Integrity
Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment
Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA’s mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy
Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect
Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence
Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.
Dear Veteran,

Welcome to the Aleda E. Lutz VA Medical Center and our Community Outpatient Clinics. It is our honor to serve our nation’s heroes. We are focused on providing high quality and compassionate health care to our Veterans.

The Saginaw VAMC provides for the health care needs of Veterans from a 35-county area in Central and Northern Michigan’s Lower Peninsula. Whether you served us in war or in peacetime, on battlefields around the world, or in cities and towns closer to home, we want to thank you for your service to our Country. Now it is our turn to serve you. Our goal is to provide you with the highest quality health care available. Your satisfaction is a key measure of our success.

We encourage you to share with staff any concerns you may have regarding your condition or treatment. The entire staff is committed to treating you with respect and courtesy. We wish to make your time at the Aleda E. Lutz VA Medical Center as pleasant as possible.
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WELCOME

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We ask you to share with staff any concerns you may have about your condition or treatment. The entire staff is committed to treating you with respect and courtesy. We wish to make your time at the Aleda E. Lutz VA Medical Center as pleasant as possible.

Aleda E. Lutz VA Medical Center

Honor America’s Veterans by providing exceptional health care that improves their health and well-being.

Veterans Health Administration (VHA) Vision Statement

VHA will continue to be the benchmark of excellence and value in health care and benefits by providing exemplary services that are both patient-centered and evidence-based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the Nation’s well-being through education, research and service in national emergencies.
## Welcome to New Patient Orientation

**989-497-2500**

<table>
<thead>
<tr>
<th>Need</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA ID Card</td>
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<tr>
<td>Pharmacy</td>
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<td>Education Classes/Wellness</td>
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<td>My HealtheVet</td>
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<td>Insurance Questions</td>
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<td>Veteran Service Officer</td>
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<tr>
<td>Special Equipment/Specialist</td>
<td></td>
</tr>
<tr>
<td>Nurse Advice Line</td>
<td></td>
</tr>
</tbody>
</table>

### VA ID Card
- **5th Floor**
  - Ext. 13121, 13120

### Pharmacy
- **1st Floor**
  - Ext. 11705

### Education Classes/Wellness
- **Ask for referral**
  - Ext. 11744

### Release of Information
- **1st Floor**
  - Ext. 13180

### My HealtheVet
- **See Release of Information**
  - Ext. 13180

### Insurance Questions
- **5th Floor**
  - Ext. 13180

### Veteran Service Officer
- **1st Floor across from canteen**
  - Ext. 11730

### Special Equipment/Specialist
- **See PACT team for more information**
  - Eyeglasses or Hearing Aids
  - Ext. 11400

### Nurse Advice Line
- **Ext. 11240**
Choose a Facility

You have a choice of facilities where you can receive VA health care services. At our Community Based Outpatient Clinics (CBOC) Veterans can receive Primary Care, Mental Health Service, Lab Draws, Physical Therapy (at most) and some other services closer to home. At our Main Medical Center in Saginaw available services include primary care, specialty medicine, and surgery services, mental health care, and more. Primary Care is your gateway to VA health care. We now refer to all primary care services as “Patient Aligned Care Teams” or “PACT” for short.

The location you choose for Primary Care is your preferred facility. Once you make a choice VA staff will give you information and help you schedule an appointment with your new provider. The location of the Aleda E. Lutz VAMC, the VA Health Care Annex, the Vet Center and its ten Community Based Outpatient Clinics follow:
The location of the Aleda E. Lutz VAMC and its nine Community Based Outpatient Clinics (CBOCs) follow:

**Aleda E. Lutz VAMC**
1500 Weiss St.
Saginaw, MI 48602
Phone: 989-497-2500

**Alpena CBOC**
180 North State Ave.
Alpena, MI 49707
Phone: 989-356-8720

**Bad Axe CBOC**
1142 S. Van Dyke Rd.,
Suite 100
Bad Axe, MI 48413
Phone: 989-269-7445

**Cadillac CBOC**
1909 North Mitchell St
Cadillac, MI 49601
Phone: 231-775-4401

**Cheboygan CBOC**
14540 Mackinaw HWY
Mackinaw City, MI 49701
Phone: 231-436-5176

**Clare CBOC**
11775 N Isabella Rd
Clare, MI 48617
Phone: 989-386-8113
Gaylord CBOC
806 South Otsego
Gaylord, MI 49735
Phone: 989-732-7525

Grand Traverse VA CBOC
880 Munson Ave.
Traverse City, MI 49686
Phone: 231-932-9720

Grayling VA CBOC
1680 Hartwick Pines Rd
Grayling, MI 19738
Phone: 989-344-2002

Oscoda CBOC
5671 Skeel Ave Ste 4
Oscoda, MI 48750
Phone: 989-747-0026

Traverse City VA CBOC
3271 Racquet Club Dr
Traverse City, MI 49684
Phone: 231-932-9720

Vet Center Counseling Service
5360 Hampton Place
Saginaw, MI 48604
Phone: 989-321-4650
PACT (Patient Aligned Care Team)

Your PACT can take care of most of your health care needs or refer you for specialty care as needed. You will be assigned a primary care provider—a physician, nurse practitioner, or physician’s assistant—who is part of a PACT Teamlet. The PACT Teamlet includes an RN Care Manager, a clinical associate (LPN or medical assistant) and a clerical associate. The PACT Teamlet staff are responsible for working with you to provide most of your care. Your PACT also includes pharmacists, social workers, dietitians, behavioral health specialists, other health professionals, and support staff. They are all focused on working with you around your health care and well-being.

What will PACT do for me?

- Build a partnership with you to help maintain your health and well-being
- Provide or arrange for preventive health services, such as immunizations and screenings
- Give you medical care and coordinate your care with other providers
- Educate you about healthy living habits, your health problems, and any treatment you may need. They will work with you to reach the health care goals you choose

What is my role in PACT?

Your role in PACT is very important! Do the following to be an active team player:

- Be prepared for your visit. Make a list of questions or concerns
- Arrive 20-30 minutes before your appointment with proper identification.
- Provide at check-in updated insurance information and any changes in your phone numbers, address and/or emergency contacts.
- Bring any forms you would like completed
- Complete all your tests before your visit
- Plan for your visits by writing down the questions and concerns you want to raise; talk about them with your provider at the beginning of each visit
- Share your beliefs about your health problems and your treatment
- Share your preferences for treatment options
- Ask questions about anything that isn’t clear to you
- Ask for written information and instructions you can keep and share with your family
- Gather information about your health problems from your treatment team, the VA library, and websites such as My HealthVet
- Take part in decisions about your health care—you and your provider should agree on what will be done during each step of your care
✓ Know your medicines and why you take each one
✓ Ask when and how you will get results of any tests or treatments
✓ Make sure you have the name and telephone number of a person to call if you have a problem
✓ Let your team know if you face any obstacles to your care or if your condition changes
✓ Have a family member or friend come with you to help you, if you wish
✓ Know the next steps in your care
✓ Speak up if you have any concerns about the care you are receiving or if you think something is wrong

Who are the members of my “Teamlet”? Write your Teamlet names and phone numbers in the places below.

My PACT Teamlet is: ____________________________________________________________

My Provider's name is: _________________________________________________________

My RN's name is: _____________________________________________________________

My LPN's name is: ____________________________________________________________

My Clerk's name is: ___________________________________________________________

My PACT Phone Number is: ____________________________________________________

My PACT Fax Number is: ______________________________________________________
If You Need to See a Specialist
Your PACT will coordinate all care for you. If you need to see a specialist, your PACT will request a consult for you. The specialty care team will speak with you about an appointment or the next step in your care. The PACT and specialty care teams will work together to provide the care you need.

If You Live in More Than One Location or Travel a Lot
Once you are enrolled in VA health care, you are eligible for care at any VA facility. We encourage you to have most your care through your preferred facility and assigned PACT. Your assigned PACT will continue to help you and manage your primary care needs while you are traveling. When you plan extended travel outside your usual VA care area, please give your PACT and pharmacy:

- A temporary address and phone number
- The starting date and the expected date of return

Routine prescription refills can be sent to you at your temporary address. Be sure to allow time (approximately 2 weeks) for the refills to arrive at your temporary address by mail.

