The Eagle

Urgent Care Center Hours Changing

The Coatesville VA Medical Center will reduce its Urgent Care Center (UCC) operating hours from its current 24/7 operations to **Monday-Friday, 7:30 a.m. – 5 p.m.**, and will be closed on weekends and Federal holidays. The restructure of UCC hours will be implemented gradually through a three-phased process.

- **Oct. 28, 2019 –** UCC will be open from 7:30 a.m.–8 p.m. weekdays, and 7:30 a.m. – 3:30 p.m. on weekends and closed on Federal holidays.

- **Jan. 6, 2020 –** UCC hours will be 7:30 a.m. – 5 p.m. weekdays, and 7:30 a.m. – Noon on weekends, closed on Federal holidays.

- **March 2, 2020 –** UCC will be open weekdays only from 7:30 a.m. – 5 p.m., closed on weekends and Federal holidays.

Our goal is to provide quality and safe health care to our Veterans. Urgent Care Centers are used to treat minor illnesses or injuries and are not open 24/7. Coatesville VAMC does not provide 24/7 emergency services but will provide full urgent care services during its weekday hours of operations to include pharmacy, radiology and laboratory. Community emergency rooms are available at all hours for life-threatening conditions. See page two for more information about VA payment for emergency care.

Veterans may contact the 24-hour medical care advice-line with health-related questions.

During the new hours of operation, UCC will continue to provide walk-in care for urgent, non-life-threatening symptoms such as minor injuries and acute mental or physical illness beyond what can typically be managed in primary care clinics. Our primary care and mental health clinics also have same day appointments available during business hours for unplanned care that is appropriately delivered in those programs.

Coatesville VAMC's acute mental health unit will continue to admit patients from community hospitals and other VA emergency rooms 24/7.

Eligible Veterans also have the option, under the recently implemented MISSION Act, to go to an in-network urgent care provider without prior authorization. To find a participating urgent care location, please visit:

https://vaurgentcarelocator.triwest.com/Locator/Care

If you want to talk with someone about your recent MISSION Act experience, call the Office of Care Coordination at 610-384-7711, extension 3659.

Important Numbers

Medical or mental health emergency
Call 9-1-1 or go to the nearest emergency room

Suicide Prevention Veterans Crisis Line
Call 1-800-273- 8255, Press 1

24-hour Medical Advice 610-384-7711, Press 3

Urgent Care Eligibility Verification
1-833-4VETNOW or 1-833-483-8669

VA Urgent Care Support Line 1-866-620-2071

MISSION Act Benefits 610-384-7711, option 6

A Smoke Free VA

The Veterans Health Administration (VHA) is changing its smoking policy. VHA Directive 1085 and 1085.01 implements a smoke-free policy for everyone at all VA health care facilities. Coatesville VAMC along with all other VA medical centers across the country will be smoke free beginning October 1, 2019.

Effective October 1, 2019, all employees, patients, residents, visitors, contractors, volunteers and vendors are **no longer permitted to smoke at the Coatesville VA Medical Center and our community-based outpatient clinics (CBOCs).**

The directives cover all smoking materials including but not limited to:

- Cigarettes, Cigars, Pipes
- Any other combustion of tobacco
- Electronic or E-cigarettes, E-cigars, or Vape Pens
- Any other non-Federal Drug Administration (FDA) approved electronic delivery systems (ENDS)

NO SMOKING OR VAPING ON CAMPUS

Coatesville VAMC offers FREE smoking-cessation programs and support options for Veterans and employees for those interested in quitting or cutting back on tobacco use.

For Veterans Coatesville Offers:

- Nicotine patches or nicotine gum are available through your primary care provider.
- Tobacco Cessation Support Group (no referral necessary):
  - Every Wednesday from 2:00pm-2:45pm, at the Biofeedback Clinic (Bldg. 7, Room 6)
  - Veterans can also call Dr. Ron Pekala at 610-384-7711 ext. 4944
- Veterans can call the toll-free Tobacco Quitline at 1-855-Quit-Vet (1-855-784-8838) between 9:00am and 9:00pm, Monday-Friday to be connected with a counselor for help to quit smoking.
- Stay Quit Coach mobile app – visit mobile.va.gov/app/stay-quit-coach
- Develop your personal quit plan with 24/7 access to online resources at www.smokefree.gov/VET

For Employees Coatesville Offers:

- Receive tobacco cessation counseling, support, and tobacco alternatives FREE of charge through Employee Occupational Health at ext. 5907.
- A "WIN by Quitting Tobacco" program is available no cost, for details contact Employee Occupational Health.
- Smoking Cessation Phone Resource is available toll-free at 1-800-QUIT-NOW (1-800-784-8669).

Enrollment & Eligibility Questions?

Call (610) 383-0265 or 0266 to speak to one of our Enrollment Coordinators

- **Eligibility & Enrollment Coordinators are in Building 1, Room 121**
- **Medical Benefits Orientations are held every 4th Thursday/ Monthly 2-4 pm, Building 2, Room 208B**

Can't Make Your Scheduled Appointment

Please call the Call Center at 610-383-0239 when you can't make your appointment. *When you don't call to cancel, a fellow Veteran misses a chance to be scheduled.*

Emergency Medical Care

During a medical emergency, Veterans should immediately seek care at the nearest medical facility. They do not need to check with VA before calling for an ambulance or going to an emergency department. It is, however, important to notify VA within 72 hours after receiving emergency care at a community emergency department.

