Central Arkansas Veterans Healthcare System

Patient Handbook

CAVHS

Where Veterans Come First

DEPARTMENT OF VETERANS AFFAIRS
Central Arkansas Veterans Healthcare System (CAVHS)
4300 West 7th Street **2200 Fort Roots Drive**
Little Rock, AR 72205 **North Little Rock, AR 72114**
(501) 257-1000 or www.LittleRock.va.gov

Patient Information Handbook

Table of Contents

Welcome from the CAVHS Leadership Team ……..…… 6

Our Mission ……..…….. 7

CAVHS Facility Overview ……..…….. 7

Eligibility & Enrollment and Other Business Matters

Overview ……..…… 7
Enrollment ……..…….. 8
Obtaining Your DD214 ……..…….. 9
Financial Assessment (Means Testing) – Financial Reporting Requirements……. 9
Geographically-Based Means Testing ……. 10
Enrollment Priority Groups ……. 10
VA Service-Connected Rating ...……..12
VA "Catastrophically" Disabled ……. 12
Ineligible Enrollment Care …….. 13
Military Sexual Trauma Survivors and Eligibility …….. 13
Charges & Co-Payments ……. 13
Private Health Insurance Information ...……..……..14
Private Health Insurance Coverage ……. 15
Non-VA Care Coordination (NVCC) ……..… 15
Emergency Care in Non-VA Facilities ……..... 16
Co-Managed Care: VA and Private Physicians ……... 18
Choice Program ……... 18
Patient Travel ……... 19
Release of Medical Information …….. 21
My Health*e*VET …….. 23

Library ……. 23
Patient Education Resources ……... 24
Patient Education Resources Center (PERC) …….. 24
Health Promotion Disease Prevention (HPDP) Program …… 24
Care Coordination Home Telehealth Program …… 25
Veteran Point of Service Kiosks ……. 25

Medical Services

CAVHS Emergency Department Procedures ……. 26
CAVHS Primary Care Clinics …… 26
Patient Aligned Care Team (PACT) ……. 26
Primary Care PACT Appointment Expectation …….. 26
Community-Based Outpatient Clinics (CBOC) …….. 27
Transition and Care Management (TCM) Program ……...……. 28
Audiology and Speech Pathology Service …….. 28
Eye Care …….. 28
Diagnostic & Therapeutic Imaging Service (Radiology/X-ray) …… 29
Dental Service ……. 30
Dental Eligibility ……. 30
Neurology Service …….. 31
Chronic Pain Management Program ……... 31
Pharmacy Services ……. ……. 32
Physical Medicine & Rehabilitation Service …….. 34
Women Veterans Health Program …….. 34
Mental Health Service ……. 34
Inpatient Mental Health …… 35
Substance Use Disorder Programs …….. 35
Mental Health Clinics ……..…… 36
Post-Traumatic Stress Disorder (PTSD Program …..…….. 36
Residential Rehabilitation Treatment Programs (RRTP) …….. 37
Veterans Industry/Transitional Residence Program …… 37
Health Care for Homeless Veterans Program …….. 38
Psychosocial Rehabilitation Recovery Center ……. 39
Vocational Rehabilitation …… 39

Mental Health Evaluation and Consultation Service 40
Psychology Mental Health and Behavioral Programs 40
Occupational Therapy Services 40
Recreation Therapy 41
Kinesiotherapy 41
Medicine Service 41
Surgery Service 41
Pathology and Laboratory Medicine 41

Medical Support Services

Patient Advocate 43
Chaplain Service 43
Community Living Center 44
Nutrition and Food Services 44
Prosthetic Treatment Center 44
Social Work Service 45
Voluntary Service 45

Admission, Inpatient & Discharge Information

Admission Processing 47
ID Bracelet 47
Visiting a Veteran 47
Money and Valuables 48
Check Cashing 48
Lodging 49
Discharge from the Hospital 49

Facilities & Services at the Medical Centers

Parking 51
Information Desks 51
Veterans Canteen Service 52
Barber Shop 52
Patient Mail 52

Special Topics

Health Insurance Portability and Accountability Act ……. 53

Medical Center Patient Directory …… 53

Informed Consent …… 53

Advanced Health Care Planning ……..…… 55

Advance Directives ……. 55

Guardianship …… 56

Rights and Responsibilities of VA Patients and Residents of Community Living Centers …… ……..…… 57

Rights and Responsibilities of Family Members of VA Patients and Residents of Community Living Centers …….……. 61

Voluntary Research ……. 64

Research Studies ……. 64

Questions to ask before volunteering for a research study …….. 64

What to do if someone asks you to take part in a research study …… 65

Informed consent when volunteering for a research …… 66

Frequently Called Telephone Numbers ……..……. 66

Welcome from the CAVHS Leadership Team

Dear Veteran:

Welcome to the Central Arkansas Veterans Healthcare System (CAVHS). I know you have a choice for your health care needs, and I thank you for choosing our health care system. It is our goal to provide you with the best care available and treat you like the hero you are. We are here for you, providing quality health care and excellent customer service are the cornerstones of our core values. Those values are Integrity, Commitment, Advocacy, Respect, and Excellence – together they represent "**I CARE**." That is not just a slogan; it represents the noble mission of our team, to care for Veterans.

It is a great honor to care for Veterans and along with that honor comes great responsibility. Our efforts are coordinated with our Veterans in mind and we strive to provide personalized, proactive, patient-driven quality health care. Our health care system has been widely recognized for excellence in education, research, and – most importantly – for a tradition of quality and compassionate services to our Veterans. CAVHS remains fully accredited by The Joint Commission, College of American Pathologists, American Association of Blood Banks, and Commission on Accreditation of Rehabilitation Facilities.

I strongly encourage you to enroll in our Primary Care outpatient clinics, if you have not already done so. Our staff will partner with you to provide preventative and wellness care, and refer you to a specialist, if needed.

We collect and analyze information to ensure that we're actually making our Veterans lives better and that we're doing that in efficient and effective ways. We are actively engaged in performance improvement in every department and at every level.

We are grateful to all Veterans, their families, and the sacrifices you all have made for our country. It is an honor and a privilege to serve and provide you with the health care you deserve.

Thank you again for choosing CAVHS as your health care provider.

-- Dr. Margie Scott, Medical Center Director

CAVHS, Where Veterans Come First!

OUR MISSION

Honor America's Veterans by providing exceptional health care and excellent customer service that improves their health and well-being.

CAVHS FACILITY OVERVIEW

The Central Arkansas Veterans Healthcare System (CAVHS) consists of two inpatient/outpatient campuses located at Little Rock and North Little Rock, Arkansas. CAVHS has eight Community-Based Outpatient Clinics (CBOCs) in Conway, El Dorado, Hot Springs, Mena, Mountain Home, Pine Bluff, Russellville and Searcy, Arkansas. These clinics serve Veterans living in the northern, western, southern and central counties of Arkansas, as well as border counties in surrounding states. A Veterans Day Treatment Center is located in downtown Little Rock, Home Health Care Service Centers are located in Little Rock and Hot Springs and a Vet Center is located in North Little Rock.

CAVHS is a tertiary care facility classified as Level 1a on the VA Complexity Model. It is a teaching hospital, providing a full range of patient care services, with state-of-the-art technology. In addition to education, CAVHS is active in research and emergency preparedness. Comprehensive health care is provided through primary, tertiary, and long-term care in areas of medicine, surgery, mental health, physical medicine and rehabilitation, neurology, dentistry, ophthalmology, geriatrics and extended care, and women's health. CAVHS is part of the South Central VA Health Care Network (VISN 16), which includes facilities in, Arkansas, Louisiana, Mississippi, and Texas.

CAVHS has 551 operating hospital beds on both campuses including a 152-bed Community Living Center (CLC) on its North Little Rock campus. CLC services include extended care, rehabilitation, respite, geriatric and dementia special care, and general nursing home care. A 119-bed Residential Rehabilitation Treatment Unit Domiciliary provides long-term rehabilitative care on the North Little Rock campus.

ELIGIBILITY & ENROLLMENT AND OTHER BUSINESS MATTERS

Overview

Most Veterans must be enrolled to receive VA health care. While some Veterans are not required to enroll due to their special eligibility status, all Veterans – including those who have special

eligibility – are encouraged to apply for enrollment. Enrollment helps us track the number of potential Veterans who may seek VA health care services and, thus, is a very important part of our planning efforts. Enrollment in the VA health care system provides Veterans with the knowledge that health care services will be available when and where they are needed during that enrollment period. Enrolled Veterans who are traveling or who spend time away from their primary treatment medical center may obtain care at any VA health care medical center across the country without the worry of having to reapply.

Enrollment

You can apply for enrollment at any VA health care medical facility by completing VA Form 10-10EZ, APPLICATION FOR HEALTH BENEFITS. The application form can be obtained by visiting, calling, or writing any VA health care medical center or Veterans' benefits office. To apply for enrollment at CAVHS, you can call the local Eligibility Center at (501) 257-5656 or toll free at 1-800-224-8387. You may also visit the CAVHS web site (http://www.littlerock.va.gov/index.asp click on "Become a Patient". In the first paragraph, click on "Application for Health Care Benefits" and apply online. You may either submit the application online or print it and mail it to the address below.

