

# **CHAPTER 9:**

# **HEALTH**

## COATESVILLE VAMC PHARMACY

### Services Offered

#### Telephone Refill Line

To reorder you prescription by telephone please follow these steps:

1. Dial **(610) 380-4357, 1-800-290-6172 (Option 3)** if out of the calling area. The first message you will hear is: **"Please enter your Social Security Number (SSN)."**
2. The first menu will offer the following:
  - *"Appointment information"*    **press 1**
  - *"Pharmacy Prescriptions"*    **press 2**
  - *"To enter another SSN"*    **press star ( \* )**
3. The Pharmacy Prescriptions menu will ask:
  - *"To refill a prescription"*    **press 1**
  - *"To check on a prescription"*    **press 2**
  - *"To speak with a pharmacist"*    **press 8**
4. The Refill a Prescription menu will ask:
  - ***"Enter the prescription number you want filled then press pound (#)."***
  - See above to locate your prescription number.
5. After you enter the prescription number, the reply will be either:
  - "Not on file" or
  - "Is refillable and will be mailed within 2 to 4 days"
6. If you get a *"Not on file"* response, either there is no refill on the prescription you are attempting to refill or the number was not entered correctly. If you know there is an available refill on the particular prescription, then re-enter the number. If you get another *"not on file"* response, then when the recording offers you the option to enter another social security number; re-enter you SSN. At the next prompt follow the instructions to the Pharmacy Prescription menu and *press 8, to speak with a pharmacist.*
7. If you get the *"Is refillable and will be mailed within 2 to 4 days"* response; you should receive it within 5 to 10 days (or it will give you a date around when it will be sent).
8. You will receive a computer copy of each refillable prescription. Please use the prescription refills by phone system or sign and mail the refill slip to the pharmacy, or bring the refill slip to the pharmacy to be processed.
9. We have a toll free number for customers outside the local calling area: 1-800-290-6172. Choose option #3 and follow the steps listed for the local phone number (610-380-4357).
10. If the number is busy, please call after 4:30 p.m.

11. If sending a check for co-pay, make checks payable to: Department of Veterans Affairs.

12. Mail payments to:

Department of Veterans Affairs  
c/o Agent Cashier (04D)  
1400 Black Horse Hill Road  
Coatesville, PA 19320-2097

### **Internet Refill**

Prescriptions may also be filled online using VA's My HealthyVet program. You will need a user id and password to log in. If you do not have one, you can easily get one by creating your personal profile.

### **Drug Information**

Please visit My HealthyVet for information about any prescription you may be taking

### **Hours of Operations**

#### **Outpatient Pharmacy**

Monday - Friday 8:30 a.m. - 5:00 p.m.

#### **Inpatient Pharmacy** (inpatient hospitalized veterans only)

Open 24 hours a day, 7 days a week, 365 days a year.

#### **Pharmacy Administration Office**

Monday - Friday 8:00 a.m. - 4:30 p.m.

All of the above services, *except* for the inpatient pharmacy, are closed on all federal holidays.

\*Above source from <http://www.coatesville.va.gov/services/pharmacy.asp>

## **HOME BASED PRIMARY CARE**

Veterans Affairs Medical Center  
1400 Black Horse Hill Road  
Coatesville, PA 19320-2096  
Local - 610-384-7711

**Toll Free - 1-800-290-6172**

**Home Based Primary Care - ext. 3373/3381**

**VA Nurse Health Line - 1-888-558-3812**

Program information

**Please contact Patient Entry Coordinator Admissions Coordinator:  
610-384-7711, extension 6205**

### **Promote Elder Ready Veterans in their Communities with Care Coordination:**

- Aging in place with the Veteran and their Caregiver
- Provide the (Interdisciplinary) Care team
  - Registered Nurse
  - Physician Assistant/Nurse Practitioner
  - Dietitian
  - Physical therapist
  - Social Worker
  - Medical Doctor
- Assess mobility
- Physical illness
- Depression
- Stressors
- Chronic Medical Conditions

### **Interventions - develop and implement a Personalized Care Plan incorporating:**

- Medical Treatment
- Education, Training and Communication
- VA and Community Resources and Referrals
- Home Health Aide
- Companion Service
- Skilled Care (PT, Speech, Wound Care)
- Assist with medical equipment
- Meals on Wheels Program