Non-VA Care
In certain circumstances, your VA Medical Center may pay for care you receive from a non-VA provider. This may happen if:

- The services you need are not available in VA
- The services are available in VA, but at a great distance from your home

Services provided by community vendors at VA expense must meet the VA’s quality standards and must be authorized in advance. Information about payment for Non-VA services can be found at this VA website link: [http://www.nonvacare.va.gov/veterans.asp](http://www.nonvacare.va.gov/veterans.asp)

Choice Program
For Veterans unable to receive care at the VA within 30 days, or who live more than 40 miles away from a VA facility (including CBOCs), you may qualify for the Choice Program. This is a temporary benefit design and must be pre-authorized by your VA Provider. Ask at your PACT team appointment for more information. Call ext. 14844 or you can go online at [Va.gov/opa/choiceact](http://Va.gov/opa/choiceact)
How to Access VA Health Care

VA Telephone Care
You can access VA care 24 hours a day, 7 days a week. Use VA’s telephone service to:

- Schedule appointments for all clinical areas. This includes primary/ambulatory care, CBOCs, and specialty clinics
- Call the VA pharmacy to access the automated telephone refill services for medications or supplies
- Get advice about your health care concerns

During Business Hours (Monday through Friday, 8:00 am to 4:30 pm)
Call 989-497-2500 Ext. 11230

1. Make an appointment, change an appointment, or cancel an appointment. Calling the call center will help us to plan with your primary care provider and extended team as much as possible. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get that appointment.

2. Get advice about your health concerns. You can work through your assigned care manager as well as the other members of your patient aligned care team. This includes the extended team members from your clinic such as pharmacy, social work, mental health, etc.

3. If you are feeling sick, you will be referred to the nurse advice line. Please understand that if you "walk in" to a primary care clinic without a scheduled appointment, we will evaluate your condition. You will then be seen per the severity of your medical situation.

After Business Hours (Evening, Night, Weekend, Federal Holidays)
Call the after-hours telephone advice care line (Tele-Triage Nurse): 1-800-406-5143 or 989-497-2500 ext. #11240

Use this service to get advice about your health concerns. The advice line is staffed by licensed nurses. They will talk with you about your medical issues and work with you to figure out what care you need. The nurse will document the telephone call in your electronic medical record and inform the appropriate medical provider.

The Aleda E. Lutz uses an automated telephone call to remind patients of an upcoming clinic appointments. This helps lessen missed appointments and improves access for all Veterans

Utilize the on-line “secure messaging” function in MyHealthVet to ask about non-emergency issues. You may also send specific questions about your medication, upcoming appointments, day to day health plan, etc. 24 hours a day. Your clinic will reply to you through the on-line response or, by phone to give you the answers and service you need.
Mental Health Care Services

The VA places a high priority on providing mental health services for Veterans of all eras of service. The behavioral health services at Aleda E. Lutz VAMC and Community Outpatient Clinics provide consultation, evaluation, and treatment for a variety of issues that can affect emotional well-being. The department contains psychiatrists, psychologists and social workers. The programs help Veterans work toward a healthy, productive life. Services provided address a wide range of concerns.

Substance Abuse Treatment Program
The VA has a variety of programs based on the recommendation of our professional substance abuse counselor. Please contact Mental Health Service at 888-214-1247 for further information.

Crisis Prevention

People experience emotional and mental health crises in response to a wide range of situations—from difficulties in their personal relationships to the loss of a job. For Veterans, these crises can be heightened by their experiences during military service. When emotional issues reach a crisis point, it’s time to call on the Veterans Crisis Line for support.

Sometimes a crisis may involve thoughts of suicide. Learn to recognize these warning signs:

- Hopelessness, feeling like there’s no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse
- Withdrawing from family and friends

The following signs require immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.
If you are a Veteran or know a Veteran who is showing any of the above warning signs, call 1-800-273-8255 and Press 1, chat online at http://www.veteranscrisisline.net/ and click on the Confidential Veterans Chat button, or send a text message to 838255 to receive free, confidential support from an experienced, caring VA responder 24 hours a day, 7 days a week, 365 days a year.

The professionals at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances – from Veterans coping with mental health issues that were never addressed to Veterans struggling with relationships or the transition back to civilian life.

Resources
Veterans Crisis Line
- 1-800-273-8255 and Press 1
- Chat online http://www.veteranscrisisline.net and click on the Confidential Veterans Chat button.
- Send a text to 838255

VA Suicide Prevention Coordinators
- Each VA Medical Center has a Suicide Prevention Coordinator to make sure Veterans receive needed counseling and services. Our local Suicide Prevention Coordinator may be reached at 989-498-2500 ext. 11778.

Mental Health
- The Aleda E. Lutz VAMC provides specialty outpatient mental health services at the facility and its community outpatient clinics. Inpatient mental health care is provided through referral to other VA Medical Centers in Michigan (Battle Creek or Detroit) or through the community services network. All mental health care provided by VHA supports recovery, striving to enable a person with mental health problems to live a meaningful life in the community and achieve his or her full potential.
  - For more information on VA Mental Health Services visit www.mentalhealth.va.gov or talk to PACT for a referral.

Make the Connection
- MakeTheConnection.net is a one-stop resource where Veterans and their families and friends can privately explore information about physical and mental health symptoms, challenging life events, and mental health conditions. On this site, Veterans, their families, and friends can learn about available resources and support. Visit www.MakeTheConnection.net to learn more.
Co-Managed Care / Dual Care

We encourage you to get all your medical care through the VA. This means a single VA primary care provider and team who coordinate all parts of your care. However, we are willing to work with your private doctors to provide and coordinate your health care. We call this Co-Managed Care or Dual Care. It means that your VA Patient Aligned Care Team (PACT) and non-VA providers will work together to provide safe, appropriate, and ethical medical care.

VA Policy
If you are looking for care, medications, or supplies from VA, you must enroll in VA health care. This means you must have a primary care provider who manages your care, even if some of your care is provided in the community.

Specialty services will be provided per the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care.

VA Provider Responsibilities
Your VA provider will work with your community health care organization. But, it is not required that your VA provider write prescriptions or order tests for any health problem not directly managed by the VA.

If your non-VA provider writes a prescription for a medicine that is not on the VA list of approved medicines, your VA provider may offer you another medicine that is very similar, safe, and effective for your condition. You may want to talk to your non-VA provider before changing to the medicine offered by VA.

Some medicines need special blood tests. Your VA provider will not write prescriptions for any high-risk medicines unless you agree to have the tests done by the VA. If you live far away or have difficulty traveling, you have the choice of providing the written results from your non-VA provider’s blood tests to your VA provider.

If you request a highly-specialized medication, you must be seen by a VA provider experienced in that specialty. Or, the prescribing clinician must communicate directly with a VA provider knowledgeable in that specialty. This may be verbally or in writing.
VA providers are under no duty to follow a treatment or medication plan suggested by non-VA providers if:

- they disagree with that plan
- that plan conflicts with national or local policies linked to prescription of medications.

VA providers will tell you their reasons for changing or declining a treatment or medication plan.

If you receive controlled substances on an ongoing basis, close monitoring is required by one designated provider. Dual care is avoided unless your community provider and VA provider both agree that this is in your best interest.

**Patient Responsibilities**

Your PACT will work with you to coordinate your care when you have non-VA providers. You need to tell both your VA provider and your non-VA provider that you want to have your care coordinated.

You need to give your VA provider the name, address, and telephone number of all your non-VA providers. You should also give your non-VA providers the same information about your VA provider.

You must have all necessary records and documents from your non-VA provider sent to the VA. If you would like information from your VA medical record sent to your non-VA provider, you may contact the Release of Information office. You can then sign a release form to have that done.

For your safety, let your VA provider know about all medicines you’re taking. This includes prescriptions written by your non-VA provider, over-the-counter medicines, vitamins, supplements, and herbals. You will also want to tell your non-VA provider about any medicines prescribed by your VA provider.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your non-VA provider. You will also want to tell your non-VA provider about any changes made by your VA provider.

You must pay any required VA co-payments.

Please feel free to talk further with your VA primary care provider about co-managed/dual care health benefits.
Do You See a Non-VA Health Care Provider?

‘Connect Your Docs’ by sharing certain parts of your Veteran health record between the Department of Veterans Affairs (VA), the Department of Defense (DoD), and selected private health care providers. This is done over a secure and confidential network known as the eHealth Exchange. This program is free and voluntary for Veterans.

How might connecting my docs benefit me?
Many Veterans get a portion of their care from non-VA health care providers. Sharing certain parts of your Electronic Health Record (EHR) will help cut the need for patients and families to carry records between health care providers. Sharing records will let your non-VA health care provider make more up-to-date choices about your care. In an emergency, immediate access to additional health care information could save your life.

Signing up is fast and easy. You may sign up in person, by mail, by fax, or online.

Online: Simply visit www.va.gov/VLER for a complete list of instructions on how to sign up online.

