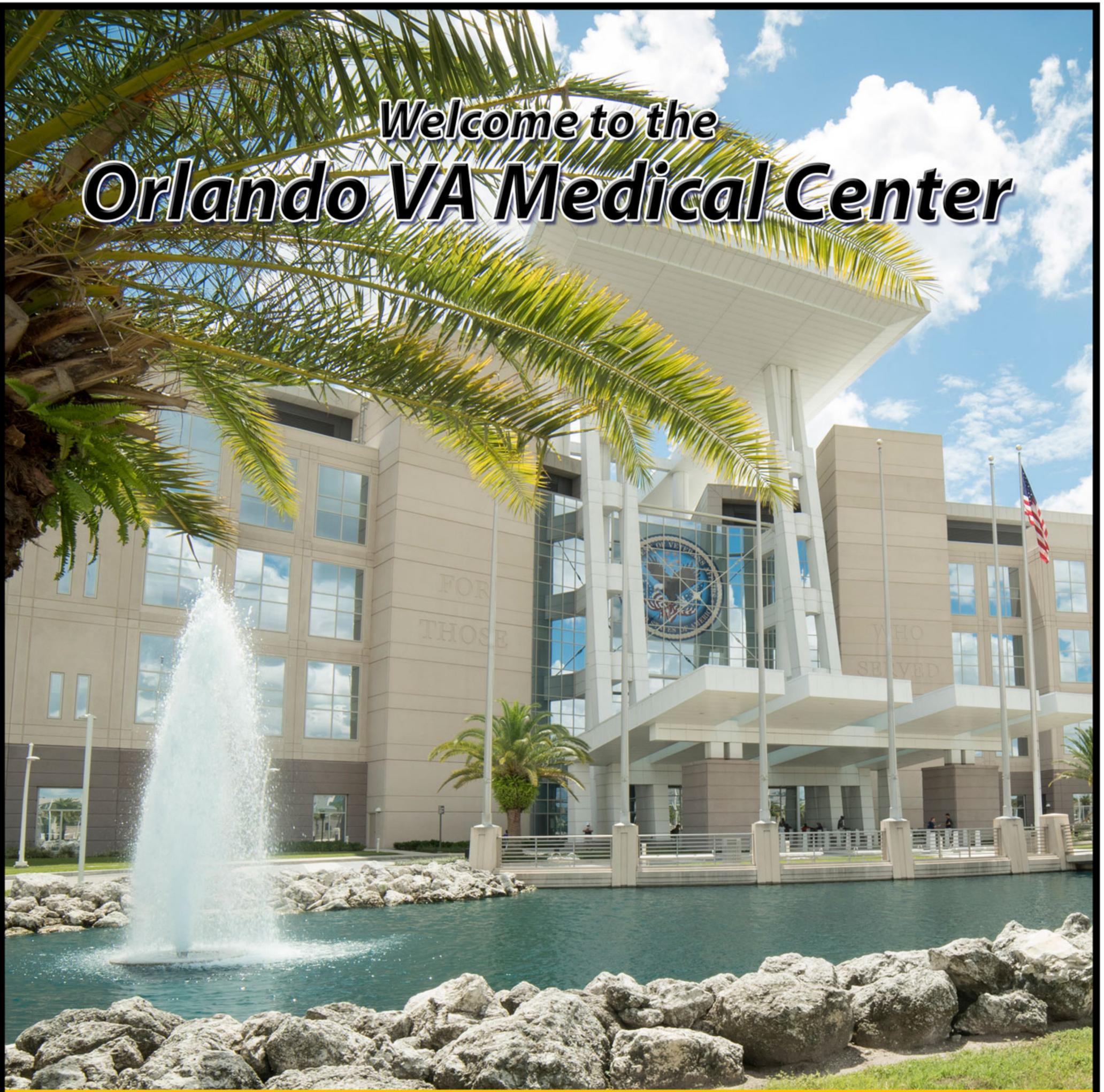


Welcome to the **Orlando VA Medical Center**



New Veteran Orientation **HANDBOOK**



TABLE OF CONTENTS

PART 1

Welcome

About VHA/OVAMC

ICARE

Facilities/Locations

Holidays

Information for Orlando VAMC Patients

I. Enrollment

- a) Eligibility
- b) Co-payments and Service Connection
- c) Insurance and the VHA
- d) Travel Reimbursement

II. MyHealthVet Program

III. Important Information for Veterans and Visitors

- a) Alcohol, Illegal Drugs and Gambling, Weapons, Smoking, Pets
- b) ATM Machines
- c) Food and Retail Store
- d) Information Desks
- e) Lost and Found
- f) Shuttle Service
- g) Parking
- h) Telephone
- i) Security and Safety
- j) Interpreter Services
- k) Fire Alarm
- l) Your Information Security

IV. Patients' Rights & Responsibilities

V. Patient Advocate

VI. The Joint Commission

VII. Release of Information (ROI)

VIII. Advance Directives

- a) How do you fill out an Advance Directive?
- b) Ethics Consult
- c) Organ Donation
- d) Autopsy

IX. Suicide Prevention

TABLE OF CONTENTS *(continued)*

PART 2

Services We Offer

- I. Ambulatory Surgery**
- II. Ancillary Services**
- III. Care Coordination Home Telehealth**
- IV. Home Based Primary Care**
- V. Mental Health**
- VI. Community Living Center (CLC)**
- VII. Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn** *(Seamless Transition)*
- VIII. Primary Care / PACT**
- IX. Specialty Clinics**
- X. Dental**
- XI. Call Center (Telcare)**
- XII. Additional Services**

PART 3

Outpatient Clinics

- I. Partner with your PACT Team**
- II. Shared or Dual Care**
- III. Women's Health Clinic**
- IV. Making a healthcare Appointment**
 - a) Healthcare Appointment Options*
 - b) Follow-up Healthcare Appointments*
- V. Prevention**
 - a) Whole Health*
 - b) Immunizations*
 - c) Pain Assessment*
 - d) Prevention Resources*
- VI. Pharmacy**
 - a) VA Medicines*
 - b) Outside-VA Medicines*
 - c) Four ways to refill medicines*
 - d) Pharmacy Hours*
- VII. Laboratory**
- VIII. Emergencies**
 - a) Reporting Non-VA emergency care*

TABLE OF CONTENTS *(continued)*

PART 4

Hospital

- I. Healthcare team***
- II. Identification***
- III. Medicines***
- IV. Gift Policy***
- V. Noise***
- VI. Rapid Response***
- VII. Research***
- VIII. Money & Valuables***
- IX. Personal Items***
- X. Calling your nurse***
- XI. Meals***
- XII. Bedside phones***
- XIII. Pain Management***
- XIV. Infection Prevention and Control***
- XV. Falls***
- XVI. Safety Concerns***
- XVII. GetWell Network***
- XVIII. Getting discharged from the hospital***
- XIX. Fisher House***

PART 5

Health Information and Education

- Library. MHV, VHL***
- I. Resources available to all Veterans***

PART 6

Veteran Centers

PART 7

Telephone Numbers

Welcome

Dear Veteran,

Welcome to the Orlando VA Medical Center, our Outpatient Clinics, our Community Based Outpatient Clinics and Annexes. It is our honor and privilege to serve our nation's heroes. We focus on providing you the high quality and most compassionate health care anywhere.

We put together this handbook to inform you about our services. The information should make it easier for you to use our healthcare system. If you have any questions that are not addressed in this handbook, please contact the Call Center (Telcare) at 407-599-1404 and for Viera patients call 321-637-3625 or ask a member of your healthcare team to help you.

Our priority is to give you top quality care in a timely manner using the most up-to-date technologies and services. You are our customer and our reason for being here, so let us know what we can do to help you.

All of us at the Orlando VA Medical Center thank you for your service to our country. Now, it is our time to serve you. Again, welcome!

Sincerely,

Timothy W. Liezert
Medical Center Director



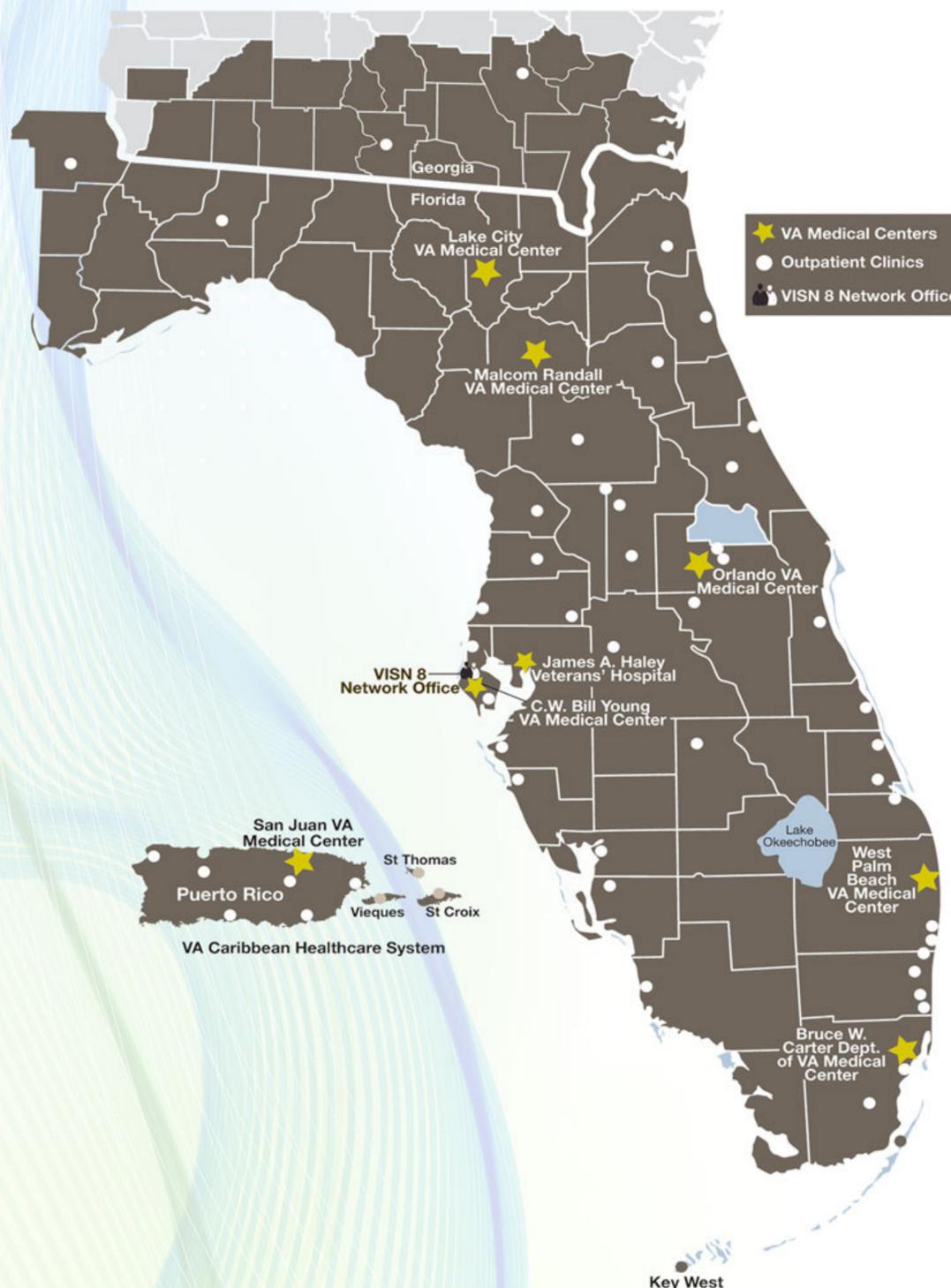
About the VHA



The Department of Veterans Affairs (or **DVA**) consists of three branches:

- Veterans Benefits Administration (or **VBA**) from which you were deemed eligible to receive care here
- Veterans Health Administration (or **VHA**) which provides you with health care
- National Cemetery Administration (or **NCA**)

In Central Florida, the Orlando VA Medical Center (or **Orlando VAMC**) is one of seven facilities that make up the Veterans Integrated Services Network 8 or **VISN 8**. Officially established in October 2006, OVAMC takes care of over 100,000 Veterans.