### **Social Worker will provide:**

- Support groups for caregivers
- Network with extended family and friends
- Respite
- Emotional support
- Financial benefits

**Long Term Care Planning:**

- Advanced Directive/Living Will
- Estate Planning
- Assisted Living and Skilled Nursing Facilities
- Palliative Care/Comfort Care

**The Dietitian:**

- Reviews nutritional status of patient
- Educates patient and/or caregiver on diet
- Explains food drug interactions
- Participates in treatment planning for patient

**The Physical Therapist:**

- The Physical Therapist will assess your ability to function in your home. He/She may order equipment to assist you in caring for yourself and assist you in exercises to increase your mobility and independence

**Telehealth Program**

- provides a unique opportunity to address both the medical and social needs of veterans and enhance the existing care.
- Through the use of remote home monitoring technology, systems management improves significantly and the Veteran and Caregiver have Care Coordination

[www.myhealthvet.com](http://www.myhealthvet.com)

**Home Based Primary Care Mission Statement**

The Coatesville VA Home Based Primary Care Program delivers quality primary care to eligible veterans at home with dignity and respect. It utilizes the interdisciplinary team approach and addresses the medical, functional, psychosocial and spiritual needs of the Veteran. It is Veteran oriented, facilitates the access of needed care and supports the caregiver in maintaining the Veteran at home.

Local - 610-384-7711

Toll Free - 1-800-290-6172

Home Based Primary Care - ext. 3373/3381

VA Nurse Health Line - 1-888-558-3812

[Home Based Primary Care Programs info/ DIRECTOR-GERIATRICS & EXT CARE SERVICES.061908]

## **COATESVILLE VA MEDICAL CENTER: PRIMARY CARE PROGRAM**

**About the Program:** Located in Building 2, the Coatesville Medical Center's Primary Care Service Line offers an extensive range of treatment modalities with emphasis on health care prevention. Our Primary Care physicians are internationally recognized for breakthrough research in a number of primary care areas.

**For additional information please call: (610) 384-7711 extension 6202 or 6203. Out of area please dial 1-800-290-6172.**

**Mission Statement:** Our mission here at Coatesville is to improve the health of our veterans by providing coordinated, team based, medical treatment.

**Programs Offered:** Contact your primary care physician if you need any of these or other services:

- Health Promotion and Disease Prevention
- Management of Acute and Chronic Medical Conditions
- Urgent Care/Follow-up Care
- Referrals for Specialty and Other Levels of Care
- Specialty Clinics
- Patient and Care Giver Education
- Special Medical Examinations
  - POW
  - Gulf War Veterans
  - Compensation and Pension

### **Specialty Programs Include:**

- Dermatology
- Neurology
- Ear, Nose & Throat
- Ophthalmology
- Optometry
- Orthopedics
- Pulmonary
- Women Veteran's Healthcare
- Podiatry
- Infectious Disease

\* Above source directly from: <http://www.coatesville.va.gov/services/primary.asp>

## **COATESVILLE VA MEDICAL CENTER: WOMEN'S HEALTH SERVICES**

**About the Program:** Women veterans are eligible for a variety of mental health and medical services, including gender specific care. Coatesville VA has a Women's Health Clinic, located on the Second Floor of Building 2.

During clinic hours, the Women's Health Clinic and waiting room is reserved especially for women veterans and others who may accompany her to an appointment. Exams are conducted with privacy in mind, to help women veterans feel comfortable and at ease.

The **Women's Health Clinic team** consists of:

- A Board Certified Internist,
- Two certified Nurse Practitioners,
- A nurse,
- A social worker, and
- Women's health clerk.