PLEASE DO NOT EMAIL COMPLETED FORMS BACK TO THE VAMC

By Mail: Mail the authorization form to: Aleda E. Lutz VAMC
1500 Weiss Street
Saginaw, MI 48602
Attn:136V

By Fax: Fax the VA Authorization to Aleda E. Lutz VAMC ROI Office: Fax# 989.321.4955

In Person: Simply fill out the VA Authorization form (VA Form 10-0485) and turn it in to the Release of Information Office (ROI) at the Aleda E. Lutz VAMC, located at the main campus in Saginaw, MI; or the outpatient clinic locations in Alpena, Bad Axe, Cadillac, Cheboygan County, Clare, Gaylord, Grayling, Oscoda, Traverse City.

To learn more about Connect Your Docs and sharing your health care records please visit the internet site at www.va.gov/VLER
Eligibility and Benefits

The Department of Veterans Affairs (VA) is committed to telling Veterans about VA health care benefits and services. It makes various publications to keep you up-to-date.

“Veterans’ Health Benefits Handbook”

VA is creating a personalized “Veterans Health Benefits Handbook” for each Veteran enrolled in the VA health care system. The handbook will provide a current and accurate description of VA health care benefits and services. Your handbook will be custom-made for you with personal identifying information. You should safeguard it as you would any other sensitive personal document.

The “Veterans Health Benefits Handbook” includes:

- Eligibility and health care benefits,
- Contact information for your local facility,
- Information about copayment responsibilities,
- Instructions on how to schedule appointments,
- Guidelines to communicate treatment needs,
- Patient rights,
- Ways to get copies of medical records, and
- Other important information.

You will get your personalized handbook via U.S. mail. Therefore, you should have a current address on file with the VA. Handbooks are mailed based on Priority Group, beginning with Priority Group 1 and ending with Priority Group 8. To see when you might receive your handbook, go to http://www.va.gov/healthbenefits/vhbh/vhbh_distribution.asp. You may also call VA toll-free at 1- 877-222-VETS (8387) if you need to update your address or receive more information.
VA publishes two other guides as well. The “Veterans Health Benefits Guide” is designed to offer general information about the VA Medical Benefits Package. The “Health Care Benefits Overview” is designed to give information Veterans need to understand VA’s health care system. It has answers to frequently asked questions about eligibility and benefits. Both publications are available to you at all VA medical centers. They can be downloaded at http://www.va.gov/healthbenefits/resources/epublications.asp.

These publications are very helpful. We encourage you to refer to them whenever you have questions about your eligibility for specific health care benefits. Additional assistance is available at the following resources:

- Your local VA health care facility’s Enrollment Office
  www.va.gov/healthbenefits
  www.myhealth.va.gov
  VA toll-free 1-877-222-VETS (8387) between 8:00 AM and 8:00 PM ET, Monday-Friday
Medication and Pharmacy Benefits

VA Pharmacy Benefits
VA has excellent pharmacy benefits. You can get all medications and medical supplies your VA provider orders for you.

By law, VA pharmacy cannot fill a prescription written by a non-VA provider. VA is not responsible to pay for medications filled at a private pharmacy.

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications carried by the VA pharmacy. VA providers will work closely with your community provider to coordinate your care. You must bring information from your community provider that explains why the medication was prescribed, the name of the medication, and the dose.

Don’t forget to tell your VA provider or pharmacist about any medications you get filled at a pharmacy other than the VA or any other medicine (like antacids, laxatives, or pain medicine), herbal supplements or vitamins you purchase on your own.

Pharmacy Co-payments
Depending on your eligibility, you may need to pay a co-payment for medications. Depending on your finances, you may apply for free medications. You can get information about patient eligibility from the eligibility clerk at the Aleda E. Lutz VAMC.

Effective early 2017, copay amounts are:

<table>
<thead>
<tr>
<th>Priority Group</th>
<th>Outpatient Medication Tier</th>
<th>1–30 day supply</th>
<th>31–60 day supply</th>
<th>61–90 day supply</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Tier 1 (Preferred Generics)</td>
<td>$5</td>
<td>$10</td>
<td>$15</td>
</tr>
<tr>
<td>2–8</td>
<td>Tier 2 (Non-Preferred Generics and some OTCs)</td>
<td>$8</td>
<td>$16</td>
<td>$24</td>
</tr>
<tr>
<td></td>
<td>Tier 3 (Brand Name)</td>
<td>$11</td>
<td>$22</td>
<td>$33</td>
</tr>
</tbody>
</table>

$700 Medication Copayment Cap

Copayments stop each calendar year for Priority Groups 2–8 once a $700 cap is reached.
Pharmacy Telephone Care System
This system is available 24 hours a day, 7 days a week. You can use it to:

- Check on a prescription
- Learn about your medicine
- Order refills for your medicines
- Talk to someone in the VA pharmacy during business hours (Monday through Friday, 8:00 am to 4:30 pm).

You need a touch-tone telephone to use this service. Before you call, have your Social Security Number and the prescription number printed on the bottle. The automated phone system:

**VAMC SAGINAW, MI 48602**
655 800-406-5143 (119)
1231234A AUG 3,2000 Fill 1 of 4
PUBLIC, JOHN Q. 20-9499
TAKE ONE TABLET THREE TIMES A DAY

**JONES, JOHN D.**
Qty. 270 tab
FERROUS SULFATE 325MG TAB

**Total # of Fills (Note: 3 refills left)**

**Name of Medicine**

New Prescriptions
A pharmacist will talk with you about any new medicine your provider orders for you. You can pick up new prescriptions at the VA pharmacy or have them mailed to your home. Mailed prescriptions usually take 14 days to arrive.

Refills for Prescriptions
Medications are not refilled automatically. You can request refills in any of these ways:

**Call the telephone ordering system using a touch-tone phone:**
Dial 800-406-5143 OR 989-497-2500 ext. 13990 OR 989-321-4990 Direct
1. Enter your social security number and press: # (POUND KEY).
2. For Pharmacy ordering information press 2.
3. To refill a prescription, press 1.
4. To check a prescription, press 2.
5. To talk with a Pharmacist, press 8
6. Enter your prescription number from the label of your medicine bottle (RX # - leave off the letter at the end of the number)
7. Press # (POUND KEY).
8. To make sure you are refilling the proper prescription, use the prescription number on the label of your medicine bottle.
9. Repeat steps 4 & 5 for each refill.
10. When finished, follow the instructions or hang up.

--OR--

Mail the refill slip that comes with your prescription. Refill slips are given to you when you pick up your medications or when your medications are sent to you. Mail the refill slips to the address on the pre-addressed label. Sign and send in your refill slips as soon as you get your medications. Send them in right away so you do not lose the slips or forget to mail them in!

If you are at the medical center, you may save a stamp by placing the refill slips in the box located on the pillar to the left of the window where you pick up your medication (look for the metal box with the sign on it). Your prescription will be mailed to you before you run out of medication.

IF YOU HAVE LOST YOUR REFILL SLIP:
Put your name, address, and social security number on a slip of paper along with the name of the medication you require and mail it to the pharmacy. Your prescription will be mailed to you.

--OR--

Use the Internet.

Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be refilled and mailed to you.

When you get your refill, check the bottle to make sure these things are correct:

- Your name on the bottle
- The name of the medicine
- The color and shape of the medicine
- The amount you should take for each dose
- The directions you should follow for each dose.
You will need a new prescription when your current prescription has no more refills but you need to stay on the medication. Contact your VA provider at 1-800-406-5143 ext. 11705 as soon as possible to have the new prescription ordered. It’s a good idea to check your medicines before each visit with your provider to see how many refills are left. You can then ask for a new prescription of the medication at the visit.

Opioids and certain controlled medications cannot be refilled. A new prescription is needed for each month’s supply. You and your VA provider should discuss how and when you can get these prescriptions.

**Additional Information**
You can get more information about your medicines in several ways:

- Talk to a VA pharmacist
- Talk to your provider
- Use the Internet
- Log on to the My HealthVet website at http://www.myhealth.va.gov
- Log on to the National Library of Medicine website at http://www.medlineplus.gov

For PROBLEMS call Pharmacy: Monday-Friday (except holidays)
From 7:00 a.m. to 5:30 p.m.
1-800-406-5143. ext. 11705

**My HealthVet**

My HealthVet (MHV) is the VA’s award-winning online Personal Health Record. It was created to improve health care for all Veterans no matter where they receive care. It provides one-stop, online access to help Veterans (and their caregivers) better manage their overall health. It helps with making informed health decisions, record and store important health and military history information. Access is easy and convenient anywhere the internet is.