Central Arkansas Veterans Healthcare System
Eligibility Center (136A1/LR)
4300 West 7th Street
Little Rock, AR 72205

Another option for checking your eligibility is the VA Eligibility and Enrollment link located on the CAVHS web site. Forms can also be requested toll free from VA's Health Benefits Service Center at 1-877-222-VETS (8387) or accessed from the website https://www.1010ez.med.va.gov/sec/vha/1010ez/. Completed applications must be signed and dated and may be returned in person or by mail to any VA medical center. If you apply in person at a VA medical center, VA staff will assign you to an initial priority group. After your application is processed, the VA Health Eligibility Center in Atlanta will confirm and notify you of your enrollment status by mail.

You are *NOT* required to apply for enrollment if you fall into one of the following categories:

- If you are seeking care for a VA-rated service-connected disability.
- If VA has rated you with a service-connected disability of 50 percent or more.
- If less than one year has passed since you were discharged for a disability that the military determined was incurred or aggravated in the line of duty, but that VA has not yet rated.

If you have previously enrolled, your enrollment will be reviewed annually without any action needed on your part. Veterans who are required to update their financial information are still

required to provide their income information on an annual basis using the VA Form 10-10EZR. Depending on your priority group and the availability of funds for VA to provide medical benefits to all enrollees, your enrollment will be automatically renewed without any action on your part. Should there be any change to your enrollment status, you will be notified in writing.

Obtaining Your DD214

Your DD214 may be needed for enrollment. The Department of Veterans Affairs does not maintain records of Veterans' military service, except as needed for providing benefits. For information about obtaining your military record, please visit the Military Personnel Records Center in St. Louis website http://www.archives.gov/st-louis/military-personnel/ and click on "Request Military Service Records." The VA Regional Office, at 1-800-827-1000, can also send you the necessary request form. If discharge or separation documents (i.e., DD214) are lost, Veterans may obtain duplicate copies by completing forms found on the Internet at http://www.archives.gov/research/index.html and mailing or faxing them to the National Personnel Records Center (NPRC). Alternatively, write the NPRC, Military Personnel Records, 9700 Page Ave., St. Louis, MO 63132-5100. Specify that a duplicate separation document is needed. The Veteran's full name should be printed or typed so that it can be read clearly, but the request must also contain the signature of the Veteran or the signature of the next of kin, if the Veteran is deceased. Include the Veteran's branch of service, service number or Social Security number and exact or approximate dates and years of service. Use Standard Form 180, "Request Pertaining To Military Records."

For additional information or to have eligibility and enrollment questions answered, please call the CAVHS VA Eligibility and Enrollment Office at (501) 257-5656 or toll free at 1-800-224-8387. The Eligibility Center is located at the Outpatient entrances in both North Little Rock (the north entrance of Bldg. 170) and Little Rock (in the lobby near the main entrance). Hours of operation are Monday through Friday, 7:30 a.m. – 4:00 p.m.

Financial Assessment (Means Testing) - Financial Reporting Requirements

While many Veterans qualify for enrollment and cost-free health care services based on a compensable service-connected condition or other qualifying factors, certain Veterans will be asked to complete a financial assessment at the time of enrollment to determine their eligibility for free medical care, medications and/or travel benefits. The assessment is based on the previous year gross household income of the Veteran, his or her spouse and dependents, if any. This financial information may also be used to determine the Veteran's enrollment Priority Group. For more information, visit www.va.gov/healthbenefits/cost/financial_assessment.asp, call toll-free 1-827-222-VETS (8387) Monday – Friday between 8 a.m. and 8 p.m. ET or contact the CAVHS Enrollment Office at (501) 257-5656 or toll free 1-800-224-83887.

Note: *VA eliminated the annual requirement for updated financial information. VA now uses information from the Internal Revenue Service (IRS) and Social Security Administration to*

automatically match individual Veteran's income information, reducing the burden on Veterans to keep their healthcare eligibility up to date.

In January 2015, VA eliminated the use of net worth information as a determining factor for eligibility and copayment responsibilities. VA will only consider a Veteran's gross household income and deductible expenses from a previous year. This change makes VA health care benefits more affordable to lower-income Veterans, who have no service-connected condition or other qualifying factors.

Geographically-Based Means Testing

Recognizing that the cost of living can vary significantly from one geographic area to another, Congress added income thresholds based upon geographic locations to the existing VA national income thresholds for financial assessment purposes. This law assists lower-income Veterans who live in high-cost areas by providing an enhanced enrollment priority and reducing the amount of their required inpatient co-payment. Please note that the geographically-based co-payment reductions apply ONLY to INPATIENT SERVICES. Outpatient services, long-term care, and medication co-payments are NOT affected by this law.

Enrollment Priority Groups (PG) – What are they and how do they work?

Today's Veterans have a comprehensive medical benefits package, which VA administers through an annual patient enrollment system. The enrollment system is based on priority groups to ensure health care benefits are readily available to all enrolled Veterans.

<u>Priority Group 1</u>

- Veterans with VA-rated service-connected disabilities 50% or more disabling.
- Veterans determined by VA to be unemployable due to service-connected conditions.

<u>Priority Group 2</u>

- Veterans with VA-rated service-connected disabilities 30% or 40% or more disabling.

<u>Priority Group 3</u>

- Veterans who are former Prisoners of War (POWs).
- Veterans awarded a Purple Heart medal.
- Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty.
- Veterans with VA-rated service-connected disabilities 10% or 20% disabling.
- Veterans awarded special eligibility classification under Title 38, U.S.C., § 1151, "benefits for individuals disabled by treatment or vocational rehabilitation."
- Veterans awarded the Medal of Honor (MOH).

<u>Priority Group 4</u>

- Veterans who are receive aid and attendance or housebound benefits from VA.
- Veterans who have been determined by VA to be catastrophically disabled.

Priority Group 5

- Nonservice-connected Veterans and non-compensable service-connected Veterans rated 0% disabled by VA with annual income below the VA's and geographically (based on your resident zip code) adjusted income limit.
- Veterans receiving VA pension benefits.
- Veterans eligible for Medicaid programs.

Priority Group 6

- Compensable 0% service-connected Veterans.
- Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki.
- Project 112/SHAD participants.
- Veterans who served in the Republic of Vietnam between January 8, 2962 and May 7, 2975.
- Veterans of the Persian Gulf War who served between August 2, 1990, and November 11, 1998.
- Veterans who served on active duty at Camp Lejeune for at least 30 days between August 1, 1953 and December 31, 1987 *****.
- Veterans who served in a theater of combat operations after November 11, 1998 as follows:
  - Currently, enrolled Veterans and new enrollees who were discharged from active duty on or after January 28, 2003, are eligible for the enhanced benefits for five years post discharge.
  - ******Combat Veterans who were discharged between January 2009 and January 2011, and did not enroll in the VA health care during their five-year period of eligibility have an additional one year to enroll and receive care. The additional one-year period began February 12, 2015 with the signing of the Clay Hunt Suicide Prevention for America Veterans Act.**

Note: At the end of this enhanced enrollment priority group placement time period, Veterans will be assigned to the highest PG their eligibility status at that time qualifies for.

***** While eligible for Priority Group 6; until system changes are implemented Veterans are assigned to PG 7 or 8 depending on their household income.

****** While eligible for PG 6; due to system limitations, Veterans will be manually assigned to PG 8c, yet eligible for the enhanced benefits.

Priority Group 7

- Veterans with gross household income below the geographically-adjusted income limits (GMT) for their limit resident location and who agree to pay copays.

Priority Group 8

- Veterans with gross household incomes above the VA income limits and the geographically-adjusted income limits for their resident location and who agree to pay copays.

Veterans **eligible** for enrollment:

Non-compensable 0% service-connected:

- Sub priority a: Enrolled as of January 16, 2003, and who have remained enrolled since that date and/or were placed in this sub priority due to changed eligibility status.
- Sub priority b: Enrolled on or after June 15, 2009, whose income exceeds the current VA income limits or the geographically-adjusted VA income limits by 10% or less.

Nonservice-connected and:

- Sub priority c: Enrolled as of January 16, 2003, and who have remained enrolled since that date and/or were placed in this sub priority due to changed eligibility status.
- Sub priority d: Enrolled on or after June 15, 2009, whose income exceeds the current VA income limits or the geographically-adjusted VA income limits by 10% or less.

Veterans **not eligible** for enrollment:

Veterans not meeting the criteria above:

- Sub priority e: Non-compensable 0% service-connected (eligible for care of their service-connected condition only).
- Sub priority g: Nonservice-connected.

VA Service-Connected Rating

A service-connected rating is an official ruling by VA that your illness/condition is directly related to your active military service. Service-connected ratings are established by VA Regional Offices located throughout the country. In addition to compensation and pension ratings, VA Regional Offices are also responsible for administering educational benefits, vocational rehabilitation, and other benefit programs, including home loans. For more information or to apply for any of these benefits, contact your nearest VA Regional Office at 1-800-827-1000 or find them online at www.va.gov.