**Health services available** within the Women's Health Clinic include:

- Pap Tests
- Clinical breast exams
- Pelvic exams
- STD treatment and counseling
- Birth control
- General primary care services
- Osteoporosis screening
- Gardasil vaccination

**Referrals are made from the clinic for:**

- Mammograms
- Maternity care
- Evaluation and treatment of gynecological conditions
- Evaluation and treatment of breast cancer
- Infertility evaluation and treatment (except for in-vitro fertilization)

Our Women's Health Clinic waiting room has a variety of **Patient Health Educational Materials**, specifically for women. Topics include (but are not limited to):

- Birth control facts
- Pap Tests/cervical cancer
- Mammograms/breast cancer
- Sexually transmitted diseases
- Cardiac Health in Women
- Domestic Violence
- Alcoholism in Women
- Urinary Tract Infections
- Facts about smoking for women
- Depression in women

### **COATESVILLE VA MEDICAL CENTER: WOMEN'S HEALTH SERVICES**

Our caring Women's Health Team is also available to answer your specific health questions during your appointment.

**To schedule an appointment**, please contact the Women's Health Clerk at (610) 384-7711 x3371. Women's Health Clinic is currently offered on Tuesdays and Thursdays.

**The Health Benefits Advisor** at (610) 384-7711 x5034, or 1 (800) 290-6172 can answer your questions about eligibility for services and benefits.

**The Women Veterans Program Manager** (610) 384-7711 x3820 can be contacted for more information about services available to women veterans.

[Women's Health Programs info/ Women's Health Program Coordinator .061908]

# MOVE

## WHAT IS MOVE?

Move! Is a national VA program designed to help veterans lose weight, keep it off and improve their health?

### Program Features

- Emphasis on health and wellness through nutrition and physical activity behavior change
- Lifetime and lifestyle focus
- Patient centered
- Individual tailoring to meet your needs
- Regular follow-up and support

**The Move! Program is divided into different levels to meet your individual needs.**

### Level 1:

- You complete a questionnaire that will help design a plan to help you lose weight.
- You will receive a tailored set of handouts just for you.
- You meet with a VA healthcare team in primary care to set some beginning goals.
- Your VA healthcare team will follow up with you regularly to track your progress and help you to continue to meet your goals.

### Level 2:

- Everything in Level 1 plus...
- You can participate in group sessions on nutrition, physical activity and tips for behavior/lifestyle change.
- You may have one-on-one time with a VA healthcare team member such as a dietitian, physical activity specialist or behavioral health expert.

Veterans have shouldered the extra burden of honor, duty and sacrifice, but they do not have to carry the burden of extra weight for you and your loved ones, Make a Move! to manage your weight.

**Contact Your Primary Care Provider  
VA Medical Center  
Coatesville, PA**

## COMMUNITY DENTAL RESOURCES - CHESTER COUNTY

**Community Volunteers in Medicine (CVIM)** @ 300B Lawrence Drive, West Chester, PA 19380 610-836-5990; [www.cvim.org](http://www.cvim.org)

**Hours** ô **by appointment only** Monday from 8:30 a.m. to 8:30 p.m., Tuesday through Friday from 8:30 a.m. to 4:30 p.m.

**Services** ô general dentistry, including cleanings, sealants, fillings and extractions

**Patient Eligibility** ô individuals who reside or work in Chester County who are without dental insurance and financially qualify. Applicants must be employed.

**Fees** ô \$5.00      **Area Served** ô Chester County

**Donated Dental Services** — Eastern Pennsylvania P.O. Box 5025, Harrisburg, PA 17110; 717-238-8721; 717-238-8343 fax; 800-716-8721

**Hours** ô **by appointment only**

**Services** ô major dental treatment, including oral surgery, periodontics, orthodontics, endodontics, prosthodontics

**Patient Eligibility** ô Applicants must be disabled or elderly (receiving SSI, SSDI or SSA). In addition, applicants need to meet financial guidelines, have no dental insurance and have a major dental need. Children with chronic illnesses, emotional issues, developmental delays or learning issues also may be eligible for the program.

**Fees** ô free

**Area Served** ô Adams, Berks, Bucks, Carbon, Chester, Cumberland, Dauphin, Delaware, Franklin, Fulton, Lancaster, Lebanon, Lehigh, Monroe, Montgomery, Northampton, Perry, Philadelphia, Schuylkill and York counties

### **Chester County Community Dental Center**

744 East Lincoln Highway, Suite 120

Coatesville, PA 19320

610-3836 3888

<http://www.chescodental.org>

**Hours** ô Monday-Thurs 9-5 pm

**Fees** ô sliding scale

**Area Served** ô Chester county

### **Dr. Okumu**

1131 Olive Street

Coatesville, PA 19320

610-466-9545

Mon, Wed, Fri 9-5; Sun 10-2

Accepts Medical Assistance

### **Phoenixville Health Care Access Program**

@ 32 Gay Street, Phoenixville, PA 19460

1-877-765-0477 (toll-free)

