow VHA procedure to obtain the information.

The information VASLCHCS may use and disclose about your health without your permission is for:

- Treatment
- Eligibility and enrollment for VA health care benefits
- Public health patient privacy
- Research (with strict limitations)
- Abuse reporting
- Services
- Correctional facilities
- When required by law
- Family members and/or others involved in your care
- Workers' Compensation
- Payment
- Health care reimbursement
- Law enforcement
- Judicial or administrative proceedings
- Coroner or funeral activities (with limitations)
- Health care oversight
- Military activities
- Health or safety activities
- Health operations

Any request for disclosure of information from your record is performed only by the Release of Information (ROI) section.

You have the right to:

- Review your health information
- Obtain a copy of your health information
- Request that your health information be amended or corrected
- Request that we not use or disclose your health information
- Request that we provide your health information to you in an alternative way or at an alternative location in a confidential manner.
- Request an accounting or list of disclosures of your health information
- Receive our VA Notice of the Privacy Practices upon request
- File a complaint regarding VHA privacy practices

All requests must be in writing and must be signed. For questions regarding rights to health information or privacy practice, contact the ROI section at 801-584-1258.

HIPAA Facility/Directory Opt-Out Information

(Request to appear or not in the medical center directory)

- You may request exclusion from the Facility Directory during your inpatient stay.
- VHA will not provide any information to the public about patients who opted-out of the directory.
- You may change your selection at any time during your inpatient stay by notifying the Health Unit Coordinator.

What are the consequences of opting-out?

If you request to be opted-out of the directory, the facility would not be able to disclose any information about you to anyone. Callers or visitors will not be given your name, location, or general condition. This includes family, friends, non-VA clergy, colleagues, deliveries (such as flowers or cards) or anyone asking about you.

What are the consequences of not opting-out?

If you request to be included in the directory:

- The facility would be able to disclose information such as your name, location, or general condition to persons who ask for you by name.
- This is no difference than the way things were done before this HIPAA requirement.

Security of Information Policy

The VASLCHCS has an Information Security Officer (ISO) to manage the Automated Information Systems (AIS) security program. The ISO assures that AIS operates effectively and accurately. The ISO is to assure your data is confidentially safeguarded, available when needed, and accurate at all times.

For any additional information on the AIS Security Programs or the safeguarding of your data, please contact the ISO at 801-582-1565 extension 5442.

Facility and Local Area Information

II

Parking

Parking is available for Veteran patients and visitors in Lot #1. This parking lot is immediately adjacent to the main entrance for the Medical Center. This lot is most convenient for patients who are receiving outpatient care in Buildings 1 and 14. For Veterans receiving outpatient care in other buildings, there is limited parking at those sites. For your convenience, an internal shuttle system is available to transport you to other buildings where care is provided.

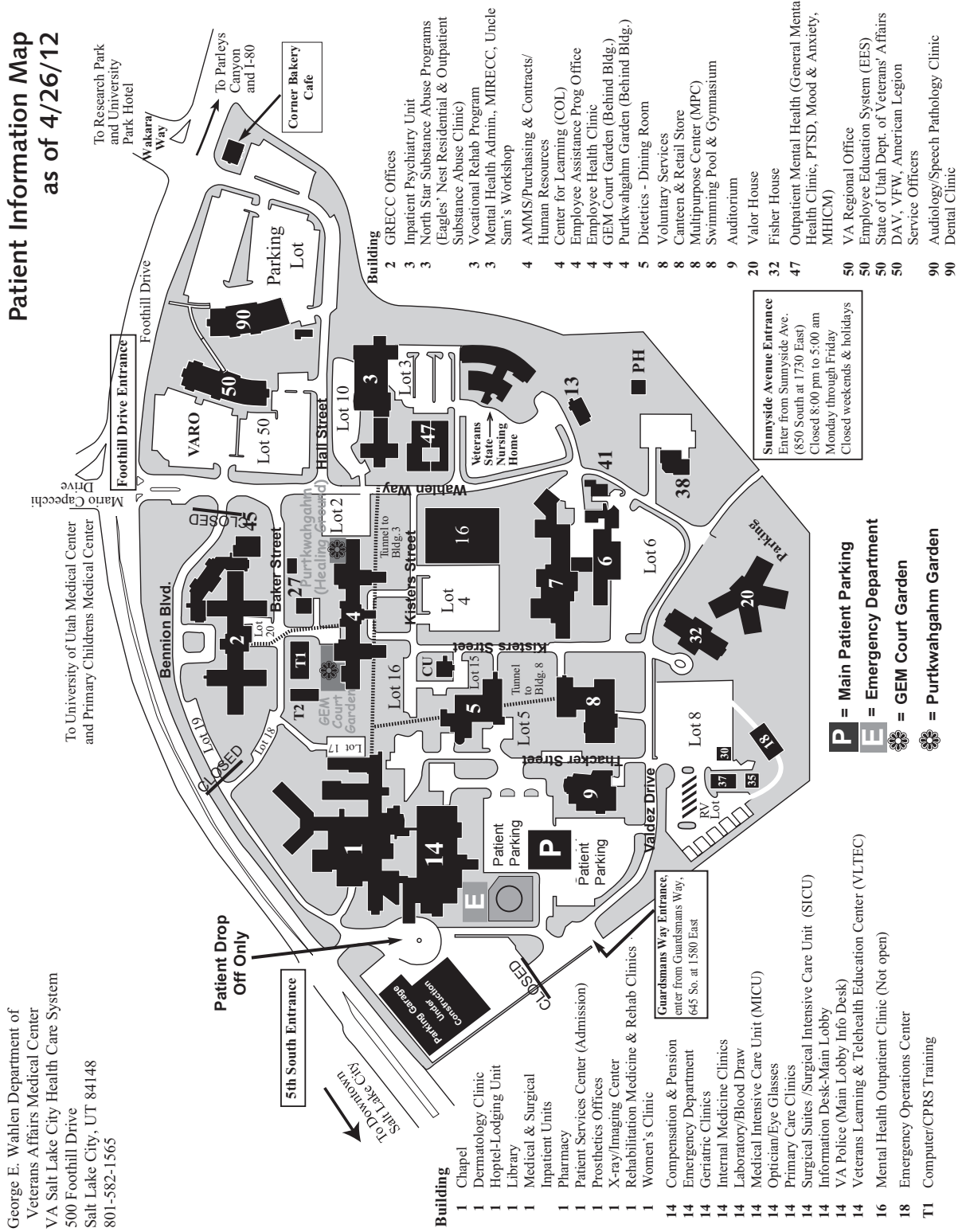
Because parking is limited on the Medical Center grounds due to ongoing construction, please have someone drive you to the medical center or take public transportation when you expect a longer stay.

If you must leave your vehicle on the medical center grounds while receiving inpatient or residential treatment, please remember to follow all parking regulations. Parking for longer term stays is located in Lot #8 at the western end of the campus. Please refer to the campus map for parking lot locations. For assistance with long term parking, contact the VA Police at 801-582-1565 extension 1414.

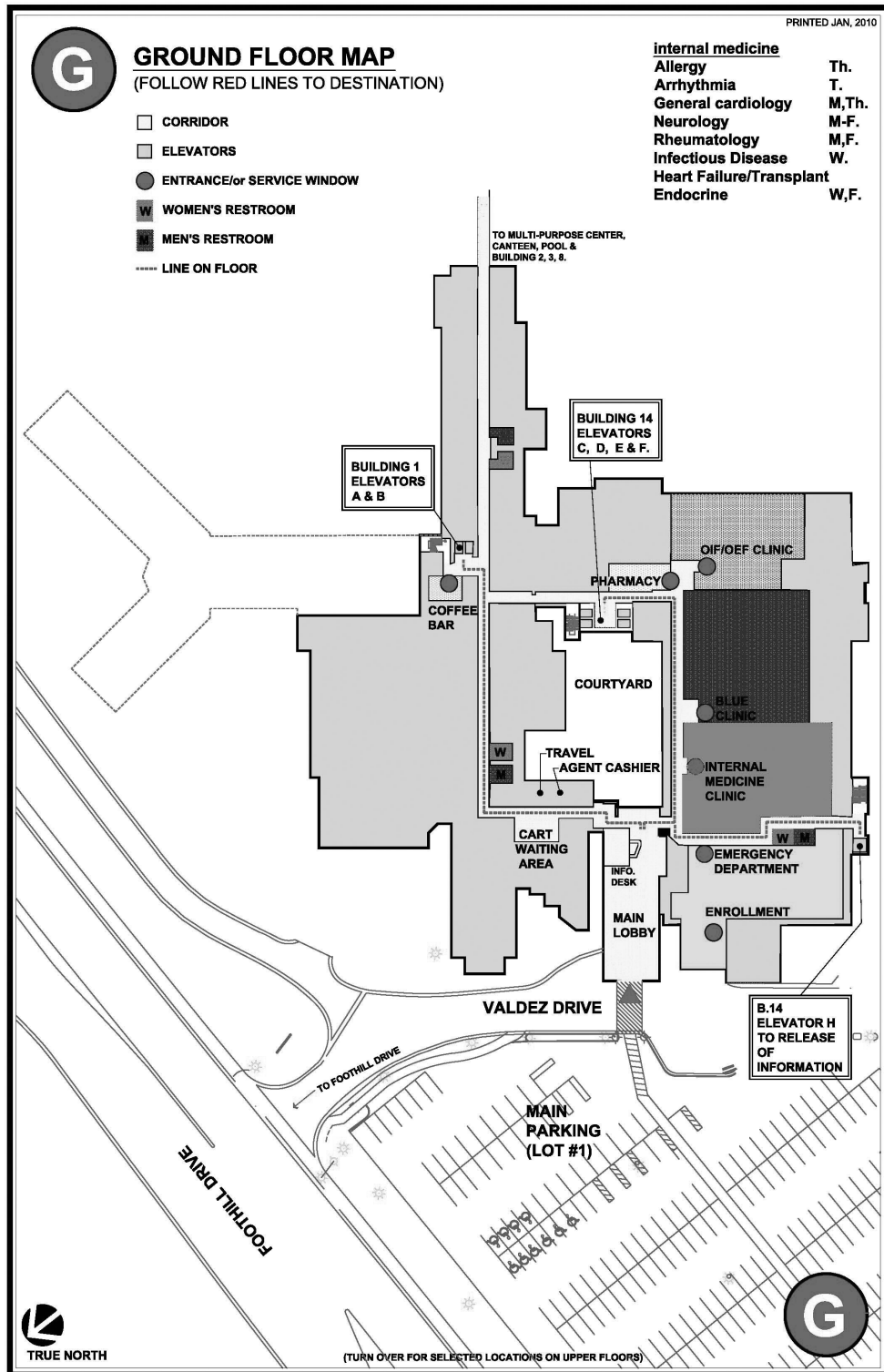
For additional information on the shuttle service provided, see the Voluntary Service section of this handbook.

