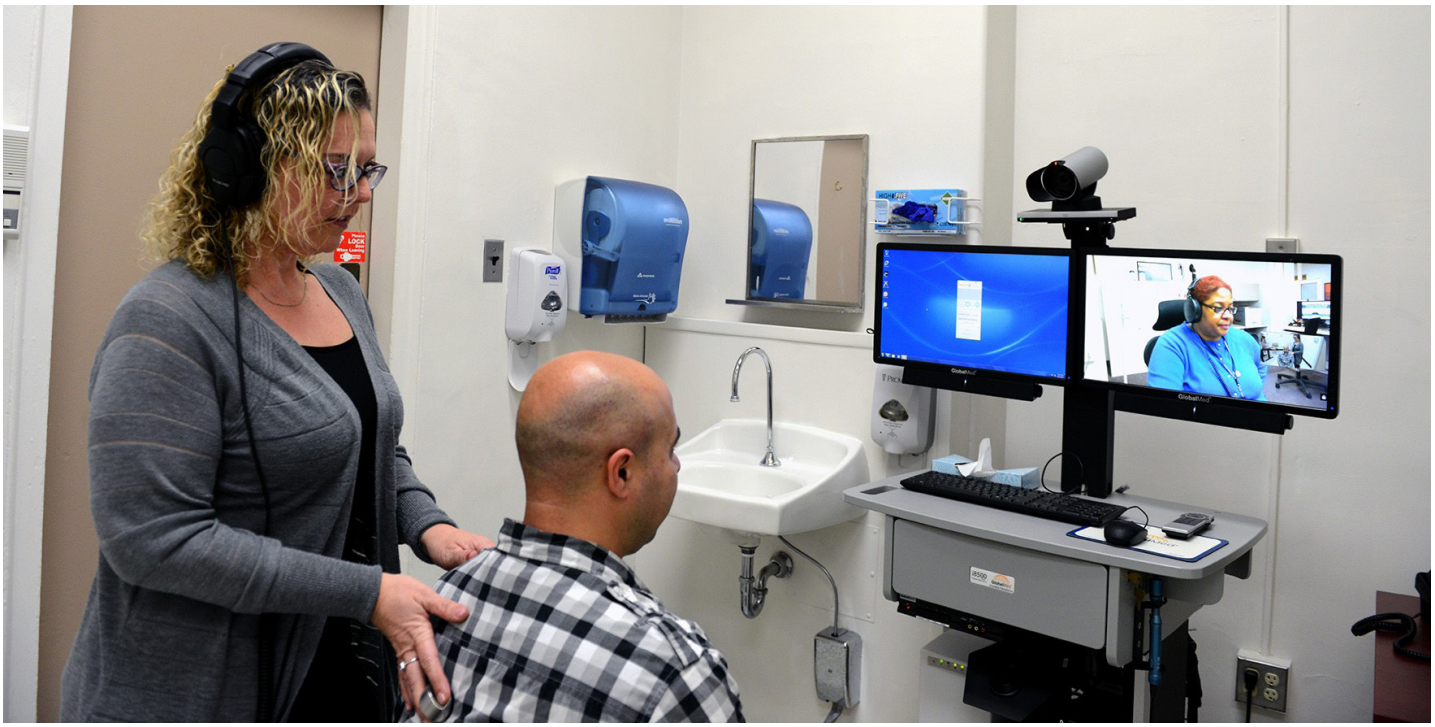
The Eagle

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

Summer 2018

Telehealth is transforming the way Veterans interact with their providers



Telehealth is a convenient method to meet patient demands, expand access, and provide quality care.

Virtual health care links patients and providers remotely using smartphones, computers equipped with a webcam, tablets, email, satellite linkups, or a secure audiovisual link to collaborate with their VA provider without having to go to a clinic or hospital. The benefits of using telehealth are that homebound Veterans can still attend their scheduled appointments from the comfort of their home. Appointments can be held via cell phone or video. For primary care visits, special devices can be attached to the patient's computer to help monitor their heart rate and temperature. If the Veteran prefers to use their cell phone, a hyperlink would be sent to their email address to connect with their doctor. By integrating telehealth into our services we are achieving our goal of improving access for Veterans.

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 - Michele DiDavide	ext. 4507
b) Choice billing - Renee Williams	ext. 3659
Gigi Hayes	ext. 3649
Eligibility & Enrollment	610-383-0265/0266
MyHealtheVet - Hermarie Santiago	ext. 5055
Prescription refill	610-380-4357
Pharmacy - Mark Gillespie	ext. 4801

VA | U.S. Department of Veterans Affairs
Coatesville VA Medical Center

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

Chester County Food Bank Mobile Market "Fresh2you"

The Chester County Food Bank "Fresh2You" mobile market vehicle travels throughout Chester County carrying fresh produce from local farmers and producers. The Fresh2You mobile market is now coming to the Coatesville VAMC, every Wednesday, from 11am-1pm, from June 13 to November 14. The vehicle will set-up at the loading dock outside of building 9, for customers to purchase fruits and vegetables, and to experience cooking demonstrations featuring seasonal ingredients with easy-to-follow recipes. Fresh2You will help stretch the food budget with weekly specials, sales and voucher offers.

K-9 Rascal

Our last newsletter issue introduced our new Canine Program and K-9 Rascal. Rascal and his handler Corporal Smith, participated in the Pennsylvania Regional United States Canine Association Detector Dog trials in Philadelphia. Rascal received his regional certification and his results qualified him to participate in the National Detector Dog trials in Galloway, New Jersey.