My HealthVet provides tools and resources to help Veterans better understand their health. A key goal is to improve and enhance the partnership between Veterans and their health care team. My HealthVet does just that. It is about Veterans taking charge of their health. Begin today; there are five easy steps:
1. **START:** Visit My Health\textcopyright Vet www.myhealth.va.gov

My Health\textcopyright Vet provides Veterans reliable health information. There are tools to help you track your health and build a Personal Health Record (PHR). To learn more about what is available, visit How to Use My Health\textcopyright Vet. On the My Health\textcopyright Vet home page, select **About MHV**, go to **Overview** and select **How to Use MHV**.

2. **REGISTER:** Get Started with My Health\textcopyright Vet

Anyone can register on My Health\textcopyright Vet. This includes Veterans, their families, caregivers and others. As a Registered user, you can take advantage of the self-management features My Health\textcopyright Vet offers. You can also use the **VA Blue Button** to print or download your information. Veterans registered as a “VA Patient” may get an Advanced My Health\textcopyright Vet account. This account type gives you the ability to refill your VA Prescriptions online. It is simple to get started with My Health\textcopyright Vet—all you must do is register.

3. **AUTHENTICATE:** Get an Upgraded Premium My Health\textcopyright Vet Account

Authentication is a process by which the VA verifies a Veteran’s identity. This is done before allowing access to the Veteran’s personal VA health information. There are two ways that a VA patient can upgrade his/her account:

- **In-Person Authentication (IPA)** – The VA patient can upgrade his/her account in person at the local VA Medical Center or Community Outpatient Clinic; or
- **Online Authentication** – The VA patient can upgrade his/her account online through www.ebenefits.va.gov.

With an upgraded Premium My Health\textcopyright Vet account, you may be able to:

- View your VA Chemistry/Hematology Lab results
- Receive information on VA Appointments, including email reminders
- View VA Allergy and Adverse Reactions records
- Receive VA Wellness Reminders
- View additional parts of your VA health record, as they become available
- Use Secure Messaging to communicate with your VA health care team
- View Department of Defense (DoD) Military Service Information (for some Veterans)

4. **COMMUNICATE:** Participate in Secure Messaging

Use Secure Messaging to communicate online with your VA health care team. To use Secure Messaging, you must be a VA patient. You also need to receive care at a VA facility and have an upgraded Premium account. Secure Messaging can be used to request renewals of your VA medications. You can also follow-up on medical conditions, request VA appointments, and ask general questions about your health. Secure Messaging gives you quick, easy access to communicate *non-urgent messages* with members of your VA health care team. You can do this anytime, anywhere, at your convenience.

**Secure Messaging is only for non-urgent, non-critical communication!**
5. SHARE: Use VA Blue Button to view, print and/or download your information
The **VA Blue Button** is a tool that gives you easy access to your My Health(e)Vet health and military service information. You can get your information anytime and anywhere you can reach the Internet. **VA Blue Button** gives you control. It provides information to you that can help you make healthier choices. You can share your information whenever you need to. You can do this without the hassle of calling for paper records. This gives you choices about how you use your information.

**RESOURCES**
Go to the My Health(e)Vet home page, [www.myhealth.va.gov](http://www.myhealth.va.gov), select the Help tab at the top of the page, and select from the User Guides provided. Visit the FAQs (Frequently Asked Question) tab at the top of the My Health(e)Vet home page. This page has questions and answers to help you understand more about each feature My Health(e)Vet offers.

The MyHealth(e)Vet Coordinator at the Aleda E. Lutz VAMC may be reached at 989-497-2500 ext. 11874.

Username: ______________________________________

Password: ______________________________________

### Disability Compensation Benefits

**What Is VA Disability Compensation?**
Disability compensation is a tax-free benefit. It is paid to a Veteran for disabilities caused or made worse by injuries or diseases that happened while on active duty, active duty training, or inactive duty training.

**Who Is Eligible?**
You may be eligible for disability compensation if you have a service-related disability and you were discharged under other than dishonorable conditions.

**How Can You Apply?** Use a paper form
Fill out VA Form 21-526, “Veterans Application for Compensation and/or Pension.” If you have any of the following materials, please attach them to your application:

- Discharge or separation papers (DD214 or equivalent)
- Dependency records (marriage & children's birth certificates)
- Medical evidence (doctor & hospital reports)

--OR--

Apply online: [http://vabenefits.vba.va.gov/vonapp](http://vabenefits.vba.va.gov/vonapp).
The Service Officers located in your community or at the Aleda E. Lutz VAMC will assist you with filing claims. At CBOC’s talk with the front desk clerk to find out the location for your service officer.

**Related Benefits**

**Note:** Entitlement may depend on level of disability

- Priority Medical Care
- Vocational Rehabilitation
- Clothing Allowance
- Grants for Specially Adapted Housing
- Automobile Grant and Adaptive Equipment
- Service-Disabled Veterans Insurance
- Federal Employment Preference
- State/Local Veterans Benefits
- Military Exchange and Commissary Privileges

**For more information**

Call VA toll-free at 1-800-827-1000 or visit VA’s Web site at [http://www.va.gov](http://www.va.gov).

**Disability Benefits for Spouse**

**Adding dependent to claim:**

With a service connected rating of 30% of higher, the Veteran can add dependent(s) to the claim. This could be a spouse, or a dependent under 18, or a qualifying college student.

**Aid and Attendance:**

With a rating of 30% or higher, the dependent may qualify for a special monthly compensation (SMC) due to necessity for aid and attendance, or housebound status.

**Spouses Pension/DIC:**

Upon the death of the Veteran, the spouse may qualify to apply for a spouse’s pension, or a dependents indemnity compensation (DIC) claim. At that time, the spouse would become the client. The pension is an income based benefit for widows of war time Veterans, while the DIC claim is a benefit for widows of a Veteran who held P & T status for ten years, or who died from a service connected condition.

**Chapter 35 Benefits:**

When either the Veteran or the surviving dependents are eligible, we assist with the filing for CHAMPVA, or DEA benefits for them. Any surviving spouse who qualifies for these benefits also continues the benefit of paying no property taxes inside the state of MI under P.A. 161 of 2013.
Burial Benefit:
Any honorably discharged Veteran is entitled to some degree of burial benefits, whether this be a burial at a national cemetery, or reimbursement for burial at a private cemetery, burial flag, marker or headstone. We assist with the application process.

MISC:
Records, awards. If the surviving spouse does not have the records of the Veteran’s service, we can assist with the recovery of the document. We assist the survivors with a request to be provided with any available awards which the Veteran has earned.

Rumors:
We are often dispelling a common rumor that the spouse collects all, or a portion of the Veteran’s compensation upon his death. THIS IS NOT THE CASE. Numerous situations may apply here. Nothing with the VBA is automatic, and if the survivors don’t come in and talk to us about what they may be eligible for, they will not get a continued compensation.

Things Service Officers DO NOT do:
We do not give legal advice, or represent people in court, we are also not allowed to make recommendation as to what lawyer to talk to if you need such advice. WE do not advise which specific doctor to see, inside or outside the VA.
Advance Directives

As a VA patient, you have a say in the health care you receive. When you are ill, your doctor should tell you what treatments are available for your illness so that you can decide which one is best for you. But if you were too ill to understand your treatment choices or to tell your doctor what treatment you want:

- Who would you want to make decisions for you?
- What type of health care would you want?
- What health care \textit{wouldn’t} you want?

Questions like these may be hard to think about, but they’re important. That’s why VA wants you to know about a legal form you can complete. It’s called an “Advance Directive.”

What is an Advance Directive?
An advance directive is a legal form that helps your healthcare providers and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself. For example, if you are unconscious or too weak to talk. There are two types of advance directives: a durable power of attorney for health care and a living will. The VA Advance Directive form covers both types.

What is a Durable Power of Attorney for Health Care?
This form lets you name the person you trust to make health care decisions for you if you can’t make them yourself—your “health care agent.” He or she will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It’s best to choose someone you trust, who knows you well and who knows your values. You should make sure the person is willing to serve as your agent. If you don’t choose an agent, your doctor will choose someone to make decisions for you in the following order: legal guardian (if you have one), spouse, adult child, parent, sibling, grandparent, grandchild, or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.
What is a Living Will?
A living will is a legal form that states what kinds of treatments you would or wouldn’t want if you become ill and couldn’t decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn’t want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent, and your doctor about your wishes so they won’t have to wonder what you want and if they’re doing the right thing. If you don’t have a living will, decisions will be made for you based on what is known about you in general and about your values. That’s why it’s important to discuss your wishes with your loved ones, your doctors, and your health care team.