OVAMC seeks to provide you with the best healthcare possible. We value: **Trust, Respect, Excellence, Commitment, and Compassion.** Five Core Values define "who we are," our culture, and how we care for Veterans, their families, and other beneficiaries. The Values are **Integrity, Commitment, Advocacy, Respect, and Excellence ("I CARE").**

Integrity

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

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill 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

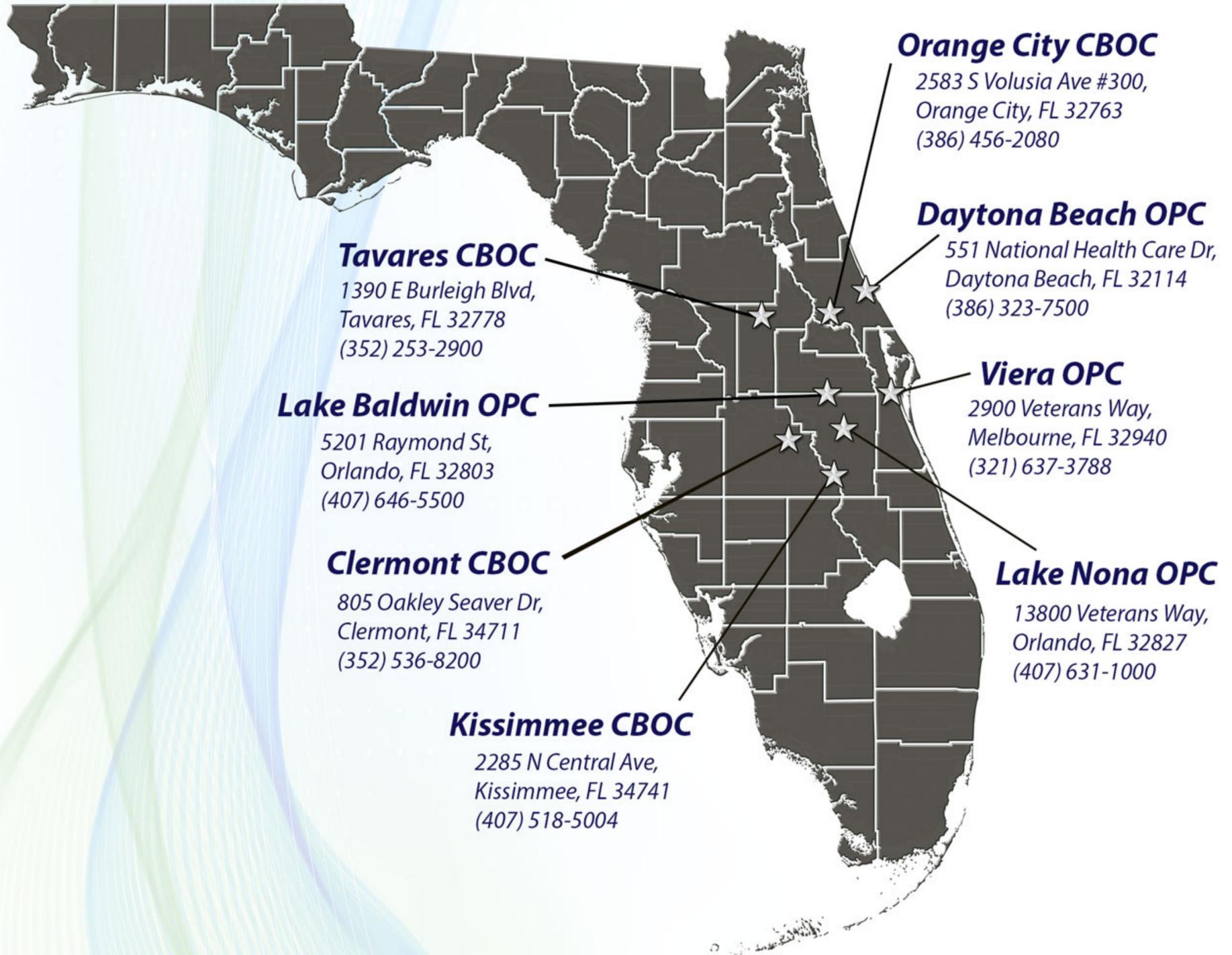
Treat all those we serve, and with whom we work, with dignity and respect. Show respect to earn it.

Excellence

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

Orlando VA Medical Center Locations

The Orlando VA Medical Center has several settings (areas) from which you can choose to receive healthcare. Some are larger than others and not every area has the same services available, which means that you may need to travel to one of the other facilities.



We offer you a comprehensive Rehabilitation Center, a Radiation Therapy Unit, and a full range of inpatient and ambulatory care. In addition, we offer ambulatory care at clinics located in our:

Four (4) Outpatient Clinics (OPC)

- Lake Nona OPC
- Lake Baldwin OPC
- Daytona Beach OPC (William V. Chappell Jr.)
- Viera OPC

Orlando VA Medical Center Locations (Continued)

Four (4) Community-Based Outpatient Clinics (CBOC)

- Kissimmee CBOC
- Tavares CBOC
- Orange City CBOC
- Clermont CBOC

Two (2) Annexes

- Crossroads Annex (Winter Park, FL)
- Westside Pavilion Mental Health Clinic/Annex (Daytona Beach, FL)

One (1) Emergency Room

- Lake Nona

One (1) Hospital with 134 beds

- Lake Nona

Two (2) residential settings

- Community Living Center (CLC) at Lake Nona- with 120 beds
- Domiciliary (DOM)
 - Lake Baldwin- 56 beds
 - Lake Nona- 60 beds



At the Orlando VAMC, we offer a wide range of services to our Veterans. We strive to provide individual, quality care to each Veteran we serve. As a teaching hospital, we are affiliated with the University of Central Florida Colleges of Medicine, Nursing, and Public Health. Orlando VAMC provides educational opportunities for students of medicine, nursing, pharmacy, social work, and other health care professions.

Holidays-

- New Year's Day
- Martin Luther King Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- Thanksgiving
- Christmas

ENROLL NOW



I. Enrollment-

All Veterans are encouraged to enroll in the VHA System.

To begin the process, please complete an application form

(www.va.gov/vaforms/medical/pdf/1010EZ-fillable.pdf) and mail it to us at:

Orlando VA Medical Center

Enrollment Center
13800 Veterans Way
Orlando, FL 32827

You can also bring the form to the Enrollment Center located in the 1st Floor at the Lake Nona facility.

Whether mailing or bringing your application, please include a copy of the following items (if available) -

- Both sides of your current insurance card (including Medicare or Medicaid)
- Discharge Certificate (DD-214) or any other proof of service
- Service Connected Disability Award Letter (If any)
- (Purple Heart recipients only) a copy of your award letter if 'Purple Heart' is not noted on your DD214. If you need to speak to someone, please call **407-631-1060**



Eligibility-

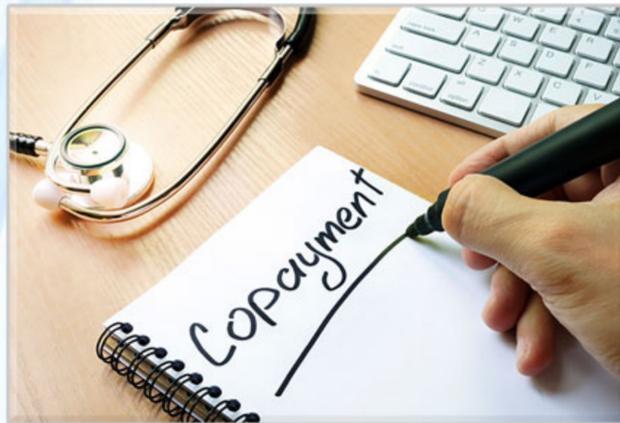
If you served in the active military, naval or air service and are separated under any condition other than dishonorable, you may qualify for VHA health care benefits. Current and former members of the Reserves or National Guard who were called to active duty may also qualify.

- a disability incurred or aggravated in the line of duty
- discharged for a hardship or received an "early out"

Eligibility- (Continued)

- a disability incurred or aggravated in the line of duty
- discharged for a hardship or
- received an “early out”

Since there are several other exceptions to the minimum duty requirements, VHA encourages all Veterans to apply to determine their enrollment eligibility.



Co-Payments and Service Connection-

A Veteran must be eligible and enrolled with VHA to receive healthcare benefits. You may have to pay co-payments and these will depend on your service-connected (**SC**) disabilities. The VHA uses the terms Service Connected (**SC**) and Non-Service Connected (**NSC**) to determine your benefits. SC means that during your active duty service you acquired a disease, an injury, or a mental or physical condition that persists and for which you require treatment. The VBA branch verified and approved this need when you filed an initial or subsequent claim upon discharge from the military. If the VBA ruled that a claimed disease, injury, mental or physical condition DID NOT occur during active duty, then it was ruled a non-service connected disability. You may still receive treatment for NSC conditions at the VHA, but you will have some financial responsibility for it.

If you have questions about your SC or NSC status and how it relates to co-payments, please contact one of our enrollment clerks. You may also want to consult a Veterans Support Organization for assistance with your claim.

Co-Payments Amounts-

Copayments may apply for some non-service connected treatments or conditions. To find the latest information on co-payments and amounts visit the VHA's Health Benefits Homepage at www.va.gov/healthbenefits or, to get the current specific amounts go to **www.va.gov/healthbenefits/cost/copay_rates**



Insurance and the VHA-

Each time you come to the hospital or clinic we will ask you for your private insurance, Medicare, and Medicare Supplemental card. We want to have the correct insurance information on file.

Giving us this information will not increase your insurance premiums.

You do not have to pay your bill until you get the VHA statement (bill) in the mail. The VHA does not bill Medicare. We ask for your Medicare and Medicare Supplement cards so we can make a copy for your medical record. This will help us if we need to contact community agencies. The Department of Veterans Affairs (DVA) is **required by law** to bill health insurance carriers for the cost of medical care and medicines given to Veterans for non-service-connected care. Please contact one of our Enrollment clerks if you have any questions about your insurance, co-payments, priority groups, and billing.

You will be responsible for your VHA co-payments for all non-service connected treatments and medications.

VHA services are a benefit, not health insurance. Make an informed decision before you cancel your private health insurance.

Travel Reimbursement-

Some Veterans who must travel to receive VHA medical care are eligible for travel reimbursement. There are many categories of eligibility, the most common of which are listed below:

To receive travel reimbursement, you must be a Veteran whom meets one of the following criteria:

- Veterans rated 30% or more SC for travel relating to any condition
- Veterans rated less than 30% for travel relating to their SC condition
- Veterans receiving DVA pension benefits for all conditions
- Veterans with annual income below the maximum applicable annual rate of pension for all conditions
- Veterans who can present clear evidence that they are unable to cover the cost of travel
- Veterans traveling in relation to a Compensation & Pension (C&P) Examination
- Veterans in certain emergency situations
- Certain non-Veterans when related to care of a Veteran (Attendant & donors)
- Beneficiaries of other Federal Agencies (when authorized by that agency)
- Allied Beneficiaries (when authorized by appropriate foreign government agency)

Travel Reimbursement- (continued)

Your best source of information is at the DVA's health benefits webpage at www.va.gov/healthbenefits/resources/BeneTravelFAQ

Keep in mind that **reimbursement is subject to a \$6 deductible per roundtrip**, except for Compensation & Pension (C&P) visits.