Map of Facility

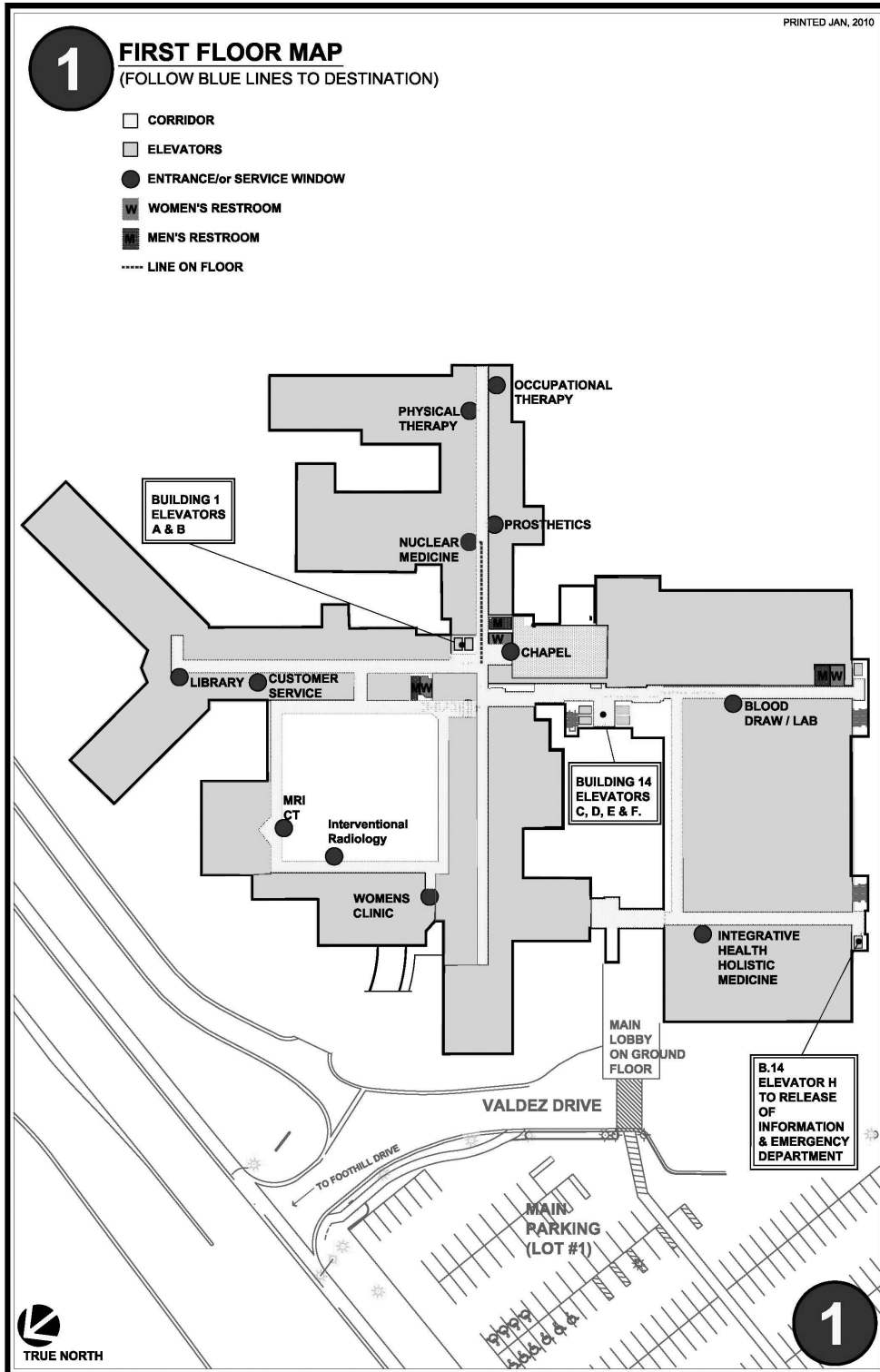
Patient Information Map as of 4/26/12



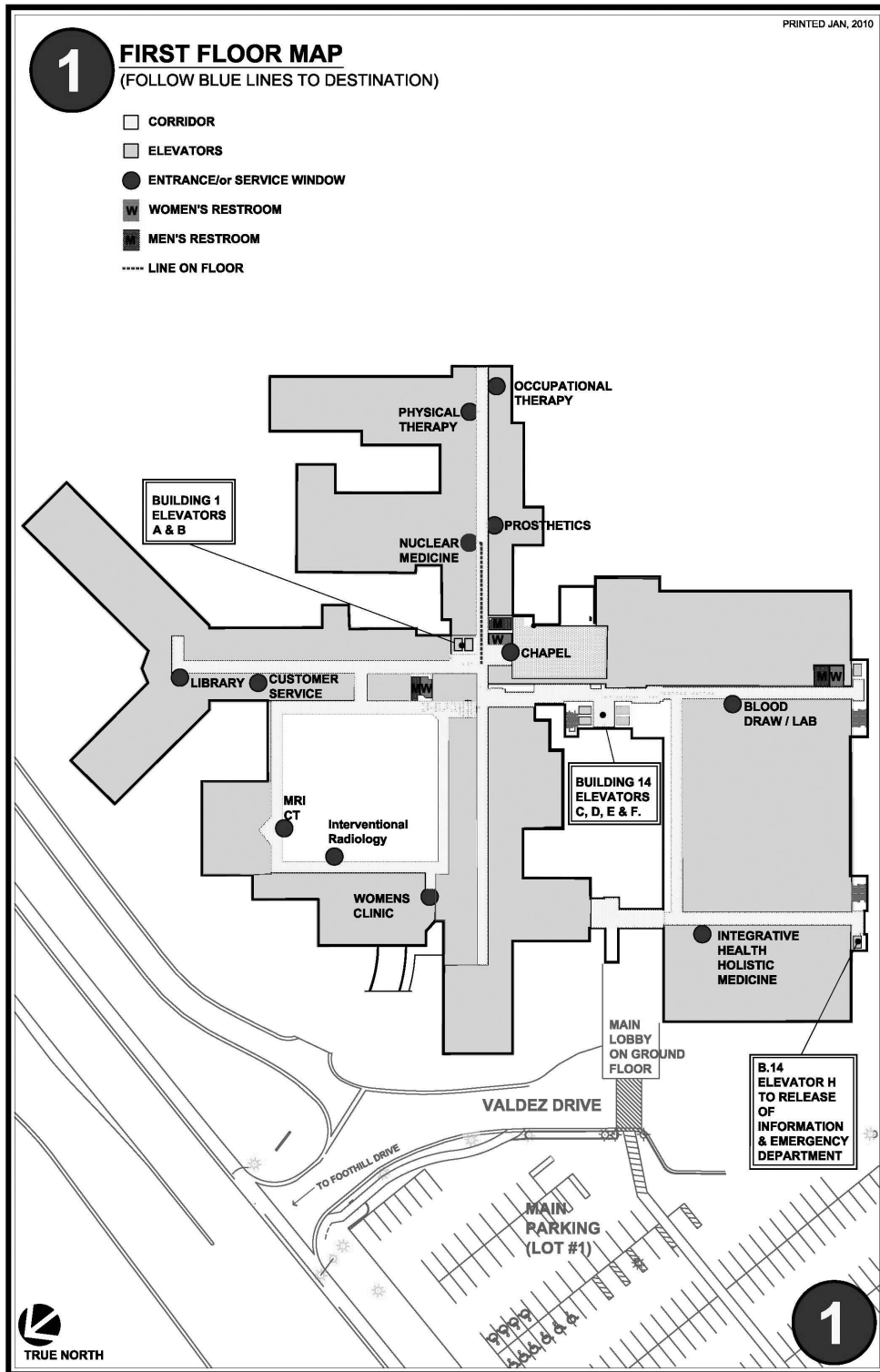
Buildings 1 and 14 Ground Floor Map



Buildings 1 and 14 First Floor Map



Buildings 1 and 14 Second Floor Floor Map



Community Based Outpatient Clinics (CBOCs)

When outpatient treatment is possible, we refer Veterans to the closest and most appropriate VA health care provider, who may be at one of our CBOCs. In our medical center setting, major services that our patients need are available for specialty care and or more complex evaluation and treatment.

A great deal of the care occurs during an outpatient visit or a clinic appointment. Communicate directly and honestly. Talk about options if you don't agree with your provider. Ask questions and reach a solution together.

