

VISITOR GUIDE



VA San Diego Healthcare System

San Diego VA Medical Center

3350 La Jolla Village Drive
San Diego, California 92161
858.552.8585
www.sandiego.va.gov



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century

We are also on Facebook and Twitter:
facebook.com/VASanDiego | twitter.com/VASanDiego

Parking Legend

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

Main Campus Entrance

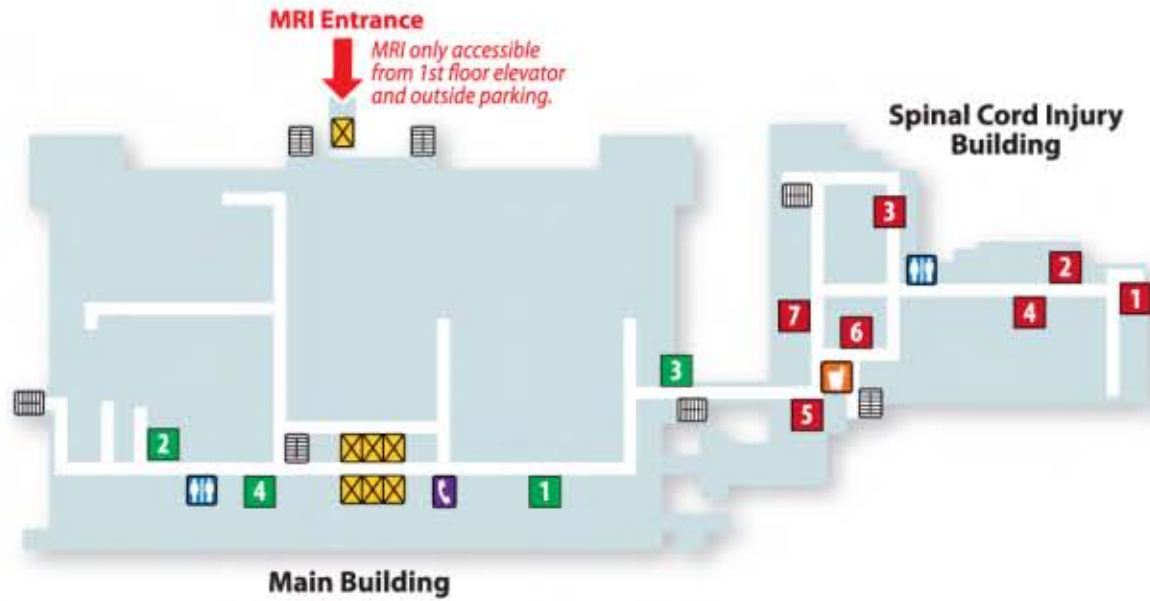
Main Entrance

Spinal Cord Injury Building

SCI Entrance

Veterans Medical Research Foundation





Main Building Destination & Locations

1	Lost & Found/Mail Room	East Wing, Room B232
2	Nutrition & Food Services Offices	West Wing, Room B126
3	Spinal Cord Injury Basement Hallway	East Wing
4	Pharmacy Office	West Wing, Room B155

Spinal Cord Injury Building Destination & Locations

1	Conference Room	Room BB107
2	Engineering Service	Room BB108
3	Fitness Room	Room BA113
4	Information Technology	Room BB104
5	Spinal Cord Injury Computer Lab	Room BA103
6	Spinal Cord Injury Therapy Unit	Room BA101
7	Wheelchair Repair	Room BA105