Beneficiary Travel reimbursement **will be done via electronic funds transfer (EFT) and deposited into your checking or savings account, or a pre-paid Direct Express Card.**

To enroll, ask for **SF Form 3881, ACH Vendor/Miscellaneous Payment Enrollment Form**, at the travel clerk's window. For more information visit the Go Direct webpage at <http://godirect.org>.



II. MyHealthVet- (MHV)

MyHealthVet (MHV) is the VA's Personal Health Record. It was designed for Veterans, active duty service members, their dependents and caregivers. MHV helps you partner with your health care team. It provides you opportunities and tools to make informed decisions.

The VA website is free and open to every Veteran once registered. Below you can find some of the features of MHV:

- Learn about your health and treatment options
- what you can do to stay in the best shape possible
- enter and track your personal health information
- request refills on-line
- link to major sources of health information, federal and VA benefits
- view wellness reminders
- send secure messages to your healthcare teams

To take advantage of all the features of MyHealthVet, you need to register on the website and be authenticated in person at the VA. The authentication process protects your privacy and your personal health information. If you want to enroll in MHV, follow the steps delineated below:

- **Go to the website:** www.myhealth.va.gov
- Click on the "Register Today" button and follow the instructions to register
- Go back to the MyHealthVet home page
- Click on the "In-Person Authentication" link
- Print out, complete, and sign the MyHealthVet Release of Information form (Form 10-5345a-MHV)
- Bring the form and a photo ID (Veterans ID card or driver's license) to the VA Release of Information Office (ROI) office located on the first floor (right across the Enrollment Office-1E) or to your primary care clinic team
- The staff will verify who you are and complete the process

For more information visit the MyHealthVet webpage or call 407-631-0048.

III. Important Information for Veterans and Visitors

a. **Alcohol, Illegal Drugs, Weapons, Smoking, Pets and Gambling are not allowed** at any of the OVAMC facilities.



Pets are not allowed on VHA property, except for service animals or those involved in pet therapy programs. **Do not leave pets in your car.**



Weapons are not allowed at any of the facilities of the Orlando VAMC. All persons are subject to inspection of their vehicles, and all packages in their possession. Refusal of consent to inspection is basis for denial of entry. If you have any



Lake Nona:

The Orlando VA Medical Center at Lake Nona is a smoke-free facility that offers **designated smoking areas** at the following locations:

- Lake Nona Hospital-West and East Garage top floor shelters (4A) only
- Lake Nona Domiciliary- Gazebo shelter located in the rear of the building
- Lake Nona Community Living Center (CLC)- Gazebo shelter in the rear of the building located behind Oaktree Village

Lake Baldwin OPC:

- Behind building (Bldg.) 500, adjacent to Green Team
- Walkway between Bldg. 503 and the Canteen outside dining area
- Covered area between the Bldg. 520 and the East side entrance to Bldg. 503
- Covered area West of Pharmacy at Bldg. 500

Daytona OPV (William V. Chappell)

- Gazebo shelter in central courtyard at the front of the building
- Smoking Shelter (Rm. 196)
- Employee Parking Lot Break Area

Viera OPC

- North side of the main entrance
- North side of the employee entrance

Smoking in any other location, including building entrances, walkways, parks and in parking garages is **strictly prohibited**. Violators may be subject to fines and disciplinary actions in accordance with public, state and federal laws.

b. ATM Machines are available at various facilities



- **Lake Nona-** in the hospital main floor, next to the Beneficiary Travel window and outside the Credit Union
- **Lake Baldwin-** close to the Lab area
- **Viera-** inside the Canteen

c. Food and Retail Store

- **Lake Nona-**



The Coffee Shop is located on the 1st floor of the main hospital. Is open Monday through Friday from 7:00 am until 6:00 pm and Saturdays from 7:30 am until 1:30 pm. It offers Starbucks coffee, salads, sandwiches, and snacks.

Closed: Sunday/All Federal holidays.



Patriot Canteen (Dinning area) is located on the 1st floor of the main hospital and is open Monday through Friday from 7:00 am until 4:00 pm. The Canteen has a grill, salads, pizza, hot meals and daily lunch specials.

Closed: Saturday/Sunday/All Federal holidays.



Patriot Store is located on the **1st** floor of the main hospital **in the main hallway**. Merchandise can be charged to major credit cards, tax free. VCS Gift certificates are available for purchase in the Canteen Office Monday through Friday. Hours of operation: **Open daily**, Monday through Friday from 7:00 am until 6:00 pm. Saturday: 7:30 am until 1:30 pm.

Closed: Sunday and all Federal Holidays.



Vending machines are available throughout the facility. The vending areas are open 24 hours a day, seven days a week.

- **Lake Baldwin-**



The Canteen Store is located on the 1st floor, in the hallway next to the elevators. Merchandise can be charged to major credit cards, tax free. VCS Gift certificates are available for purchase in the Canteen Office Monday through Friday with hours of operation from 8:00 am until 3:30 pm.



Canteen Dinning area is located on the 1st floor right across the Canteen Store and is open Monday through Friday from 7:00 am until 3:00 pm. The Canteen has a grill, salads, pizza, hot meals and daily lunch specials

Daytona OPC and CBOC's no food services available

d. Information Desks



- Lake Nona-** the Information Desks are located on the main lobby in the first floor of both the hospital and clinic sides. Volunteers are at the desks Monday through Friday, 8:00 am to 4:30 pm. Information is available about community resources, such as bus schedules, restaurants, and motels.
- Lake Baldwin-** The Main Information Desk is located by the south entrance (one with the water fountain), the second desk is located by the south hallway.
- Daytona-** Information Desk is located right next to the main entrance.
- Viera-** Information Desk is located at the center of the Rotunda.
- CBOC's-** located in the waiting room areas.



e. Lost and Found

The Lost and Found Office in Lake Nona is in room 1G0135 and is open Monday through Friday from 8:30 am to 4:30 pm. At the other facilities, Lost and Found is usually located at the Volunteer Service Office, Information Desk or with the Police Service.

f. Shuttle Service

Lake Nona-Lake Baldwin:



The Shuttle Service makes daily round-trips from the Lake Nona Outpatient Clinic to the Lake Baldwin Outpatient Clinic. The Orlando Veterans Transportation Service (VTS) program provides Veterans cost-free transportation available from their nearest VA clinic or convenient pick-up point, to the Orlando VA at Lake Baldwin and the Lake Nona Medical Center. No reservations needed. Pick-up and drop-off will be at the front entrance (by the fountain) at the Lake Baldwin OPC and the front entrance of the Lake Nona OPC. The shuttle service runs Monday through Friday, 7:00 am to 5:00 pm, excluding holidays.

For more information on transportation services from other OVAMC facilities: **Daytona OPC, Viera OPC** and **CBOC's** please contact the Veteran Transportation Service Point of Contact (POC) at 407-631-1133 or 407-646-5000

g. Parking



Lake Nona:

Parking is available directly in front of the Hospital Tower, located at the back of the Orlando VA Medical Center at Lake Nona campus. You can also park at any of the two, identified as West and East parking towers. If you are **coming to the Emergency Room, please park on the Hospital side so you are closer** to the Emergency Room entrance.



Lake Baldwin OPC:

Two open public parking lots available. One is next to the Lynx bus stop and the second is located near the water fountain area.



Daytona OPV (William V. Chappell)

One public parking lot available.



Viera OPC

Two open public parking lots available.



CBOC's

Parking is available directly in front of the facility.

h. Telephones



- The Medical Center number is: **407-631-1000**
- Lake Baldwin OPC: **407-646-5500**
- William V. Chappell/Daytona OPC: **386-323-7500**
- Viera OPC: **321-637-3788**
- Lake Nona CLC: **407-631-6000**
- Clermont CBOC: **352-536-8200**
- Kissimmee CBOC: **407-518-5004**
- Orange City CBOC: **386-456-2080**
- Tavares CBOC: **352-253-2900**
- Crossroads Annex: **407-621-2600**
- Westside Pavilion Mental Health Clinic/Annex: **386-366-6700**
- Domiciliary: **321-397-6090**

i. Interpreter Services

- Interpreter services are available to help Veterans and caregivers who speak languages other than English. Ask any team member to obtain our telephone interpreter service if needed.

j. Fire Alarms



If you hear a **code red** announcement, please carefully follow the directions of the healthcare staff. A code green indicates all is clear. Disaster Information In the event of a disaster please carefully follow the directions of the healthcare staff that are trained to handle any emergency.

k. Security and Safety

10

Here are Ten ways to be a safe patient



- 1. Speak Up** Talk to your provider about any concerns you have about your safety and ask them what they are doing to protect you.
- 2. Keep hands clean.** If you do not see your healthcare providers clean their hands, please ask them to do so. Also, remind your loved ones and visitors. Washing hands can prevent the spread of germs.
- 3. Ask if you still need a central line catheter or urinary catheter.** Leaving a catheter in place too long increases the chances of getting an infection. Let your provider or nurse know if the area around the central line becomes sore or red, if the bandage falls off or looks wet or dirty.
- 4. Ask your healthcare provider, "Will there be a new needle, new syringe, and a new vial for this procedure or injection?"** Healthcare providers should never reuse a needle or syringe on more than one patient.
- 5. Be careful with medications.** Avoid taking too much medicine by following package directions. Also, to avoid harmful drug interactions, tell your provider about all the medicines you are taking.
- 6. Get smart about antibiotics.** Help prevent antibiotic resistance by taking all your antibiotics as prescribed, and not sharing your antibiotics with other people. Remember that antibiotics don't work against viruses like the ones that cause the common cold.

k. Security and Safety (Continued) Here are Ten ways to be a safe patient

- 7. Prepare for surgery.** *There are things you can do to reduce your risk of getting a surgical site infection. Talk to your provider to learn what you should do to prepare for surgery. Let your provider know about other medical problems you have.*
- 8. Watch out for C. diff.** *(aka Clostridium difficile) Tell your provider if you have severe diarrhea, especially if you are also taking an antibiotic.*
- 9. Know the signs and symptoms of infection.** *Some skin infections, such as MRSA (methicillin-resistant Staphylococcus aureus), appear as redness, pain, or drainage at an IV catheter site or surgical incision site. Often these symptoms come with a fever. Tell your provider if you have these symptoms.*
- 10. Get your flu shot and other recommended vaccinations.** *Protect yourself against the flu and other infections by getting vaccinated.*



l. Your Information Security

All staff will confirm your identity by using two of the three identifiers listed below:

- your last name*
- your social security number*
- birth date*

Certain situations still require full name and social security number. Proper care will be used to keep this information confidential.

Please speak up if any information is incorrect. HIPAA, the Health Insurance Portability and Accountability Act of 1996, gives you control over your medical records. This includes:

- Being informed about how we can use your personal health information*
- The ability to look at and request changes to your information*
- The choice of whether to be included in the inpatient directory*
- Staff members will access only the information they need to know to do their jobs*

IV. Patients' Rights & Responsibilities

We are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In these activities, our employees will respect and support your rights as a patient at any VA medical facility or resident of any VA Community Living Center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the Orlando VAMC treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VHA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.*
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.*
- You have a right to have access to the outdoors.*
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.*
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VHA is holding for you.*
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.*
- In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.*
- In the Community Living Center, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.*
- You have the right to keep and use personal items as long as they are safe and legal.*
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether to perform tasks in or for the Medical Center or in the Community Living Center.*
- You have the right to communicate freely and privately. You will have access to public telephones and VHA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.*
- When a loved one is involved in support and care of a VHA patient or CLC resident, VHA considers a patient or CLC resident's family to include anyone related to the patient or CLC safety concerns require it. You will be told*

IV. Patients' Rights & Responsibilities (continued)

promptly about any visitor restriction and the reason for it.