UTAH

Ogden, Utah

Ogden VA Outpatient Clinic
982 Chambers Street, Suite 302
South Ogden, UT 84403
(801) 479-4105

Orem, Utah

Orem VA Outpatient Clinic
1443 West 800 North
Orem, UT 84057
(801) 235-0953

Price, Utah

Price Outreach Clinic
600 West 200 South
Price, UT 84501
(435) 613-0342

Roosevelt, Utah

245 West 200 North
Roosevelt, UT 84066
(435) 725-1050

St. George, Utah

St. George VA Outpatient Clinic
1067 E. Tabernacle, Suite 7
St. George, UT 84770
(435) 634-7608

Western Salt Lake

2750 South 5600 West
West Valley, UT 84120
801-417-5734

IDAHO

Idaho Falls Outreach Clinic

Eagle Gate Plaza
3544 East 17th Street, Suite 104
Idaho Falls, ID 83401
(208) 522-2922

Pocatello, Idaho

Pocatello VA Outpatient Clinic
444 Hospital Way, Suite 801
Pocatello, ID 83201
(208) 232-6214

NEVADA

Elko, Nevada

2715 Argent Avenue, Suite 2
Elko, NV 89801
(775) 738-0188

Ely, Nevada

William B. Ririe Clinic
802 Avenue East, Suite 3
Ely, NV 89301
(775) 289-3612

Vet Centers

Provo Vet Center

1807 North 1120 West
Provo, UT 84604-1180
1-800-246-1197 or (801) 377-1117

Readjustment counseling and VA information to Veterans living in Central and Southern Utah which includes Vernal to Wendover along the Nevada border; approximately 1,100 Veterans seen over the past year; outpatient psychiatry clinic held on the second Thursday of each month.

Salt Lake Vet Center

22 West Fireclay Avenue
Murray, UT 84107-2637
801-266-1499

Counseling and VA information provided to Veterans living in Utah and Salt Lake valleys as far north as the Idaho border and west to Summit county; over 2,700 Veterans have sought care and information over the past year. Referral by Team Leader, additional contract for therapy in St. George, Ogden, and Vernal, Utah.

St. George Vet Center

1664 South Dixie Drive
St. George, UT 84770-7327
(435) 673-4494

Salt Lake Mobile Vet Center

The Mobile Vet Center is a mobile unit that brings all the services offered at a Vet Center to rural areas of Utah for Veterans who cannot come to a regular Vet Center. To schedule an appointment with Mobile Vet Center, call 801-584-1294.

Pocatello Vet Center (Idaho)

1800 Garrett Way
Pocatello, ID 83201
(208) 232-0316

Counseling and VA information provided to Veterans in Southeastern Idaho and Northern Utah; over 2,000 Veterans seen over the past year. Referral by Team Leader, additional contract for therapy in Logan, Utah.

Phone Listing

George E. Wahlen VA Operator	801-582-1565
To contact SLC health care providers or make appointments (not for personal use)	1-800-613-4012
Salt Lake City VAMC Emergency Department	801-584-1205
Ambulatory Care Appointments (Formerly Primary Care) Red, White, Blue Clinics.	801-584-2575, Option 1
Ambulatory Medical Unit.	801-582-1565 ext. 2249
Billing Question	1-866-393-1846
Chaplain	801-582-1565 ext. 1588
Enrollment Office	801-584-2585
Library	801-584-1209
Lodging and RV Information (VAMC)	801-584-5626
Mental Health Screening (Centralized Intake and Referral)	801-584-1255
Minority Veterans Coordinator	801-582-1565 ext. 4216
Non-VA Workload (Medical Services outside the VAMC)	801-584-1259
Operation Enduring Freedom Enrollment Office	801-584-5670
Operation Iraqi Freedom Enrollment Office	801-584-5670
Patient Liaison Officer	801-582-1565 ext. 1900
Pharmacy (VAMC Automated Info System)	801-584-2525 1-800-579-0540
Police (VAMC)	801-582-1565 ext. 1414
Emergency	801-582-1565 ext. 4444
Public Affairs Office	801-584-1252
Release of Information	801-584-1258
Same Day Surgery	801-584-2510 or ext. 2510
Smoking Cessation Program (VAMC)	801-582-1565 ext. 2800
Substance Abuse Program (VAMC)	801-582-1565 ext. 1840
Telehealth Care Coordinator	801-582-1565 ext. 4128
Transfer Coordinator	801-584-5626 801-582-1565 ext. 1983
Travel (Patient)	801-582-1565 ext. 1420
VA Nurse Health Line	801-584-2575, Option 3
Nurse After Hours	1-866-369-8020

Outpatient Information

III

Veterans Health Education and Information

Knowledge and understanding of your health condition(s) is an important part of managing your health care. Your VA provider and other health professionals want to work with you and your family to help you maintain an excellent level of health throughout your life. Veterans health education provides you with the skills and information needed to promote your health and prevent disease. There are many VA Health Education resources that can assist Veterans and family members to:

- Enhance quality of life through disease prevention and/or management
- Actively partner with your health care team
- Embrace social support systems, including family and friends
- Develop self-management and coping skills

Veterans Learning and Telehealth Education Center

The Veterans Learning and Telehealth Education Center (VL-TEC) offers a variety of classes to Veterans in rural areas using Clinical Video Technology. Education and information about disease prevention and/or management is vital to the success of your health goals. Classes can be attended at a Community Clinic located closer to home or at the VL-TEC. Each class is one hour in length and meets for five or six weeks on the same day and time each week. These classes are offered consecutively throughout the year and include:

- Living Well with Diabetes Type 2
- Living Well with COPD
- Living Well with Asthma
- Living Well with Heart Disease
- Living Well with Heart Failure

The VL-TEC is located at the Medical Center, in the basement of Building 14, Room BD01. To enroll, ask your health care provider for a consult to Telehealth Patient Education or call 801-584-1565 extension 4286 or 1-800-613-4012 extension 4286.

“Navigating Your Healthcare Benefits” Class

This class is open to any enrolled Veteran that wants more information about the VA Medical Center. Learn about the programs and services available to you and how to effectively access what you need to take better care of yourself. General topics include appointment scheduling, prescription refills, primary and specialty care clinical services, and MyHealthVet authentication. Information about programs specific to women and OEF/OIF Veteran needs, Mental Health services, care coordination, Home Telehealth and other Veteran health education classes are also available.

For more information, please call: 801-582-1565 extension 4506 or 1-800-613-4012 extension 4506.

VA Medical Center Library

The library is located in Building 1, 1st floor, Room 1G17. Library hours are Monday–Friday, 7:00 a.m. to 6:00 p.m. The library phone number is 801-584-1209. When the library is open, the phone is always answered by a real live library staff member.

Patients and their caregivers are welcome to visit the library and make use of our resources. If you also want borrowing privileges, it takes only a couple of minutes to enroll.

Our services include:

- Computers available for patient use including a printer for less than 20 pages
- Patients can use our copiers for less than 20 pages
- We will send faxes for you

Our books and other materials are organized into collections:

Recreational Reading Collection:

- Current copies of the Salt Lake City newspapers and popular magazines are available for reading in a comfortable area that includes a couch.
- Donated hardbound and paperback novels. You don't need an account to take several of these books with you. If you return them, we appreciate it, but because they are donated, don't feel guilty about keeping them.
- Items that are a permanent part of the library's collection. These have to be checked-out and returned. Items include:
 - o Music CDs
 - o Large print books
 - o Recently published hardcover books
 - o Audiobooks in several formats: cassette, CD, and MP-3

Patient Education Collection: Medical books, videos, and pamphlets specifically written to help patients learn about their medical condition. Your doctor or nurse can recommend materials written specifically for people with health concerns like yours. Also, a librarian would be happy to help you find information. Books and videos can be checked-out. The pamphlets are free.

Historical War Collection: These books are about some of the wars our Veterans served in. These books are intended to be studied in the library, but we can check them out one at a time to patients.

Reference Book Collection: These books must be used in the library. They range from maps to writing style guides to pharmacy drug reference manuals to trivia.

Medical Books Collection: These books and videos are intended for our medical staff, but patients are welcome to use them in the library.

Medical Journal Collection: These contain the latest authoritative published information about a wide range of medical subjects. If you want the latest information, this is where you look. These items are only for use in the library.

Health Promotion and Disease Prevention

There are many things you can do to improve your health and quality of life. The VA is committed to helping you feel your best through healthy eating, physical activity, weight management and other healthy behaviors. Your lifestyle has a big effect on your risk of developing and managing many diseases. The VA encourages you to be involved in your health care. We have excellent programs to help you learn and find ways to:

- Eat wisely
- Be physically active
- Strive for a healthy weight
- Manage stress
- Be involved in your health care
- Be safe
- Be tobacco free
- Limit alcohol
- Get recommended screenings and immunizations

Physical Activity Opportunities

The campus of VASLCHCS provides a variety of opportunities for physical activity while you are here:

- **Gym and Pool** — The gym and pool are available at certain times for Veteran use. If you wish to use these facilities, ask your provider for a consult to physical therapy for evaluation and use of the gym and pool.
- **Recreation Therapy**
- **Move! Indoor and Outdoor Mile Walks** — Take a walk through the beautiful VA GEM Court Garden and Purtkwahgahm Healing Gardens or walk the length of the underground tunnel to complete a mile. Maps for the walks are at the Information Desk in the front lobby of Building 14.
- **Take the Stairs** – Increase your physical activity by taking the stairs and enjoy the amazing photography of Utah landscapes on each landing.