A total of 143 Narcotic and Explosive K-9 teams from the United States and Mexico participated in the National trials. Rascal not only received a National certification, but ranked 26th overall amongst the narcotics teams. We can be proud of Rascal who works every day to help keep the medical center safe for Veterans, employees, and visitors.

Veterans Transportation Service

Veterans Transportation Service (VTS) started in 2016. The service coordinates door-to-door transportation services for our Veterans. Our growth over the years has been tremendous. Due to the growth and the manpower, VTS has established a "Priority of Care Transportation" list. This list has been in effect as of May 2018. Any requests that we currently have on file will be honored. However, we will not be able to take any requests outside of the listing.

Below is the Priority of Care list that will be used to determine the approval on VA Authorized Facility Transports and Community Care Appointments:

1. All Inpatients
2. Outpatient - VA facility appointments
3. Outpatients - Wheelchair need to VA facility appointments
4. Contracted Dialysis
5. Contracted Chemotherapy
6. Community Care short procedure w/escort (ex: Colonoscopy, Ortho surgery, Hematology, Urology)
7. Blind Rehab
8. Spinal Cord Injury

We encourage veterans who are eligible for Beneficiary Travel to submit travel reimbursement claims for any VA authorized and Community Care (Choice) appointments.

For questions please contact the Veterans Transportation staff at 610-384-7711 ext. 4254 or 5008.

Do you know of a Veteran?

Do you know of a Veteran who could use our health care services? We are asking for your assistance to check with Veterans that you know (family, friends, and neighbors) and inquire if they are enrolled in the VA system. If you find a Veteran who is not enrolled, please encourage them to contact our Enrollment Coordinators to enroll.

- Enrollment Coordinators can be reached at: 610-383-0265/0266
- Enrollment Office is in: Building 1, Room G48

I would tell a fellow veteran to give it a try, and not to let any preconceived notions keep you from coming here.

- Veteran Steve Zurawsky

Be a buddy to a fellow Veteran

If you have to cancel your scheduled appointment, please call the Call Center at 610-383-0239 and let us know that you will not be able to make your appointment. Calling us will give another Veteran an opportunity to be seen.

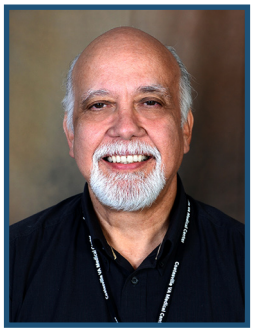
Other Than Honorable Emergent Mental Health Initiative

The Coatesville VA Medical Center is prepared to offer emergent mental health care to former service members with Other Than Honorable (OTH) administrative discharges who are in mental health distress and may be at risk for suicide or other adverse behaviors. A former OTH service member may decide when they are in distress and require emergency mental health care. The VA provider will make a clinical assessment and determine the appropriate course of action to stabilize. What this means is that a former service member with an OTH administrative discharge may receive care for their mental health emergency for an initial period of up to 90 days, which can include inpatient, residential or outpatient care. Former OTH service members may access the VA health system by calling the Veterans Crisis Line at 1-800-273-8255 PRESS 1, or by visiting Urgent Care in building 3.

Patient Experience Advocate

Dawn Bullen

The Patient Experience Advocate, Ms. Dawn Bullen, and her Program Support Assistant, Mr. Eddie Sepulveda, care about your health care experience. If you have concerns about your health care, please contact your health care team first to give them the opportunity to clarify and/or to resolve your concern. If a satisfactory resolution is not reached, please elevate to the Patient Experience Advocate's Office, located at Building 1, room G33/34 or at 610-384-7711, ext. 2101/2103.



Eddie Sepulveda

Notices of Office Moves:

- Privacy Officer/FOIA has relocated to building 1, room G50
- VIST Coordinator has relocated to building 1, room 140
- 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
- Spinal Cord Injury/Disorders Coordinator has relocated to building 3, room B16
- Office of Medical Records and Release of Information relocated to building 4, room 203
- OCC has relocated to building 4, room B02
- Customer Service (Billing & Copayment services) relocated to building 9, room 254

Coatesville VAMC earns "LGBTQ Healthcare Equality Leader" designation in HRC Foundation's Healthcare Equality Index.

To learn more visit Coatesville VAMC's LGBTQ Webpage: https://www.coatesville.va.gov/services/Lesbian_Gay_Bisexual_and_Transgender_Veterans.asp

HEALTHCARE EQUALITY INDEX®

HUMAN RIGHTS CAMPAIGN FOUNDATION 2018

LGBTQ HEALTHCARE EQUALITY LEADER

Announcing our Eastern Market Surgical Integration Initiative

We are excited to announce that we will be expanding our services at the Coatesville VA Medical Center by mid-August by offering special medical services such as: General Surgery, Gynecology, Plastic Surgery (focusing on wound care), and Vascular surgery support. Veterans who are in need of such services must obtain a referral from their VA provider.

What brings you back for care at the CVAMC?

I used to go to a different VA hospital, and I can say that it is just better here.

What do you like about the care you receive at the CVAMC?

What I enjoy most is the good and dependable care that I receive. If I need help of any kind, I can depend on the Coatesville VA to give it to me.

What would you tell other Veterans who are undecided about receiving care at the CVAMC?

I would tell a veteran who is on the fence about coming up here to just come and give it a try.

- Veteran Earnest Bennett

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VA
U.S. Department of Veterans Affairs
Coatesville VA Medical Center
C&CA (135)
1400 Blackhorse Hill Road
Coatesville, PA 19320-2096