VA "Catastrophically" Disabled

To be considered catastrophically disabled, you must have a severely disabling injury, disorder, or disease which permanently compromises your ability to carry out the activities of daily living. The disability must be of such a degree that you require personal or mechanical assistance to leave home or bed, or constant supervision to avoid physical harm to yourself or others. To request an evaluation, contact Primary Care at CAVHS, 1-866-722-4838. If a VA health care provider finds that you are catastrophically disabled, your priority may be upgraded to Priority Group 4. If found to be "Catastrophically" Disabled, the Veteran will be enrolled and receive cost-free VA medical care and medications. However, Veterans in this category may be subject to copayments for extended care (long-term care.) Additionally, enrolled Veterans in a lower priority group, such as PG 7 or 8 will move to PG 4.

Ineligible Enrollment Care
A Veteran who is not enrolled will still be eligible for hospital and outpatient care for conditions related to military sexual trauma, head or neck cancer related to nose or throat radium treatment while in the military, readjustment counseling services, and treatment related to service-connected conditions. If you need more information, please contact the CAVHS Enrollment Office at (501) 257-5715 or toll free at 1-800- 224-8387.

Military Sexual Trauma Survivors and Eligibility
VA provides free care (including medications) for mental and physical health conditions related to experiences of Military Sexual Trauma (MST) – that is, sexual assault or repeated, threatening sexual harassment a Veteran experienced while on active duty or active duty for training. Neither individuals nor health insurance plans are billed co-payments for MST-related inpatient, outpatient, or pharmaceutical treatment. Applicable co-payments may be charged for services not related to MST.

There are no limits on the duration of this free care and it is available to both female and male Veterans. The provider of services makes the determination of whether the care provided is related to MST.

Charges & Co-payments
While many Veterans qualify for cost-free health care services based on service-connected condition or other qualifying factor, some Veterans are required to complete an annual financial assessment or Means Test to determine if they qualify for cost-free services. Veterans whose income exceed the established Means Test threshold as well as those who choose not to complete the financial assessment, must agree to pay required co-payments to become eligible for VA health care services. New Veterans who apply for enrollment after January 16, 2003 and decline to provide income information are not eligible for enrollment. Along with enrollment confirmation and priority group assignment, enrollees will receive information regarding their co-payment requirements, if applicable.

<u>Outpatient Co-payments</u>
Outpatient co-payments are based on the higher of two levels of service on any individual day.

- Primary Care Services – services provided by a primary care clinician is considered the lower level of service related to co-payments.
- Specialty Care Services – services provided by a clinical specialist such as a surgeon, radiologist, audiologist, optometrist, cardiologist, and specialty tests such as magnetic resonance imagery (MRI), computerized axial tomography (CAT) scan, and nuclear medicine studies are considered the higher level of service related to co-payments.

Note: There is no co-payment requirement for preventive care services such as screenings, immunizations, and other services that do not require the immediate presence of a physician.

Medication Co-payments

Medication co-payments apply to each prescription including each 30-day supply or less of maintenance medications.

Note: There is an annual cap for some enrollment priority groups.

Inpatient Co-payments

In addition to a standard co-payment charge for each 90 days of care within a 365-day period regardless of the level of service (such as intensive care, surgical care, or general medical care), a per diem charge will be assessed for each day of hospitalization.

Long-Term Care Co-payments

Long-Term Care co-payments are based on three levels of care.

- Nursing Home Care/Inpatient Respite Care/Geriatric Evaluation
- Adult Day Health Care/Outpatient Geriatric Evaluation/Outpatient Respite Care
- Domiciliary Care

Note: Co-payments for Long-Term Care services start on the 22nd day of care during any 12-month period—there is no co-payment requirement for the first 21 days. Actual co-payment charges will vary from Veteran to Veteran depending upon financial information submitted on VA Form 10-10EC.

Annual Changes to Co-payment Rates

Due to annual changes to co-payment rates, including the annual cap on medication co-payments, co-payment rates are published separately. Current year rates can be obtained at any VA health care medical center or on the eligibility page on the VA web site at http://www.va.gov/healthbenefits/.

Private Health Insurance Information

By law, VA must bill health insurance carriers for services provided to treat non-service-connected conditions. To ensure that current insurance information is on file – including coverage through employment or the Veteran's spouse – VA staff is required to ensure that Veterans' health insurance information is updated during each visit. Identification of insurance information is essential to VA since collections received from insurance companies help supplement the funding available to provide services to Veterans. Veterans are asked to cooperate by disclosing all relevant health insurance information.

Enrolled Veterans can provide or update their insurance information by:

- Using the online 10-10-EZR, Health Benefits Renewal Form at https://www.1010ez.med.va.gov/ or
- Calling 1-877-222-VETS (8387) Monday-Friday between 8 a.m. and 8 p.m. ET, or

- Use the self-service Kiosks available at their local VA health care facility. VA health care is NOT considered a health insurance plan

Private Health Insurance Coverage

Since VA health care depends primarily on annual congressional appropriations, VA encourages Veterans to retain any health care coverage they may already have – especially those in the lower enrollment priority groups. Veterans with private health insurance or with federally funded coverage through the Department of Defense (TRICARE), Medicare, or Medicaid may choose to use these sources of coverage as a supplement to their VA benefits.

CAUTION! Before canceling insurance coverage, enrolled Veterans should carefully consider the risks.

- There is no guarantee that in subsequent years Congress will appropriate sufficient funds for VA to provide care for all enrollment priority groups.
- Non-Veteran spouses and other family members generally do not qualify for VA health care.
- If participation in Medicare Part B is cancelled, it cannot be reinstated until January of the next year and there may be a penalty for the reinstatement.
- Care at a non-VA health care facility may not be authorized for payment.
- Cancellation of current insurance coverage could result in being disqualified for reinstatement based upon any pre-existing illnesses.

Non-VA Care Coordination (NVCC) Program- Care Outside the VA System at VA Cost

Veterans seeking health care at VA expense should obtain their care at a VA health care facility. Community care or the use of the NVCC Program is generally authorized when appropriate VA services are not available or cannot be economically provided to eligible Veterans. The use of community care is not considered a permanent solution for Veteran health care needs. The NVCC Program is not an entitlement program. The NVCC Program is a method of health care delivery for those eligible Veterans.

There may be times when VA cannot provide all of the necessary medical care and services. VA may authorize medical care in the community for those Veterans who meet the eligibility requirements. Individual eligibility determinations are difficult, and therefore outside the scope of this general information. These situations can be coordinated through your VA physician and the CAVHS NVCC staff. To learn more about NVCC Program and whether or not you are eligible for these services, contact the CAVHS NVCC staff at (501) 257-2577.

Emergency Care in Non-VA Facilities

You may be eligible for non-VA emergency care if the care is for a service-connected condition (38 U.S.C. §1728). In 2001, Congress provided VA with authorization under 38 U.S.C §1725 (Veteran's Millennium Healthcare Act) to pay for emergency care in non-VA facilities for Veterans enrolled in the VA health care system if certain administrative and clinical criteria are met. Claims must be filed with the VA within 90 days from the last day of the emergent care.

Criteria for Qualifying for Emergency Care

This benefit is a safety net for enrolled Veterans who have no other means of paying a private medical center emergency bill. If another party (i.e., health insurance provider) pays all or part of a bill, VA cannot provide any reimbursement. To qualify, you must meet all of these criteria:

- You were provided care in a hospital emergency department or similar medical center providing emergency care.
- You are enrolled in the VA Health Care System.
- You have been provided care by a VA Health care provider within the last 24 months (excludes Compensation & Pension, Agent Orange, Ionized Radiation and Persian Gulf exams).
- You are financially liable to the provider of the emergency treatment you received.
- You have no other form of health care insurance.
- You do not have coverage under Medicare, Medicaid, or a state program.
- You have no other contractual or legal recourse against a third party (such as a Workman's Compensation Claim) that will pay all or part of the bill. Public Law 111-137 excludes coverage from personal injury protection provisions in automobile insurance policies.
- VA or other Federal facilities were not feasibly available at time of the emergency.
- The care must have been rendered in a medical emergency of such nature that a prudent layperson would have reasonably expected that delay in seeking immediate medical attention would have been hazardous to life or health.

Timeline to File

Veterans have a responsibility to ensure the VA is notified immediately upon any hospital admission other than a Veterans Administration Medical Center. Notify CAVHS at (501) 257-5714 when you have been admitted to an outside hospital. Claims must be filed with the VA medical center nearest to where the services were rendered within 90 days of the discharge date of medical service; otherwise, the claim will be denied because it was not filed in a timely manner.

Covered Pharmacy Items

The VA's authority for reimbursement of pharmacy items to Veterans from non-VA providers follows a strict set of guidelines. The Veteran must be actively enrolled in a non-VA Care Coordination Program (NVCC); the pharmacy item must follow the VA National formulary and be considered as urgent or emergent by the initiating physician; the pharmacy item cannot be reimbursed past a 10-day supply; and the prescription and receipts must be turned in to the NVCC Unit. The reimbursement is based upon the U.S. Government's Red Book cost and no taxes can be reimbursed. Enrollment in the NVCC Program is limited to Veterans rated 50 percent or more service-connected or in receipt of a VA pension with Housebound or Aid and Attendance benefits.