- In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.*

2. Health Information and Privacy

- Your privacy will be protected.*
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.*
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.*
- Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.*
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.*

3. Partnering in Care

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.*
- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about*

the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.

- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.*
- You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.*
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.*
- If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.*
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.*
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together.*

IV. Patients' Rights & Responsibilities (continued)

You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

4. Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused or exploited by VHA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the **Joint Commission's Office of Quality Monitoring at 1-800-994-6610**.

If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the **VHA Office of the Inspector General at 1-800-488-8244** or email vaoighotline@va.gov.

5. Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member every day to the extent that consistent assignment is possible.
- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self-administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.

V. Patient Advocate



The Patient Advocate (Patient Representative) is available to patients to resolve concerns. There are several offices throughout Orlando VAMC. See facility representative below:

- **Lake Nona** - 407-631-1187
- **Daytona Beach OPC** - 386-323-7527
- **Lake Baldwin** - 407-646-5035
- **Viera** - 321-637-3534

Not all the facilities of Orlando VAMC are listed, however all facilities have access to a Patient Advocate. Ask your healthcare team for their information.

VI. The Joint Commission



The Orlando VA Medical Center and its clinics are accredited by The Joint Commission (TJC). We are regularly inspected to make sure we comply with The Joint Commission standards on safety, quality of patient care, and environmental issues. If you have a concern, you may contact The Joint Commission by telephone, mail, fax, or e-mail.

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

Telephone: (800) 994-6610
Fax: (630) 792-5636
E-mail: complaint@jointcommission.org
Website: www.jointcommission.org

VII. Release of Information (ROI)



The Release of Information staff can assist you in getting a copy of your records, amending them and filling out the VA forms 10-5345 or 10-5245a that provide you access.

- Lake Nona the ROI office is located on the first floor at room number 1E. Their phone number is 407-631-2400 and their hours of operation are Monday through Friday from 8:00 am to 4:30 pm

Also, if you have a MyHealthVet account, you can view some of your medical record information on line at any time. ROI staff can help you authenticate your MyHealthVet account. For more information visit: www.orlando.va.gov/patients/roi.asp

VIII. Advance Directives

You have a say in the health care you receive, but what if you're too ill to make decisions for yourself? Normally your provider would explain what treatments are available and best for you, but what happens when you're too ill to decide, or cannot understand what those treatment choices are? Do you have a plan that tells your providers what type of health care you would want, and what you don't you want, when you can't tell them?

These hard but important questions can be answered in advance by completing a legal form called an Advance Directive. **Your Advance Directive legally tells your providers and family members about the kinds of health care you want, and don't want, well before you ever need to make those choices.**

There are two ways to complete an Advance Directive, either through a Durable Power of Attorney, or a Living Will.

- **A Durable Power of Attorney for Health Care** is a legal form that lets **you name the person you trust to make health care decisions for you if you can't make them** for yourself.

The person acts as your "health care agent" in carrying out your wishes should you ever become incapacitated and need medical care.

- **A Living Will** is also a legal form that **states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself.** The Living Will becomes your voice in managing your care when you cannot.

VIII. Advance Directives (Continued)

a. How Do You Fill Out an Advance Directive

Your nurse, social worker, chaplain or other members of your healthcare team can provide you with these forms. You do not need a lawyer to complete them. Two people must witness your signature at the time you sign the forms.

A Witness Can Be:

- A friend
- A neighbor
- A member of another patient's family
- Staff not directly involved in your care, such as social workers, clergy or clerks

A Witness Cannot Be:

- A member of you or your surrogate's family
- Anyone paying your medical bills
- Anyone who may benefit from your death
- Any staff that takes care of your medical needs, such as a provider or nurse

After completing these forms, give the copies to your healthcare team and to your family or surrogate. A copy will be placed in your medical record. Keep the original for your own records. It is your right to accept or refuse medical care. You can change your mind at any time about your decisions for treatment, but let us know when you do so. You may also have your Advance Directive drawn up by a non-VA source. If you do so, please bring a copy with you for your medical records. Your inpatient or primary care team social worker will assist in getting your Advance Directive into your medical record.

For more information on Advance Directives talk with your PACT Team or download VA Form 10-0137, VA Advance Directive – Durable Power of Attorney for Health Care and Living Will at www.va.gov/vaforms/medical/pdf/vha-10-0137-fill.pdf

b. Ethics Consult

If your family needs help in making difficult decisions, you or a member of the clinical staff can ask for an Ethics Committee consult. This group will meet with you or your family to offer recommendations regarding your clinical concerns.

c. Organ Donation

Thousands of people need organ transplants. The need for donated organs is far greater than the number of organs donated. Please consider becoming an organ donor. There is no cost to you or your family if you become an organ donor. If you wish to become an organ donor:

- Make your wishes known in an Advance Directives Statement
- Tell your closest relative or legal guardian
- List yourself as a donor on your driver's license

VIII. Advance Directive (Continued)

d. Autopsy

- An autopsy is offered when a loved one dies to help the family and healthcare providers know the cause of death. The family is asked for permission to do an autopsy. It does not interfere with funeral services, including a full viewing and there is no cost for an autopsy

IX. Suicide Prevention



Anonymous and Confidential service provided especially for Veterans & families. The Veterans Crisis Line is for anyone who is concerned about himself/herself or a loved one. The service is anonymous and confidential, and is designed specifically for Veterans and their families and friends.

- **You are not alone** - call to speak with a crisis counselor anytime, day or night
- Visit **www.Veteranscrisisline.net** or call toll-free **1-800-273-8255**
- A one-on-one chat service for Veterans, families and friends
- Trained VA counselors are standing by day or night

*We encourage you to visit the website at **www.Veteranscrisisline.net** and find out more about suicide and the very effective treatments that can help turn things around. Wondering if someone you know or love is thinking about suicide? Look for these symptoms:*

- *thinking of talking about hurting or killing oneself*
- *looking for ways to commit suicide*
- *consistently talking or writing about death, dying, or suicide*
- *self-destructive behavior, such as drug abuse or weapon usage*
- *feelings or comments about hopelessness*
- *anxiety, agitation, sleeplessness or mood swings*
- *feeling like there is no reason to live*
- *displaying rage or anger*
- *engaging in risky activities without thinking about them*
- *increasing alcohol or drug usage or abuse*
- *withdrawing from family and friends*

If you see or feel these symptoms, please seek help immediately. We are standing by to help.

Suicide Prevention Hotline: 1-800-273-8255

PART 2

Services We Offer

The Orlando VA wants you, the patient to be at ease whenever possible. Chaperones are available to you during examination, consultation, treatment or a procedure. If you would like to have a chaperone present during your visit, please do not hesitate to ask the staff.

Not every Specialty or Ancillary Service is provided at all our sites. You may need to travel to another VA location, or visit a VA-contracted community care facility to receive them. Your primary care provider will work with you to obtain the necessary care.

I. Ambulatory Surgery -

We offer a wide range of surgical services mostly at our Lake Nona facility. Some of the surgery areas are:

- Dermatology
- Endoscopy
- ENT
- General Surgery
- Gynecology
- Ophthalmology
- Orthopedics
- Podiatry
- Urology



II. Ancillary Services -

Ancillary Services are used to help diagnose and/or treat medical conditions:

- Audiology & Speech Pathology
- Diagnostic Radiology
- Laboratory
- Nursing
- Nutrition
- Pharmacy
- Physical Therapy
- Social Work
- Pulmonary & Sleep Medicine
- Transplant
- Visual Impairment



PART 2

Services We Offer (Continued)

III. Care Coordination Home Telehealth -

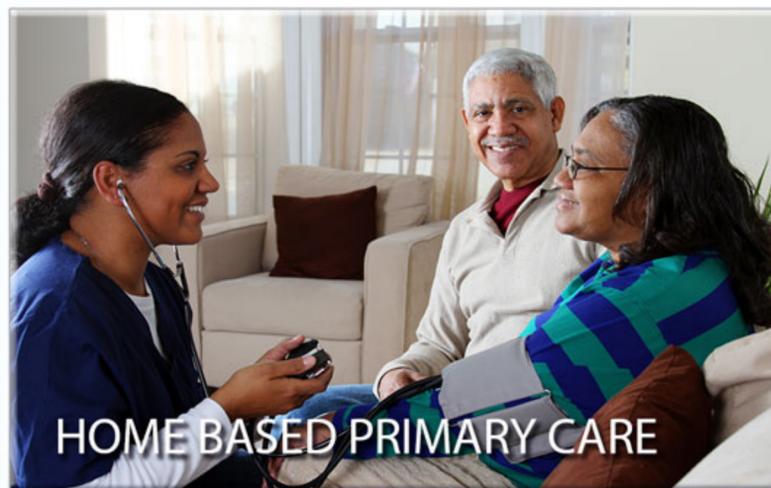
Home Telehealth (HT) is a program that uses a machine that helps your nurse see your medical progress daily if you are unable to come to the clinic. There are three areas where Telehealth can be used:

- Chronic Illness Program
- Mental Health Program
- Weight Management (TeleMOVE!)



IV. Home Based Primary Care (HBPC) -

HBPC is a multidisciplinary team that provides Veterans with primary care in their homes. This team serves the need of the home-bound Veteran who is physically and/or cognitively unable to keep primary care clinic appointments although other admission criteria does apply.



V. Mental Health Program -

Provides evaluation for psychiatric and psychological disorders, particularly depression, PTSD, anxiety disorder and memory disorders. Our Mental Health Program offers a wide variety of treatment options.



PART2

Services We Offer (Continued)

VI. Nursing Home Care -

The Orlando VA Community Living Center (CLC) provides compassionate, person-centered care in a safe and home-like environment to eligible Veterans who require nursing home level care. Located at Lake Nona, the goal of care is to restore function, prevent decline, maximize independence, and provide comfort during end of life care



VII. Seamless Transition (Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn- OEF/OIF/OND)

The Orlando VAMC is grateful to the men and women who risk their lives to fight terrorism in Afghanistan, Iraq, and many other places around the world. We value your service, sacrifice and the dedication given in support of our country and our cherished freedom.

Transition assistance and case management services are offered to returning Veterans with the mission to ensure continuity and improved coordination of health care and benefits for seriously injured or ill service members, returning from theaters of combat operations, as they transition from the DoD to VA Healthcare System.

All Veterans are encouraged to enroll in the VA Health Care System. To begin the process, please complete an application for health care benefits. Please feel free to contact our enrollment office at 407-631-1060.



PART 2

Services We Offer (Continued)

VII. Seamless Transition (Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn- OEF/OIF/OND)

Services may include:

- *Cost-free care for conditions potentially related to combat duties for up to five years after leaving the service*
- *Enrollment priority*
- *Full access to VA's medical benefits*
- *Potential eligibility for dental care*
- *Case managers at each **facility** will assist with questions, concerns and navigating the VA system*

VIII. Primary Care- PACT Model



PACT stands for "**Patient Aligned Care Team.**" PACT is the VHA's patient-centered medical home care model implemented across the VA.

PACT brings the patient, family members and caregivers into a team that actively participates in a proactive care process. The core primary care team – called the **PACT "Team"** – includes your PCP, a nurse case manager, a clinical associate (licensed practical nurse or medical assistant) and an administrative clerk. The team could also include pharmacists, social workers and many more.