Recreation Therapy

A significant number of positive health outcomes have been found in the VA's Recreation Therapy programs including:

Improved Physical Health

- Weight loss
- Muscle strength
- Balance

Improved Psychosocial Health

- Community reintegration
- Decreased stress
- Social independence

Improved Mental Health

- Less boredom
- Positive release of emotion
- Constructive use of leisure time

National Veterans Programs held annually:

- National Veterans Creative Arts Festival
- National Veterans Summer Sports Clinic
- National Disabled Veterans Winter Sports Clinic

To receive a monthly email newsletter announcing all current groups, events and activities, please call 801-582-1565 extension 1559.

Recreation activities offered at the VA:

- Cross country skiing
- Music groups
- Photography
- Museum visits
- Dancing
- Gardening
- Water volleyball
- Bocce Ball
- Fly tying
- Creative writing
- National VA Events
- Alpine skiing
- Energy work
- River rafting
- Acting group
- Rock climbing
- Swimming
- Sled hockey
- Wheelchair sports
- Painting
- Kayaking
- Horseback riding
- Hiking
- Camping
- Fishing
- Bowling
- Golf
- Biking/handcycling
- Leatherwork
- Cooking
- Family events

Smoking Cessation

Smoking is the leading cause of disease and preventable death in the United States. The VA has resources to help you quit smoking including nicotine replacement therapy medications and smoking cessation counseling and classes. Ask your provider for help to quit smoking and improve your health.

GEM Court and Healing Gardens

The GEM Court and Purtkwahgahm Healing Gardens are located at the VA Medical Center and provide a tranquil space to meditate, relax and heal. Special features include:

- Patio area for activities
- Garden, bird baths and water features
- Sweat lodge
- Greenhouse
- Therapeutic activities

My HealthVet

VA's award-winning online Personal Health Record (PHR), located at www.myhealth.va.gov. It offers Veterans, active duty Service members and others anywhere, anytime Internet access to health care information, resources, and tools. My HealthVet is the gateway to web-based tools that empower Veterans to become active partners in their health care. With My HealthVet, users' access trusted, secure, and informed VA health and benefits information at their convenience 24 hours a day, seven days a week.

Features at a Glance:

- Refill VA prescriptions online
- Communicate with VA providers electronically through Secure Messaging*
- View appointments and set email reminders for future appointments*
- Access VA lab results*
- View personal VA Wellness Reminders*
- Access on-line medical libraries
- Keep track of personal health information
- Self-enter military and family health histories
- Enter and track over-the-counter medications, immunizations, and tests
- Record, track, and print (if desired) important vital statistics
- Explore the Healthy Living Centers and Diseases & Conditions Centers

* *Requires In-Person Authentication (IPA)*

Registering for My HealthVet

1. Type www.myhealth.va.gov in the address bar on your web browser, and then press Enter. This takes you to VA's My HealthVet website.
2. On the right-hand side of the screen, click the "Register Today" button. Complete the registration page, and review and accept the Terms & Conditions and Privacy Policy.
3. Log into your My HealthVet account and begin to create your Personal Health Record (PHR).



Get an Upgraded Account with In-Person Authentication (IPA)

To get the most out of My HealthVet, Veterans should visit their local VA health care facility to get an upgraded account, known as In-Person Authentication (IPA). Before VA patients can communicate with their VA providers through Secure Messaging, access appointments and lab results, and participate in the future features of My HealthVet, they must complete the IPA process

(takes approximately 10 minutes) as a security measure. The purpose of the one-time IPA process is to verify the Veteran's identity, in-person. This complies with VA policy and protects Veterans' identities. It's a simple process that will enhance a Veteran's use of My HealthVet and allow access to other features as they become available..

For questions or assistance with My HealthVet contact the VA Medical Center Library at 801-584-1209, or visit us in person on the 1st Floor of Building 1.

MOVE! Weight Management Program

Excess weight contributes to many health problems. Losing even a moderate amount can improve your health and the way you feel. This comprehensive weight management program includes a patient evaluation, individualized patient education information, goal setting with a registered dietitian and participation in weight management group classes. The MOVE! Program is available at all VA clinic (CBOC) locations. If you are interested, contact your primary care provider or one of the dietitians in Primary Care.



Nutrition

If you have any of a number of chronic diseases such as diabetes, high blood pressure, heart disease or high cholesterol, registered dietitians are available to help you learn how to eat to improve your medical conditions and your health. Ask your provider for a consult to Nutrition or call 801-584-2575 or 1-800-613-4012, select the scheduling option and ask for a nutrition appointment.

Pharmacy

Pharmacy services are integrated into primary and specialty care at the VA Medical Center for enrolled Veterans. In order to obtain medications from the VA you will first need to be seen and evaluated by a VA provider. Your VA provider acts as the hub for medication management and initiates prescriptions from the pharmacy.

Medications: The Outpatient Pharmacy is available for new prescriptions after provider visits. At this time, we encourage you to ask questions about your medications and how they might impact your health. Refills on stable medications are mailed to the patient using a mail order refill system. This requires that the patient initiate the refill process by phone, mail or online (see below for directions.)

Formulary Management: The VA does not carry every medication available but has a preferred drug list or Formulary. This means when you visit your VA provider they may change a medication you currently take for a comparable product that works the same way. This is why it is essential to read your prescription directions carefully and follow up with your VA provider to ensure optimal outcomes.

Pharmacy Phone Service: If you are out of refills or need to renew a prescription from your primary care provider then contact the Telephone Information Program or TIP line. Here you will have the option of speaking directly to a Pharmacy Technician who can assist you in contacting your provider for refills. The phone system is a fast and efficient way to resolve your medication needs. Call 801-584-2575 or 1-800-579-0540 extension 2575. If the Pharmacy is closed, the VA has an After Hours Help line for all of your questions or medication concerns. Please call 1-866-369-8020 to get help after hours. The After Hours Staff will do everything possible to help you resolve any medication concern.

Drug Disposal: The VA Pharmacy is not permitted to accept or dispose of patient medication, used syringes or other medicinal products. Please visit your local police department for community collection sites.

Copayment: Depending on your service connection you may have a copay for medications. Please see Enrollment for eligibility questions.

Medication Management: Pharmacists are care providers at the VA. You may be referred to a pharmacist for disease state or medication management. This is an excellent way to help you dial in on difficult problems affecting your health.

Four Ways to Refill Medications:

1. www.myhealth.va.gov — See your VA Pharmacist for details.
2. Call the automated refill system at 801-584-2525 or 1-800-579-0540. You need your Social Security number and prescription number(s). This number is located on the prescription label or refill slip. This method requires a touch-tone phone.
3. Mail — Mail your refill slip (or send a letter with your name, social security number and the name of the medication) to:
VA Salt Lake City Health Care System
Outpatient Pharmacy (119)
500 Foothill Drive
Salt Lake City, UT 84148
4. Place your refill slips in the mail slot at the Salt Lake City VA Outpatient Pharmacy.

Medicine and Primary Care

The Primary Care program provides convenient, accessible, and comprehensive care that is coordinated by a team of health care professionals whom you may rely on for consistent, quality treatment. Examples of this are appointments for elective or urgent care, appointments with specialists or outpatient tests, procedures or surgeries.

Ambulatory Care

Ambulatory care is provided in outpatient clinics at the medical center, a CBOC or in the Veteran’s home. When you are enrolled in primary care and have health concerns, use this type of care before considering the emergency room unless your problem is really an emergency.

Behavioral Health Programs

These programs help primary care patients with common mental health issues facing Veterans and families. They include:

- PTSD
- Homelessness
- Returning Veterans
- Sleep Disturbance
- Substance Abuse
- Depression
- Women Veterans
- Mental Health Recovery
- Military Sexual Trauma
- Suicide Prevention

VETERAN CRISIS HOTLINE: 1-300-273-TALK (8255)

Please contact 1-800-613-4013 extension 2742 or 2785

Home Based Primary Care (HBPC)

HBPC provides an interdisciplinary team to make visits to teach, assist, and supervise the primary caregiver at home in meeting the Veteran's needs. The health care team consists of a Physician, Nurse, Social Worker, Dietitian, and Occupational Therapist.

If you need assistance in the home, speak with your physician or social worker about referring you to HBPC.

Diagnostic Medicine: Laboratory and Radiology

The Laboratory is located in Building 14. Enter at the main entrance, go to the first floor and follow the blue line. The laboratory hours are Monday through Friday, 7:00 a.m. to 5:00 p.m. Patients are served on a first-come, first-served basis. You must sign in for the particular area in which you are testing. To obtain results of diagnostic tests contact the ordering health care provider.

Radiology is located directly in front of the A and B elevators in Building 1 on the first floor.

No appointments are necessary. Orders are electronic and should be entered by your health care provider before you reach Diagnostic Medicine.

Dental

Dental services may be provided to Veterans who have entitlement to dental care. Services provided differ throughout the VA system and may not be available at all facilities. To find out if you are eligible for dental care, contact the Enrollment Office at 801-584-2585. If you have eligibility and need to make an appointment, contact the Dental Clinic at 801-584-1206. The Dental Clinic is located at 590 Foothill Drive on the southeast end of the main VA campus.

VA Nurse Health Line

You can now receive information related to your health care over the telephone. If you have a question that is not an emergency, please call our VA Nurse Health Line at 801-584-2575. We

can talk with you about such things as common lab or test results. We prefer that you contact us by phone rather than walking in for assistance without an appointment. Patients who have an appointment are our first priority. The VA Nurse Health Line is staffed Monday through Friday 8:00 a.m. to 4:00 p.m. The best time to call is weekday afternoons. The VA has an After Hours Help line for your questions or health concerns. Please call 1-866-369-8020 to get help after hours.

Emergency Department

The George E. Wahlen VA Medical Center in Salt Lake City has an Emergency Department that operates 24 hours a day, seven days a week. If you have an emergency and require the services of paramedics, they will help you decide if you should go to the closest emergency room if the VA emergency is not close to where you are. VASLCHCS Emergency Department treats critical cases such as cardiac emergencies, pneumonia, and difficulty breathing before non-critical ones — regardless of who presented first. This may result in very long waits for patients with non-life threatening illnesses such as colds, ingrown toenails, rashes, minor cuts, or minor illnesses that have been present for several days. If you are at home and have a life-threatening medical emergency, immediately call 911.