Legend

- Elevator
- Stairs
- Restrooms
- Telephone
- Vending
- Smoking
- Information



Main Building Destination & Locations

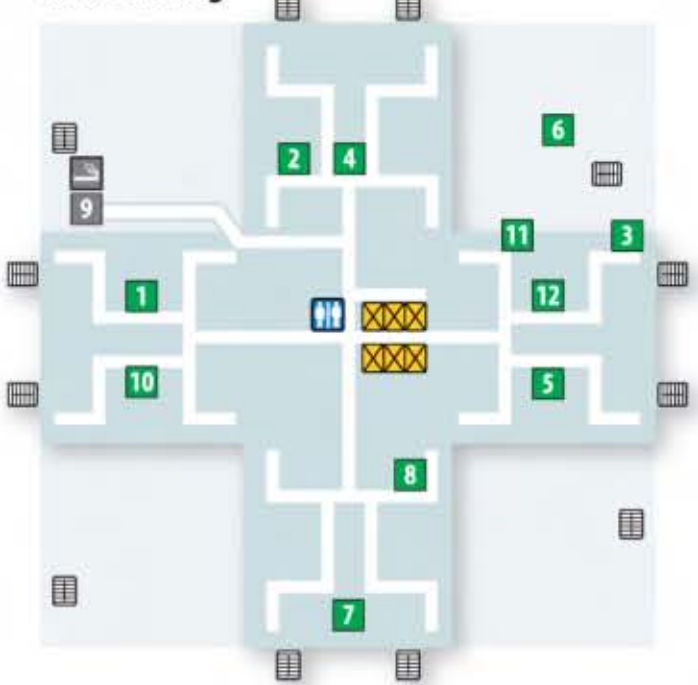
1	Ambulatory Care Center	1 West Wing (coming Sept. 2012)	23	Patient Library	1 South East Wing, Room 1493D
2	ATM		24	Patient Travel	1 South East Wing, Room 1510
3	Audiology	Room 1150	25	Patriot Café	Room 1379
4	Billing	1 South East Wing, Room 1508	26	Patriot Store	1 North Wing
5	Cashier	1 South East Wing, Room 1499	27	Pharmacy	Room 1174
6	Chapel	1 North Wing, Room 1414	28	Physical Therapy	1 East Wing, Room 1490
7	Chaplain Service	1 East Wing, Room 1436A	29	Pizza/Deli & Vending Area	Room 1404
8	Clinic Area 1 A&B	1 West Wing	30	Prosthetics	Room 1400
9	Clinic Area 1 East	1 East Wing	31	Radiology/Ultrasound	1 West Wing
10	Clinic Area 2	1 West Wing	32	Release of Information/Health Assessment Clinic/Health Information Management Services	1 South East Wing, Room 1497
11	Clinic Area 4	Room 1159	33	Smoking Area	1 East Rose Garden
12	Credit Union	Room 1406	34	Social Work Services	1 South East Wing, Room 1494A
13	DAV Transportation	1 East Wing, Room 1459	35	Special ID	Room 1433
14	Decedent Affairs	1 South East Wing, Room 1510	36	Starbucks Coffee (coming summer of 2012)	Room 1329
15	Emergency Department	1 West Wing	37	Union Office	Room 1481B
16	Employee ID & Parking Office	1 South East Wing, Room 1593	38	VA Police	1 South Wing, Room 1615
17	Health Benefits & Enrollment	Room 1503	39	Vehicle Registration Office	Room 1109
18	MRI Elevator	1 North Wing	40	Veterans Medical Research Foundation (VMRF)	Building 13
19	Multi Purpose Room	1 North Wing, Room 1396	41	Veterans Service Officers	Main Lobby 1 South Wing
20	Orthotics Laboratory	Room 1400	42	Veterans Transition Center	1 South East Wing, Room 1546
21	Patient Advocate	1 South East Wing, Room 1519	43	Volunteer Resources	1 South East Wing, Room 1599
22	Patient Education Classroom	1 East Wing, Room 1493	44	Welcome Center	Main Lobby 1 South Wing