Do you need approval before going to the Emergency Department?

No. If you are an eligible Veteran, and a VA medical center is not feasibly available when you believe your life is in immediate danger, report directly to the closest emergency room. If hospitalization is required, you, your representative, or the treating medical center should contact the nearest VA within 24 hours to arrange VA care by calling (501) 257-5714.

Length of Stay in the Private Hospital

If you are hospitalized, and the VA is notified, the VA will be in regular contact with your physician at the private hospital. As soon as your condition stabilizes, the VA will assist the private medical center with arrangements to transport you to a VA, or VA-designated medical center.

If you do not wish to leave the Private Medical Center

If authorized, VA will pay for your emergency care services only until your condition is stabilized and/or you can be safely transferred to a VA or VA-designated medical center. If you stay beyond that point, you are responsible for the payment of costs associated with treatment.

Reimbursement for Ambulance Bill to the Non-VA Medical Center

If the VA accepts responsibility for the emergency room visit and/or admission, the ambulance will be paid from the scene of the incident to the first non-VA medical center providing necessary care.

If the Private Hospital bills you for Services

If you are billed for emergency care service that has been approved for payment by VA, contact the CAVHS NVCC office at (501) 257-2577 and a representative will assist you in resolving the issue. Under the law, payment from the VA is considered as “payment in full” for the dates authorized.

If you are a Victim of a Crime

If you are a victim of a crime, the claim must be filed with your local municipality because the state of Arkansas has various victim relief funds available. These claims cannot be supplemented by a payment from the VA.

Co-Managed Care: VA and Private Physicians

Can I receive care from both a VA and local community health care provider?

Yes, but if you do, you will want to participate in VA's Co-Managed Care. Co-Managed Care is when you and your VA health care provider team up with your community health care provider and agree to work together and share information about your health care. This ensures that any treatments, medications, or supplies VA provides will follow the VA's formulary to provide what you need, and are safe for you. VA will not reimburse you for medications you purchase at a community pharmacy.

How do I participate in Co-Managed Care?

To participate in Co-Managed Care, you should ask to be assigned to a VA Primary Care Team who will monitor, diagnose, and treat your medical problems and change your treatment, if needed. You must give the VA the name, address, and telephone number of your community health care provider. Ask your community health care provider for a copy of your medical reports and bring them with you to your first VA appointment. The information will help your VA health care provider understand the status of your health care.

Can I get my prescriptions filled at the VA and not see VA doctors?

The VA cannot be used only as a pharmacy. VA health care providers need to review and follow your care before prescribing medications and supplies. Your VA provider is responsible for prescribing medications that are safe and effective. Sometimes, it is necessary to have blood tests done or to visit the clinic more often to make sure your medications are working well and not causing you any problems. In most cases, this kind of monitoring must be done at a VA medical center. If a medication prescribed by your community health care provider is not available through the VA Pharmacy, you must purchase this medication at your own expense.

VA Veterans Choice Program

Enrolled Veterans can receive care by a non-VA health care provider closer to home rather than wait for a VA appointment or travel a long distance to a VA facility. The Veterans Choice Program temporarily authorizes enrolled Veterans to receive health care from non-VA providers. The following conditions apply:

- Veteran told by his or her local VA medical facility that they will not be able to schedule an appointment for care within 30 days of the date the Veteran's health care provider determines he//she needs to be seen, or if there is no specific date from his or her physician, within 30 days of the date the Veteran wishes to be seen.

- Veteran lives more than 40 miles driving distance from the closest VA medical facility with a full-time primary care physician.
- Veteran needs to travel by air, boat or ferry to the VA medical facility closest to his/her home.
- Veteran faces an unusual or excessive burden in traveling to the closest VA medical facility based on geographic challenges, environmental factors, a medical condition, the nature or simplicity or frequency of the care needed and whether an attendant is needed.
  Note: The Central Business Office Fee Services Unit staff will work with the Veteran to determine if the Veteran is eligibility for any of these reasons. Telephone number for the Fee Services unit is 501-257-2577.
- Veteran lives in a state or territory without a full-service VA medical facility which includes: Alaska, Hawaii, New Hampshire and the United States territories.
  Note: This excludes New Hampshire Veterans who live within 20 miles of the White River Junction VAMC and Puerto Rico, which has a full service VA medical facility.

Non-VA care is only covered by VA for medical needs that have been approved by a VA physician. Veterans who choose to use their Choice Card should coordinate pre-approved care by calling 1-866-606-8198. For more information, visit www.va.gov/opa/choiceact/.

Patient Travel

This section is designed to provide you helpful information under which transportation at Government expense may be furnished to beneficiaries traveling to or from VA facilities, or other places of examination, treatment or care. The Department of Veterans Affairs (VA) has authority to provide eligible beneficiaries reimbursement for mileage, special mode (wheelchair, stretcher and ambulance) transportation (when medically justified by a VA health care provider), and in certain circumstances, taxi or hired car.

Mileage Rates for Travel

Mileage rates for Veterans and VA employees are determined under separate authorities and take different criteria under account. Title 38 United States Code (U.S.C.) 111 and 38 Code of Federal Regulations (CFR) 17.143-145 are authorities for Beneficiary Travel. The 41 CFR, Chapter 301, provides guidance for employee travel. A “per round trip deductible of $6.00” is automatically applied to most vouchers with a monthly cap of $18.00, excluding those receiving VA pensions and those coming for Compensation & Pension (C&P) exams. Unscheduled appointments will be paid to eligible Veterans only as a one-way trip. For example mileage reimbursement for 2013 was 41.5 cents per mile for ALL Veteran travel, including C&P exams. When VA has determined that a deficiency exists in relation to a C&P exam (need to repeat a lab test, X-ray, or through no fault of the Veteran not all exams in relation to the C&P were completed) reimbursement is 41.5 cents per mile. This is travel for the "Convenience of the Government".

Direct Express® Debit Card for Travel Reimbursement Payments

The Federal Government has implemented an Electronic Fund Transfer (EFT) system to directly deposit Veteran payments into their bank accounts.

VA is providing another electronic option in a Direct® Express Debit MasterCard®. This card is available to Veterans who do not have bank accounts or simply prefer to receive their payments on a debit card. The card works just like any other debit card you might have in your wallet. Payments for travel reimbursement will be available within 24 to 48 hours of issue.

Can you have both direct deposit and the new debit card? No. You need to choose one or the other. Either way you choose, you will get your money a lot faster and it's very secure.

Check with CAVHS staff at 501-257-1506 and 501-257-1371 or our facility's Business Office or Agent Cashier to see if you can apply. There's also a toll free information number if you have any questions at 1-877-597-3055 – or visit the website www.usdirectexpress.com.

Travel Fraud or Abuse

Beneficiary travel fraud can take money out of the pockets of deserving Veterans. Help ensure the integrity of departmental operations by reporting suspected fraud, waste or abuse in the VA Beneficiary Travel Program or operations to the VA Office of the Inspector General (toll-free hotline) at 1-800-488-8244 (8:30 a.m.– 4 p.m. EST, Monday–Friday excluding federal holidays). You may also contact them by mail, e-mail and FAX at: VA Inspector General Hotline (53E), P.O. Box 50410, Washington, D.C. 20091-0410 or email vaoighotline@va.gov, or via FAX at (202) 565-7936.

Examples of beneficiary travel benefits fraud or Abuse include but are not limited to:

- Incorrect addresses provided resulting in increased mileage
- Driving/riding together, should one or more Veterans travel together in a private vehicle and each Veteran makes a separate claim. Only the owner of the vehicle is actually incurring expenses and therefore is the only person entitled to travel reimbursement.
- Veterans who take non-pay transportation such as DAV transportation, VA Network transportation systems or other no-cost city, state, or area systems are not incurring cost and therefore are not entitled to Beneficiary Travel reimbursement.

Veterans making false statements for beneficiary travel reimbursement may be prosecuted under applicable laws. The 38 Code of Federal Regulations, Part 70.41, "Recovery of Payments" 38 Code of Federal Regulations, Part 70.42, "False Statements" (Authority: 38 U.S.C. 101, 111, 501, 1701, 1714, 1720, 1728, 1782, 1783, E. O. 11302)

What if a Veteran has a P.O. Box and physically lives elsewhere?

Beneficiary Travel is intended to assist Veterans with transportation from their place of residence to the VA health care facility that can provide the needed care. Due to required implementation of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), Veterans now have

the option of having their official mail sent any place they choose. Our system allows us to enter a "Confidential Address" under your registration information. The confidential address would tell us where you would like to receive your medications, eligibility information, appointment letters, billing, medical records and other information that we would normally send to your physical address. However, this does not imply that travel should be paid from that point. Similarly, a Veteran's home address could be in another state but he or she is currently staying in the area. In this case, travel should be paid from the address in the area rather than the distant address. To determine appropriate travel reimbursement, it is necessary that a Veteran establish a current place of residence. If there is any question as to this, a Veteran can be asked to provide documentation establishing his or her address. Should a Veteran refuse to provide this information, travel reimbursement may be withheld.