Must My Health Care Agent Always Follow My Living Will?
Most of the time, yes. Your health care agent should try to respect your wishes. But it can be hard to imagine future health and say just what treatment you would want at that time. So sometimes your agent may have to interpret your wishes. In a VA advance directive, you can state if you want your agent to do exactly what your living will says, or if they may make the decision they think is best for you at that time, even if it isn’t what you said you would want.

Should I Have an Advance Directive?
Yes, it’s a good idea to have one. An advance directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can’t speak for yourself. Your advance directive is used only when you aren’t able to make decisions yourself.

How do I Complete an Advance Directive?
Fill out VA Form 10-0137, “VA Advance Directive: Durable Power of Attorney and Living Will.” Or use any valid state advance directive form. Talk to a health care professional at your local VA health care facility. This might be a social worker or your primary care provider. Or talk to your spiritual advisor or attorney. Your VA health care team can make your advance directive part of your medical record. Social workers are available to help; they are located at the annex at the Aleda E. Lutz VAMC. They may be reached by contacting your PACT team and speaking with your Social Worker.

Do I Need to Fill Out a Durable Power of Attorney and a Living Will?
No this is not required, just highly encouraged. Even though the VA form contains both, it’s up to you whether you complete the durable power of attorney for health care, the living will, or both.
Can I Change My Advance Directive?
You may change or cancel your advance directive at any time. In fact, you should review your advance directive periodically, especially if there is a change in your health, to make sure it’s up to date. If you change it, be sure to tell your health care team and have them put it in your health record. Share your new directive with your family members and other loved ones.

Reference: VA Form 10-137B, What You Should Know About Advance Directives

Ambulatory Surgery
Surgery or other diagnostic tests will be done on an outpatient basis whenever possible. Your health care team makes the decision for outpatient service. The ambulatory surgery staff will manage your surgical care, pre-operative teaching, and post-operative follow-up. Ambulatory Surgery is located on the 3rd floor of building 1 here at Aleda E. Lutz VAMC.

Dietitians
Dietitians are available to help you with nutritional concerns. If you have a problem such as diabetes, high blood pressure, heart disease, underweight or overweight, or just want to learn about healthy eating. A registered dietitian can provide education and counseling. Please ask your primary care provider for a referral if you would like to see a dietitian.

Emergency Care in Non-VA Facilities

Non-VA Emergency Care: The right care... At the right time... At the right place...
Know your options ahead of time in case an emergency arises. See your VA Medical Center about your eligibility today!

Emergency Care in Non-VA Facilities

At some time in your life, you may need emergency care. This section explains what the VA might be able to do for you if you need emergency care. When it is not possible for you to go to a VA medical center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room.

Here is what you should know...
What is an emergency?
A medical emergency is when you have an injury or illness so severe that without immediate treatment, the injury or illness threatens your health or life.

How do I know my situation is an emergency?
Use your best judgment. If you believe your health or life is in danger, call 911 or go to the nearest emergency room.

If I believe my life or health is in danger, do I need to call the VA before I call for an ambulance or go into an emergency room?
No. Call 911 or go to the nearest emergency room right away.

Do I need to notify the VA after an ambulance takes me to an emergency room, or when I am treated and released?
Yes. You, your family, friends or hospital staff should contact the nearest VA medical center as soon as possible —within 24 hours, so you are better aware of services the VA may limit payment for. Provide the VA with information about your emergency event and services being provided to you. Ask the VA for guidance on how they will consider reimbursing these emergency charges on your behalf, so you can plan accordingly.

If the doctor then wants to admit me to the hospital, must I obtain advance approval from the VA?
If the admission is an emergency—NO, although prompt notification of the VA is necessary.
If the admission is not an emergency—YES.

If a VA bed is available and I can be safely transferred, do I have to move to the VA hospital?
Yes. If you refuse to be transferred, the VA will not pay for any further care.

If I am admitted to the hospital because of an emergency, how much will VA pay?
This depends on your VA eligibility. The VA may pay all, some, or none of the charges. Ask your local VA medical center’s patient benefits counselor about what is allowed under non-VA emergency care programs.

Will I have to pay for any part of my emergency care?
It is possible. Sometimes co-pays are required based on your VA enrollment. Sometimes the level of healthcare services reimbursable by the VA are limited by federal law.
Will VA pay for the ambulance and any possible emergency room charges if I leave the emergency room before being treated by a doctor?
   Possibly not. If you leave the emergency room prior to being treated by a physician, the VA may not consider claims for that emergency event. You may be liable for some or all resulting ambulance and emergency room charges, regardless of your Veteran eligibility.

Does my enrollment in the VA Health Care System affect my eligibility for emergency care at VA expense?
   Yes. Your local VA medical center’s benefits counselor can explain how enrollment (or other special status categories) affect your eligibility.

If I have other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.), will it affect whether claims for emergency services will be paid at VA expense?
   Yes, it may. Your local VA medical center’s benefits counselor can explain how other insurance can affect whether the VA can pay for your non-VA medical claims.

Will VA pay for emergency care if I am in jail?
   No. The VA is prohibited by federal law, from paying for the medical claims of incarcerated veterans (or fugitive felons).

How long do I have to file a claim for reimbursement for emergency medical care?
   File your claim with the nearest VA medical center quickly. Time limits of 90-days usually apply. Contact your local VA medical center’s patient benefits counselor for more information on the timely filing requirements for non-VA care programs.

Will VA pay for emergency care received outside the United States?
   Yes, in certain cases. VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. For more information, contact the VA Health Administration Center at (877) 345-8179 or consult this web site http://www4.va.gov/hac/forbeneficiaries/fmp/fmp.asp
Eye Clinic

The eye clinic offers complete eye examinations for veterans at risk for eye problems. Not all veterans are eligible for eyeglasses. Eligible veterans must have a change in glasses prescription and have at least one of the following:

- Service connection of greater than 10% for any condition
- Service connection for any eye condition
- Former POW
- Aid and attendance
- Purple Heart Recipient (verified)
- VA sponsored rehab program
- Other medically qualifying condition
- VA Healthcare eligibility

Veterans not eligible for eyeglasses are still eligible for a comprehensive eye examination. Veterans subject to co-pay charges will be charged the specialty clinic charge of $50.00. Appointments are not needed for eyeglass repairs or adjustments; these can be done through our walk-in clinic.

Eye clinic staff is available Monday – Friday, 8:00 A.M. to 4:00 P.M. except holidays.

Eye glass repairs are available Monday – Friday 9:00 A.M to 3:30 P.M

Home-Based Primary Care (HBPC)

Home Based Primary Care (HBPC) delivers primary care to homebound Veterans with chronic disease or to those whom routine clinic based visits are not effective. The HBPC team includes a provider, registered nurses, social worker, registered dietitian, physical therapist, and psychologist. HBPC gives Veterans a chance to remain within their homes while getting health care services.

Goals of the program are to:

- Maximize function and independence
- Slow the advance of chronic diseases
- Reduce the need for clinic and emergency room visits and hospitalizations
- Improve quality of life
- Keep Veterans in their homes longer, reducing the need for nursing home care
- Teach Veterans and caregivers ways to maintain or restore independence
Military Sexual Trauma (MST)
The VA has services available to help men and women who have experienced Military Sexual Trauma (MST). The VA provides free, confidential counseling and treatment for mental and physical health conditions related to MST. Service connection or disability compensation is NOT required to receive free treatment for conditions resulting from MST. Veterans can get help or find more information by talking with their Primary Care Physician or contacting Aleda E. Lutz VAMC MST Coordinator at 1-800-215-8262, extension 32531. Information is also available at http://www.mentalhealth.va.gov/msthome.asp

Minority Veteran Program
The Center for Minority Veterans is the Department of Veteran Affairs model for interagency and intra-agency cooperation. It ensures that all veterans receive equal service regardless of race, origin, religion, or gender. The Program:

- Promotes the use of VA benefits, programs and services by minority Veterans.
- Supports and initiates activities that educate and sensitize medical center and Community Outpatient Clinic staff to the unique needs of minority Veterans.
- Targets outreach efforts to minority Veterans through community networks.
- Advocates on behalf of minority Veterans by identifying gaps in service.
- Makes recommendations to improve service delivery within their facilities.

For more information, please call 906-774-3300 Ext. 32708 or 800-215-8262 Ext. 32708.

MOVE! Program
MOVE! is a national weight management program for Veterans enrolled in the VA healthcare system. It is designed to help Veterans lose weight, keep it off, and improve their health. MOVE! has different treatment options to meet your individual needs. It allows you to control your weight, making you a partner with your healthcare team. Individual consultation, technology linked care, and group sessions are available at the Aleda E. Lutz VA Medical Center and each Community Outpatient Clinic. Ext. 13846.