**Hours** ô **by appointment only**

**Services** ô cleanings, exams, sealants, fillings, and extractions

**Patient Eligibility** ô all ages. Must meet financial guidelines.

**Fees** ô Co-payment for adults based on ability to pay.

**Area Served** ô Parts of Chester and Montgomery counties, including Charlestown Twp., East Coventry Twp., East Nantmeal Twp., East Pikeland Twp., East Vincent Twp., North Coventry Twp., Phoenixville Borough, Schuylkill Twp., Spring City Borough, South Coventry Twp., West Pikeland Twp., West Vincent Twp., Collegeville Borough, Limerick Twp., Royersford Borough, Trappe Borough, Lower Pottsgrove Twp., Lower Providence Twp. and Upper Providence Twp.

## **DENTAL RESOURCES – EASTERN PENNSYLVANIA**

### **Dental Resources – Delaware County**

#### **Donated Dental Services — Eastern Pennsylvania**

P.O. Box 5025, Harrisburg, PA 17110-5025

717-238-8721; 800-716-8721

717-238-8343 fax

**Hours** ô **by appointment only**

**Services** ô major dental treatment, including oral surgery, periodontics, orthodontics, endodontics, prosthodontics

**Patient Eligibility** ô Applicants must be disabled, chronically ill or elderly (receiving SSI, SSDI or SSA or veteran benefits). In addition, applicants need to meet financial guidelines, have no dental insurance and have a major dental need. Children with chronic illnesses, emotional issues, developmental delays or learning issues also may be eligible for the program.

**Fees** ô based on ability to pay

**Area Served** ô Adams, Berks, Bucks, Carbon, Chester, Cumberland, Dauphin, Delaware, Franklin, Fulton, Lancaster, Lebanon, Lehigh, Monroe, Montgomery, Northampton, Perry, Philadelphia, Schuylkill and York counties

### **Lehigh County**

**Sacred Heart Hospital Dental Clinic** @ Sigal Center, 450 W. Chew Street, Allentown, PA 18102; 610-776-4802

**Hours** ô Monday through Friday from 8 a.m. to 4:30 p.m., by appointment only dental emergencies will be seen within 24 hours

**Services** ô all dental procedures except for orthodontics and implants

**Patient Eligibility** ô no criteria

**Fees** ô accepts Medical Assistance and most private insurances; financial arrangements are available for the uninsured

**Area Served** ô Lehigh and surrounding counties

## DENTAL RESOURCES – MONTGOMERY COUNTY

**Community Dental Services** @ Pottstown High School, North Washington Street, Pottstown, PA 19464 @ 610-970-6730

**Hours** ô Monday and Friday from 8 a.m. to 12 p.m. and appointments as scheduled

**Services** ô preventative, restorative and emergency procedures

**Patient Eligibility** ô uninsured working adults who are not be enrolled in Medical Assistance and do not have dental insurance; must show proof of employment and bring current pay stubs; must meet income guidelines to be eligible for free care

**Fees** ô Reduced-fee schedule

**Area Served** ô greater Pottstown area

**HealthLink Medical and Dental Center** @ 1775 Street Road, Southampton, PA 18966;

215-364-4247

**Hours** ô Monday through Friday **by appointment only**

**Services** ô primary dental care, which includes cleanings, fillings, extractions and X-rays

**Patient Eligibility** ô employed adult residents of Montgomery or Bucks counties without health and dental insurance and whose earnings fall within 200% of the Federal Poverty Guidelines

**Fees** ô free

**Area Served** ô Montgomery and Bucks counties

**Manor Dental Health Center** @ 700 Fox Chase Road, Jenkintown, PA 19046; 215-887-7617

**Hours** — **Monday from 9 a.m. to 9 p.m., Tuesday from 9 a.m. to 5 p.m.,** Wednesday from 2 p.m. to 9 p.m. and Friday from 9 a.m. to 4 p.m.