Is the $18.00 per month deductible for each facility or does it pertain to travel to all VA facilities for health care? Who is required to pay the deductible?
The $18.00 is the total monthly deductible amount for travel to all VA facilities. Therefore, should a Veteran go to multiple VA facilities, and the Veteran notes this when applying for travel reimbursement, it is incumbent upon the facility providing the care and travel to contact any other VA facilities to determine if the deductible has been met.

The only exemptions to the deductible are:

- Veterans traveling in conjunction with a Compensation & Pension examination,
- Veterans requiring special mode transportation (ambulance, etc.), and
- When it is determined that the imposition of the deductible would cause a severe financial hardship
- All other eligible Veterans, including those receiving care for service-connected conditions, are required to have the deductible applied

How long do Veterans have to claim travel?
All beneficiary travel claims must be made within 30 days of the appointment date in accordance with 38 U.S.C. 70.

Release of Medical Information

The Release of Information Staff can assist Veterans in accessing their medical records, obtaining copies of their medical records, requesting amendment to their medical records, completion of forms for benefits, insurance, and other medical record information.

You can find the forms to request a medical record by visiting the CAVHS website at http://www.littlerock.va.gov/patients/roi.asp. You can bring the forms to the Release of Information Office located in the John L. McClellan Memorial Veterans Hospital, on the first floor, room 1D-151/LR, mail it to the address listed below, or fax the request to (501) 257-5708 along with any proof of identity and authority to request the information if the requestor is

someone other than the patient (ex. POA, guardianship, next of kin, death certificate, marriage certificate, etc.).

Central Arkansas Veterans Healthcare System
Release of Information, (136D/LR)
4300 West 7th Street
Little Rock, Arkansas 72205

Medical information from your CAVHS records cannot be released without your written permission, except in unique situations identified by law (i.e., law enforcement, court order, treatment purposes, etc.). Upon discharge from the hospital, if you wish information to be released to your family doctor, insurance company or other agency, ask the unit staff to prepare the necessary forms for you to sign. Be sure you provide the complete name and correct address of the person or agency to which the information is to be sent. Also, you must state, in writing, your reason for the requested release. You may call (501) 257-5696 to speak to a Release of Information Clerk.

Requests for records will be processed within 20 business days. There is no cost to the Veteran who needs copies sent directly to another health care provider. However, if copies are for a Veteran's personal use, photocopying fees may be assessed.

2017 Vietnam War Veterans Commemoration

PARTICIPATE IN YOUR CARE

To get the most from your visits to CAVHS, bring your Veterans Identification Card or picture ID, insurance cards, appointment letter, a list of all prescribed and over-the-counter medications/vitamins you are taking, and a copy of your medical records from your local doctor, when applicable. Tell your health care provider everything you think or feel about your diagnosis and treatment plan; ask questions about your tests, medications, side effects, or symptoms; and know your personal and family medical history. For your safety expect to have patient identification verified frequently throughout your stay. To verify a patient's identification your caregiver will ask for your full name and your date of birth or your full Social Security Number.

My Health*e*Vet

My Health*e*Vet is VA's online personal health record that gives the Veterans the ability to partner with their health care team. With a My HealtheVet account, you are able to order prescriptions online, see your VA appointments, and review detailed lab results. Additional features include: access to your medical records and Secure Messaging which gives you the ability to message your provider and pharmacist with non-urgent medical questions. To register for an account, go to www.myhealth.va.gov. To view key portions of your VA health record and to use Secure Messaging you must upgrade your account at one of the below listed locations.

Your account can be upgraded at the following locations:

1) Little Rock – the Patient Education Resource Center or Release of Information (both are located on the first floor)
2) North Little Rock – the Library on the ground floor
3) At any of the VA outpatient clinics

Steps to upgrade your account

1) Print, read and sign the VA Form 10-5345a-MHV. This form is available on the website or at any of the locations listed above.
2) Take your form and government issued photo ID such as the VA ID card or a driver's license with you.
3) VA staff at a location listed above will verify your information and upgrade your account.

Call CAVHS My HealtheVet Coordinator at (501) 257-5621 for any My HealtheVet questions.

Library

One Patient Library is located on the ground floor near the Canteen in North Little Rock at the Eugene J. Towbin Healthcare Center. You are welcome to visit the library, browse and check out books and magazines. You may read current issues of local newspapers and magazines. We have donated paperback books and magazines for your use. You must return all books to the library before you leave the hospital. If you discharge after hours, you may place books in the

book drop. We have patient computers for you to use while in the hospital to access the internet. You may also log in and/or register for My Health*e*Vet. Hours of operation are: Monday through Friday, 7:30 a.m. to 4 p.m.

At the John L. McClellan Memorial Veterans Hospital in Little Rock, recreational reading materials are available through Voluntary Service at information desks located at the Red or Green Atrium on the 1st floor.

The Library in Little Rock also offers the Patient Education Resource Center (PERC) in the Red Atrium where patients may obtain medical information computer access.

My Health*e*Vet access and registration are also provided. Hours of operation are Monday through Friday, 9 a.m. to 3 p.m. Special needs can be addressed anytime during CAVHS administrative business hours Monday through Friday 8a.m. to 4:30p.m.

Patient Education Resources

CAVHS offers health education to help you and your family while you are in the hospital and to prepare you for going home. These health education services help you increase your awareness, understanding and skill in managing health problems. There are dedicated health care providers to teach, train and advise you on a variety of health needs.

In Little Rock and North Little Rock, you may watch patient education videos any time of the day or night. The video on demand system is called the Tigr System. You will use the phone and TV in your room to access the video system. Please ask a member of your health care team to help you get started with educational videos on demand while you are an inpatient.

Patient Education Resource Center (PERC)

The Patient Education Resource Center is a place for Veterans to find health related information through brochures, handouts or via the internet.

The Veterans Health Education Coordinator is available to assist departments and clinics with developing and/or ordering patient health education material. The PERC phone number is (501) 257-4504.

Health Promotion Disease Prevention (HPDP) Program

Health Promotion Disease Prevention focuses on promoting Veteran health and decreasing the effects of chronic illness. This program is one way the VA is making health care at each facility more patient-centered and includes these *"9 Healthy Living Messages";*

*Be involved in Your Health Care
*Manage Stress
*Strive for a Healthy Weight
*Limit Alcohol
*Be Tobacco Free
*Be Safe
*Eat Wisely
*Be Physically Active
*Get Screening Tests and Immunizations

The HDPD team supports a variety of prevention programs that include, Tobacco Use Cessation, MOVE!, Wellness Programs such as Cook Smart-Eat Smart, Cooking Matters, a Monthly Wellness Series in the Women's Health Clinic, breast feeding education, shared medical appointments, and health coaching.

CAVHS has tools to help Veterans set *S.M.A.R.T.* (Specific, Measurable, Action-oriented, Realistic, Timely) goals to improve health and well-being. You will find information about HDPD programs at your primary care clinic or Community-Based Outpatient Clinic, on our web page, and other areas of our main facility. We are proud to serve our Veterans and want to provide you with tools to keep you well.

For more information about Health Promotion Disease Prevention call one of the HPDP program managers (501) 257-2651or visit, http://www.littlerock.va.gov/services/Health_Promotion_and_Disease_Prevention.asp

Care Coordination Home Telehealth Program

Care Coordination Home Telehealth is a program designed to provide ongoing monitoring and assessment for selected patients using telehealth technologies to proactively enable prevention, investigation and treatment that enhances the health of patients. Veterans with chronic diseases such as, diabetes, depression, bi-polar disorder, Post-Traumatic Stress Disorder, hypertension, and congestion heart failure may benefit from this program. After a screening assessment and development of a care plan, the patient is given a telehealth appliance. The telehealth appliance provides important health care information directly to your health care team on a daily basis. The device also sends useful tips to help the Veteran take better care of his/her health. To contact Care Coordination Home Telehealth Program Staff call (501) 257-2248.

Veteran Point of Service Kiosks

Point of service kiosks (also known as VETLink) are installed in clinics allowing for easy Veteran check-in. The kiosks can also be used to enter or update next of kin/emergency contact information and demographic information. Veterans can view future appointments and take a quick survey to help VA improve the appointment experience.

Veteran Point of Service kiosks are conveniently located in CAVHS clinics for quick Veteran check-in and information updates.

MEDICAL SERVICES

CAVHS Emergency Department Procedures

The CAVHS Emergency Department is located at John L. McClellan VA Hospital in Little Rock and is near the main entrance. The CAVHS Emergency Department (ED) is staffed 24-hours a day including weekends and holidays. Services are provided for acute medical emergencies. The Emergency Department prioritizes care based on the seriousness of the veteran's illness or injury. Veterans that present with non-emergent health care concerns will be triaged and may be required to wait longer for care. Veterans are encouraged to enroll in Primary Care to manage chronic medical problems and promote health and well-being.

