

VA



U.S. Department
of Veterans Affairs

News Release

FOR IMMEDIATE RELEASE

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Aleda E. Lutz VA Medical Center
1500 Weiss Street
Saginaw, MI 48602

Contact: Carrie Seward, Public Affairs Officer
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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

Protect Yourself from COVID-19: Access VA Care from Home

The Aleda E. Lutz VA in Saginaw, and nine Community Based Outpatient Clinics (CBOCs) throughout Michigan, are committed to providing high-quality care while keeping Veterans safe from the coronavirus (COVID-19).

“Due to COVID-19 precautionary measures, and out of concern for our Veterans, we are honoring current social isolation and distancing guidelines,” said Dr. Barbara Bates, Medical Center Director of the Aleda E. Lutz VA in Saginaw. “Through VA’s virtual care tools, we are able to leverage available technology to make sure our patients and staff are as safe as possible during this time.”

To help us address our Veterans’ most-urgent needs first, the Aleda E. Lutz VA asks Veterans to use the online tools for routine or non-urgent questions.

Here are some examples:

Telephone or Video Appointments – Veterans can receive care at home — either over the phone or by 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 HealthVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

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.

We at the Aleda E. Lutz VA and CBOCs are proud to say, 100% of our primary care and mental health providers have been trained to use VA Video Connect. To test whether your personally-owned device is compatible with VA Video Connect, [visit the VA Video Connect test site](#). In order to successfully connect to a VA Video Connect appointment with your provider, you must have a valid e-mail address.

For more information about VA’s Connected Care technologies, visit connectedcare.va.gov.

A list of VA locations and their Primary Care phone extensions are as follows:

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

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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