Transfers

If you have a health emergency requiring you to be seen in a community hospital emergency department or you are admitted to a community hospital, you may request to be transferred to the VA Medical Center in Salt Lake City. Based on your eligibility, the VA may pay for the care until you are stable and can be transferred. To have a request for transfer made, please have the hospital personnel call the transfer coordinator at 801-582-1565 extension 1983, weekdays and 801-582-1565 extension 1400, evenings and weekends.

Social Work

Social Workers are assigned to each facility to help you and your family. Social Workers know about many community agencies and resources that provide services to Veterans. They can get help for your family while you are in the hospital and help those who need special care after they are discharged. Please tell a health care provider if you wish to make an appointment with a Social Worker.

Women Veterans Program

Health care for female Veterans is designed to meet their primary care and gender specific health care needs. Services provided include mammograms, pap tests, breast exams, bone density tests, birth control, prenatal care, peri-menopausal and menopausal care, sexual trauma evaluation and treatment, and gynecologic (female) surgery. Female Veterans are encouraged to receive their medical as well as mental health care from the VA, and are assured privacy in any VA health care setting. The Women Veterans Program Manager is available to assist our female Veterans. Please call 801-582-1565 extension 5414 or toll free 1-800-613-4012 extension 5414.

Mental Health

Services include outpatient medication management, individual/group psychotherapy, mental health case management, substance abuse treatment, homeless services, vocational rehabilitation, inpatient psychiatric stabilization, and more.

For outpatient Mental Health care, you can stop by Building 47 and fill out a Mental Health Intake Questionnaire and meet with an Access Team Member for a brief evaluation. You will be assisted in setting up mental health treatment that accommodates you and your needs. If you prefer to call for a brief assessment, you can call 801-582-1565 and ask the operator to page the Access Crisis Team. If you have a psychiatric emergency, report to the emergency department. If you are having thoughts of suicide:

- Contact your mental health providers directly
- Call the National Suicide Prevention Lifeline 24/7: 1-800-273-8255, press 1 for Veterans

If you are at immediate risk of harming yourself, call 911 or go to the nearest emergency room.

Integrative Health

Integrative Health Care is a blending of conventional western medicine and Complementary and Alternative Medicine (CAM). Examples are guided imagery, hypnosis, meditation, Qigong, yoga and education related to choosing to heal and herbal medicine/nutritional supplements. CAM can support and add to conventional medical care you receive in the VA system. The Integrative Health Clinic offers CAM therapies that have been researched and support the conventional medical care you are receiving at the VA. If you are interested in using CAM techniques, discuss your interest with your primary care provider to decide which therapies may be appropriate. If appropriate, your health care provider will refer you to the clinic.

Pain Medicine and Integrative Health Services offer comprehensive management of pain and symptoms, disease prevention and wellness promotion.

Palliative Care Service offers supportive care to families and patients facing serious life limiting illnesses, for pain and symptom management, psychosocial and spiritual care, and advance care planning.

For more information on these services please contact the program support assistant at 801-582-1565 extension 2681.

Veterans Transportation Accessible Skills (VTAS) Program

The Transportation Accessible Skills (VTAS) Program is a VA sponsored, Veteran-to-Veteran training program designed to increase transportation accessibility to Veterans. The purpose of this program is to teach travel skills to Veterans to enhance independence and access of public transportation in the Salt Lake City and surrounding area. Veterans must be physically, cognitively, and emotionally able to navigate public transit. If you are interested in the VTAS program, talk to your primary health care team to make the necessary referral. You will then be contacted by the program instructor.

Inpatient Information

IV

Admission Information

In all cases, please bring only the items necessary for your health care needs. If you are admitted or have an observation stay, most patient rooms have a small closet for your clothes. However, check any valuables with the staff when you are admitted or lodged. Keep only \$5 “pocket change” with you.

Please bring the following information with you:

- A list of all medications you are taking (Do not bring the actual medications)
- A copy of your Advance Directives and/or Living Will
- Personal hygiene items such as deodorant and toothpaste

The VA Medical Center furnishes pajamas and a bathrobe for inpatients and 23 hour stay patients. Have family members take excess clothing and items of value home.

Primary Health Care Team

When you need care, your doctor, nurses and other professionals at our medical center are committed to working with you and your family to meet your health care needs. Our dedicated health care professionals serve the community in all its ethnic, religious, and economic diversity. Our goal is for you and your family to have the same care and attention we would want for our families and ourselves. Every patient is assigned to a primary health care team. Your care will be provided by a team of health care professionals. The admitting service/team (Medicine, MICU, SICU, Surgery, Neurology, etc.) will be the primary care team that will be responsible for your health care needs and transition to home or transfer to another facility for further treatment. When necessary, they will refer you to a specialist. These specialists are “consultants” who specialize in their perspective fields; they will provide their recommendations to your core team. The consulting specialists will visit with you in your room.

Members of your primary care team consist mainly of physicians, a clinical pharmacist, Nurse Physician Liaisons (NPL), social workers, and a floor nurse. Other members of the team involved in your care are a physical therapist, occupational therapist, dietitian, and many others. These “ancillary” team members are used as your individual needs are identified.

Medication Safety

While you are hospitalized, it is important for you and your primary health care provider to talk about your medicines and their side effects. Tell them everything you are taking, including:

-
- Prescription medicines
 - Over-the-counter medicines (like aspirin and cough medicine)
 - Medicines that a family member or friend gave you
 - Vitamins
 - Herbal products

Participating In Your Care

Communication is essential to good health care, and we encourage you to make your specific needs concerning language, hearing or vision known. Ask your health care provider to arrange for an interpreter if you are deaf or hearing-impaired, or if English is not your primary language.

Communication with your primary health care team is very important; we encourage you and your family to inform your health care team of any needs and concerns you have regarding your health care, discharge process and transition as early as possible.

- Discuss your treatment plan with your health care providers.
- Make sure that you understand and agree with that plan.
- Be informed about your treatments and ask when the treatments will be given and the purpose. Question anything that seems different or anything that you don't understand.
- If you are having surgery, be sure that you and your specialty care provider discuss the details of the procedure and that you understand what to expect.
- You may receive a lot of information at once and that can be overwhelming. You may want to take notes or ask a family member or friend to listen with you when a diagnosis, treatment plan, test results or discharge plans are explained.
- If equipment is used for your care, know its use and how it should be operated.
- If possible, designate one family member to interact with your health care provider. This person can then pass along information to other family and friends.

Visitor Guidelines

We honor the wishes of Veterans and have a 24 hour a day open visiting schedule. Three visitors may be with patient at a time. Please visit quietly and refrain from making noise in the patient care areas and corridors. Patients may be visited at the bedside, the unit lounge, the lobby of any patient care building, the Canteen and outside on the grounds.

Visitors may be requested to leave for brief periods as needed to provide privacy for patient care, patient confidentiality and/or rest. The request may be made by the patient, the nurse or medical staff. If necessary, the doctor or nurse may limit the number and frequency of visitors to protect the patient's health and the need to rest and the privacy and rights of roommates.

Visiting in the Intensive Care Units is restricted to adult members of the patient's immediate family. Visiting times and the length of each visit are based on the patient's condition, and prescribed by the staff members of the unit.

Allowances will be made for the special needs of children and adolescents. They are allowed to visit in the hospital

Flowers for patients are welcome with the exception of intensive care or oncology patients. Gift balloons are also welcome provided they are mylar. Latex balloons, which can cause allergic reactions, are not permitted in the hospital.

Patient Privacy

To respect and ensure patient privacy and confidentiality; visitors may be asked to leave the room during a treatment or during a discussion with the staff. Patients may request to “Opt-Out of hospital directory” during their admission. This personal preference allows the patient to identify people who he/she wishes to know they are in the hospital.

Smoking Guidelines

Smoking is not permitted inside any VA facilities. For all of our facilities, please extinguish your smoking materials at a reasonable distance from each building. Please use ashtrays located by each building to deposit unlit smoking materials such as cigarette wrappers and butts. To smoke, the medical center campus has outdoor smoking shelters on the campus. Oxygen tanks are not allowed in the smoking shelters as they create a flammable risk to oneself and others. Please report to VA police at extension 1414 any patients or visitors smoking while using oxygen.

Animals

In accordance with Memorandum 00.37, Non-Research Animals in Health Care Facilities, it is the policy of VASLCHCS and all properties under its charge and control to allow any patient, visitor or employee the use of service animals as auxiliary aids in accordance with VHA Information Letter IL 10-2009-007. Pets are NOT service animals and are generally NOT allowed on VASLCHCS premises. It is the policy of VASLCHCS that only service animals will be allowed on the premises, with the exception of research animals, animals accompanying patients who are staying in the recreational vehicle lot and the animals remain there, and therapy animals as identified in Memorandum 00.38.

Telephones/Communications

Bedside telephones are located in the inpatient rooms throughout Buildings 1 and 14. The Intensive Care Units and most beds in the Hoptel do not have bedside phones. **To call in**, your family and friends can reach you directly at your bedside by dialing 801-588 followed by your 4-digit telephone extension. The extension number is located on your bedside telephone. To obtain this number, contact the hospital operator.

Preparing For Discharge

As you get closer to discharge, you will have a comprehensive multidisciplinary discharge assessment by your health care team. In conjunction with you and your family, needs will be identified and acted upon for a smooth discharge transition and coordination of care.

Be sure you are clear about discharge instructions, including medicines you need and information about a follow-up visit and continued care.