Spinal Cord Injury Building Destination & Locations

- 1 Paralyzed Veterans of America (PVA) Office
- 2 Spinal Cord Injury Unit

Main Building

Spinal Cord Injury Building
SCI Atrium Clinics



Spinal Cord Injury Building
Destination & Locations

1	Dental Clinic Check-In
2	Eye Clinic & Neurology Check-In

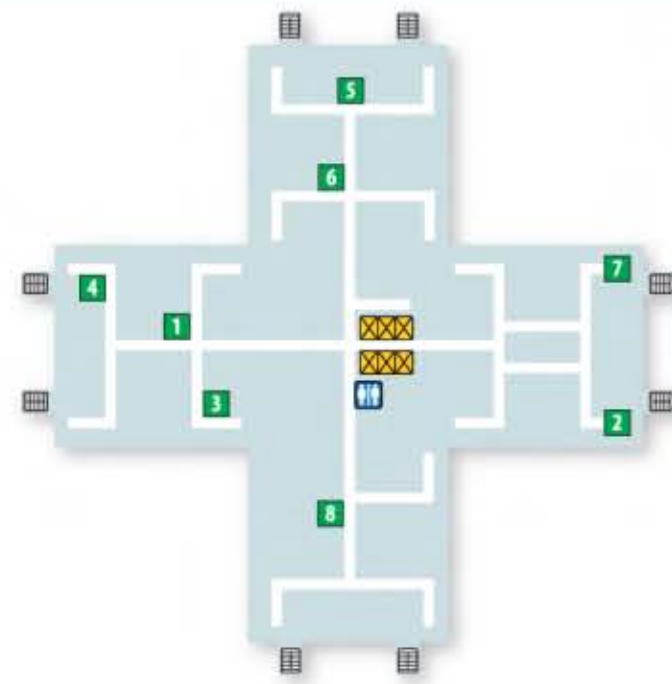


Main Building Destination & Locations

1	Alcohol & Drug Treatment Program	2 West
2	Alcoholism Program	2 North
3	Behavioral Medicine & Pain Management	2 East, Pod C
4	Cognitive/Mood Disorder/Psychiatry Emergency Clinic	2 North
5	Geropsychiatry	2 East, Pod B A & B
6	Healing Garden	2 East
7	Psychiatry Inpatient Ward	2 South
8	Psychiatry Primary Care	2 South
9	Smoking Shelter	2 North
10	STEP Program	2 West, Pod C
11	Substance Abuse/Mental Illness Program (SAMI)	2 East, Room 2339
12	Vocational Rehabilitation	2 East, Room 2304

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Main Building Destination & Locations

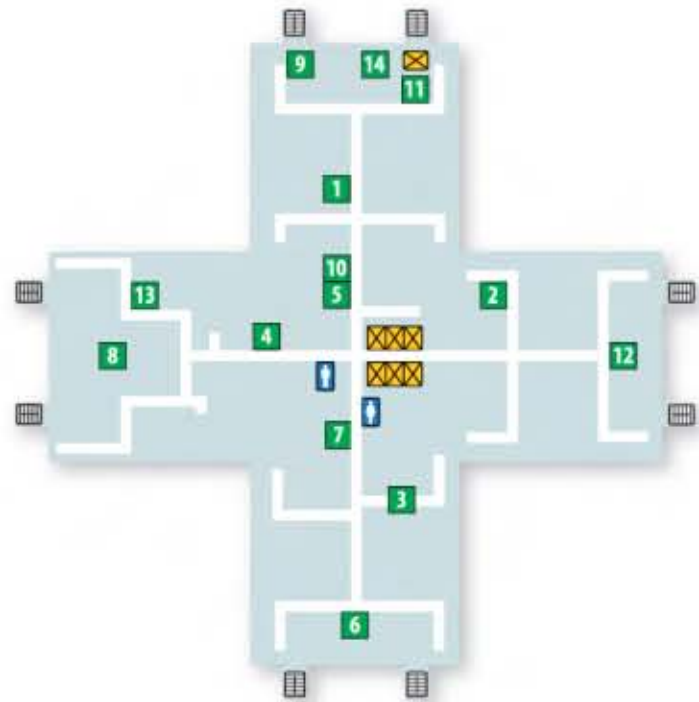
1	Access Clinic/Pulmonary Clinic/CPAP	3 West, Pod A
2	Endocrine/Metabolism Unit	3 East, Pod B
3	Hemodialysis	3 West, Pod D
4	Lab Blood Draw	3 West, Pod D
5	Medicine Inpatient Ward	3 North, Pods B & C
6	Palliative Care	3 North, Pod D
7	Pulmonary Lab/Sleep Studies	3 East, Pod C
8	Special Procedure Center: • Dermatology/Mohs Laser Procedure • GI Procedure • Infusion/Chemotherapy	3 South, Room 3118



Main Building Destination & Locations

1	Associate Director	4 East
2	Cardiac Cath Lab Waiting Room	4 North, Room 4299
3	Chief of Staff	4 East
4	Community Living Center (C & D Pods under construction)	4 South
5	Conference Room 1	4 East
6	Conference Room 2	4 East
7	Director	4 East
8	Heart Station/ECG/ETT/Holter & Echo Laboratory	4 North, Room 4299
9	Medical Library/Learning Resources	4 West
10	Medical Staff Office	4 East
11	Nuclear Medicine/PET Scan	4 West, Pod C
12	Nursing Service Office	4 East, Room 4186
13	Performance Improvement	4 East
14	Primary Care	4 North
15	Public Affairs	4 East, Room 4207