There are no emergent care services at the Community-Based Outpatient Clinics (CBOC) or Eugene J. Towbin Healthcare Center in North Little Rock.

CAVHS Primary Care Clinics

Veterans enrolled in Primary Care will be assigned to a Patient Aligned Care Team (PACT). PACT consists of a provider, a registered nurse, a licensed practical nurse and a medical support assistant working with the Veteran to manage acute and chronic medical concerns as well as promoting a healthy lifestyle. The PACT Provider is supported by social workers, registered dietitians, pharmacists, mental health professionals and other skilled professionals who assure Veterans receive well-coordinated, high quality care. Veterans with a non-emergent medical problem after hours who cannot wait until their next appointment may call Telephone Care at (501) 257-5686. Professionally trained staff are ready to help answer health care questions 24-hours a day.

CAVHS features Women Veterans Health Clinic PACTs for comprehensive women's care.

Patient Aligned Care Team

Veterans already registered with CAVHS can find their PACT number by calling the Primary Care Appointment Center (501) 257-3999 or 1 866-722-4838.

Veterans not registered with CAVHS must first register at the Eligibility and Enrollment Center. Call (501) 257-5656 or toll free at 1-800-224-8387 or apply via the Internet at http://www.va.gov/healthbenefits/. The application for enrollment is the VA Form 10-10 EZ.

Once a Veteran is registered, he/she may schedule a "New Case Appointment" by calling the Primary Care Appointment Center (501) 257 3999 or 1 866-722-4838 .

Primary Care PACT Appointment Expectations

Veterans should arrive at least 30-minutes prior to scheduled appointment time to ensure all necessary pre-appointment health information, lab tests and screenings are performed. Veterans

are asked to check in with their PACT upon arrival to the clinic. The clerical staff will inform the Veteran of any lab work needed prior to seeing the provider.

Community Based Outpatient Clinics

Outside of the Little Rock metropolitan area, extensive primary care services can be provided through Community-Based Outpatient Clinics (CBOC). CBOCs are located in Conway, El Dorado, Hot Springs, Mena, Mountain Home, Pine Bluff, Russellville and Searcy.

Conway CBOC 1520 East Dave Ward Drive Conway, AR 72032 Phone: (501) 548-0500	**El Dorado CBOC** 514 East 5th Street El Dorado, AR 71730 Phone: (870) 875-5900
Hot Springs CBOC 177 Sawtooth Oak Street Hot Springs, AR 71901 Phone: (501) 520-6250	**Mena CBOC** 1706 Hwy 71 North Mena, AR 71953 Phone: (479) 394-4800
Mountain Home CBOC 759 Highway 62E, Suite 500 Twin Lakes Plaza Mountain Home, AR 72653 Phone: (870) 594-8387	**Pine Bluff CBOC** 4747 Dusty Lake Drive, Suite 203 Pine Bluff, AR 71603 Phone: (870) 541-9300
Russellville CBOC 3106 West 2nd CT Russellville, AR 72801 Phone: (479) 880-5100	**Searcy CBOC** 1120 South Main Street Searcy, AR 72143 Phone: (501) 207-4700

Transition and Care Management Program (TCM)

CAVHS has a Transition & Care Management Team ready to welcome Post 9/11 Veterans (combat and non-combat) and help with coordination of care. Case Managers, who are social workers, coordinate patient care activities and help Veterans navigate their way through the VA system. The Transition Patient Advocate (TPA) acts as a personal advocate as Veterans move throughout the VA healthcare system.

OEF/OIF/OND combat Veterans can receive cost free medical care for any condition related to their service in the Iraq/Afghanistan Theater for five years after the date of discharge or release.

If a Veteran experiences non-service connected illness/ injuries post deployment you may be charged a co-pay for treatment of these conditions. For example: flu, colds, auto accident, etc.

Questions may be directed to:

Transitional Patient Advocate: (501) 257-5414
TCM Case Manager: (501) 257-4945
TCM Case Manager/Clinical Social Worker: (501) 257-3985
TCM Program Support Assistant: (501) 257-3360
TCM Program Manager: (501) 257-6706

Audiology and Speech Pathology Service

Audiology services are available at both Little Rock and North Little Rock campuses and at the Conway Community-Based Outpatient Clinic. Speech-Language Pathology services are available at the Little Rock and North Little Rock campuses.

Audiology services include diagnostic evaluations, balance assessment and rehabilitation, amplification assessments (including issuance of hearing aids and/or assistive listening devices), audiological rehabilitation, hearing aid repair or follow-up, and tinnitus evaluation and management. Audiologists also work with patients and their families to help manage hearing loss and its effects on communication.

Speech-Language Pathology services include evaluation and treatment for dysphagia (swallowing disorders), motor speech disorders, dysfluency, voice, aphasia and cognitive-communicative deficits (secondary to stroke, traumatic brain injury or other neurological event). Augmentative/alternative communication devices may be provided as part of treatment. Speech-language pathologists also provide laryngectomy rehabilitation (including TEP voice prostheses).

Eye Care

Eye care is offered for Veterans of CAVHS through clinics at the John L. McClellan Hospital, in North Little Rock (building 66), and the Conway CBOC. Ophthalmology and Optometry work together to offer complete eye care services that range from general exams and Low Vision

services for the visually impaired to specialty eye surgery. Tele-retinal ophthalmic photographic screenings for diabetic patients are performed during annual exams in Primary Care. These photographic screenings are reviewed by staff doctors within the eye services and referred to the appropriate level of eye care, if needed.

*Veterans are eligible for one pair of glasses every two years. General eye exams can be requested through the Veteran's primary care provider.

Diagnostic & Therapeutic Imaging Service (Radiology and Nuclear Medicine)

The Diagnostic and Therapeutic Imaging Service (Radiology and Nuclear Medicine) is comprised of a team of highly motivated physicians, nurses, technologists and support professionals who are committed to providing the highest quality care to our Veterans. Imaging plays an increasingly important role in the diagnosis of disease and in many respects is the physical examination of the 21st century. Our service is comprised of two divisions:

The **North Little Rock Division** provides a variety of outpatient imaging services essential to support the clinical mission of the NLR campus. These include standard X-rays, fluoroscopic examinations to include Barium Enema studies, Upper GI studies and Barium Swallows. This division operates Monday through Friday, 7:30 a.m. to 4:30 p.m. for outpatients. Inpatient services are available 24-hours a day.

The **Little Rock Division** is comprised of a fully operational department of traditional and cutting edge imaging technologies. Traditional X-ray studies are obtained with state of the art digital technologies that allow images to be viewed across the hospital by all privileged consultants, affording our patients the highest degree of collaborative, team-based care drawing in expert opinions from all necessary services. Standard fluoroscopic examinations are performed daily by expert radiologists with hundreds of man-years of experience in performing such studies. Our ultrasound department offers full services including vascular and abdominal studies. Our service has three state-of-the-art CT (CAT) scanners which allow exquisitely detailed images of the entire body to be taken in seconds without any pain or discomfort to our patients. With modern CT scanners, physicians can rapidly and conclusively identify bleeding, tumors and myriad important abnormalities—the identification of which may make the difference between success and failure in treatment. Our two Magnetic Resonance (MR) scanners are state of the art, and offer detailed images of the brain, spine, extremities and abdomen, allowing our surgeons and medical physicians to identify abnormalities and establish treatment plans that previously were simply not possible. Our nuclear medicine department offers a gamut of non-invasive diagnostic examinations, and offers therapeutic services including thyroid ablation. The mammography department at CAVHS is gaining acclaim for its patient-centered friendliness and customer service. Anchored by subspecialty trained breast imagers, every patient receives a personal visit from their breast imaging expert after the images have

been obtained and reviewed. If additional study is needed, 95 percent of the time it will be obtained on the spot – often saving the cost and inconvenience of additional trips.

The Interventional Radiology department at CAVHS is among the finest in the country. We offer a breadth of services including localized liver cancer therapy, minimally invasive therapy for fibroid tumors, minimally invasive therapy for complex peripheral arterial disease and an ever-increasing portfolio of therapies to treat chronic pain patients, and patients with complex vascular abnormalities in the brain. We want our patients to have access to the most modern, sophisticated equipment in the mid-south.

CAVHS Little Rock imaging operations are available 24-hours a day as needed to support both the outpatient clinics, as well as our Veteran inpatients.

Dental Service

The Dental Service mission is to provide comprehensive oral care for eligible Veterans in a timely, compassionate and professional manner. Please note: all Veterans are required to contact the Dental Eligibility Office at (501) 257-2577 to determine their eligibility before requesting an appointment.

The Dental Clinic is located at the Eugene J. Towbin Healthcare Center in Building 170 Room 2B-102, North Little Rock. Normal clinic hours are Monday through Friday, 8 a.m. to 4:30 p.m. Emergent care is Monday through Friday, 8 a.m. to 2:30 p.m. Please contact us as soon as possible if you cannot make your appointment so we can schedule another Veteran in that slot. No show appointments and short notice cancellations are missed opportunities for other Veterans.