IX. Specialty Services

We ensure you see the right specialists to manage your specific healthcare needs.

See some of the services we provide below:

- Cardiology
- Dental
- Dermatology
- Endocrinology
- Eye Clinic
- Gastroenterology (Endoscopy)
- Nuclear Medicine
- Neurology
- Radiology
- Urology



X. Dental Services at VHA

VA-funded dental care is for a very limited number of Veterans, and most Veterans will not qualify and should consider private dental insurance. Currently, only those that fall into the categories below are eligible. If you are eligible, then you will receive treatment at the Lake Nona facility.



X. Dental Services at VHA (Continued)

Dental Services Eligibility

You may be eligible for VA-funded dental care if:

- You are 100% SC disabled
- You have a SC dental disability
- You have been discharged within the past 180 days and have had no dental care 90 days prior to your separation
- You are a former POW
- Your dental condition is aggravating a SC condition
- You are in Vocational Rehabilitation
- You have a viable medical need
- You are a homeless Veteran in transitional housing for at least 60 days

XI. Use Our 24-Hour Call Center (Telcare Line)



Have a healthcare question, need information on medicines, or need to reschedule an appointment? Then contact our **Call Center** (Telcare) for help. This line is staffed 24/7 with a healthcare professional able to assist with most of your medical needs questions and concerns.

The Call Center provides a **NON-EMERGENCY** live patient information telephone line to assist with healthcare questions and concerns. Using the Call Center, you can:

- Speak to a clerk to schedule, cancel or reschedule your appointments.
 - Speak to a pharmacy technician to request renewals of medicines.
 - Speak to a Registered Nurse for advice on a health problem, or send a message to your provider.
- For the full range of services, including prescription refills and appointment scheduling, call the numbers here during our normal duty hours. For more information about the Call Center, visit the Orlando VAMC website at: www.orlando.va.gov/contact or contact the Call Center at the numbers below:
- Within Orlando metro area call 407-599-1404
 - Outside the Orlando metro area call toll free at 1-800-645-6895
 - Evenings, weekends & holidays **EVERYONE** should call the toll-free number 1-877-741-3400

XII. Additional Services available to Veterans at the Orlando VAMC:

Service	Short Description	Contact Number
Specialized Mode Travel	Assistance with ride to the clinic	407-631-1133
Voluntary Services Office	Serve fellow Veterans	407-631-0135
Health Education Classes	Learn to stay healthy	407-631-4210
Community-Based Services	Special care for eligible Veterans	407-646-4000
Veterans Benefits Services	Financial assistance for nursing care	800-827-1000
Vet Centers	Readjustment counseling	Numbers on page 58
FL State Service Officer	Advocate for Veterans in Florida	727-518-3202
Veterans Choice Program	Need to see a provider in 30 days	866-606-8198

PART 3

Outpatient Clinics



I. Partnering with your PACT Team

As a patient at our Primary Care Clinics we ensure you:

- Benefit from long-term patient-provider relationships
- Have access to coordinated care across a range of health services
- Take advantage of our disease prevention programs and other health education offerings
- Have several options to communicate with your healthcare team such as: access to a 24-hour telephone advice line called Telcare and using secure message (SM) through MyHealtheVet (MHV)

PACT achieves this through collaboration, and each member of the team has a clearly defined role and knows how to relate to others on the team. As with a shared care arrangement, both you and your **PACT** Team have similar responsibilities in providing the quality of care you have earned.

We will collaborate with you to make sure we:

- meet your needs
- explain your health problems and treatment options in ways you can understand
- will teach you about self-care and help you learn to manage your health problems

Outpatient Clinics (Continued)

*In return, we ask you that you take an active role in your health care by giving your **PACT** Team accurate and complete information about:*

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

Also, you can help us when you:

- *Plan-ahead: write down your questions or concerns and present them to your provider*
- *Share your beliefs about your health problems and your treatment*
- *Share your preferences for treatment options*
- *Ask questions about anything that's not clear to you*
- *Ask for written information and instructions*
- *Arrive 20 minutes before your appointment time*

II. Shared or Dual Care

*The Orlando VAMC has a first-rate medical team. We encourage you to receive all your medical care through us. Your VA primary care provider will coordinate all aspects of your care. Should you decide to keep your outside private providers, we will work with you and coordinate your healthcare. We call this arrangement **Shared** or **Dual Care**. It means that your VA and private providers will work together to provide you safe, appropriate, and ethical medical care.*

*To participate in a Shared Care arrangement, you must enroll in VA healthcare. You will be assigned a primary care provider or **PCP** who will manage your care. This ensures you have access to VA-supplied care, medicines, or supplies. Specialty services are available and will be provided per the local facility once you are enrolled.*

To ensure we have an updated medical record please:

- *keep your PCP updated on the care you receive in the community*
- *provide copies of your medical records*
- *bring a list of medicines and treatments ordered*

NOTE:

In this way, your VA PCP can effectively coordinate the care you receive here with the care you receive in the community.

*– To request copies of outside records, please sign the **Release of Information** (ROI) Form. This allows our staff and the community provider to discuss your care and/or exchange written information with one another.*

III. Women's Health



The Department of Veterans Affairs is committed to meeting the unique needs of women Veterans. Once female Veterans enroll, they have a choice in obtaining their care from a regular primary care team or a women health primary care team. We offer a variety of services that promote women's health including:

- Primary care and women's gender-specific health care (mammograms, menopause evaluation and treatment, hormone replacement, birth control, breast and gynecological care, maternity, and limited infertility)
- Health promotion (healthy living, nutrition and weight management, stop smoking program, etc.)
- Disease prevention (osteoporosis and cancer screening)
- Mental health (management of depression, anxiety, and stress; adjustment from deployment; counseling and treatment for military sexual trauma, parenting and caregiver issues, violence and abuse, and alcohol and drug dependence)
- Medical specialties and surgical care services;
- Special programs such as vocational rehabilitation, educational opportunities, Links to Job and Career Counseling, Services for Homeless Veterans
- Long term care.

Veterans may be referred to other VA facilities or community providers for services not available at the VA. Orlando VA has a full-time Women Veterans Program Manager who can help facilitate your care with all the services you may need. Please call 407-631-4088 for more information.

The Department of Veterans Affairs is committed to meeting the unique needs of women Veterans. Once female Veterans enroll, they have a choice in obtaining their care from a regular primary care team or a women health primary care team. We pride in delivering the highest quality health care, while offering the privacy, dignity and sensitivity to gender-specific needs that Women Veterans deserve.

IV. Making a Healthcare Appointment

At the Orlando VAMC, we have established several ways to access care without a long delay. Our goals are simple, you **should be able** to:

- receive a new patient appointment in primary care within 30 days of your desired date
- receive a primary care appointment with an established primary care provider within seven days of your desired date
- schedule most specialty care appointments within 30 days of your preferred date

A quick note on walk-ins - Walking-in does not guarantee you a same-day appointment. If you feel your situation requires you to be seen immediately, and you cannot get an appointment, you have two options:

- come as a walk-in- we'll do our best to see you
- use our Emergency Room at the Lake Nona facility

IV. Making an Healthcare Appointment (Continued)



a. Healthcare Appointment Options

You have several options when making a healthcare appointment:

- Use MHV to request an appointment
- Contact the Call Center (Telcare) at 407-599-1404 or 1-800-645-6895 from 8 am to 4 pm Monday through Friday. Viera patients call: 321-637-3625
- Call your clinic directly

b. Follow-Up Healthcare Appointments

After your first visit with your PACT Team you may need to return for a follow-up, or a series of follow-up appointments. These follow-up visits are based on your and the clinic's availability. As a courtesy, we will send you a reminder of the appointments via mail and/or telephone message.

PLEASE ENSURE we have your correct and current contact information, including your address and telephone number. You can update this information via your **PACT** Team or by using the VetLink Kiosks!

*We'll do our best to ensure you are reminded of upcoming appointments but, if you miss or cancel one, **YOU** will need to reschedule it. We will not reschedule appointments for you unless you call us in advance, or we need to cancel it for some reason beyond our control.*

DON'T BE A NO-SHOW!

- The worst kind of appointment is the one not kept...
- It robs another Veteran the opportunity to be seen today!
- HUGE waste of your tax dollars and Veteran Benefits

*If you need to cancel an appointment, please call us at least 48 hours in advance whenever possible. **We understand emergencies happens- call us as soon as possible!***

V. Prevention



*Prevention is the best medicine. The Orlando VAMC providers are interested in your health and well-being. The **Award-winning** Healthy Living Magazine and the VISN 8 annual Veteran Health Education Calendars have valuable information on nutrition, diabetes, exercise, blood pressure, and more. Ask your primary care provider for copies. Partner with us by staying up-to-date on your health care screening exams, tests, and lab work. Together we can help you achieve a better quality of life. While not all programs are available at all locations, we'll help you find the right one for you and provide it as conveniently as is possible.*

WHOLE HEALTH: INFORMATION FOR VETERANS

a. Whole Health: It Starts with Me



Whole Health is an approach to health care that empowers and enables YOU to take charge of your health and well-being and live your life to the fullest. Whole Health starts with YOU. It is fueled by the power of knowing yourself and what will really work for you in your life. Only you have these insights, this knowledge.

This information was gathered to help you as you make choices to support your health. As you learn more, you will have even more power to take care of yourself. Best wishes!

Whole Health: It Starts with Me (Continued)

What is Whole Health?

Whole Health recognizes you as a whole person. Whole Health goes beyond your illnesses, injuries, or disabilities. It focuses on health and well-being and includes self-care and complementary therapies (such as acupuncture, massage, and yoga), along with your medical care. In Whole Health care, you are a more active partner with your health care team.

Why is the VA changing the way health care is provided?

The core mission of Veterans Health Administration is to “Honor America’s Veterans by providing exceptional health care that improves their health and well-being.” Exceptional care” is different than it used to be.¹ It now includes:

- getting to know you better
- learning what matters most to you
- focusing on your goals for your life and health
- helping you with self-care

How is Whole Health different?

Health care usually focuses on preventive care, lowering risk, and illness and disease. Are your cancer screenings and flu shot up to date? Do you feel sick or are you injured? Do you smoke or is your weight healthy? What medications are you on and how are your test results? These things are still important. And Whole Health is more than that. It focuses on what is important to you in your life and how you want to live your life. It includes selfcare and things you can do to increase healing and improve your health and well-being.

You and your health care team work together to help you do what you want to do. Together, you discuss what you are doing well and what type of support from others may help you be healthy.

What is meant by self-care? I don’t have a medical background.

Research shows that the most important ingredient in being healthy is how you take care of yourself, and you don’t need a medical background to do that. Medical care is important, but how you live your life between medical appointments makes the most difference. Selfcare is not something you have to figure out on your own. In Whole Health care, you look at all areas of your life. You may want to start with just one or two areas. The areas of selfcare include:

- 1. Working Your Body** - exercise and movement for energy, flexibility, and strength
- 2. Surroundings** - how things around you affect your body and emotions
- 3. Personal Development** - learning and growing throughout your lifetime
- 4. Food and Drink** - nourishing your body
- 5. Recharge** - sleep, rest, relaxation
- 6. Family, Friends, and Co-Workers** - your relationships with others
- 7. Spirit and Soul** - a sense of connection, purpose, and meaning
- 8. Power of the Mind** - tapping into your ability to heal and cope.

More information will be available on our website for each of these topics.

Whole Health: It Starts with Me (Continued)

Will I continue to see my primary care provider?

