

# VETERANS GAZETTE

Quarterly Newsletter for Veterans and Visitors | SUMMER 2018



***VA2K Walk for  
Homeless Veterans  
and Health Fair  
May 16, 2018***





**Welcome to the Summer 2018 edition of *The Veterans Gazette*.**

*The VA continues to recruit for a permanent Medical Center Director for the Aleda E. Lutz VA Medical Center and nine Community Based Outpatient Clinics, and I will serve as the Acting Director until a permanent Director is named. I look forward to leading the already-dedicated group of staff, as we continue to provide optimal care to Veterans and their families.*

*Our VA was recently awarded three-year accreditation by the Joint Commission for hospital, behavioral health, and home care program standards. These surveys are rigorous and require many hours of review and participation by VA staff, who were able to demonstrate quality, efficiency, and compliance in hundreds of standards.*

*The “ChooseVA” Campaign has recently launched. The campaign focuses on the following three areas:*

- ◆ *Spotlighting VA’s foundational services in the areas of rehabilitation, prosthetics, spinal cord injury, post-traumatic stress disorder, mental health, home loans, memorial services, women’s health, etc., and how these services benefit Veterans. The foundational services focus area encourages Veterans to [ChooseVA](#) to meet their needs.*
- ◆ *Attracting [future employees](#), especially Veterans, who want to give back to those who have served in the U.S. military. Potential employees are urged to [ChooseVA](#) as their next career move.*
- ◆ *Retaining the “best and brightest” employees by leveraging industry best practices that acknowledge talent, external competitive forces and a work environment with improving infrastructure. Exceptional employees are inspired to [ChooseVA](#).*

*I look forward to serving you and your family in my role, and encourage you to talk with your health care team or patient advocates should you have any issues or concerns you believe need to be addressed regarding the delivery of care or services while at our VA or at one of our Community Based Outpatient Clinics.*

**-Dr. Barbara Bates  
Acting Medical Center Director**

**“Proudly Serving All Who Have Served”**

## Construction Project Update

The Building 1 (main VA Medical Center facility) Renovation to upgrade corridors, flooring, finishes, waiting rooms, and layout, is still underway. Every floor of the main Medical Center will undergo upgrades over the next several months.



My HealthVet

**Announcing Melissa Seidel  
as the new  
MyHealthVet Coordinator  
989-497-2500,  
Ext. 11874**

**<https://www.myhealth.va.gov/mhv-portal-web/home>**



## Virtual Urgent Care

Our VA is proud to announce we are now offering Virtual Urgent Care appointment opportunities Monday through Friday. Veterans should follow the standard process to call the Telephone Triage

nursing line at 989-497-2500, Ext. 11240, when a need arises. From there, the RN will triage the call appropriately to see if the medical issue can be taken care of through our Virtual Medical Room technology. To meet criteria to use this new opportunity, Veterans must have a smartphone, tablet, iPad, iPhone, laptop, or desktop with a web camera, a valid e-mail address, and internet capabilities. Examples of appropriate conditions referred for a virtual visit are minor burns, cough, sinus congestion, cold sores, localized rashes, skin lesions, sore throat, sunburn, fever, and UTI symptoms. Using Virtual Urgent Care can reduce or eliminate the need for the Veteran to make a trip to Saginaw Urgent Care or the CBOC, allowing them to be treated through Virtual Technology at their convenience!



**ChooseVA**

“We know from a [recent research study](#), as well as feedback from Veterans who use VA benefits and services, that VA provides some of the highest quality care and benefits available anywhere,” said VA’s Acting Secretary Peter O’Rourke. “The ChooseVA campaign not only highlights VA’s longstanding commitment to caring for Veterans and their families, but encourages all stakeholders to make an ultimate decision to [ChooseVA](#).”