Service-Connected Emergency Care VA can pay for emergency medical care at a local ED for a Veteran's service-connected condition, or if the care is related to a Veteran's service-connected condition.

Nonservice-Connected Emergency Care Veterans enrolled with VA and have been seen within the last 24 months are eligible for full or partial reimbursement of expenses. There are several requirements and factors that affect the extent to which VA can cover those services.

For more information visit https://www.va.gov/CommunityCare/ and click on the "Learn more" link under Emergency Care For Veterans.

Connected Care

Using available technology, "Connected Care" allows the VA to expand its options of care for our Veterans. Connected Care allows Veterans to:

- Send secure messages to their VA providers
- Review their VA health records
- Refill prescriptions and track their delivery
- Be seen by VA providers through video

MyHealtheVet and **VA Video Connect** are two components of Connected Care.

What is MyHealtheVet?

MyHealtheVet is a secure web-based tool to allow Veterans to communicate with their clinitions to optimize their health care.
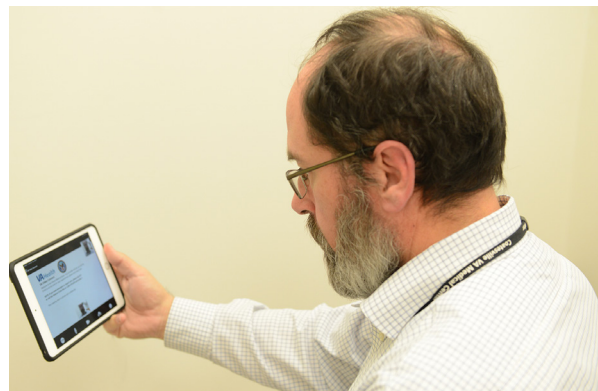
Why would I want to use MyHealtheVet?

- **Pharmacy** – refill your VA prescriptions, track delivery, view a list of your VA medications
- **Appointments** – view upcoming VA medical appointments, cancel and/or schedule VA appointments and locate VA facilities
- **Messages** – communicate securely online with your VA health care team
- **Health Records** – view, print or download a copy of your VA medical record information and enter your own health information

Signing up for MyHealtheVet?

For assistance to create an account or if you have already have an account and have questions, please contact the MyHealtheVet Coordinator, Jennifer Grubb, LPN, at 610-384-7711 extension 5055.

Signing-up process:

1. First, visit www.myhealth.va.gov or contact the MyHealtheVet Coordinator to set you up.
2. Fill out a Release of Information (ROI) form. The form can be downloaded from the MyHealtheVet site or can be obtained from the MyHealtheVet Coordinator.

3. Lastly, provide a valid picture ID and your completed ROI form to a member of your PACT team or MyHealtheVet Coordinator to activate your FREE and secure premium account.

What is VA Video Connect (VVC)?

VCC can connect Veterans with their VA health care team from anywhere in the USA, through a secure and private video call. VCC works on nearly any device that has a connection to the Internet and a web camera.

Why would I want to use VCC?

- It reduces time and expenses related to travel
- It saves time away from work or other activities
- Currently, there's no copay

How do I get started using VCC?

1. Please speak with your VA care team today if you are interested in receiving care through VVC.
2. Your VA provider will work with you to decide whether using VVC for your visits is appropriate.
3. A consult will be placed by the VA provider.
4. A Connected Care staff member will call you to make sure you have everything you need to see your provider via VVC.
5. A scheduler will call to schedule an appointment. You will receive an email with a calendar invite containing a link to launch the VVC session.

Don't Let the Flu Get You

Get your flu shot at your next appointment, or at the flu shot clinic.
If you receive the flu vaccine from an outside pharmacy other than Walgreen's, the flu documentation needs to be provided to your PACT team.

Walk In Flu Shot Clinic for Veterans

Coatesville VA Medical Center Main Campus
Monday through Friday -- 8 a.m. - 4 p.m.
Wednesdays 4:00pm. - 6:30 p.m.,
Saturdays 8 a.m. - 11:30 a.m.
Building 3, Room 144

Delaware County and Spring City Community Based Outpatient Clinics
Monday through Friday -- 8 a.m. - 4 p.m.
1st and 3rd Wednesdays of the month:
4 p.m. - 6:30 p.m

Veterans Crisis Line
1-800-273-8255 PRESS ❶

Confidential chat at
VeteransCrisisLine.net
or text to **838255**

Coatesville Primary Care Clinic

24 Hour Call Line 610-384-7711

May enter the below numbers at any time during the call
- **Press #1 - Refill Medications**
- **Press #2 - Schedule or Cancel an appointment**
- **Press #3 - Speak to a Registered Nurse for health-related concerns**

Connect with us at
www.coatesville.va.gov and on Facebook

Facebook

Upcoming Events

- **Enrollment & Information Event** - Oct. 18 from 11am-3pm, at **North Wales Borough Hall,** North Wales, PA

- **State Senator Muth's Veterans Expo** - Nov. 7, 10am-2pm, Greater Philadelphia Expo Center, Oaks, PA

- **Veterans Day Parade** - Nov. 8, 9:30am-11am, Coatesville VA Medical Center grounds

For more details visit our website at www.coatesvile.va.gov or call 610-380-4348