The primary health care team will arrange/request any post hospitalization needs such as primary care follow, specialist care follow, home services, or transfer to another facility (rehab long term care).

Some of the services that will be assessed will be for continued therapies at home or at another facility, such as home physical therapy, safety evaluation at home, continued physical therapy/occupational therapy, need for home telehealth, and medication management needs.

All efforts will be made to make appointments for follow-up care before discharge, however, if they are not, the requested appointment service will contact you with the date and time of the appointment. If you have not heard anything within one week please call to check on status.

Please make sure you go to the outpatient discharge Pharmacy for any new medication or changes that occurred during you inpatient stay.

Discharge time is usually 10:00 a.m. We ask that you be prepared to leave your room and arrange to be picked up from the hospital as soon as the discharge process is completed.

Ethical Concerns

Patients and family may contact the Ethics Committee by contacting the Chief of Staff office at 801-582-1565 extension 1505 or 1-800-613-4012 extension 1505.

Services



TOP Cafe

Visitors may purchase a meal at the Cafe located in Building 5 when the Veterans Canteen Service is not operating. Cafe hours are:

- Breakfast is 7:15 a.m. to 8:15 a.m., cost is \$3.25 (Saturday and Sunday only)
- Lunch is from 11:15 a.m. to 1:00 p.m., cost is \$6.50 (Saturday and Sunday only)
- Dinner is 5:00 p.m. to 6:15 p.m., cost is \$6.50 (Everyday)
(Cost is determined yearly and may change.)

If arranged ahead of time, individuals visiting a patient may request a tray. This tray is delivered with the patient's meal and it must be arranged before the meal is served (by 6:00 a.m. for breakfast, 10:30 a.m. for lunch and 3:30 p.m. for dinner). The arrangements can be made through the ward staff or by calling extension 1023. Cost is the same as above.

Patriot Cafe

Located in Building 8. Hours are 7:30 a.m. to 2:30 p.m., Monday through Friday.

Starbucks Coffee Shop

Located in Building 1, Ground floor. Hours are 7:00 a.m. to 4:30 p.m., Monday through Friday.

Vending Machines

Located in the basement of Building 14, all floors of Building 1, and in Building 3.

Patriot Store

Located in the Building 8, across from the Patriot Cafe. Hours are 7:30 a.m. to 3:30 p.m. Snacks, drinks, personal care items, clothing, and gifts are available.

Automated Teller Machines

ATMs are located in the main lobby, the Patriot Cafe, and in the Credit Union.

Mailbox

The mailbox is located in the entrance of the main lobby.

Chaplains and Services

Chaplains are available for patients and their families to provide assistance. Chaplains from the Catholic, Protestant and Church of Jesus Christ of Latter Day Saints faith groups are on staff. If our chaplain staff does not represent your faith group, they will assist you to locate someone from your faith group. If you wish to receive Chaplain support, notify your health care provider who will assist you in receiving this service. Chaplains are available weekdays 7:30 a.m. to 5:00 p.m. Should you require assistance after hours the hospital operator will gladly assist you by paging the On-Call Chaplain.

Please call the Chaplain at 801-582-1565 extension 1588 for available worship services.

Other Services

Hoptel (Lodging)

Lodging is available at this medical center to provide accommodations for Veterans participating in evaluation and treatment. Lodging is provided for Veterans only, as available on a first-come, first-served basis.

Lodging will also be provided to accommodate delays in travel when inclement weather prohibits long distance travel or when other exceptional circumstances are identified. These exceptions will be made on a space available basis through arrangements between the clinical and administrative staff in the Patient Services Center or the Night Administrators.

Lodging is planned for one night with extensions as granted by the Patient Services Center and after hours by the Night Administrator.

Criterion: Veterans appropriate for lodging will meet these criteria:

- Reside further than 50 miles from this medical center
- Currently participating in an acute episode of care at this medical center
- Capable of performing activities of daily living
- Capable of self-administration of medications and routine health care
- Maintains cooperative behavior
- Medications and supplies for routine self-care

Lodgers will provide and self-administer their own medications, supplies, and assistive devices necessary for routine self-care. For more Hoptel information, please call 801-584-5626.

Salt Lake City Fisher House

VASLCHCS is proud offer our Veteran's families a room at our new Fisher House. This 16,800 square foot home consists of 20 suites, each with a private bedroom and bath. It is truly a home away from home.

The home provides a place for families to stay, free of charge, while their loved one is receiving medical treatment. Because Veterans often travel long distances in order to receive medical care at the George E. Wahlen VA Medical Center, the Fisher House fulfills a critical need in a vast geographical area that is highly rural. Veterans and their families can enjoy a spectacular view of the Wasatch Mountains while they are in a comfortable environment that offers hope, community, and healing.



For information on staying at the Fisher House please call Quinn Kiger-Good at 801-582-1565 extension 5900 or visit their website at www.fisherhousesaltlakecity.com.

Recreational Vehicle (RV) Parking

VASLCHCS Veterans receive their care in many different settings, most of them being outpatient. These may include primary care clinics, ambulatory care units (AMU), same day surgery (SDS), outpatient procedure clinics, 23 hour (observation) stays and inpatient care. Veterans living 50 miles or more who can take care of themselves may use our overnight lodging and RV parking with hookups, depending on space availability and on a first-come, first-served basis. An \$8.00 per day fee (subject to change) will be charged for RV parking. This is for patients involved in an acute episode of care. Call 801-584-5626 or 1-800-613-4012 extension 5626 for questions.

Patient Services Center

The Patient Services Center assists the patients, their families, and the staff coordinating the arrangements for admission, transfers, lodging and outpatient care for long distance patients. Patient Services Center is located on the fourth floor of Building 1, Monday through Friday, 8:00 a.m. to 4:30 p.m. The phone number is 801-584-5626 or call toll free 1-800-613-4012 extension. 5626.

Volunteer Transportation Network

Transportation to and from the George E. Wahlen Department of Veterans Affairs Medical Center from rural areas is available by way of vans operated by volunteers from the Disabled American Veterans (DAV) Organization. Please contact 1-800-613-4012 extension 2003 for availability, pick-up point, and schedule information. The van rides are on a first-come, first-served basis, therefore, it is a good idea to call several days before your appointment to arrange your ride.

Guest (Voluntary) Service — “Serving the Veterans Who Served Us!”

We seek to demonstrate the compassion, care and respect we have for Veterans. This is achieved in a variety of ways through our Guest Services Program.

Wheelchairs – A limited number of wheelchairs are available at the Main Entrance to the medical center for your needs during your visit. We also have a convenient wheelchair corral in the parking lot.

Escort Service – Voluntary Service has a group of individuals (paid staff and volunteers) who transport patients in wheelchairs and gurneys throughout the medical center for their scheduled appointments. They also deliver lab work, late meal trays, files, and patient effects if necessary.

Birthday Buddies – Our volunteers and employees will visit and sign a card addressed to hospitalized Veterans on their birthday. Veterans receive a personalized birthday greeting and a special gift in honor of their special day.

Courtesy Phones – Voluntary Service has made phones available to each Veteran’s bedside for personal use. Veterans who would like to make a long distance call and are unable to do so because they don’t have a phone card may contact the Nurse Station or dial extension 4038 and a care ambassador will bring one.

Patient Televisions – Voluntary Service has made televisions available to each Veteran’s bedside for personal use as well as the waiting rooms throughout the medical center.

Greeters – Staff who are stationed in the main lobby at the main medical center. They welcome Veterans and visitors and provide necessary information. They also assist wheelchair Veterans to their vehicles as needed.

Guest Shuttle – A courtesy cart shuttle service provides transportation for Veterans and family members to various locations throughout the ground floor of the medical center during the week between the hours of 8:00 a.m. and 4:00 p.m. (Dial 71, then 150 to obtain a courtesy cart). If you park in Lot 8, enter in the back of Building 8 and walk up the hall to the Canteen (Patriot Cafe). A shuttle will be available to pick you up and take you to your destination during regular business hours.

In-Room Entertainment – This program provides a rich bedside source of entertainment and enjoyment for FREE! Just dial 4038 from your bedside phone:

- Movies are provided free to Veterans in the Psych Ward and Freedom Landing as therapy. TVs/VCRs are donated specifically for use in the Guest Services Program.
- Paper Back Books and Magazines – Care Ambassadors distribute paperback books when requested and pick up after use.
- Head Phones for television sets – available upon request for Veterans who would like some privacy while watching television.
- AM/FM radios with headphones – available upon request for Veterans who would like to listen to music during their stay.

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- DVD Players with music CD's (soft music) – are located in Dialysis, SICU, and MICU for patients to listen to during their stay.
 - Reading Glasses – available upon request for Veterans who forgot their readers.
 - Holiday Cards and Stationary w/Postage – available upon request for Veterans who would like to send correspondence during their stay.

Craft Distribution – “Help Hospitalized Veterans” donates hundreds of different types of craft kits for our Veterans to work on during their stay. A craft care specialist or volunteers will visit the wards/units on a weekly basis to distribute kits to Veterans. Volunteers will even help you with the project if you request it.

Comfort Items – Voluntary Service provides comfort items to the wards/units for our Veterans who are admitted unexpectedly. Items available are: toothbrush, toothpaste, deodorant, shower gel, comb, razor, shave cream, ear plugs, lotion.

Red Carpet Program – Voluntary Service provides fresh coffee, water, juice and a light snack to Veterans who have traveled long distances and had to fast for lab work. This service is located on the ground floor of Building 14 (by the Blue Clinic). VA volunteers have been caring and providing for the needs of Veterans since 1946. Today's Veterans expect the same level of compassion and concern that is the proud legacy of our volunteer program since its beginnings. There are many ways in which you can help. Talk with the Voluntary Service Program Manager today! The Voluntary Service staff is available on the 2nd floor of Building 8, Monday through Friday, 8:00 a.m. to 4:30 p.m., and Escort staff is available from 8:00 a.m. to 4:30 p.m. Call 801-584-1241 for more information.