Yes. If you receive your health care from the VA, you will continue to see your provider and health care team of nurses, social workers, dietitians, chaplains, pharmacists, and mental health professionals. You may notice them asking about what matters to you in your life so they can help you with your life goals. You may also receive more self-care support and be referred to complementary services like health coaching, yoga, acupuncture, and massage therapy if available in your VA medical center or community.

How will Whole Health help me?

Military missions are each unique. Not all maneuvers are handled in the same way. Likewise, there is no one way to help all people to be their healthiest and best. Each person is unique. In a Whole Health approach, health care teams get to know each individual person better and make sure that care is geared to each person's needs and goals. This personalized care is an important part of Whole Health.

Is there a downside to Whole Health care compared to the type of care I have received in the past?

There is not a downside to Whole Health compared to the way you received care in the past. Some questions may be new for you. You can choose what you share and how detailed your answers will be. It is likely that you will be very happy with Whole Health care, because your health care team will focus on you as an individual. People are more likely to follow a plan that they helped create and that is based on their own life.

What can I do if I feel unsure about the Whole Health approach?

If you are uncertain or uncomfortable at any time with a Whole Health approach, talk with someone on your health care team. Ask questions, share your concerns, get more information. Let your health care team know what would be helpful to you.

How do I get started with Whole Health?

- **Step #1:** Help your health care team get to know you better. Tell them what really matters to you in your life: what makes you happy, and what you want your health for.
- **Step #2:** Talk to your health care team about your self-care. In what areas are you doing well? What are your natural strengths? What areas are challenges for you? Are there one or two areas on which you would like to focus?
- **Step #3:** Work with your health care team on a plan for your health. You are the expert on yourself—what you can do or cannot do, how you feel, how you want to live your life, what you want to accomplish. Your health care team can help you think through ways to improve your health that work for you. They can offer suggestions to improve your self-care. They can recommend strategies that fit your interests and lifestyle and the resources available in your area. They can help you set goals and identify steps along the way to reach those goals. Making changes in even one area can improve your health. Your team will support you as you work

Whole Health: It Starts with Me (Continued)

toward your goals and help you find other experts to help, if needed. They will also work with you to revise your plan over time as you accomplish goals or need to change them.

When can I start Whole Health?

You don't need to wait to get started. You can complete a Personal Health Inventory to explore what matters to you and what you want your health for. You can talk to a friend, family member, health coach, spiritual leader, or someone on your health care team about areas you want to work on. Your health care team is ready to start the Whole Health process with you now or at your next appointment. Share your interest in Whole Health with someone on your health care team today! The information in this handout is general. **Please work with your health care team to use the information in the best way possible to promote your health and happiness.**

This handout was written for the Veterans Health Administration (VHA) by Charlene Luchterhand MSSW, Education and Research Coordinator, Integrative Health Program, University of Wisconsin Department of Family Medicine and Community Health. The handout was reviewed and edited by Veterans and VHA subject matter experts.

b. Immunizations

Each year in the U.S. over 40,000 people die from vaccine-preventable diseases or their complications. The Centers for Disease Control and Prevention and the American College of Physicians recommend these immunizations for adults:

- **Seasonal Flu:** Adults over 50 (especially those older than 65) should get a flu shot every year. It can prevent over 50% of hospitalizations and 80% of deaths from influenza-related complications. Seasonal flu shots are usually given October through March.
- **Pneumonia:** Adults (especially those older than 65) should get this shot every five years. It is over 60% effective in preventing pneumonia.
- **Tetanus:** Adults should get a booster shot every ten years. People know they need a tetanus shot if they step on a rusty nail, but they can also get tetanus other ways, such as by puncture wounds of any kind.
- **Diphtheria:** Immunization against this bacterial infection usually is given with the tetanus-pertussis vaccine. Adults should be vaccinated against this. They also need a booster shot every ten years.



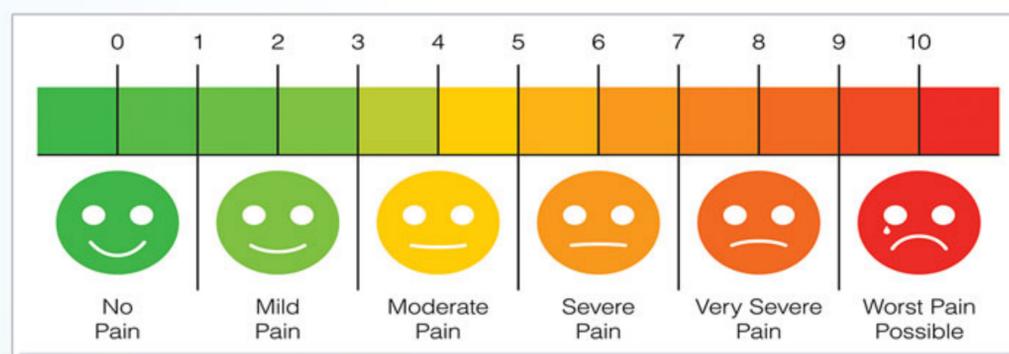
b. Immunizations (Continued)

- **Hepatitis:** There is a safe and effective vaccine for Hepatitis A and B infectious liver diseases. Hepatitis A can be spread by people, drinking water, or eating shellfish infected with the virus. If you eat shellfish, or if you are an older adult traveling abroad, it is recommended that you get a Hepatitis A vaccine.

c. Pain: The Fifth Vital Sign



When you come for an exam, your healthcare provider will check your five vital signs: blood pressure, pulse, temperature, respiration, and pain. You have the right to receive treatment for pain. Treatment means relieving, controlling, and managing your pain.



Pain scale from 0 to 10:

"0" = no pain;

"10" = worst pain imaginable

You will be asked the following questions about your pain:

- Where is it?
- When did it start?
- How long has it lasted or does it last?
- What makes it better or worse?
- Which medicines have you tried?
- Have any treatments worked well?

There are many ways to control or treat your pain. Some of these are:

- Home remedies: heat, ice, elevation, rest
- Stretching and exercise: physical and occupational therapies
- Medication: the kind prescribed depends on the type and degree of pain
- Invasive therapies: surgery, blocks, and/or injections
- Non-invasive therapies: massage, acupuncture, biofeedback, transcutaneous electrical nerve stimulation (**TENS**- device that uses electricity to block pain signals going to the brain).

Because your time is valuable, discuss these programs with your PACT Team and use them to maximize your personal health. They are some of the best ways to maintain your well-being and get the most out of life, and they're a great way to meet people too!

d. Prevention Resources -

What we will do:

- Screenings & Tests
- Vaccinations
- Provide Treatment Information
- Preventive Health Information

What you can do:

- Enroll in MyHealthVet (**MHV**)
- Come prepared to your healthcare visits- Use the **Ask me 3™**
What is my main Problem?
What do I need to do?
Why is it important for me to do this?
- **Request a list of available education classes** from your healthcare team



VI. Pharmacy Services -



Our pharmacy services are, without a doubt, the busiest place in our medical facilities. The good news is we have some of the best managed and responsive pharmacies in the VA. All four OPCs are equipped with pharmacy services, however, our CBOCs and Annexes do NOT have them. Patients at the CBOC's and Annexes will need to visit Lake Nona, Lake Baldwin, Daytona or Viera OPC's to have prescriptions filled for pick up.

a. Medicines prescribed by a VA provider:

- are filled from our VHA approved list of drugs
- can ONLY be for conditions which they are treating
- refills are not automatic, order them early, at least 10-14 days before you run out
- refills are mostly processed from off-site pharmacies and mailed to your home

b. Medicines from outside the VA system:

- Your VA provider must medically evaluate you before filling them. Do not assume an outside order will be filled automatically in the VA system.
- Bring copies of office visit notes with your medicine order for review, as this makes it easier for your VA care provider to approve your orders.
- VA pharmacies cannot fill medicine orders from private providers, no exceptions. However, you may be evaluated at the VA for the same conditions.



c. Four Ways to Refill Medicines

Getting a refill is simple and you have four (4) ways to reorder medicines. In each option, you'll need to provide your full name, full social security number, and your prescription number when ordering.



To re-order medicines you can:

1. Call the Automated Pharmacy Refill Line at **407-646-4500** or toll-free at **1 (877) 646-4550**
2. Mail in your refill request with the postage-paid label provided with your current medicine
3. Use the **MyHealthVet** (MHV) website at **www.myhealth.va.gov** to order and track your medicines; you will need to create a personal profile to use the service
4. Use any of the multiple pharmacy drop-off boxes throughout the OPCs at Lake Nona, Lake Baldwin, Daytona or Viera

Important Note:

When you get your medicines please check that the following information is correct:

- The name on the bottle & that the correct medicine is provided
- The color and shape of the medicine
- The amount you received, and that dosage is correct
- Ensure you have directions to follow for taking the medication

When you get to your last refill, you will need a new order to continue your medicines. Contact your **PACT** Team when you receive your last refill. Your PACT Team will let you know if you need to come in for a re-evaluation or if they will submit the order for you.

For questions about our pharmacy, visit our webpage at:
<http://www.orlando.va.gov/services/pharmacy.asp>

d. Orlando VAMC Pharmacy Hours

- Lake Nona OPC- 8 am to 5:30 pm Monday-Friday
- Lake Baldwin OPC- 8 am to 5:30 pm Monday-Friday
- Daytona Beach OPC- 8 am to 4:30 pm Monday-Friday
- Viera OPC- 8 am to 4:30 pm Monday-Friday

Orlando VAMC Pharmacy Telephone Numbers

- Automated Pharmacy Refill Line- 24/7- call 407-646-4500 or 877-646-4550
- Call Center (Telcare)- 24/7- call 407-599-1404 or 800-645-6895
- Prescription Co-Pay Questions- M-F 8 am – 8 pm- call: 866-793-4591
- Upcoming Appointments- 24/7- call 407-646-4500 or 877-646-4550

VII. Laboratory Services



All OPC's and CBOC's within the Orlando VA Medical Center have lab services available. Their hours of operation are not the same in these facilities. Check with your chosen clinic for their laboratory hours and service offerings.

Your labs will be ordered by your **PACT** Team or healthcare provider. While most lab tests do not require fasting, your provider will notify you if **fasting** is required.



Fasting- **Having nothing to eat and only water to drink for 12 hours before the lab test**

Regardless of the requirement, be sure to continue to take your medicines unless otherwise instructed by your provider. If you take insulin or pills for diabetes, bring them with you to the clinic. **You can take them once the lab is drawn and you are ready to eat breakfast.**

Remember to bring your Veterans ID Card with you. Always contact the Call Center (Telcare) to cancel or reschedule laboratory appointments at least 48 hours in advance whenever possible.

Your **PACT** Team will review lab results with you at your follow-up appointment. If the results are time sensitive, your healthcare provider will contact you by telephone.

VIII. Emergencies

What is a medical emergency?

It is any situation having to do with an illness or injury so severe that without immediate treatment, someone could become critically ill or possibly die. If you believe you or someone is suffering from a medical emergency, then call 911 or go to the nearest emergency room. The Orlando VA Medical Center **DOES** have an emergency room available for its Veterans.



VIII. Emergencies (Continued)

While no one can provide a full listing of medical emergencies those listed here are normally indicative of a situation requiring immediate medical attention. Best advice is to use your common sense and act when a situation arises that causes you genuine concern. You **DO NOT** have to contact the VA before calling for emergency medical support – if you think you need it, then call for it or head for the nearest emergency room.