The Dental Clinic's telephone number is (501) 257-2200.

Dental Eligibility

Veterans are eligible for outpatient dental treatment if they meet one or more of the following criteria.

- Have a service-connected compensable dental disability or condition is eligible for any needed dental care.
- Recently discharged Veterans with a service-connected, non-compensable dental condition or disability who served on active duty 90 days or more and who apply for VA dental care within 180 days of separation from active duty, may be authorized any treatment as reasonably necessary for the one-time correction of a service-connected, non-compensable condition.
- Have a service-connected, non-compensable dental condition or disability adjudicated as resulting from combat wounds or service trauma are eligible for repeat care for the service-connected condition.
- Prisoners of War (POWs) are eligible for any needed dental care.

- Have a dental condition professionally determined by VA to be currently aggravating a compensated service-connected medical condition is eligible for dental care to satisfactorily resolve the aggravation.
- Veterans whose service-connected disabilities have rated at 100 percent, or who are receiving the 100 percent rate because of individual un-employability, are eligible for any needed dental care including repeat care.
- A service-connected, disabled Veteran who has been approved by VA for vocational rehabilitation training and for whom an objective has been selected, or who is pursuing this training, may be provided limited dental care.
- Any Veteran scheduled for admission or who is receiving outpatient care under Title 38 United States Code may receive dental care if the dental condition is clinically determined to be complicating a non-service-connected medical condition currently under VA treatment.

For questions concerning dental benefits or eligibility please call the Dental Eligibility Office at (501) 257-2577.

Neurology Service

Neurology Service cares for patients who have non-surgical diseases involving the brain, spinal cord, nerves, and muscles. We provide care for patients with strokes, epilepsy, degenerative brain diseases (including Alzheimer and Parkinson's), nerve degeneration due to diabetes or other illnesses, and a variety of other related diseases of the central and peripheral nervous systems. We provide inpatient care both on regular units and intensive care units. We provide inpatient and outpatient consultations and follow patients with neurological disorders in our outpatient continuity clinics.

Neurology patients are seen by referral, either through Primary Care, Specialty Clinics, or the Emergency Department.

Chronic Pain Management Program

The Neurology-affiliated Chronic Pain Management Program provides inpatient and outpatient consultations, and pain control stabilization to patients enrolled in Primary Care. The Chronic Pain Program treats patients with non-malignant pain who have had pain for more than six months. In addition to medication recommendations for the control of chronic pain, the Chronic Pain Management Program utilizes pain procedures which include but are not limited to; epidural steroid injections, nerve ablation procedures, prolotherapy using platelet-rich plasma, spinal cord stimulators, biofeedback, hypnosis, and psychological intervention.

Chronic Pain Clinic services are available through referral by the patient's Primary Care Provider.

The Neurology Service may be contacted at (501) 257-6050, Monday through Friday, 8 a.m. to 4:30 p.m.

Pharmacy Services

Our goal is to provide Veterans with reliable, evidence-based medication information in an efficient manner so you, along with your health care team, can make informed decisions about your medications and improve your overall health.

Prescription Services

Patient centered care allows you several options for ordering prescriptions:

Urgent or emergency medications may be picked up at our outpatient pharmacy locations. Visit one of our outpatient pharmacy locations on the Little Rock (first floor) and North Little Rock (building 66) campus locations. Talk face to face with a pharmacist who is eager to provide drug education, drug profile review, prescription processing, and meet your pharmacy service needs. Veterans are highly encouraged to utilize this option with new medications and with your initial VA visit.

To allow Veterans to be better served in a timely and efficient manner, we encourage the use of the **VA Mail Order Program** **for all medication refills and non-emergent prescriptions.** Since 2009, the VA Mail Order Program has been rated among the best mail-order pharmacies in customer satisfaction, according to the J.D. Power U.S. Pharmacy Study. There are three options for ordering refills from the VA:

1. **To order online:**
   - Access the website: www.myhealth.va.gov
   - You must create a user ID and password if a first-time user. The staff in the Patient Education Resource Center can help you set up an online account.
   - You can go to the Red Atrium of the Little Rock VA campus, the Library at North Little Rock or any CBOC for help signing up for MyHealth*e*Vet. Each location is open Monday thru Friday.
2. **To order by phone:**
   - To use the automated audio care system to refill a prescription, Dial 501-257-1549 (local) or 1-888-492-7845 (toll free).
   - You must use a touch tone phone.
   - Have your social security number and prescription numbers handy.
3. **To order by mail:**
   - Your refill slips are provided with each prescription.
   - Mail your refill slips back to the VA using the return address label (also provided with each refill).

- You can also drop the slips in the refill slip box at the Little Rock and North Little Rock pharmacies.

Hours of Service

Outpatient Pharmacy Services

North Little Rock	8:00 am – 4:30 pm	Mon, Tues, Wed, and Fri
	8:00 am – 6:00 pm	Thurs
Little Rock	8:00 am – 7:00 pm	Mon through Fri
	8:00 am – 4:30 pm	Sat and Sun
Pharmacy Administration	8:00 am – 4:30 pm	Mon through Fri

Note: Outpatient Pharmacy and Administration closed on Federal Holidays

Inpatient Pharmacy Services 24 hours a day/7 days a week (every day of the year)

Have a Question About Medication or Pharmacy Services?

You decide which communication approach works best for your specific needs. Options include:

1. Visit a pharmacist at the Little Rock or North Little Rock Outpatient Pharmacy locations, or your Primary Care Patient Aligned Care Team (PACT) to include your local Community Based Outpatient Clinic (CBOC).
2. Use the "Ask A Pharmacist" option in My HealtheVet at www.myhealth.va.gov. For further instructions on how to access this useful tool, talk with a CAVHS pharmacist.
3. Call the CAVHS pharmacy 1-888-492-7845 or (501) 257-2900 to talk live to pharmacy staff Monday – Friday 8:00a.m. – 4:30 p.m. excluding weekends and holidays.

The CAVHS Pharmacy Service offers a broad range of services and is committed to provide personalized, proactive, patient-driven health care to Veterans. Federal pharmacists are essential to health care access and delivery in the United States. They are recognized as health care providers of patient-centered primary and specialty care, and are trusted public health leaders. As experts in medication use, we promote wellness, prevent and manage diseases, ensure patient safety and optimize health outcomes in collaboration with the health care team. In addition to dispensing areas, pharmacy staff is located in Primary Care outpatient clinics including Community Based Outpatient Clinics (CBOC). To further meet patient needs for medication management services, pharmacists work alongside teams of providers in the inpatient setting, in Specialty Clinics and in leadership roles.

Physical Medicine & Rehabilitation Service

Physical Medicine and Rehabilitation Service offers physician evaluation, physical therapy, occupational therapy and Kinesiotherapy in Little Rock and North Little Rock. Services are offered to inpatients and outpatients. Physical Medicine and Rehabilitation offers services to Veterans referred who need treatment to gain strength and skills after an illness or injury. Individualized programs are available to provide targeted treatment for a variety of medical conditions. Some of the medical conditions treated are stroke, brain injury, amputation, back pain, neck pain, shoulder pain, hand injuries, and wounds. For more information about Physical Medicine and Rehabilitation Services, please call (501) 257-3011.

Women Veterans Health Program

The CAVHS Women Veterans Health Program provides services to women who have served in the Armed Forces, as well as the spouses of 100 percent service-connected Veterans and military retirees. To check your eligibility, contact the Eligibility office at (501) 257-5656.

We are committed to serving women Veterans and providing quality medical and mental health care throughout our programs and facilities. Our women Veterans receive services from health care providers who deliver comprehensive primary care to women. In addition to providing Primary Care and Mental Health services, specific services provided to women include: pap smears, breast exams, mammograms, birth control, cervical cancer screenings, fertility and genetic testing and prenatal care. Referrals for sexual trauma counseling are also available. CAVHS has a full-time gynecologist on staff located in the Women's Clinic.

Designated women's health care providers are located in the CAVHS Women's Health Clinic, NLR Primary Care, and each Community-Based Outpatient Clinic.

The Women's Health Clinic is located at the John L. McClellan Memorial Veterans Hospital in Little Rock on the first floor near the South Entrance. Contact the Women Veterans Program Manager at (501) 257-6725 to coordinate assignment to a designated women’s health care provider.

The Women Veterans Program Manager is available to answer your questions and provide assistance.

Mental Health Service

Mental Health Services at CAVHS are mainly located at Eugene J. Towbin Healthcare Center campus in North Little Rock. CAVHS Mental Health Services offer a comprehensive range of inpatient and outpatient services for Veterans and their families with mental health needs. Services are provided by a wide range of professionals including psychiatrists, psychologists, nurses, social workers, occupational therapists, recreational therapists, vocational counselors, kinesiotherapists, and peer support specialists. Many patients are referred for Mental Health services by their Primary Care Provider. Depending on clinical needs, this care may be delivered either in the Primary Care Clinic setting or in the Mental Health Clinic (MHC) setting.

The MHC also allows self-referrals.