Lost and Found

The lost and found is located in the basement of Building 14, room BB12. Hours of operation are Monday through Friday 7:00 a.m. to 3:30 p.m. Call 801-582-1565 extension 1442.

VA Health Care and Medical Benefits Package

One of the most visible of all Department of Veterans Affairs (VA) benefits is health care. The VA has about 1,400 care facilities, including 153 hospitals, 872 ambulatory care and Community Based Outpatient Clinics, 206 counseling centers, 135 nursing homes and 43 domiciliary facilities. Due to technology and changes in national and VA health care trends, the VA has evolved from a hospital-based system to a primarily outpatient-focused system.

In October 1996, Congress passed Public Law 104-262, the Veterans' Health Care Eligibility Reform Act of 1996. This legislation paved the way for creation of a Medical Benefits Package – a standardized, enhanced health benefits plan available to all enrolled Veterans. The law also simplified the process for Veterans to receive services. Like other standard health care plans, the Medical Benefits Package emphasizes preventive and primary care, offering a full range of outpatient and inpatient services including:

- Preventive services, including immunizations, screening tests, and health education and training classes
- Primary health care
- Diagnosis and treatment
- Surgery, including outpatient surgery
- Mental health and substance abuse treatment
- Home health care
- Respite (inpatient) hospice and palliative care
- Urgent and limited emergency care
- Drugs and pharmaceuticals

The Benefits Package does not generally include hearing aids and eyeglasses, unless they are needed for a Service-Connected disability. Although some Veterans are still eligible for services that are not part of the Medical Benefits Package, Veterans may need to apply for them on a case-by-case basis and special restrictions apply to each. These include:

- Nursing home care
- Domiciliary care
- Adult day health care
- Outpatient geriatric evaluation
- Outpatient respite care
- Non-VA hospitalization or health care services for Veterans with special eligibility

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- Limited dental care
 - Readjustment counseling
 - Homeless programs
 - Sexual trauma counseling

Enrollment

For most Veterans, entry into the VA health care system begins by applying for enrollment. To apply, complete VA Form 10-10EZ, Application for Health Benefits, which may be obtained from any VA health care facility or regional benefits office, online at <http://www.va.gov/1010ez.htm> or by calling 1-877-222-VETS (8387). Once enrolled, Veterans can receive health care at VA health care facilities anywhere in the country. Veterans are required to provide a copy of their DD-214 or Military Discharge Certificate to verify their eligibility. After applying, you will receive a letter confirming your enrollment that identifies your Priority Group

Basic Eligibility

A person who served in the active military, naval or air service and who was discharged or released under conditions other than dishonorable may qualify for VA health care benefits. Reservists and National Guard members may also qualify for VA health care benefits if they were called to active duty (other than for training only) by a Federal order and completed the full period for which they were called or ordered to active duty. Veterans who enlisted after September 7, 1980 must have served 24 continuous months or the full period for which they were called to active duty in order to be eligible.

Do I Have To Enroll To Receive Care?

The following four categories of Veterans are not required to enroll, but are urged to do so to permit better planning of health resources.

1. Veterans with a Service-Connected disability of 50 percent or more.
2. Veterans seeking care for a disability the military determined was incurred or aggravated in the line of duty, but which VA has not yet rated, within 12 months of discharge.
3. Veterans seeking care for a Service-Connected disability only.
4. Veterans seeking registry examinations (ionizing Radiation, Agent Orange, Gulf War/ Operation Iraqi Freedom and Depleted Uranium).

How Do I Get A Copy Of My DD-214?

The National Personnel Records Center (NPRC) has provided the following website for Veterans to gain access to their DD-214's online: <http://vetrecs.archives.gov> or by filling out Standard Form 180 (Request Pertaining to Military Records) and sending it to the NPRC in St. Louis. SF-180 may be obtained from your local Enrollment Office or the VA Regional Office at 1-800-827-1000.

Once Enrolled, Do I Need To Enroll Each Year?

No. You are only required to enroll one time. However, Veterans receiving VA pension benefits or eligible for Medicaid programs, and Non-Service-Connected Veterans whose gross annual household income and net worth are below the established VA means test thresholds are required to complete an annual Means Test (financial information).

What Are Priority Groups

During enrollment, each Veteran is assigned to a priority group. VA uses priority groups to balance demand for VA health care enrollment with resources. Changes in available resources may reduce the number of priority groups VA can enroll. If this occurs, VA will publicize the changes and notify affected enrollees. There are currently eight Priority Groups with Priority Group 1 being rated the highest and Priority Group 8 being rated the lowest. Priority Group 7 and 8 Veterans must agree to make co-payments for most medical care and medications. For a detailed list of the individual Priority Groups contact the VASLCHCS Enrollment Office at 801-584-2585.

If I Cannot Be Enrolled, Will I Still Be Eligible For Hospital And Outpatient Care?

A Veteran who is not enrolled will still be eligible for hospital and outpatient care for conditions related to military sexual trauma, head or neck cancer related to nose or throat radium treatment while in the military, readjustment counseling services, and treatment related to Service-Connected conditions.

For additional information, contact the VASLCHCS Enrollment Office at 801-584-2585.

Insurance and Billing

The status of any Veteran's bill with the VASLCHCS does not affect a Veteran's eligibility for services. Some Veterans have **Co-pays** for visits, medications or inpatient admissions.

Co-pays are determined by your **Priority Group**. During enrollment, Veterans are assigned to priority groups. For information regarding your Priority Group contact the Enrollment Office at 1-800-613-4012, extension 2585.

If you have a medical condition that is related to your military duty, you may have a **Service-Connected** disability. If you believe you have a Service-Connected disability, contact the VA Regional Office at 550 Foothill Drive, 1-800-827-1000. The VA Regional Office makes determinations regarding Service Connected Disabilities.

Most Non-Service-Connected Veterans and zero percent Service-Connected Veterans are requested to report their annual family income and assets. This is known as a **Means Test**. Some Veterans are charged co-payments based on income and assets. Failure to complete an annual Means Test results in co-payments.

Significant changes in a Veteran's financial situation may enable a Veteran to apply for a waiver of their co-pay charges. To apply for a waiver of co-pay charges, Veterans may call 801-584-2547 press #2 or 1-800-613-4012 to receive forms.

For more information on co-pays and billing, the Federal Benefits Guide for Veterans, Dependents and Survivors can be found at <http://www1.va.gov/opa/publications/>.

Health Insurance

VA is required to bill insurance companies for health care services provided to Veterans if they have insurance. VA is not allowed to bill insurance companies for any Service-Connected treatment. Every penny paid by a health insurance company for any given date-of-service is deducted from the Veteran's co-pay for that date of service. The VA is unique in this policy. The VA bills health insurance companies fair and reasonable charges, as established by Public Law 105-33 (August, 1997). Any amount unpaid by the insurance company is NEVER billed to the Veteran.

Medicare, Medicare Replacement Policies, Health Maintenance Organizations (HMOs), and Medicare Supplement Policies

The VA and Medicare are both agencies of the Federal Government. **Funds are not paid from Medicare to the VA. The VA is prohibited by law to bill Medicare. The VA is also prohibited** from billing Medicare Replacement Policies. The VA can and does bill Medicare Supplement Policies.

Paying Your Bill

Paying by mail: Mailed payments can be sent to the address on the detachable payment slip provided with your monthly billing statement. Please do not mail cash payments. You may pay with check, money order or credit card. If you pay with a credit card, please specify the amount you wish to pay. If no amount is specified, your entire "balance due" will be charged to your card.

Paying in person: Veterans may pay their bill in person at the Agent Cashier's Office in Building 1, off the main lobby. Payments may be made with cash, check or credit card. Please bring a copy of your payment slip with you.

Collection Policy

Payment arrangements may be made to satisfy your debt. If you do not make payment arrangements or pay the debt in full within 90 days, any debt greater than \$25.00 will be referred to the U.S. Treasury Offset Program. Any monies received from the U.S. Government, including Social Security, will be offset to satisfy the outstanding debt. The status of any veteran's bill with the VA does not affect a Veteran's eligibility for services.

Questions About Your Bill

VA Billing Inquiries :

Billing Call Center Number: 1-866-393-1846 (Toll Free)

Non-VA Inquiries: (Billing statements from another doctor, hospital, or ambulance)

Local: 1-801-582-1565 extension 1259

Toll Free: 1-800-613-4012 extension 1259

Revenue Office: Building 1, 1st floor, Room 1A27 (Monday – Friday, 8:00 a.m. - 4: 30 p.m.)

Operations Enduring Freedom/Operation Iraqi Freedom/ Operation New Dawn

On January 28, 2008, “Public Law 110-**Enhanced Eligibility for Health Care Benefits 181**” titled the “National Defense Authorization Act of 2008” was signed into law. Section 1707 amended Title 38, United States Code (U.S.C.), Section 1710(e)(3), extending the period of eligibility for health care for Veterans who served in a theater of combat operations after November 11, 1998, (commonly referred to as “combat Veterans” or “OEF/OIF Veterans”).

Under the “Combat Veteran” authority, the Department of Veterans Affairs (VA) provides cost-free health care services and nursing home care for conditions possibly related to military service and enrollment in Priority Group 6, unless eligible for enrollment in a higher priority to:

- Veterans discharged from active duty on or after January 28, 2003, are eligible for enhanced benefits, for 5 years post discharge.
- Veterans discharged from active duty before January 28, 2003, who apply for enrollment on or after January 28, 2008, are eligible for the enhanced benefit until January 27, 2011.