Signs and Symptoms Medical Emergency:

- Pain in your chest, one or both arms, or your back, neck, jaw
- Shortness of breath
- Deformity of a limb or extremity
- Injury to the eyes
- Profuse bleeding
- Sudden numbness or weakness of your face, arm or leg
- Sudden trouble walking, dizziness, loss of balance
- Sudden severe headache with no known cause

If you experience any of these symptoms, **call 911** or **GO** to the nearest Emergency Room!

a. Reporting Non-VA Emergency Care

If you are admitted to a hospital during a medical emergency, please contact us within 72 hours to provide information about your situation. If you visit an emergency room and are not admitted, then contact us with 48 hours to report it. You are required to sign a Release of Information form at the non-VA facility to allow them to release your medical records to the VA. **Upon your next primary care visit please provide us a summary of your situation including admission, treatment plan, discharge and any medicines you received.** This will help your **PACT** Team stay up-to-date on your medical history.

Remember, while the VA is interested in ALL your healthcare information and history, the **VA covers you fully for only those medical situations that are service-connected.** In some cases, your emergency medical services may be the responsibility of your private healthcare insurance.

PART 4

Hospital Stay

I. Healthcare Team

You will be assigned to a healthcare team while you are in the hospital. This team is responsible for coordinating your medical care during your stay. This hospital serves as a teaching facility and your medical team may include medical students, interns and residents in addition to their supervising provider. If you have questions about your illness or treatment, ask your provider or medical team.



Here are some of the other healthcare professionals you would be interacting with:

- **Nursing Staff**- A team of professional Registered Nurses (RN), Licensed Practical Nurses (LPN) and Nurse Assistants (NA) provide 24-hour nursing care. A Nurse Manager is responsible for directing and coordinating nursing care on each unit. Please feel free to contact your nurse or the nurse manager if you have questions or concerns.
- **Pharmacists**- Every area of the hospital has a Pharmacist assigned to review medicines that you are taking. They help prevent drug interactions and check for correct doses.
- **Dietitians**- Every area of the hospital has a Registered Dietitian (RD) or Diet Technician (DT) available to take care of your nutritional needs during your stay. RDs will be working closely with your medical team to optimize your nutrition care. If you have questions about nutrition and disease, this expert is available to you. If you have specific questions about your meals or have food preferences ask to see a dietitian who can assist you.
- **Social Workers**- are assigned to each patient care area and are trained to help patients and family members deal with financial, social and emotional problems that relate to illness or hospitalization. Members of the department work with patients and families to help deal with long-term illnesses and rehabilitation and are involved in discharge planning.
- **Physical Therapists**- provides comprehensive assessment and treatment to manage functional deficiencies involving range of motion, strength, mobility, balance, and gait to improve quality of life.
- **Occupational Therapists**- enable individuals to achieve their maximum level of functioning in the activities that allow them to lead productive and satisfying lives. Examples include being able to brush their teeth, take a shower, dress themselves, eat breakfast, drive to work, and check e-mail. Occupational Therapists work with people across the lifespan with disabilities as well as healthy

Hospital Stay (Continued)

Healthcare Team

- **Chaplains**- Chaplain Service is here if you wish or request it to provide for your spiritual care. There is a chapel located in the hospital on the third floor. Call Chaplain Service for more information about services. Refer to the telephone list in this book.
- **Housekeepers**- A member of the housekeeping staff cleans your room daily. If there is a housekeeping problem in your room, tell your nurse, and it will be taken care of as soon as possible.
- **Volunteers**- Voluntary Service sponsors many services and programs such as the on-campus parking lot shuttle service, friendly visits to Veterans, and needed personal care or comfort items.
- **Recreation Therapy**- provide social and recreational activities for all Veterans during evenings and on Sundays.
- **Vocational Rehabilitation**- available to assist you if you:
 - are out of work
 - need to change jobs
 - are unsure about your ability to work, or
 - need job training.

Ask for a referral through your provider, nurse or social worker.

- **Other**- During your stay many other healthcare professionals may visit you. They may work in the Laboratory, Radiology, Speech Therapy, Mental Health and Behavioral Medicine Service among others.

If you have any questions or concerns, please contact your treatment team. You may also ask for a referral to a nurse or social worker if you have problems or need additional care.

II. Identification



For your safety, a white identification band will be placed around your wrist. Please check your wristband to make sure all the information is correct. The staff may also use color-coded wristbands or stickers to inform the healthcare team of special needs you may have. If your wristband becomes damaged, please tell your nurse so that it may be replaced. Please ask your nurse before removing your wristband as the band contains sensitive, personal information.

Hospital Stay (Continued)

III. Medicines



Do not bring any medicines into the hospital, but do bring a list so that your provider knows all medicines, vitamins and/or herbal supplements that you have been taking. Any medicines brought to the hospital will be collected by your nurse, and sent to the Police for disposal. Your provider will order the medicines you need during your hospital stay. Take only the medicines your providers order while you are here to prevent harmful interactions. If you have any questions about medicines that you are given, please ask your nurse, pharmacist or provider who is treating you.

IV. Gift Policy



*Do not give gifts or money to any of our employees. Our staff works hard to make sure that your care is the best. It is our pleasure to go above and beyond to meet your needs. If desired, the best way to show your appreciation is through a simple **Thank You**. Instead of gifts, you may consider writing a letter to the hospital director, making a donation to a Veterans' organization through our Voluntary Service, or nominate an employee or volunteer for a gold star. Gold Star Nomination forms are located in nomination boxes throughout the hospital and outpatient clinics.*

V. Noise



Having a healing environment is important for your care. If you find that the noise level does not help you to heal, ask your nurse for ear plugs. Ear buds for listening to the TV are available in some areas.

Hospital Stay (Continued)

VI. Rapid Response Team (Ext. 10911)



If you or your family feels your condition is getting worse at any time during your care, notify your nurse immediately! Please know that you can call a **Rapid Response Team** to help you. You can call the Rapid Response Team by **dialing 10911** from your bedside phone. Once you dial 10911, tell the operator you are requesting a Rapid Response Team and your room number. The Rapid Response Team will evaluate your condition and notify your provider. **Important!** Only call the Rapid Response Team if you feel you need emergent care or you have concerns about your medical condition.

VII. Research

We conduct research to develop medical and healthcare technology. Research plays a very important role in the healthcare Veterans receive. New findings, techniques, and products have led to improved prevention, diagnosis and treatment of diseases and disabilities. For more information on the types of research conducted at Orlando VAMC, call **407-631-4011** or visit **www.research.va.gov/default.cfm** For a list of clinical trials near you, visit: **<http://clinicaltrials.gov/>**

VIII. Money and Valuables

Please do not keep more than \$5.00 in cash. It is best to leave money and valuables at home or send them home with family. If this is not possible, money can be deposited with the Patient Funds Clerk, located on the first floor or the AOD after hours, weekends and holidays. You will be given a receipt for your money. If you are discharged when the Patient Funds Clerk is closed, any money still on deposit will be mailed to you. If you cannot leave valuables at home, check them in with the Admissions Clerk. The clerk places your valuables in the safe and will give you a receipt for them. You can pick up your valuables upon discharge. The hospital cannot be responsible for any personal items you keep with you, including money or valuables. If you lose something while you are here, please file a report with the VA Police.

IX. Personal Items

Clothes: We have non-skid socks and gowns that you may wear. You may also wear your own pajamas, shoes or non-skid slippers. Personal laundry service is not available.

Contact lenses and dentures: If you wear contact lenses or dentures you need to use your own cleaning solutions. Please keep these items in your bedside stand. Do not ever leave contact lenses, glasses, or dentures on meal trays or on top of the bedside stands as they may get lost.

Electrical items: For your safety and others please do not bring any electrical items with you.

Medical equipment: If your provider approves, you may bring your own medical equipment. This will be ordered and documented in your medical record.

Hospital Stay (Continued)

IX. Personal Items (Continued)

Medical equipment: If your provider approves, you may bring your own medical equipment. This will be ordered and documented in your medical record.

Toiletries: You should use your own deodorant, toothpaste, toothbrush and comb. You can also buy these in our retail store on the first floor or a Hospitality Greeter can bring you a “starter package” with these items.

X. Calling Your Nurse



A nurse call button is located at your bedside and in the bathroom. When you press the button, the staff at the nurses' station will know that you need help. Someone will answer your call as soon as possible. Ask your provider, nurse or any member of your healthcare team at the Orlando VAMC questions about your care, medicines or medical tests, especially if they do not make sense to you. Your active involvement and understanding of your medical care helps to prevent errors.

XI. Meals



You will receive three meals based on the diet ordered by your healthcare provider. Sometimes you may not be allowed to eat at scheduled times because of tests you will be taking. Special arrangements will be made for a late meal in these instances. Please ask to see a staff member from Nutrition and Food Services if you have food preferences. If you are on a special diet, and would like more information, please ask to see a dietitian for diet instructions. Once you are discharged, appointments to see an outpatient dietitian may also be scheduled for help with losing weight, managing a special diet, or other nutritional concerns. Nutrition classes are also available for you and your caretakers on a variety of health topics, such as weight, diabetes or lipid management and healthy nutrition.

Hospital Stay (Continued)

XII. Bedside Phones



Your bedside phone number: ask for the number assigned to your room

Local Calls: Dial and then enter your 7-digit number

Long Distance Calls: You must use a calling card or call collect. If unable to call long-distance on your own, ask your nurse for assistance.

XIII. Pain Management

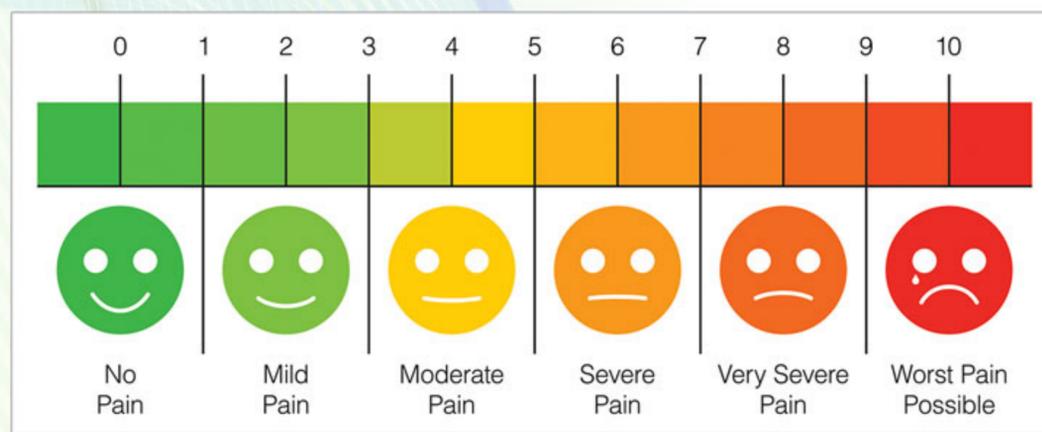
As a patient at this hospital, you have the right to:

- obtain information about pain and pain relief measures
- receive pain treatment in a timely manner
- have your report of pain believed

As a patient at this hospital, we encourage you to:

- Ask your healthcare team what to expect regarding pain and pain management
- Discuss pain relief options with your healthcare team
- Work with your healthcare team to develop a pain management plan
- Ask for pain relief when pain first begins
- Help with assessing your pain
- Tell us if your pain is not relieved
- Tell us about any worries you have about taking pain medicine

A Pain Scale (such as the one below) can help you identify your level of pain:



Hospital Stay (Continued)

XVI. Tell Us If.....You See a Patient Safety Concern

It is our pleasure to care for you. Our goal is to provide you an excellent care but occasionally things may not go as planned. If you or your family witness or experience an unexpected event that you believe presents a patient safety risk, we'd like to hear about it.