Main Building Destination & Locations

1	Ambulatory Surgery/ Anesthesia Pre-Op Clinic	5 North, Pod B
2	Check-In: • Employee Health • HCV/Liver Clinic • Pain Clinic • Wound Care Clinic	5 East, Room 5273
3	Direct Observation Unit	5 South, Pod D
4	Family Waiting Room	5 West, Room 5020
5	Home Oxygen	5 North, 5019
6	Intensive Care Unit	5 South
7	Intensive Care Unit (ICU) Waiting Room	5 South, Room 5090A
8	Operating Suites	5 West
9	Orthopaedic Surgery Main Office	5 North, Room 5337
10	Respiratory Therapy	5 North, Room 5017
11	Surgery Service Main Office	5 North, Room 5309
12	Surgical Inpatient Ward	5 East, Pod B & C
13	Urology/Cystoscopy	5 West
14	Vascular Laboratory	5 North, Room 5321

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ABOUT VA SAN DIEGO HEALTHCARE SYSTEM (VASDHS)

VA San Diego Healthcare System (VASDHS) provides a wide range of inpatient and outpatient health services at the medical center in La Jolla, and five community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, Oceanside, and the Mission Gorge Annex Clinic. We provide medical, surgical, mental health, geriatric, spinal cord injury and advanced rehabilitation services. VASDHS has 256 authorized hospital beds, including skilled nursing beds, and operates several regional referral programs including cardiovascular surgery and spinal cord injury care.

We are affiliated with the University of California, San Diego School of Medicine and provide training for 1,567 medical interns, residents and fellows, as well as 82 other teaching affiliations for nursing, pharmacy, dental and dietetics. VASDHS has one of the largest research programs in the VA nationally, with a budget of \$52.2 million (FY2011), 185 principal investigators, and 534 projects.

Health Benefits & Enrollment

(Member Services)
Room 1503 • (858) 552-7523
Monday - Friday 7:30 a.m. - 4:00 p.m.

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

Women's Health Care Program

(619) 400-5067

Women's Health Care Program is provided through a primary care clinic. The program provides a full array of services to our women Veterans including women's health screenings, general preventive health screenings, gynecology, access to specialty care, obstetric care and mental health services. Please call for an appointment.

VCS Food Service/Retail Store

Patriot Café
Monday - Friday 6:30 a.m. - 6:00 p.m.
Saturday & Sunday Closed

Heroes Internet Café
Monday - Friday 7:00 a.m. - 5:00 p.m.
Free Internet Access

Coffee Cart/Starbucks
Monday-Friday 6:30 a.m. - 5:30 p.m.

Patriot Store
Monday - Friday 8:00 a.m. - 4:00 p.m.
Saturday 9:00 a.m. - 4:30 p.m.

All VCS facilities are closed on Sundays and Holidays.

Visiting Hours

All units are available for visits 24 hours a day with exception of Inpatient Psychiatry, Intensive Care Unit and Direct Observation Unit (ICU/DOU). The ICU/DOU are open all day except between 7:30 a.m. - 8:00 a.m. and 7:30 p.m. - 8:00 p.m.

Inpatient Psychiatry Hours Geriatric Psychiatry Unit (A-Pod) open daily from 11:00 a.m. - 8:30 p.m.

Admission/Step Down Unit (B-Pod/C-Pod)
Monday - Friday 7:30 p.m. - 8:30 p.m.
Saturday/Sunday/Holiday 2:00 p.m. - 3:00 p.m. and 7:30p.m. - 8:30 p.m.

Exceptions to hours will be made on a case-by-case basis.

Agent Cashier

Monday - Friday 8:30 a.m. - 4:00 p.m.

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

Patient Travel

(858) 552-7575

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

Transportation Assistance

(858) 552-7470

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

Smoking

Smoking is prohibited anywhere indoors and near all entrances. There are, however, two designated smoking areas on facility grounds. One is in the Rose Garden, across from the Spinal Cord Injury Center, and the other is located on the second floor, north wing (outside patio). Look for signs marking designated smoking areas.

