What to do when you need Emergency Care

What do I do if I have an emergency?
If you are experiencing a medical emergency, please call 911 or visit the nearest emergency room. If you are experiencing a mental health emergency call (the Veterans Crisis Line) 1-800-273-8255 (press 1).

24 Hour Medical Care Advice Line
Is available to answer your health related questions, please dial 610-384-7711 (press 3).

Who will pay for my non-VA emergency room visit or admission?
It is your responsibility to contact the CVAMC within 72 hours of an emergency room visit and/or admission by calling 610-384-7711, ext. 3659 during normal business hours. During non-business hours, please call 610-384-7711, ext. 5060. Calling does not guarantee VA payment.

Remember, VA payment is not guaranteed for outside services. To be considered for payment you must call the VA within 72 hours of your non-VA emergency visit.

Does my other insurance (Tricare, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for non-VA emergency services in the Community?
It may. Contact our Fee Basis office at 610-384-7711, ext. 4507 to learn more about what the VA may cover for non-VA emergency services.

Veterans, get your flu shot at your next primary care appointment, or at the flu shot clinic.

Coatesville VA Medical Center Main Campus
Monday through Friday
8 a.m. to 3:30 p.m.
Building 3, Room 136

Springfield and Spring City
Community Based Outpatient Clinics
Monday through Friday
8 a.m. to 3 p.m.

Veteran Information
Who to contact at Coatesville VAMC
Main Medical Center #: 610-384-7711

Call Center 610-383-0239
Audiology 610-383-0217
Optometry ext. 4239
Billing:
a) Fee Basis - Michelle DiDavide ext. 4507
b) Choice billing - Renee Williams ext. 3659
   Gigi Hayes ext. 3649
Eligibility & Enrollment 610-383-0265/0266
MyHealtheVet - Hermarie Santiago ext. 6230
Prescription refill 610-380-4357
Pharmacy - Mark Gillespie ext. 4801
Serving our Veterans

Modernization and Innovation Forum

The Coatesville VA Medical Center held a Modernization and Innovation Forum for medical center employees, showcasing best practice initiatives, which included: the Home Based Primary Care (HBPC) Hospital Reduction Project; new Domiciliary (dom) Admission Process; Medication Management in a Community Living Center; Unit Tracking Boards in Patient Care Services; and the Mobile Veterans Program (MVP). Below are the highlights of our initiatives:

**HBPC Hospital Reduction Project**
We are pleased to announce and extend our congratulations to the HBPC team whose Interdisciplinary Project to Reduce Hospitalization of Veterans with Chronic Obstructive Pulmonary Disease (COPD), Congestive Heart Failure (CHF), and Pneumonia, has been selected by the Under Secretary for Health (USH) as a Gold Star winner of the USH Third Shark Tank Competition. In total, 87 project ideas were submitted nationally to compete for this selected status.

Our July newsletter introduced the efforts of this multidisciplinary team practice, which has recognized that CHF, COPD, and pneumonia are the leading causes of hospitalizations in our HBPC population. The team focuses on efforts to decrease hospitalization by providing Zoning Tool Charts on the symptoms and signs of the disease to help educate caregivers and patients on disease management. Additionally, the HBPC team contacts community providers to coordinate care and discharge planning, and requests hospital discharge planners to setup home care services.

**New Domiciliary Admission Process**
A team took on the task of making the domiciliary admission process more unified and efficient. In the past domiciliaries have functioned as independent and separate entities. Over the last several years, that process has changed to bring the domiciliaries under one umbrella, which includes our PTSD program, Substance Abuse program, Women’s POWER program, and Homeless Domiciliary program.

A Task Force was formed to unify the domiciliary’s processes, which includes one admission process (one consult or one inter-facility consult). This process allows Veterans to be admitted in a shorter time frame while at the same time meeting compliance of national directives.

**Medication Management in a Community Living Center**
Goal of this effort has been to reduce poly-pharmacy (the simultaneous use of multiple medications to treat a single ailment or condition; poly-pharmacy is most common in the elderly), reduce cost, reduce chance of medication errors and cut down on the dispensing times for nurses. Extensive reviews of identifying poly-pharmacy and other medications which have no benefit to the patient and communicating those findings with the provider, have ensured for a better outcome for our patients.

**Unit Tracking Boards**
Tracking boards are effective tools to share data and metrics with staff and Veterans. Data is displayed on boards and updated on a regular basis.

Tracking Boards are patient and staff facing to increase our transparency. This allows patients and their families to see what the unit is tracking.

**Mobile Veterans Program**
The MVP is a hybrid Adult Day Health Care collaborative partnership effort between the medical center and Veteran Service Organizations (VSO), increasing access to care by providing services in the community near the Veterans’ home. The medical center sends a team of healthcare clinicians to the VSO site providing an array of activities and supportive services designed to help with physical, social, and cognitive function, such as: social time; therapeutic exercise; nail care & hand hygiene; trivia & current events discussions; memory exercises; art & music therapy.

The goal of the MVP is to help the Veteran remain engaged in life; maintain their independence and thus remain home based.

The MVP takes place five days a week at a community VSO site. The following sites are MVP site participants: Downingtown VFW Post 845; Folsom VFW Post 928; Parkesburg VFW Post 4480; Phoenixville VFW Post 1564; West Chester VFW Post 106.

Dr. David Shulkin, Secretary of VA, authored a book “The Best Care Everywhere”. The Mobile Veterans Program was published in it.
Recent Newsletter Mailing
Many of you may have received a copy of our recent newsletter, The Eagle. This newsletter was sent to you to keep you informed of recent changes in your health care and new services available to you. Regrettably, the address file we used was incorrect, which resulted in the mismatch of names and addresses. At no time was personal patient information compromised.
We’d like to thank the Veterans who notified us of this error. We have corrected the problem to avoid future occurrences.

Wall of Honor
We are currently seeking submissions for our developing “Veterans Wall of Honor” to be located in building 3. The Wall of Honor will be a display to pay tribute to Veterans of all branches of the military who receive care at the CVAMC, honoring their exceptional military achievements. For more information or to submit photos, military awards/citations for heroism or valor, please contact Laura Fahringer at 610-384-7711, extension 2835 or by email Laura.Fahringer@va.gov

Veterans Choice Program
On Saturday (August 12th), President Donald Trump signed a funding deal to allow the VA to cover shortfalls in the Veterans Choice Program. The funding deal provides $2.1 billion to help fund the Veterans Choice Program.
The annual Veterans Week Celebration will kick off on Wednesday, November 1, 2017 and end on Saturday, November 11, 2017. The theme for this year’s celebration is the “100th Anniversary of U.S. Forces Entering WWI.” We are looking for Veterans who would like to participate and represent their service era and military branch to be Grand Marshals for the parade and other ceremonies. This year’s celebration will also include a new event – a Military Equipment Display from WWI to present day. Anyone interested to participate in the parade or to provide items for the equipment display should contact Kirk Fernitz, Director of Congressional & Community Affairs at 610-380-4348, or at Kirk.Fernitz@va.gov

Below is a tentative schedule of major events planned for the celebration. Keep an eye on our facility website for our calendar of events at www.coatesville.va.gov

Nov 2: Women Veterans Banquet
Nov 3: Veterans Week Parade
Flag Raising Ceremony at Building 1
Nov 6: Motown Concert
Nov 8: Celebration of Faith and Military Equipment Display
Nov 9: Veterans Banquet and Audra McLaughlin Concert
Nov 11: Community Salute