*Examples may include the wrong type or amount of medication, a mix-up in identifying a patient or an unexpected complication or injury. **Please follow the steps below:***

- *Share your concern with a member of your health care team.*
- *If your concern is not addressed to your satisfaction, please ask to speak to the supervisor.*
- *If your concern is still not resolved, a Section or Service Chief should be contacted.*
- *The Patient Advocate is available to help with any unresolved concerns.*

XVII. GetWellNetwork System

The GetWell Network is a communication tool between you and the hospital staff. Use it to let the nurse know you have pain, need your medicines or you have a room request. You can also learn about health conditions while you are in your hospital room by accessing the GetWellNetwork System. In addition to videos on health conditions, the GetWellNetwork features TV channels, movies, games and internet access.

XVIII. Getting Discharged from the Hospital

Discharge

Your in-patient healthcare team will help you plan your discharge. Tell us of any special needs or concerns that you have as soon as possible and feel free to ask questions. The entire discharge process is usually completed within 8 hours after you are informed you will be leaving. After discharge, your usual primary care provider will resume taking care of your medical needs. Discharge medicines will be picked up at the Outpatient Pharmacy located on the first floor at the Lake Nona facility located at 13800 Veterans Way, Orlando, FL.



Hospital Stay (Continued)

XVIII. Getting Discharged from the Hospital (Continued)



When you are discharged, your healthcare team will tell you:

- About the illness or condition for which you were treated and what to expect next in your treatment plan
- The name of your primary care provider and/or the location of your PACT Team and how to contact them after you are discharged
- Who to contact if you have questions concerning your medical care, medicine refills, scheduling and billing
- What things might improve or worsen your condition and what symptoms to report to your provider or healthcare team
- What activities you should and should not do
- How to care for any tubes, dressings, catheters or other special equipment
- What treatments you should continue at home, how often and for how long
- What diet guidelines to follow at home
- What medicines you should take, the dosage, how often you should take your medicines and any possible side effects

Be sure you have:

- A friend or family member who can help you with your care, if needed
- A way to get home and to return for appointments
- Written instructions for your self-care at home
- Supplies and equipment that you will need for at home treatments
- Your medicine orders

XIX. Fisher House (Temporary Lodging)



The Orlando VAMC has temporary lodging programs to assist our Veterans and their families. To be eligible for either program, the Veteran and/or family members must live more than 50 miles from the Orlando VAMC main campus. During regular business hours Orlando VAMC' Social Work Service reviews guests for these programs and makes referrals if eligible. After hours, this is done by the Administrative Officer of the Day (AOD).

XIX. Fisher House (Continued)

The Fisher House is located on the grounds at the Lake Nona facility. It is a home away from home for families of acutely hospitalized Veterans. The Fisher House has kitchen and laundry facilities. Guests must take care of their personal needs, maintain their own rooms, and keep common areas clean. There is no maid service.

PART 5



Education of Veterans and Families



It is important that you take an active role in your healthcare so that you can receive the best care possible. The Orlando VAMC offers many materials and programs on diabetes, cardiac care, weight management, oncology, smoking cessation, and other health topics. Contact your Primary Care Team or your in-patient healthcare team if you are interested.

The Patient Education Resource Center (PERC)/Veteran Library is open to Veterans and their families and has books and videos that Veterans can use in the PERC. The Patient Education Resource Center is located on the 4th floor of the Lake Nona facility. You can ask the PERC staff to prepare a package of health information for you. The staff can have it ready for you to pick up in the PERC or they can mail it to you. For more information, call the PERC at 407-631-4102.

Veterans can access the Internet on the computers in the PERC for health, job, and government sites only. They can also access the My HealtheVet and MOVE! websites from these computers.



Health Education Resources available to all Veterans

Since 2013, the VHL offers Veterans, family members, and caregivers 24/7 access to comprehensive, Veteran-focused health information. The Library is a one-stop source for health information to help Veterans stay well and well-informed. There are over 1,500 health sheets, over 150 videos, Go-to-Guides, and Flipbooks that have been approved by VA experts.

The VHL include topics specific to Veterans, such as:

- Posttraumatic stress disorder (PTSD)
- Combat-related Traumatic Brain Injury
- Agent Orange
- Cold Injury
- Pain management

Health Education Resources available to all Veterans (Continued)

All health information is available to Veterans, their family and the public, no matter where the Veteran receives care. In addition to the VHL, you also have access to the following:

- Use the Veterans Health Library (VHL) at www.veteranshealthlibrary.org
- Use My HealthVet at www.myhealth.va.gov
- Learn about military exposures at www.publichealth.va.gov/exposures/
- How to stay health, visit: www.prevention.va.gov/

PART 6

Visit a Vet Center!

Vet Centers understand and appreciate Veterans' war experiences while assisting them and their family members toward a successful post-war adjustment in or near their community.

Vet Centers have a long history of supporting America's heroes by providing quality readjustment counseling in a caring manner.

The program was established by Congress in 1979 out of the recognition that a significant number of Vietnam era vets were still experiencing readjustment problems.

In April 1991, in response to the Persian Gulf War, Congress extended the eligibility to Veterans who served during other periods of armed hostilities after the Vietnam era.

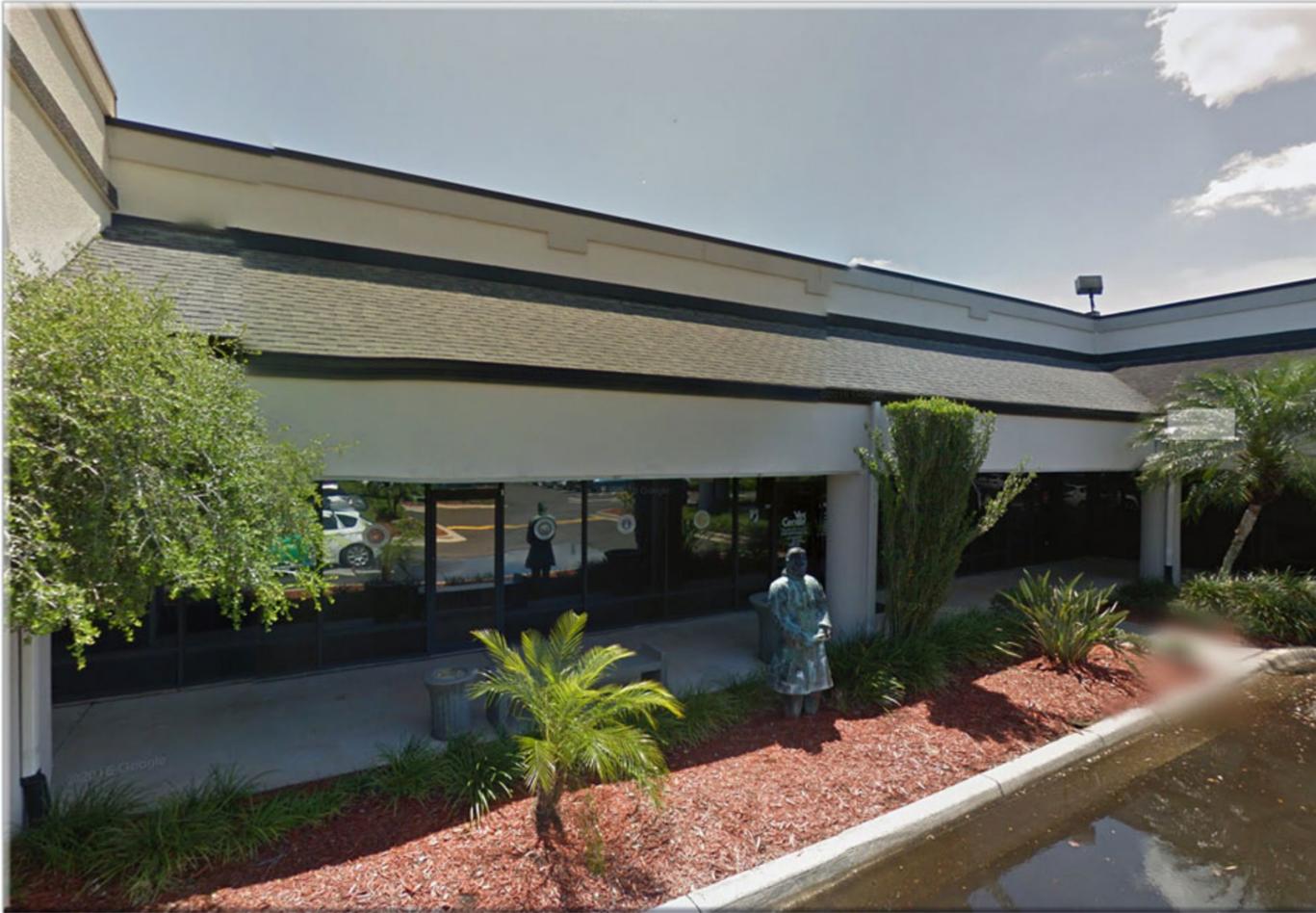
In October 1996, Congress extended the eligibility to include WWII and Korean Combat Veterans, and on April 1, 2003, the Secretary of Veterans Affairs extended eligibility for Vet Center services to Veterans of Operation Enduring Freedom (OEF), and on June 25, 2003, Vet Center eligibility was extended to Veterans of Operation Iraqi Freedom (OIF) and subsequent operations within the Global War on Terrorism (GWOT).

Finally, on August 5, 2003, VA Secretary Anthony J. Principi authorized Vet Centers to furnish bereavement counseling services to surviving parents, spouses, children and siblings of service members who die of any cause while on active duty, to include federally activated Reserve and National Guard personnel.

*Vet Centers are community-based and family members of all eligible Veterans may use the services too. To find out more about eligibility visit **www.vetcenter.va.gov/eligibility**, and for more information on Vet Centers visit their webpage at **www.vetcenter.va.gov**.*



Vet Centers near Orlando



- **Orlando** - 5575 S. Semoran Blvd., Suite 30, Orlando FL 32822 or call the Vet Center at: 407-857-2800 or 877-927-8387



- **Clermont** - 1655 East Highway 50, Clermont FL 34711 or call the Vet Center at: 352-536-6701 or 877-927-8387



Vet Centers near Orlando (Continued)



- **Daytona** - 1620 Mason Ave., Suite C, Daytona Beach FL 32117 or call the Vet Center at: 386-366-6600 or 877-927-8387



- **Melbourne** - 2098 Sarno Road, Melbourne FL 32935 or call the Vet Center at: 877-927-8387



Telephone Numbers

Main Hospital Number.....	407-631-1000
Agent Cashier.....	407-631-1941
Canteen Retail.....	407-631-1838
Chaplain Service.....	407-631-6034
Community Living Center.....	407-631-6000
Compensation and Pension.....	407-646-5544
Decedent Affairs (Reporting Veteran Death).....	407-631-1621
Enrollment.....	407-631-1060
Fisher House.....	407-631-9800
Library.....	407-631-4102
Lost and Found (Lake Nona).....	407-631-0135
My HealthVet (www.myhealth.va.gov).....	877-237-0022
Nutrition & Food Services.....	407-631-1847
Patient Advocate Office.....	407-631-1187
Pharmacy.....	407-646-4500
Rapid Response Team.....	Ext.10911
Release of Information (ROI).....	407-631-2400
Social Work Services.....	407-631-0122
U.S. Department of Veteran Affairs, Help and Information.....	1-800-827-1000
VA Police.....	407-631-8276
VA Care Billing.....	877-222-8387
Voluntary Service.....	407-631-0135

Dial 9, then the main hospital number, then 0 to get the operator.



Thank You For Your Service!

***The Orlando VA Medical Center
13800 Veterans Way
Orlando, FL 32827***

*www.orlando.va.gov
www.facebook.com/vaorlando*

How May We Serve You?

*To care for him who shall have borne the battle and for his
widow and his orphan... President Abraham Lincoln.*

VA



**U.S. Department
of Veterans Affairs**