Lost and Found

(858) 552-8585 extension 7674

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

Parking

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

Patient Education Resource Center

Room 1493D • (858) 552-7401
Monday - Friday 8:00 a.m. - 3:00 p.m.

The center strives to promote healthy lifestyles, support

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

Chaplain/Pastoral Care

(858) 642-3496

Our chaplains are on duty seven days a week, visit the units daily, and are available for private consultation. All spiritual and religious preferences can be accommodated. If you desire a special visit, please ask your unit staff to call the Chaplain Service to make arrangements.

LOCAL PHONE NUMBERS

Department	Number	Ext.
24 Hour Telecare Hotline	(858) 552-4343	
Admissions	(858) 552-8585	5575
Billing	(866) 802-6381	
Change/Cancel Appointment	(858) 552-8585	
Chaplain Service	(858) 642-3496	
Eligibility and Enrollment	(858) 552-7523	
Health Care for Homeless Veterans	(619) 400-5157	
Human Resources	(858) 642-3401	
Lost and Found	(858) 552-8585	7674
Military Sexual Trauma Counseling	(619) 400-5189	
Patient Advocate Office	(858) 552-4392	
Patient Care Call Center	(858) 552-8585	
Patient Travel	(858) 552-7575	
Police Service (Non-Emergency)	(858) 642-3931	
Prescription Refill	(858) 552-4390	
Release of Information	(858) 642-3661	
Social Work Service	(858) 552-7496	
Veterans Transportation Network	(858) 552-7470	
Voluntary Service	(858) 642-3267	
Veteran Centers		
Chula Vista	(877) 618-6534	
San Diego	(858) 642-1500	
San Marcos	(760) 744-6914	
Women's Veterans Program	(858) 642-3676	

NATIONAL PHONE NUMBERS

Department	Number
Caregiver Support Line	(855) 260-3274
Education (GI Bill)	(888) 442-4551
Enrolling in VA	(877) 222-8387
National Cemetery Administration	(800) 535-1117
Pharmacy - Medication Refill	(800) 209-7377
Returning Veterans Information	(866) 606-8216
Special Issues	(800) 749-8387
Agent Orange/Ionized Radiation Mustard Agents and lewisite/Ionized Radiation	
VA Benefits Office	(800) 827-1000
Veterans Crisis Line	(800) 273-8255
VHA Health Care Benefits	(877) 222-8387



1 San Diego VA Medical Center

3350 La Jolla Village Dr.
San Diego, CA 92161
(858) 552-8585

2 VA Chula Vista Clinic

835 Third Avenue
Chula Vista, CA 91910
(619) 409-1600

3 VA Escondido Clinic

815 East Pennsylvania Avenue
Escondido, CA 92025
(760) 466-7020

4 VA Imperial Valley Clinic

1600 South Imperial Avenue
El Centro, CA 92243
(760) 352-1506

5 VA Mission Gorge Annex Clinic

4525 Mission Gorge Place
San Diego, CA 92120
(619) 228-8000

6 VA Mission Valley Clinic

8810 Rio San Diego Drive
San Diego, CA 92108
(619) 400-5000

7 VA Oceanside Clinic

1300 Rancho del Oro Drive
Oceanside, CA 92056
(760) 643-2000

8 Chula Vista Vet Center

180 Otay Lakes Road, Suite 108
Bonita, CA 91902-2439
(877) 618-6534 or (858) 618-6534

9 San Diego Vet Center

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

10 San Marcos Vet Center

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



DRIVING DIRECTIONS TO SAN DIEGO VA MEDICAL CENTER

From Oceanside: Proceed on I-5 South toward San Diego. Take exit 28 for La Jolla Village Drive. Turn right at La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn another right at the first stop light. Medical Center is on the left hand side.

From Chula Vista: Proceed North on I-805. Exit on La Jolla Village Drive. Exit on La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn another right at the first stop light. Medical Center is on the left hand side.

From Escondido: Proceed on I-15 South toward San Diego. Take exit 19 to merge onto CA-56 West/Ted Williams Parkway. Take the I-5 South exit toward Downtown; merge onto I-5 South. Take exit 28 for La Jolla Village Drive. Turn right at La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn another right at the first stop light. Medical Center is on the left hand side.

