The Eagle

Newsletter for Veterans, Stakeholders, and Employees of the Coatesville VA Medical Center

January 2018

Secretary of Veterans Affairs visit to the Coatesville VA Medical Center

Congressman Mehan PA-7 (left) and Congressman Smucker PA-16 (right) participating in Dr. Shulkin's round table discussion.

Pictured L-R: Dr. Michael Gliatto, Chief of Staff; Nancy Schmid, Chief Nurse Executive; Mr. Kruzel, Veteran; Dr. Shulkin, SECVA; Ms. Craig, Veteran; Jennifer Harkins, Associate Director; Carla Sivek, Director CVAMC.

The Secretary of the VA, Dr. David Shulkin, visited the Coatesville VA Medical Center on October 27, 2017. Dr. Shulkin met with medical center leadership, discussing the medical center's pursuit of his five priorities, staffing recruitment, employee engagement, efficiency and modernization. Dr. Shulkin also toured the medical center's pain clinic with congressional representatives, medical center leadership, and union presidents.

During the afternoon, Dr. Shulkin hosted a roundtable discussion, focused on the VA's achievements in curtailing the opioid epidemic in the United States. Subject matter experts from Coatesville VAMC presented the medical center's efforts to combat the opioid crisis, which includes using an interdisciplinary team to monitor Veterans on prescribed opiates and the use of pharmacological and non-pharmacological interventions. Extensive discussions took place on whether or not legislation limitations on the number of days for opioid prescriptions should exist and if so, the proper timeframe for these limitations. The medical center received praise for their current clinical practice efforts from National and State Congressional representatives, Veterans Service Organizations, and Veterans who provided testimonials of their VA experience.

Dr. Shulkin and Doug Forsythe, Marine Corps League Detachment 286

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

Veterans Crisis Line
1-800-273-8255 PRESS 1
Confidential chat at VeteransCrisisLine.net or text to 838255

Rascal & Corporal Mark Smith

The Coatesville VA Medical Center is proud to announce our new Canine Program (K-9), which is managed by our VA Police department. Our K-9 program will provide a valuable asset to deter unwanted activities on our medical center and potentially save lives through search and rescue efforts. The goal of our K-9 program is to search for contraband and illegal drugs, as well as to help track and locate lost individuals. Our K-9 is a two-year-old Black Labrador, named Rascal, who is being handled by Corporal Mark Smith. Rascal is a graduate from the six week Highland Canine Training Program in North Carolina. During this training program Rascal worked many hours with Corporal Smith to respond to commands, train in the detection of controlled substances and test his tracking abilities. Here are some helpful tips for when you see Rascal in the line of duty that will allow him and Corporal Smith to do their job without disruptions:

- For your safety please respect Rascal's working space and listen to any direction that is given by Corporal Smith.
- Allow Corporal Smith and Rascal to perform their duties without disruption.
- Please do not pet Rascal.
- Please do not distract the dog by calling his name or offering him treats.

Relocation Plan of Delaware County CBOC

As part of the continuing commitment to providing high quality, comprehensive VA health care to Veterans residing in the Delaware County area, the Coatesville VA Medical Center plans to relocate the Springfield Community Based Outpatient Clinic (CBOC) from its current location in the Crozer-Keystone Health System Complex to Newtown Square, near the Marville Shopping Plaza. The clinic will remain in the Pennsylvania 7th Congressional District.

Over the past five years, the demand for health care services among Veterans in Delaware County has increased and is projected to grow. Roughly doubling in square footage, the 9,300 square foot new clinic site at 4383 West Chester Pike, Newtown Square, PA 19073, will provide the space needed to meet the demand for health care services, offer ample parking, and is close to public transportation.

Further, the increased space will allow for the expansion of current services, which includes primary care, mental health care, women's health care, social work services, home-based primary care, telehealth, laboratory and transportation services.

We plan to rename the CBOC to the Delaware County CBOC. Renovation to the space is expected to begin early in 2018 with an opening in middle to late 2018. In the meantime the Springfield CBOC will remain open for existing services. We thank and appreciate the Crozer-Keystone Health System for the dedicated clinic space that has served our Veterans so well for 16 years.

Notices of Office Moves:

DAV Transportation has relocated to building 1, room G03

VSO-Claims Representatives has relocated to building 1, room G07

Women's Health Clinic has relocated to building 3, room 139

Office of Medical Records and Release of Information has relocated to building 4, room 203

OCC has relocated to building 4, room B02

Customer Service (Billing & Copayment services) has relocated to building 9, room 254

Community & Congressional Affairs has relocated to building 5, rooms B05 and B07

Health Promotion and Disease Prevention Program Goals

Health Promotion and Disease Prevention (HPDP) can be delivered in a variety of ways to match your needs and preferences. A significant proportion of chronic diseases result from unhealthy lifestyles or inadequate preventive care. CVAMC promotes health promotion and disease prevention and has a preventative care program designed to provide you with comprehensive health education, clinical services and support for self-management of health-related behaviors. Here are some helpful tips:

- Get involved in your health care
- Get recommended screenings and immunizations
- Eat healthy
- Keep a healthy weight
- Be physically active
- Manage stress
- Limit alcohol
- Be tobacco free

If you want to learn more about how to be involved in your health care, contact our HPDP Program Manager at 610-384-7711, extension 6242. The HPDP Program can also help if you have questions about or an interest in making healthy living choices.

Be Involved in Your Health Care

To get the most out of your next primary care visit, plan what you want to discuss with your health care team, so that you are well informed about your health. Also, share with your health care team all the medications you take, to include vitamins and supplements.

During your visit:

- Bring a family member to help you remember what you and your team discussed.
- Share your health questions, problems, and concerns with your team at the beginning of your visit.
- Tell your team about your past illnesses/ hospitalizations, medications, and any problems you may be experiencing.
- Work with your team to create a treatment plan that meets your needs and be involved in making decisions about your care. Know your medications and why you take them, and ask for written instructions and information to take home with you.
- Ask your team to clarify anything that's confusing and speak up if you have concerns.

After your visit:

- Get additional information from the Veterans Health Library and My HealtheVet.
- Tell your team if you have problems following your care plan, or if there is a change in your conditions or health.

We care about your health care experience. If you have concerns about your health care, please discuss these concerns first with your health care team. If a satisfactory resolution is not reached, please contact your Patient Experience Advocate office.

Building 1, room G-34 and G-33

610-384-7711, ext. 2101 or 2103

CAMP LEJEUNE HEALTH *and* DISABILITY BENEFITS

ELIGIBILITY REQUIREMENTS

Stationed at/lived on Camp Lejeune for at least 30 days between August 1, 1953 and December 31, 1987.

FOR INFORMATION

VA Health Care **1-877-222-8387**

VA Benefits **1-800-827-1000**

CL Family Health Care **1-866-372-1144**

www.va.gov/healthbenefits/apply/

https://explore.va.gov/disability-compensation

www.clfamily members.fsc.va.gov/

Get It Done Online

with My Healthe*e*Vet

- ✔ Refill, request & track VA prescriptions
- ✔ Schedule, reschedule or cancel appointments
- ✔ Access your VA lab results
- ✔ Use Secure Messaging to communicate with VA teams
- ✔ Visit Veterans Health Library for health information

My healthevet
www.myhealth.va.gov

Hermarie Santiago
MyHealthe*e*Vet Coordinator • Coatesville VA Medical Center
610-384-7711, ext. 5055

Remember, a flu vaccine and hand washing can help keep you healthy during the flu season.

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

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VA
U.S. Department of Veterans Affairs
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