OEF/OIF/OND
Returning combat Veterans are eligible for five years of cost free medical care from the date of their official discharge from active duty. This is for any conditions related to their deployment experience. Aleda E. Lutz VA Medical Center has an OEF/OIF/OND Care Management Team ready to welcome you and to help coordinate your care. For more information, please call 989-497-2500 ext. 11794
**Palliative Care**

The Palliative Care Team is a specially trained group of healthcare professionals. They work with Veterans and their families to provide comfort and compassionate care when a Veteran has a life-limiting illness. We work to meet physical and spiritual needs. Our mission is to help the Veteran in maintaining independence and dignity with the best quality of life until the moment of death.

**Physical Therapy, Sensory and Rehabilitation Services**

Your provider may refer you to any of the following services: Audiology, Speech, Physical, and Occupational Therapy. Audiology evaluates and treats hearing disorders. Speech pathology diagnoses and treats speech, language, swallow / feeding, voice, and other communication problems. Physical therapy evaluates and treats gross motor control, mobility, joint dysfunction, and pain management. Occupational therapy focuses on evaluation and treatment of fine motor control as well as problems that might affect the ability to perform activities of daily living.

**Social Work**

Social workers are assigned to each Primary Care Team. They are trained to help Veterans and family members deal with financial, social, and emotional problems that come from illness or hospitalization. They also work with Veterans and families to help deal with long-term illness and rehabilitation. They are involved in discharge planning. A social worker is available to help you with completing advance directives such as a healthcare power of attorney or a living will (discussed earlier in this guide). Please contact a Social Worker at 989-497-2500 ext. 11785 for further information.

**Telehealth Clinics**

Clinical Video Telehealth (CVT) uses new technologies, including state-of-the-art videoconferencing, to make diagnoses, manage care, and perform evaluations at a distance. Clinical Video Telehealth (CVT) uses video equipment to conveniently provide Veterans with access to healthcare services from remote locations. CVT instantly connects a Veteran in one location with a healthcare provider in a different location. This provides the Veteran with instant interaction between patient and provider. Specialty equipment is used to allow providers to assess a patient and manage their treatment without physically being in the same location. This saves having to travel long distances. If you would like more information, please call the Telehealth Clinic at 989-497-2500 Ext. 11511.
Vet Center - Readjustment Counseling Services

Vet Centers are community based programs and part are of the Veterans Health Administration. Vet Center services are FREE to eligible Service Members.

The goal of the Vet Center program is to provide a broad range of counseling, outreach and referral services to eligible Service Members to assist them in making a positive post deployment readjustment to life. Available Services include: Individual Counseling, Group Counseling, Marital and Family Counseling, Bereavement Counseling, Sexual Trauma Counseling, Education & Outreach, Referral for VA Benefits Assistance, Referral to Medical Services, Alcohol/Drug Treatment Referral, Employment Referral, and Referral to Community Resources.

Eligibility for Services

Active Duty Service Members - members of the Armed Forces, including a reserve component who:
- Served on active duty in a theater of combat operations
- Served in an area at a time during which hostilities occurred in that area
- Remotely controlled an unmanned aerial vehicle engaged in combat with an enemy of the United States or against an opposing military force in a theater of combat operations
- Provided direct emergency medical or mental health care, or mortuary services to the causalities of combat operations or hostilities within or outside the theater of combat operations or area of hostilities.

Family Members of Active Duty Service Members - an individual who is a member of the family of the Service Member including spouse, child, step-family member and extended family member or a person who lives with the Service Member, but is not a member of the family of the Service Member. Family services are provided when found to aid in the readjustment of the Service Member.

Sexual Trauma/Harassment Counseling: Male or female Service Member who experienced sexual assault and/or sexual harassment.

Bereavement: Parents, spouses and children of Armed Forces personnel who died while in service to their country. Family members of Reservists and National Guardsmen who die while on duty are included.

Need to speak with someone now? Call the Combat Call Center: 1-877-WAR-VETS
Women Veterans Health Care Program

The Women’s Veterans Health Care Program at Aleda E. Lutz VAMC is committed to excellence in addressing health care needs of all women Veterans. The Program ensures that timely, equitable, high-quality, and comprehensive health care services are provided in a sensitive and safe environment. Aleda E. Lutz VAMC provides clinical services in the areas of patient education, medical care, mental health, and specialty care to women Veterans. It offers a private waiting area for female Veterans and their children. Fee based care is offered to each woman Veteran for gynecology and obstetrics services not available at the VAMC in Saginaw or clinic location. The Women Wellness Clinic may be reached at 989-497-2500 Ext. 11790.
Other Services and Information

Agent Cashier Payments/Beneficiary Travel-Mileage
The Agent Cashier is available to Veterans wanting to make co-payments while at the Saginaw Main Campus. For Beneficiary Travel Mileage ask your PACT team clerk if you qualify for travel miles. Payment is made by Electronic Fund Transfer (EFT) within 10-15 business days using the Kiosk located in your clinic waiting room. Agent Cashier hours are Monday—Friday from 8:00 a.m. to 4:30 p.m. unless otherwise posted.

How Travel is Paid at the Community Outpatient Clinics
Payment is made by Electronic Fund Transfer (EFT) within 10-15 business days using the Kiosk located in the lobby of the CBOC.
Note: Travel is paid to the nearest VA facility that can provide the needed care for those that qualify. Mileage is determined by a VA travel dashboard which uses Bing maps.

Cafeteria/Canteen Retail Store
At the Saginaw VAMC (main) campus, visitors are welcome to eat in the Canteen. The Canteen is located on the first floor of the main building. We offer hot and cold entrees, beverages and desserts. Vending machines are available for your convenience 24 hours a day. The cafeteria and retail store are located on the 1st floor. Breakfast is served from 7:30 a.m. to 10:30 a.m. Hot lunch is served from 10:45 a.m. to 2:30 p.m. (including subs / wraps). A limited menu is available until 3 p.m. Call Ext. 13254

Retail Store
At the Saginaw VAMC (main) campus, we offer a full-service retail store with such products as electronics, cosmetics, toiletries, and clothing. Items may be purchased tax-free. The retail store is open to patients, staff, and caregivers. It is located on the first floor of the Main Building, across from the Cafeteria Ext. 13252. The store is open from 8:30 a.m. to 3 p.m. Monday—Friday. It stocks various Made in the USA products (duty free—tax free). All profits are given back to support Veterans and VA programs such as The Fisher House, VA’s Homelessness Initiative, VA’s Rehabilitation Special Events, and VA’s OEF / OIF Poly-Trauma Centers.

Cell Phones
Cell phone usage is limited to non-patient care areas. Please silence your cell phones during appointments and classes.
Chaplain
Our VA chaplains are clinical pastoral care specialists. They help patients and their family members through all phases of outpatient healing, hospital care, weddings and other services. Please contact Chaplain Service at (989) 497-2500, ext. 11515 for additional information or to speak with one of our Chaplains.

Chapel
A non-denominational chapel is located on the 1st floor of the Saginaw VAMC main campus. Protestant Worship Services and Catholic Mass are held on a regular basis. Contact the Chaplain for more information.

Interpreter Services
It is important to this medical center that you can communicate with us and take part in your health care. If you or a family member has limited English ability, let your provider or a staff member know. They will contact the Language Line to help you. This is a telephone-based system and is available 24 hours-a-day, 7 days-a-week.

Library
At the Aleda E. Lutz VAMC (main) campus we have a library that has many magazines and recreational books available; to check out and borrow. Volunteers also bring a book cart to the patient floors every Tuesday. The librarian can provide patient education information and materials. Information on nonmedical topics is also available. Hours of operation are Monday–Friday 7:30 – 4:00. Computers are also available free of charge to Veterans.

Lost and Found
The Saginaw VAMC (main) campus has a lost and found area. Please take any items you find to the Volunteer office on the first floor by the auditorium room 1360. The office is open 7:30-4:30 PM. Dial 497-2500 ext. 13360 for any questions. In the Community Outpatient Clinic, any found items can be brought to the staff at the clinics.

Medical Disposal Safety
Dispose of expired or unwanted prescriptions and over-the-counter drugs safely. NEVER dispose by flushing down the toilet or other drain. Doing this can cause harm to the planet, animals, YOU and your family.
Where can I properly dispose of my unused medications?
Check to see if there are any drug take-back programs near you.