**We are committed to serving Veterans, and we thank you for your service!!!**

### Appointment Reminders via Text Messaging

Nationally, more than nine million VA health care appointments are unused each year due to missed appointments. For one reason or another, Veterans may “No-Show” for scheduled appointments. Each missed appointment may require rescheduling, further stressing access. Additionally, an unused appointment also affects the ability for us to offer appointments to other Veterans. The Veterans Health Administration has identified an enterprise-wide solution, **VEText**, to remind Veterans of upcoming appointments via text messaging.

**What is VEText?** An automated *interactive* text message system to remind Veterans of upcoming appointments and allows responses for confirmation and cancellation in response to the reminder. This program aims to inform Veterans with mobile phone numbers on file.

Private health information and/or personally identifiable information will not be included in the text reminder. VA patients have the ability to opt-out of future messages after receiving the initial text message.



### Veteran's Health Information Exchange

#### Connect Your Docs



Veteran's Health Information Exchange (VHIE), formerly Virtual Life Time Electronic Record (VLER), is part of a secure, nationwide, interoperable health information exchange allowing trusted community health care providers to see a VA health summary, once a Veteran has given consent by completing the VA Form 10-0485. VA caregivers are also able to view community health information. By sharing health information between VA and community healthcare providers, the coordination of care and continuity is much-improved.

Additional intended benefits of health information exchange include supporting and maintaining the continuity of care for patients; enhancing the quality of care through the ability to access necessary health information rapidly at the point of care; improving patient safety and reducing medical errors; and reducing or eliminating redundancy of procedures (e.g. laboratory or radiology tests), or otherwise improving the efficiency of care or of administrative processes.

VA Exchange connects to over 150 community care partners nationwide. Click on this link to see the full list of Community Care partners  
<https://www.va.gov/VLER/vler-health-your-area.asp>.

Veterans are encouraged to sign the VA Form 10-0485 to share their VA records with the community care partners they utilize. Once the Veteran signs the VA 10-0485 authorization form, the signed authorization is good for up to 10 years!

If you have additional questions regarding the VHIE Program, please feel free to reach out to Emily Roush, VHIE Coordinator, 989-497-2500, Ext. 14092.



### Ambulatory Surgery Staff Hold Operating Room Fire Drill To Promote Patient Safety



Congratulations to Nichole, Palliative Care, for receiving the Simply Sensational Award. She was nominated by her peers for her teamwork, taking initiative, leadership, positive attitude, and kindness.  
From Left: Nichole, Dawn (Nurse Manager)



### Several employees receive Prevention and Management of Disruptive Behavior Training



*Our VA Celebrates Nurses  
During National Nurses  
Week!!!*



VA Staff, their family and friends, participate in the 2018 Saginaw Memorial Day Parade

## **Community Engagement Events Hosted by VA**

**July 26**, 1-3 p.m., Veteran Enrollment Fair  
American Legion, Post 439, Saginaw

**August 7**, 1 p.m., Veteran Community Town Hall at  
Pere Marquette Library, Clare, MI, followed by a  
Veteran Enrollment Fair at 2 p.m.

**Are you a caregiver of a Veteran and need assistance?**  
 Call the Caregiver Support Line at  
 1-855-260-3274

## Suicide Prevention

If you know a Veteran who may experience thoughts of suicide, getting them the assistance they need, as quickly as possible, is crucial. The “BeThere” campaign offers information on how you can help.

Visit [www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org) to learn more.

**Veterans Crisis Line:**  
 1-800-273-8255 Press 1

## Michigan Veterans Affairs Agency Information

1-800-MICH-VET  
[www.michiganveterans.com](http://www.michiganveterans.com)

**VADIP (Veterans Affairs Dental Insurance Program) Extended Through December 31, 2021.**

<https://www.va.gov/healthbenefits/vadip/>

## Drop In Yoga and Tai Chi Classes

Thursdays

Yoga 8:30 a.m.—9:15 a.m.  
 Tai Chi 10:00 a.m.—10:45 a.m.

Aleda E. Lutz VAMC  
 1500 Weiss St., Saginaw Pavilion (North Parking Lot)

## Emergency Medical Care for Veterans

Learn about Community Care and Emergency Care by visiting the links below:

[https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency\\_Care.asp](https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp)

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

## Farmer’s Market

Tuesdays

11:00 a.m.—5:00 p.m.