**Services** ô general dentistry; **please note** that student treatment will take longer because student procedures are checked by the dental faculty

**Patient Eligibility** ô care will be provided to anyone in need

**Fees** ô a reduced-fee schedule is available, contact the center for information on accepted insurance plans or other payment options

**Area Served** ô Montgomery and Philadelphia counties

**Montgomery County Community College Dental Hygiene Clinic** Science Center 211, 340 DeKalb Pike, Blue Bell, PA 19422 @ (215) 641-6483

**Hours** ô by appointment only, September through May

**Services** ô Exams, cleaning, X-rays and sealants

**Patient Eligibility** ô Care will be provided to anyone in need

**Fees** ô depending on service provided

**Area Served** ô Montgomery County

**Contact** ô Clinic coordinator at (215) 641-6483

**The Abram and Goldie Cohen Dental Programs Center @ 750 Montgomery Ave, Bryn Mawr, PA 19010; Phone: (610) 526-6015 or (610) 526-6113**

**Hours** ô Monday and Friday from 8:30 a.m. to 4:30 p.m.; Wednesday from 1:00 p.m. to 5:00 p.m.; and Tuesday and Thursday from 8:30 a.m. to 12:30 p.m.

**Services** ô adult and child oral examinations; oral cancer screening; periodontal and restorative charting; X-rays, if indicated; teeth cleaning (prophylaxis); fluoride treatments; preventive oral health instruction and home-care aids; dental sealants; and dental nutritional counseling.

**Patient Eligibility** ô None

**Fees** ô fees start at \$20 for children and \$30 for adults. All adults ages 62 and older can receive dental health services starting \$15.00

**Area Served** ô the greater Philadelphia region & Montgomery counties

## **DENTAL RESOURCES - PHILADELPHIA COUNTY**

**Philadelphia Health Management Corporation** — Philadelphia Health Care for the Homeless Project 260 South Broad Street, Philadelphia, PA 19102; 215-985-2500

**Hours** ô by appointment only

**Services** ô general dentistry by referral to Fairmont Health Center @ 215-235-9600

**Patient Eligibility** ô contact the center for more information

**Fees** ô contact the center for more information

**Temple University Dental School Clinic @ 3223 North Broad Street, Philadelphia, PA 19140; 215-707-2900**

**Hours** ô Monday through Friday from 8:30 a.m. to 4:30 p.m., emergencies must register between 8 a.m. and 11 a.m. and will be seen on a first-come, first-served basis

**Services** ô all; please note that appointments typically last 2 to 3 hours because all procedures must be carefully checked by the faculty supervisor.

**Patient Eligibility** ô care will be provided to anyone in need

**Fees** ô accepts Medical Assistance; a reduced-fee schedule is available for the uninsured; emergency services range between \$25-\$55; patients 65 and older are eligible to receive a senior citizen discount

**Area Served** ô Philadelphia area

**Contact** ô to make an appointment call 215-707-2900, to speak to a patient representative call 215-707-2880

**University of Pennsylvania School of Dental Medicine Dental Clinic @ 4001 Spruce Street, Philadelphia, PA 19104; 215-898-8965**

**Hours** ô Monday through Friday from 7:30 a.m. to 5 p.m., by appointment only, emergency services available in the morning

**Services** ô all; please note that student treatment will take longer because faculty members must monitor each procedure

**Patient Eligibility** ô care will be provided to anyone in need

**Fees** ô accepts Medical Assistance; reduced-fee schedule for the uninsured depending on provider level (dental students have lower fees than faculty dentists); \$80.00 initial fee for 3 hour appointment for full check up & x-ray

**Area Served** ô Philadelphia

**Contact** ô Clinic Support Service at 215-898-2149

## **HOSPITALS**

### **HOSPITALS**

Brandywine Hospital  
Coatesville VA Medical Center  
Paoli Hospital  
Bryn Mawr Hospital  
Phoenixville Hospital  
Chester County Hospital  
Jennersville Regional Hospital

### **PHONE NUMBER#**

610-383-8000  
610-384-7711  
610-648-1000  
610-526-3000  
610-983-1000  
610-431-5000  
610-869-1000

### **LOCATION**

Coatesville  
Coatesville  
Paoli  
Paoli  
Phoenixville  
West Chester  
West Grove