

VA



U.S. Department
of Veterans Affairs

Aleda E. Lutz VA Medical Center
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Saginaw, MI 48602

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News Release

FOR IMMEDIATE RELEASE

June 1, 2020

We invite any media interested in interviewing our VA staff to learn more about care and services to contact our Public Affairs Officer at 989-497-2500, extension 13020 or e-mail carrie.seward@va.gov

Aleda E. Lutz VA Shares Information on Plans to Increase Face-to-Face Visits

The Aleda E. Lutz VA Medical Center in Saginaw and Community Based Outpatient Clinics (CBOCs) are working on a plan to begin providing increased face-to-face care appointments after they were minimized in response to COVID-19. The facility will begin to add back some in person appointments on June 1, 2020, while ensuring the safety of Veterans and staff at each of their locations.

Veterans who had previous appointments for laboratory, diagnostic testing, or primary/specialty care will be contacted by a VA employee to schedule an appointment or provided other instructions.

Any patient with a scheduled appointment should arrive as close to the scheduled time as possible to decrease the number of individuals in waiting rooms and practice social distancing.

Veterans who have a health care concern and do not already have a scheduled appointment, should call ahead to a number provided at the end of this article. This will allow a provider or nurse to better understand your health care needs and schedule the appropriate care, which may include telehealth.

Beginning June 15, Veterans who only require lab services will have the opportunity to get their lab work at the Aleda E. Lutz VA by driving to the north parking lot and going to the Sgt. Major Kenneth Rice Pavilion. This will decrease the amount of foot traffic within the medical center. Other diagnostic testing, such as general radiology, will be handled on a case-by-case basis.

Several types of care and services will continue to be delivered by telehealth.

Telephone or Video Appointments – Veterans can receive care at home — either over the phone or via video using VA Video Connect on their computers, smartphones, or tablets. To set up telephone or video appointments, Veterans can send their provider a secure message on My HealthVet by visiting myhealth.va.gov. Veterans may also

call, but VA is requesting that Veterans only call with urgent needs at this time. To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.

Prescription Refills – Veterans can request prescription refills and order and ship medications to their homes using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

Pharmacy Call Center – 989-497-2500, Ext. 11705 (open during business hours)

Automated Refill Line – 989-497-2500, Ext. 13990 (requires SSN and prescription number on bottle or package).

Text Message Reminders – Veterans can use Annie’s Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor for symptoms and can assist if they need to contact their VA facility for care. Enroll at mobile.va.gov/annie.

Secure Messaging – With My HealtheVet, VA’s online patient portal, Veterans can send online secure messages to your VA health care team to ask them nonurgent health questions. Register at www.myhealth.va.gov.

Veterans can also call local tele-triage at 1-800-406-5143, Extension 11240 for general questions. For more information about VA’s Connected Care technologies, visit connectedcare.va.gov.

All VA facilities will continue to screen Veterans, employees and visitors before they enter any VA building. All VA facilities require a face mask. If you do not have a mask, VA will provide one. Our “no visitor” policy will remain in place.

Our **VA COVID 19 Hotline** is available for additional information. You may call 989-497-2500, Ext. 14155 or direct dial to 989-321-4155.

Provided below are contact phone numbers for each of the VA facilities:

VA LOCATION	TELEPHONE #	EXT.
	800-406-5143 or	
SAGINAW	989.497.2500	11230
COMMUNITY BASED OUTPATIENT CLINICS	TELEPHONE #	EXT.
ALPENA	989.497.2500	13510
BAD AXE	989.497.2500	13540
CADILLAC	989.497.2500	11410
CHEBOYGAN	989.497.2500	13560

CLARE	989.497.2500	13530
GAYLORD	989.497.2500	13520
GRAYLING	989.497.2500	13550
OSCODA	989.497.2500	11411
TRAVERSE CITY	989.497.2500	11412

For more information about the Coronavirus, please visit:
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>.

The Aleda E. Lutz VAMC in Saginaw, Michigan operates an 81-bed skilled nursing and rehabilitation Community Living Center. It provides care to over 37,400 Veterans in a 35-county geographic area, from mid-Michigan to the Mackinac Bridge. Veterans also receive care at one of our nine VA Community Based Outpatient Clinics located throughout Michigan. More information about this VA can be found at www.saginaw.va.gov.

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