Aleda E. Lutz VA Pavilion (North Parking Lot)

VA



U.S. Department of Veterans Affairs

**Suicide Prevention Coordinator**

989-497-2500, Extension 11778

**Former Prisoner of War Advocate**

989-497-2500, Extension 11798

**Military Sexual Trauma Coordinator**

989-497-2500, Extension 15713

**Multiple Sclerosis Coordinator**

989-497-2500, Extension 11440

**Spinal Cord Injury Coordinator**

989-497-2500, Extension 11783

**Transition Care Management**

989-497-2500, Extension 11794

**VA Caregiver Support Coordinator**

989-497-2500, Extension 11686

**Veterans Justice Outreach Coordinators**989-497-2500, Extension 11916  
or Extension 11694**Women Veterans Coordinator**

989-497-2500, Extension 11560

**Veterans  
Crisis Line**

1-800-273-8255

**PRESS 1**

CMYK

***PTSD Awareness******Learn, Connect, and  
Share******Visit******[www.ptsd.va.gov](http://www.ptsd.va.gov)***

Help for Homeless Veterans  
**877-4AID-VET**  
[va.gov/homeless](http://va.gov/homeless) | (877) 424-3838

**Saginaw VET Center  
Readjustment Counseling  
Services****5360 Hampton Place****Saginaw****(989) 321-4650**

**Clement C. VanWagoner**

Department of Veterans Affairs  
Community Based Outpatient Clinic  
180 North State Avenue  
Alpena, Michigan 49707  
**989-356-8720**

**Bad Axe Veterans Affairs**

Community Based Outpatient Clinic  
1142 S. Van Dyke Road  
Bad Axe, MI 48413  
**989-269-7445**

**Cadillac Veterans Affairs**

Community Based Outpatient Clinic  
1909 N. Mitchell Street  
Cadillac, MI, 49601  
**231-775-4401, Ext. 11410**

**Cheboygan County**

Community Based Outpatient Clinic  
14540 Mackinaw Highway  
Mackinaw City, MI 49701  
**231-436-5176**

**Clare Veterans Affairs**

Community Based Outpatient Clinic  
11775 N. Isabella  
Clare, MI 48617  
**989-386-8113**

**Gaylord Veterans Affairs**

Community Based Outpatient Clinic  
806 S. Otsego  
Gaylord, Michigan 49735  
**989-732-7525**

## Community Based Outpatient Clinics



### Veterans Affairs Healthcare Annex

4241 Barnard Street  
Saginaw, MI 48603

**Grayling Veterans Affairs**  
Community Based Outpatient Clinic  
1680 Hartwick Pines Road  
Grayling, Michigan 49738  
**989-344-2002**



**Oscoda Veterans Affairs**  
Community Based Outpatient Clinic  
5671 Skeel Avenue  
Oscoda, Michigan 48750  
**989-747-0026, Ext. 11411**



**Traverse City Veterans Affairs**  
Community Based Outpatient Clinic  
3271 Racquet Club Drive  
Traverse City, Michigan 49684  
**231-932-9720, Ext. 11412**



**Grand Traverse VA Clinic**  
Mental Health and Physical Therapy  
880 Munson Avenue  
Traverse City, Michigan 49686  
**231-932-9720, Ext. 11412**



**Aleda E. Lutz VA Medical Center**  
**1500 Weiss Street**  
**Saginaw, MI 48602**  
**989-497-2500 or**  
**1-800-406-5143**  
**Call Center—Extension 11230**  
**Tele-Nurse—Extension 11240**

**Connect With Us At:**  
[www.saginaw.va.gov](http://www.saginaw.va.gov)  
[www.facebook.com/VASaginaw](https://www.facebook.com/VASaginaw)  
**MyHealthVet:**  
[www.myhealth.va.gov](http://www.myhealth.va.gov)