Why do I need to properly dispose of my unused medications?
It isn’t safe to flush drugs down drains or throw them out in the trash. Drugs flushed down drains can harm the water supply that we drink, and wildlife. Dispose of drugs the right way to prevent someone taking them by accident, or through an illegal sale. Protect children and pets from harm caused by accidental ingestion.

Who can I talk to if I am unsure about how to properly dispose of my unused medications?
Ask your VA pharmacist how to safely dispose of your medications.

Organ and Tissue Donation
Organs you can donate include heart, kidneys, pancreas, lungs, liver, and intestines.
Tissues you can donate include eyes, skin, bone, heart valves, veins, and tendons. There is no cost for donations.
In the state of Michigan, you can enroll online or by mail. Contact:

Gift of Life
Michigan 3861
Research Park
Drive Ann Arbor,
MI 48108
800-482-4881
https://services.sos.state.mi.us/OrganDonor/Pages/Registry.aspx

For donor referrals, please call 866-UWHC-OPO (866-894-2676). For general information about organ donation or to request a speaker from the OPO, please call 608-265-0356.

Parking
Free parking is available to all Veteran patients at Aleda E. Lutz VAMC – Saginaw Campus. Handicapped parking is available. The VA police provide 24-hour patrols of the facility and parking lots. A shuttle service is available Monday thru Friday at the Saginaw Campus for Veterans parking a distance out and need some help with getting to the buildings. At our Community Based Outpatient Clinics parking is right at the building to include handicapped and regular parking spaces.
Police
The VA Police are on duty 24 hours a day at the Aleda E. Lutz VAMC Campus for your care and protection. For general police assistance, please dial (989) 497-2500 Ext. 13203. In case of an emergency dial 911. Report all suspicious or criminal activity, vehicle accidents, and personal property losses to the VA Police as soon as possible while on the facility grounds. Because the VA Medical Center is federal property, all persons and bags are subject to search. In addition, no weapons, alcohol, or illegal drugs are permitted. VA Police are staffed at the Health Care Annex in Saginaw during regular business hours. At the Community Outpatient Clinics, VA Police are NOT available so emergency and other assistance is by calling 911 for local police.

Prohibited Items
Alcoholic beverages, narcotics, firearms, ammunition, knives, or other weapons are not allowed on the grounds or anywhere in the medical center or its community outpatient centers.

Release of Information
At the Aleda E. Lutz VAMC and its CBOCs, the confidentiality of your health information is important to us. This means we protect your health information. We use or disclose it only as authorized by law. To make sure that the information is given out only when authorized, please follow the instructions below to obtain information.

To request a copy of your health information for a local provider, another facility or an insurance company, you will need to complete form 10-5345, “Request for An Authorization to Release Medical Records or Health Information”. To request a copy for your own use, complete form 10-5345a, “Individuals’ Request for A Copy of Their Own Health Information”.

FORMS are available by:

1. You can pick up forms in the Release of Information Office in room 1-1332 and 1-1331, or please dial (989) 497-2500 Ext. 13180. We can also fax or mail them to you.
2. At the Community Outpatient Clinics, the clerk will assist Veterans with completing the Release of Information request. You may also pick up these forms in your clinic.
3. Once completed, they can be given to the Release of Information Office, clinic staff, or mailed or faxed to the Aleda E. Lutz VAMC, Attention—Release of Information 136B.
To authorize communication about your health (including appointments) to someone else, such as a family member, you will need to fill out Form 10-5345. You will need to do this in the Release of Information Office. This form is not available online. However, as stated above it can be picked up in your clinic or in the Release of Information Office.

**Service Level Patient Advocates**

We want you to get the best care possible. Your treatment team is your first point of contact. This team includes your provider, nurse, social worker, dietitian, pharmacist, chaplain, therapist, and other professionals who provide your medical care.

If you or your family member believes your concerns are not being addressed by your treatment team, you may contact a VA Patient Advocate. A Patient Advocate Champion is an employee whose job is to help resolve your issues. We want you and your family to have someone to go to for discussion of your concerns or issues. The Patient Advocate works directly with management and employees to help resolve your issues. If you need help getting care or getting problems resolved, please contact the Patient Advocate at the extension below by dialing 989-497-2500 Ext. 13012.

**Traveling Veteran Coordinator**

Are you planning on traveling for more than 1-2 weeks, for the winter or an extended trip away from Michigan? You may need some coordination of your medical care with another VA facility. Please inform your primary care provider that you will be traveling and they can plan with our Traveling Veteran Coordinators. Be sure to tell us what your temporary address and phone number will be, so you can get your medication refills sent to your temporary address. Also, include the length of time you will be away.

- Saginaw, Bad Axe, Clare and Cadillac
  Clinic Referral Coordinators call 989-497-2500 ext.11451 or 11453.

- Alpena, Oscoda, Traverse City Gaylord, Grayling and Cheboygan
  (989) 487-2500 ext. 15256

**Tobacco Policy**

The Saginaw VAMC is tobacco-free. Use of cigarettes, pipes, cigars, e-cigarettes, and vaporizers by patients, employees, volunteers, visitors, contractors, and all other personnel is prohibited in all buildings of this Medical Center and is restricted to designated areas as outlined in this policy. Use of smokeless tobacco is prohibited in all buildings of this Medical Center and is restricted to outdoor use only. Spitting on sidewalks and driveways is prohibited. Use of marijuana is strictly prohibited on VA property.
Staff, visitors, volunteers, and Veteran patients who wish to smoke may do so only in the areas designated as such. Smoking outdoors is not allowed in any other area of the Medical Center grounds. Smokers are asked to dispose of all portions of smoking materials in the provided receptacles located in the designated smoking areas.

The exterior smoking shelters labeled “DESIGNATED VISITOR SMOKING AREA” and “DESIGNATED STAFF SMOKING AREA” are the only locations on the grounds where smoking is permitted. Please be considerate of non-tobacco users and only use tobacco products in designated areas. There is an air-conditioned and ventilated shelter provided located on the East drive of the hospital between buildings 1 and 22 of the Saginaw facility for patient and visitor use.

Volunteers

The staff of the Aleda E. Lutz VAMC and its Community Outpatient Clinics are reinforced by many volunteers. They contribute thousands of hours of valuable service to our medical center and those we serve. Volunteers staff the greeters’ desk, transport inpatients and outpatients to their appointments and procedures. They hold evening, weekend, and holiday recreation activities, and much more. For information about volunteering contact the Voluntary Services office by telephone at (989) 497-2500 Ext. 13360.

Veterans Benefits Service Officers

The Saginaw VA Medical Center Campus has Veterans’ Benefits Service Officers who can answer questions about filing claims and offer information on benefits. This office also arranges and provides transportation to appointments for needy Veterans.

<table>
<thead>
<tr>
<th>Service Organization</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>VFW</td>
<td>X11730</td>
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<td>AL</td>
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<tr>
<td>DAV</td>
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<td>VVA</td>
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<tr>
<td>MCL</td>
<td>X13387</td>
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</tbody>
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If you need information about the Service Officer in your county, please speak with staff at your local clinic for contact information.
Healthy Living

We are committed to providing you the highest quality health care. We also want to help you take care of yourself. There has been a lot of research in recent years on the best ways to maintain health and well-being. Nine Healthy Living Messages have been developed that can have the most impact on your health. We encourage you to make these behaviors part of your daily life. All of the healthy living messages are located on the VA National Center for Health Promotion and Disease Prevention’s website: http://www.prevention.va.gov.

For more information about these healthy living messages, check out the recommended websites, talk to your VA provider, and review the directory of VA health education programs and services in the next section. We’ll be happy to help you. The Nine Healthy Living Messages are:

- Be Involved in Your Health Care
  - Take an active role.
  - Work with your health care team to improve your health.

- Be Tobacco Free
  - Quitting smoking is the single most important thing you can do to improve your health and protect the health of your family members.
  - Don't use tobacco in any form.

- Eat Wisely
  - Eat a variety of foods including vegetables, fruits, and whole grains.
  - Limit salt, fat, sugar, and alcohol.

- Be Physically Active
  - Avoid inactivity.
  - Aim for at least 2 1/2 hours of moderate-intensity aerobic activity each week.

- Strive for a Healthy Weight
  - If you need to lose weight, losing even a little will help.
  - If you are of normal weight, maintain it.

- Limit Alcohol
  - If you choose to drink alcohol, drink in moderation (women no more than 1 drink a day, men no more than 2 drinks a day).
  - Avoid “binge drinking”

- Get Recommended Screening Tests and Immunizations
  - Immunizations for preventive services depend on your age, gender, health status, and family history.
  - Ask which screening tests and immunizations are recommended for you.