Combat Veterans, while not required to disclose their income information, may do so to determine their eligibility for a higher priority status, beneficiary travel benefits and exemption of co-pays for care unrelated to their military service.

Who’s eligible: Veterans, including activated Reservists and members of the National Guard, are eligible if they served on active duty in a theater of combat operations after November 11, 1998, and have been discharged under other than dishonorable conditions.

What happens after the enhanced eligibility period expires: Veterans who enroll with VA under this authority will continue to be enrolled even after their enhanced eligibility period ends. At the end of their enhanced eligibility period, Veterans enrolled in Priority Group 6 may be shifted to Priority Group 7 or 8, depending on their income level, and required to make applicable co-pays.

What about combat Veterans who do not enroll during their enhanced authority period: For those Veterans who do not enroll during their enhanced eligibility period, eligibility for

enrollment and subsequent care is based on other factors such as: a compensable Service-Connected disability, VA pension status, catastrophic disability determination, or the Veteran's financial circumstances. For this reason, combat Veterans are strongly encouraged to apply for enrollment within their enhanced eligibility period, even if no medical care is currently needed.

Co-pays: Veterans who qualify under this special eligibility are not subject to copays for conditions potentially related to their combat service. However, unless otherwise exempted, combat Veterans must either disclose their prior year gross household income OR decline to provide their financial information and agree to make applicable co-pays for care or services VA determines are clearly unrelated to their military service.

Note: While income disclosure by a recently discharged combat Veteran is not a requirement, this disclosure may provide additional benefits such as eligibility for travel reimbursement, cost-free medication and/or medical care for services unrelated to combat.

Dental Care: Eligibility for VA dental benefits is based on very specific guidelines and differs significantly from eligibility requirements for medical care. Combat Veterans may be authorized dental treatment as reasonably necessary for the one-time correction of dental conditions if:

- They served on active duty and were discharged or released from active duty under conditions other than dishonorable from a period of service not less than 90 days and
- The certificate of discharge or release does not bear a certification that the Veteran was provided, within the 90-day period immediately before the date of such discharge or release, a complete dental examination (including dental X-rays) and all appropriate dental service and treatment indicated by the examination to be needed and
- Application for VA dental treatment is made within 180 days of discharge or release

Combat Veterans:

VA will provide combat Veterans free medical care for any illness possibly associated with service against a hostile force in a war after the Gulf War or during a period of hostility after November 11, 1998. This benefit may be provided for 5 years from the Veteran's release from active duty.

For additional information contact the VASLCHCS Enrollment Office at 801-584-5670.

If you have any question or would like to contact a member of the OEF/OIF team please do so:

Program Manager	801-582-1565 extension 5246
Combat Veteran Case Manager	801-582-1565 extension 2150
Transition Patient Advocate	801-582-1565 extension 4264
Program Support Assistant	801-582-1565 extension 1465

Veterans Benefits Administration (VBA)

The VBA Mission

The mission of the Veterans Benefit Administration, in partnership with the Veterans Health Administration and the National Cemetery Administration, is to provide benefits and services to Veterans and their families in a responsive, timely and compassionate manner in recognition of their service to the nation.

The VBA Vision

Our vision is that the Veterans whom we serve will feel that our nation has kept its commitment to them; employees will feel that they are both recognized for their contribution and are part of something larger than themselves; and taxpayers will feel that we've met the responsibilities they've entrusted to us. Courage, honesty, trust, respect, open communication, and accountability will be reflected in our day-to-day behavior.

Disability Benefits

We administer two disability programs; both pay monthly benefits to disabled Veterans:

- **Disability Compensation:** We can pay you compensation if you are at least ten percent disabled as a result of your military service.
- **Disability Pension:** We can pay you a pension if you are a wartime Veteran with limited income and you are no longer able to work.

Time Limits: There is no deadline for applying for disability benefits.

For information on VA pension or compensation, home loans, or education benefits contact the Veterans Benefits Administration office at:

550 Foothill Drive
Salt Lake City, Utah, 84158,
or call 801-326-2314 or toll-free 1-800-827-1000.

Apply for Compensation, Pension or Vocational Rehabilitation benefits online:
<http://vabenefits.vba.va.gov>

Beneficiary Travel Benefits

Benefit Description: If you meet the criteria below, you may be eligible for VA beneficiary travel benefits associated with obtaining VA health care services. In most cases, travel benefits are subject to a deductible. Deductibles do not apply for compensation and pension examinations and for travel by an ambulance or a specially equipped van.

You Qualify If:

1. You have a Service-Connected (SC) rating of 30 percent or more
2. You are traveling for treatment of a SC condition
3. You receive a VA pensio.
4. Your income does not exceed the maximum annual VA pension rate, or
5. You are traveling for a scheduled compensation or pension examination

You Qualify for Special Mode Transportation (ambulance, wheelchair van, etc.) If:

1. Your medical condition requires an ambulance or a specially equipped van, and
2. You meet one of the eligibility criteria in 1 through 4 above, and
3. The travel is pre-authorized (authorization is not required for emergencies if a delay would be hazardous to life or health)

Note: OEF/OIF Combat Veterans must meet one of the qualifying eligibilities or conditions noted above.

Mileage Rates: (Subject to change without notice)**General Travel**

\$0.415 (41.5 cents) per mile

Scheduled appointments qualify for round-trip mileage. Unscheduled visits, labs, x-rays, and emergency visits may be limited to return mileage only.

Deductible

\$6.00 one-way (\$12.00 round trip)

- Deductible requirement is subject to a monthly cap. Upon reaching the cap in deductibles, travel payments made for the balance of that particular month will be free of deductible charges. Veterans who fill out a waiver (if they qualify) will not be subject to the deductible.
- Veterans whose projected income in the year of application will not exceed the applicable VA pension rate may request a waiver from the deductible requirement.
- If a Veteran has more than three visits, on the fourth visit they will not be subject to the required deductible

For more information on travel pay, contact the Travel Office at 801-582-1565 extension 1420.

Additional Resources for Veterans

VII

Valor House

Homeless Veterans Program: Valor House is a partnership between the Housing Authority of Salt Lake City and VASLCHCS. The target population is any Veteran eligible for VA services that is homeless or at risk of homelessness. The Housing Authority manages the housing portion of the program and the clinical and case management services are provided by the VA. The goal of the partnership is to provide a stable, safe and secure living environment where the Veteran can successfully address barriers to independent living in the community. Services offered include; vocational rehabilitation, substance abuse treatment, and mental health counseling. Valor House is a transitional housing program with 72 beds. Veterans can stay for up to 24 months.

For more information please contact Al Hernandez, Homeless Program Manager, at 801-582-1565 extention 6330.

Minority Veterans Program

The Minority Veterans Programs Coordinators (MVPC) in concert with Center for Minority Veterans (CMV) are the working components of the Department of Veterans Affairs (VA) model for inter-and intra-agency cooperation; so Veterans and eligible family members receive equal service regardless of race, origin, religion, or gender. The MVPC serves as principal advisor to the Medical Center Director on issues that relate to health care services affecting minority Veterans.

Who We Serve

As required by Congress in 1994, under Title 38 Public Law 103-446, CMV's primary emphasis is on the following minority Veterans but not limit too: Pacific Islander, Asian American, African American, Hispanic/Latino, and Native American, including American Indian, Alaska Native, and Native Hawaiian.

Mission Statement

To serve the best, we strive each day to be the best; so that we ensure the unique circumstances, special needs, and concerns of minority Veterans are acknowledged, respected, and addressed.

Vision Statement

“To ensure there is neither Veteran nor their family members without the opportunities to be a healthy and productive family member in their community.” Furthermore, to set the standard

under all circumstances and meet all challenges dominating the underserved through our commitment, honor integrity, dignity and justice as we strive toward excellence in customer service.

To learn more about what Veterans Healthcare Administration is doing for minority Veterans, visit our website at: http://www.saltlakecity.va.gov/Minority_Veterans_Program.asp). This site offers a host of services and useful information such as minority Veterans' current events, Veterans news flashes (Office of the Secretary), The American Veteran Videos, and much more. For all other concerns and questions contact your local MVPC by e-mail at: slminorityveterans@va.gov, or phone at 801-582-1565 extension 4273.

North Star/Eagle's Nest

North Star/Eagle's Nest consists of a 32-day program for treating patients with substance abuse problems. Substance Abuse Residential Rehabilitation Treatment Program, with aftercare, and intensive outpatient treatment for outpatient substance abuse treatment. Individual and group therapies are provided in addition to medication management (if needed), and relapse prevention. Referrals are given for vocational and housing issues.

Veterans' Service Organizations

The American Legion 801-326-2380
550 Foothill Drive
Salt Lake City, UT 84
Hours: Monday and Wednesday, 7:30 a.m. to 4:00 p.m. Website: www.legion.org

Veterans of Foreign Wars (801) 326-2385
550 Foothill Drive
Salt Lake City, UT 84
Hours: Monday – Friday; 8:00 a.m. to 4:00 p.m. Website: www.wfv.org

Disabled American Veterans (DAV) (801) 326-2375
550 Foothill Drive
Salt Lake City, UT 84
Hours: Monday – Wednesday and Friday, 8:00 a.m. to 3:00 p.m.
Thursday, 8:00 a.m. to Noon (phone calls only) Website: www.dav.org

DAV Van Coordinator 801-582-1565 extension 2003

Women in Military Service for America Website: www.womens.memorial.org

For more information on general VA matters, please visit our website at:
<http://www.va.gov>



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

VA Salt Lake City Health Care System
500 Foothill Drive
Salt Lake City, UT 84148
660/11/5,000 (6-12)



PHES 336/11A 6/12