- Manage Stress
  - Pay attention to stress.
  - Learn about ways to help you manage and reduce your stress.

- Be Safe
  - Find out how to prevent sexually transmitted infections, falls, and motor vehicle crashes.
  - Take action to protect yourself and those you love from harm.
1. Be Involved in Your Health Care
There are many ways to take an active role. Work with your health care team to improve your health. Give your health care team accurate and complete information about:

- Your current health problems
- Your concerns about your health
- Past illnesses
- Past hospitalizations
- Your medicines, including over-the-counter and herbals
- Other matters related to your health

Plan ahead for your visits by writing down the questions and concerns you want to raise. Share them with your provider at the beginning of each visit.

Share your ideas and beliefs about your health problems and treatments with your provider.

For more information go to:
National Center for Health Promotion and Disease Prevention website
http://www.prevention.va.gov

My HealthVet website
http://www.myhealth.va.gov
Healthfinder: Take Charge of Your Health
http://www.healthfinder.gov/prevention/ViewTopic.aspx/topicid=78*

2. Be Tobacco Free
Don't use tobacco in any form. If you are using tobacco, the VA can help you quit. Avoid second hand smoke. If you are pregnant, both you and your baby will benefit when you quit using tobacco.

For tips on how to quit, go to: You Can Quit Smoking Now. http://www.smokefree.gov*

To talk to someone about how to quit, call the National Quitline: 1-800-QUITNOW.

For more quit-smoking resources, go to: http://www.healthfinder.gov/*, and search for "tobacco."

If you would like information about VA programs to help you quit smoking, please call 989-497-2500 ext. 12454.

3. Eat Wisely
We all should eat a wide variety of foods to get the daily nutrients we need. Eat wisely to
maximize your health. Eat a variety of foods including vegetables, fruits and whole grains. It is important to include fat-free or low-fat milk and milk products in your diet. Limit salt, fat, sugar, and alcohol.

**For more information go to:**
National Center for Health Promotion and Disease Prevention website  
http://www.prevention.va.gov

2010 Dietary Guidelines for Americans  
http://www.cnpp.usda.gov/dietaryguidelines.htm*

Healthfinder: Eat Healthy  

4. Be Physically Active
Avoid inactivity. Some activity is better than none. Aim for at least 2 1/2 hours of moderate-intensity aerobic activity each week. Every 10 minute session counts. Do strengthening activities at least two days each week.

It is up to you, but it is better to spread your activity throughout the week. Slowly build up the amount of time you spend doing physical activities. The more time you spend, the more health benefits you gain. If you are not physically active now, start small. Walking briskly, mowing the lawn, dancing, swimming, and bicycling are just a few examples of moderate aerobic activities.

Do muscle strengthening activities at least 2 days a week. Include all the major muscle groups—legs, hips, back, chest, stomach, shoulders, and arms.

**For more information go to:**
National Center for Health Promotion and Disease Prevention website  
http://www.prevention.va.gov

The 2008 Physical Activity Guidelines for Americans  
http://www.health.gov/PAGuidelines/*
Healthfinder: Get Active  

5. Strive for a Healthy Weight
If you need to lose weight, losing even a little will help. If you are of normal weight, maintain it. Staying in control of your weight helps you be healthy now and in the future.

To find the weight range that is right for you, check your Body Mass Index (BMI). It measures body fat based on your height and weight. Go to the BMI calculator from the National Heart, Lung, and Blood Institute at http://www.nhlbisupport.com/bmi/ *.
To stay at a healthy weight, balance calories from what you eat and drink with calories you burn off by your activities. To prevent gradual weight gain over time, make small decreases in food and beverage calories and increase physical activity.

**For more information go to:**
National Center for Health Promotion and Disease Prevention website http://www.prevention.va.gov

VA MOVE!® program website http://www.move.va.gov/

My HealtheVet website http://www.myhealth.va.gov

**6. Limit Alcohol**
If you choose to drink alcohol, drink in moderation (women should average no more than 1 drink a day AND drink no more than 7 drinks total per week; men should average no more than two drinks a day AND drink no more than 14 drinks total per week). Avoid “binge drinking.” Binge drinking means drinking so much on one occasion that it leads to health and safety risks such as car crashes and injuries. For women, this usually occurs after about 4 drinks and for men after about 5 drinks. If you are concerned about your drinking, talk to your VA health care team about getting help. A standard drink is one 12-ounce bottle of beer or wine cooler, one 5-ounce glass of wine, or 1.5 ounces of 80-proof distilled spirits. If you are pregnant, do not drink any alcohol.

**For more information go to:**
National Center for Health Promotion and Disease Prevention website http://www.prevention.va.gov

http://www.niaaa.nih.gov/alcohol-health/overview-alcohol-consumption/moderate-binge-drinking* or


**7. Get Recommended Screening Tests and Immunizations**
Get recommended preventive services including screening tests and immunizations. Recommendations for preventive services depend on your age, gender, health status, and family history. Find out which screening tests and immunizations are recommended for you!

You can find a list of the recommended services for men and women at these websites:

Men: Stay Healthy at Any Age:
http://www.ahrq.gov/ppip/healthymen.htm*
8. Manage Stress
Pay attention to stress. Tools are available to help you manage and reduce your stress. Most people have some stress in their lives. It’s important to learn how to manage the stress in your life because stress contributes to your risk for health problems. You may not be able to remove stress from your life, but you can learn what stresses you and how to take care of yourself during periods of stress.

VA also has excellent programs to help you manage post-traumatic stress disorder. Talk to your provider about your concerns, and learn about the many ways VA can help you manage stress in your life.

For more information go to:
National Center for Health Promotion and Disease Prevention website
http://www.prevention.va.gov

Healthfinder: Manage Stress
http://www.healthfinder.gov/prevention/ViewTopic.aspx?topicId=45*

People who have strong ties to family and friends have higher levels of well-being than those without such support. These networks give you many benefits:

- a feeling of connection to other people
- the knowledge that other people consider you a friend
- the security of knowing you can help others and they will help you.

There are many resources to help you build a support network for yourself. Try this website: http://www.mayoclinic.com/health/social-support/*. 

9. Be Safe
There are actions you can take to protect yourself and those you love from harm. Common safety issues are avoiding sexually transmitted infections, falls, and motor vehicle crashes.

For more information go to:
National Center for Health Promotion and Disease Prevention website
http://www.prevention.va.gov

Healthfinder: Get Tested for Sexually Transmitted Infections

Healthfinder: Lower Your Risk of Falling
Safe driving resources
http://www.safedriving.va.gov/resources/driving.asp

Many VA facilities have health education programs and services to help you make healthy behaviors part of your daily life. Check with your provider or clinic nurse on the educational information / classes available.
*Indicates that the link leads to a non-VA website. The VA is not responsible for content on the site.
### Aleda Lutz VAMC Contact Information

Dial 989-497-2500 before extension

<table>
<thead>
<tr>
<th>Department</th>
<th>Extension</th>
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<tbody>
<tr>
<td>Dental</td>
<td>11271</td>
</tr>
<tr>
<td>Nutrition/Environmental Services</td>
<td>13840</td>
</tr>
<tr>
<td>Call Center</td>
<td>11230</td>
</tr>
<tr>
<td>Palliative Care Unit/Acute Telemetry</td>
<td>11200/11430</td>
</tr>
<tr>
<td>Community Living Center (CLC)</td>
<td>11100</td>
</tr>
<tr>
<td>Pharmacy Service</td>
<td>11050</td>
</tr>
<tr>
<td>Surgical Service</td>
<td>11980/11491</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>11050</td>
</tr>
<tr>
<td>Podiatry</td>
<td>11333</td>
</tr>
<tr>
<td>Mental Health Service</td>
<td>11906/11767</td>
</tr>
<tr>
<td>Primary Care</td>
<td>11521</td>
</tr>
<tr>
<td>Generations Family Credit Union</td>
<td>989-793-1970</td>
</tr>
</tbody>
</table>
Numbers You May Find Helpful

Call the main hospital number: 989-497-2500. When the recorded greeting begins, immediately dial in the extension you are trying to reach. this will allow you to bypass the phone tree and take you directly to the department you want to speak with.

1) Eligibility Department: Extension #13120/13124

2) Billing Department: Extension #13331

3) Out-Patient Pharmacy: Speak to a person: #11705. Pharmacy Refill Line: #13990

4) Call Center to make or cancel appointments: Dial 989-497-2500 Extension #11230 or 1-800-406-5143 Extension #11230

5) Front lobby Information Desk / Ambassadors: Extension #13377
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Thank You For Allowing Us To Provide You Care and Services At Your VA!!!