Appointments can be made by contacting your Primary Care provider or by calling the Mental Health Clinic at (501) 257-3131.

Urgent or emergent mental health services are available at all times through the Little Rock VA Emergency Department. Veterans may present to the Emergency Department Triage area Monday through Friday, 8:00 a.m. – 4:30 p.m., to request same-day services. The On-Call psychiatrist provides services after 4:30 p.m. on weekdays, on weekends and on holidays.

Inpatient Mental Health

Inpatient services include the Acute Inpatient Mental Health units and the Dual Diagnosis unit. Both acute units are appropriate for Veterans who are experiencing a wide range of severe emotional, behavioral, and psychological problems and are not able to function in their usual social environment. Their disorders are of such magnitude that they require intensive treatment and monitoring in a hospital setting. Treatment is individualized and provided to Veterans based on condition and needs.

The Dual Diagnosis Rehabilitation Program is designed for Veterans with a psychiatric diagnosis of Schizophrenia, Bipolar, Post Traumatic Stress Disorder (PTSD), and substance use disorders. This program offers two tracks, PAT I (Psychiatric Addiction Treatment) which is up to seven weeks in duration, and a PAT II for more cognitively impaired which is seven weeks long. Outpatient aftercare meetings are also a component of this program.

Substance Use Disorder (SUD) Programs

There are five components of the SUD Programs: Evaluation Clinic; Ambulatory Detox Program; Buprenorphine Opioid Substitution Program; Intensive Outpatient Program (IOP); and Outpatient Recovery Program (ORP).

- Evaluation Clinic – The SUD Evaluation Clinic is a walk-in triage clinic open Monday through Friday for Veterans who are interested in enrolling in a SUD program, a Substance Use Residential Rehabilitation Treatment program, or the Dual Diagnosis Program. Veterans who present will be assessed for acute medical/psychiatric needs. Veterans who are medically and psychiatrically stable will be given the next available appointment to enroll in SUD Ambulatory Detox.
- Amubulatory Detox – The SUD Ambulatory Detox program provides safe detoxification for Veterans with mild to moderate withdrawal. The program lasts an average of 3-5 days. The eligibility requirements are that Veterans must be medically and psychiatrically stable, and alert and oriented. Veterans are referred to the Primary Care Clinic for health maintenance and disease prevention, as needed.

- Buprenorphine Opioid Substitution Program – This program provides opioid maintenance therapy for Veterans with opiate use disorder with Buprenorphine. Programming includes medication, medication education, process groups and individual therapy as needed.

- Intensive Outpatient Program (IOP) – This program provides services to meet the needs of Veterans with substance use disorders. Programming is provided, as needed up to 31 days with follow-up referrals to local and/or VA recovery/aftercare support models.

- Outpatient Recovery Program (ORP) – This is an outpatient SUD program. It is an entry program as well as an aftercare program, and offers supportive services to assist Veterans in maintaining a substance-free lifestyle and enhancing the quality of life. Programming is for two years with possible extensions. Every enrolled Veteran has available to them treatment in the form of individual and group therapy. Family members/significant others are encouraged to attend the Family Education Group. Veterans are enrolled in the appropriate level of care based on their needs and their current level of severity.

Mental Health Clinics

There are three components to the Mental Health Clinic (MHC): MHC General Clinic, Mental Health Intensive Case Management (MHICM) Clinic, and CBOC/Telemedicine Clinic.

- **MHC General Clinic –** This clinic offers mental health services to an outpatient population of Veterans, their families and significant others. In addition, the MHC General Clinic provides consultation and emergency services to inpatient medicine, rehabilitation units and primary care medicine outpatient clinics. Mental health services are provided by psychiatrists, psychologists, advanced practice nurses, pharmacists, and social workers. Services include assessment, patient education, crisis intervention, individual, group and family counseling, and medication management.
- **MHC Outreach/Mental Health Intensive Case Management (MHICM) Program –** MHICM is a voluntary program providing intensive case management services for Veterans with serious and persistent mental illnesses, such as Schizophrenia, Bipolar with Psychosis and PTSD with Psychosis, to help them live a meaningful life in the community (limited to a 60-mile radius of the North Little Rock VA33 campus). MHICM services are based on the Recovery Principles and Psychosocial Rehabilitation Model.
- **MHC Community-Based Outpatient Clinic (CBOC)/Telemedicine Clinic** – Mental Health Services are provided in all eight CBOCs (El Dorado, Hot Springs, Mena, Mountain Home, Pine Bluff, Searcy, Conway and Russellville) by mental health professionals either on-site or by telemedicine. Services include evaluation/assessment, patient education, crisis intervention, individual, group and family counseling, and medication management.

Post-Traumatic Stress Disorder (PTSD) Program

The Outpatient PTSD Program offers mental health services to an outpatient population of PTSD-diagnosed Veterans, their families, and significant others. Also, Outpatient PTSD programming is available to returning Veterans with PTSD symptoms that may not have the full range of PTSD symptoms. Evening and tele-mental health (TMH) services are available. In addition, psychotherapy is provided to Veterans residing on the Residential Rehabilitation Treatment Programs (RRTP). Services include medication management, evidence-based treatments for PTSD, individual psychotherapy, group psychotherapy, consultation, patient education, and community-based outreach workshops.

Residential Rehabilitation Treatment Programs (RRTP)

There are three behavioral health components to the Residential Rehabilitation Treatment Programs (RRTP): the Domiciliary Care Program for Homeless Veterans (DCHV), the Substance Abuse Disorder (SUD) Domiciliary, and the Post Traumatic Stress Disorder (PTSD) Domiciliary. An additional program, Veteran Industries Transitional Residence Program (VI/TR) is organizationally aligned with the RRTP Programs and is under the Employment and Community Services Programs. All programs are 24-hours a day. In each of the programs, the majority of classes are group experiences, but individualized interventions such as psychosocial and medical evaluation, treatment planning, case management, and discharge planning are also provided.

- Domiciliary Care Program for Homeless Veterans (DCHV**) –** The Homeless RRTP provides a supportive environment for Veterans who are homeless or at risk for homelessness. The program emphasizes psychosocial rehabilitation, vocational rehabilitation, and reintegration to community living.

- SUD Domiciliary **–** The SUD RRTP is for those experiencing substance abuse problems. The program offers a stable and substance-free, supervised recovery environment emphasizing a recovery model of care.

- Post-Traumatic Stress Disorder (PTSD) Domiciliary **–** The PTSD RRTP Program provides treatment with an emphasis on improving management of PTSD symptoms, psychosocial rehabilitation, increasing awareness, identification and management of self-defeating behaviors, education, and improving quality of life. The PTSD must stem from military related experiences. Veterans are encouraged to develop new ways of thinking and behaving as they learn to manage this chronic condition.

The referral process into the RRTP has been designed to maximize treatment and establish a continuity of care between the Veteran and the referring provider. As part of this process, it is

important that Veterans applying to the PTSD program be actively involved in treatment before sending an application to the program.

Veterans Industry/Transitional Residence

The Veterans Industries/ Transitional Residence (VI/TR) program is a work-based Psychosocial Residential Rehabilitation Treatment Program (PRRTP) offering a therapeutic residential setting for Veterans involved in Veterans Industries (also known as Compensated Work Therapy or CWT). TR provides a bridge between hospitalization or intensive outpatient treatment and successful community reintegration. The program utilizes a residential therapeutic community of peer and professional support, with a strong emphasis on increasing personal responsibility and achievement of individualized rehabilitation.

Health Care for Homeless Veterans Program

There are five components that make up the Health Care for Homeless Veterans (HCHV) Program. These components are: Veterans Day Treatment Center (VDTC), Homeless Chronically Mentally Ill (HCMI), VA Supported Housing (VASH), Homeless Chronic Mentally Ill Supported Housing (HCMI-SH) and Special Needs – Chronically Mentally Ill Programs.

Case management is the primary treatment modality for each of these HCHV Program components.

The purpose of the case management system is to provide goal-oriented and individualized support for homeless clients. This is accomplished through assessment, planning, linkage, advocacy, coordination and monitoring case management activities. The program partners with the Jericho Housing Coalition to provide various housing options for clients who do not qualify for regular Section 8 Housing vouchers because of past legal problems. You must visit the Veterans Day Treatment Center to access these services. You can reach this office by calling (501) 257-4499. It is located at 1000 Main Street Little Rock, AR 72201.

- Day Treatment Program – The Veterans Day Treatment Center (VDTC) is designed to provide Veterans, the majority of whom are homeless with a safe stable environment during the day. The VDTC is located at 1000 Main Street Little Rock. It serves as a pick-up site for this population of Veterans with limited access to transportation resources, thereby increasing the potential for Veterans to adhere to outpatient aftercare requirements.

- Homeless Chronically Mentally Ill (HCMI) Program – The HCMI Program is an outpatient program that is designed to identify homeless Veterans through street outreach. This program consists of five core phases. The first phase involves outreach and assessment to homeless Veterans on the street, in shelters and local soup kitchens. They also work with homeless Veterans who present at the VDTC. Phase two consists of treatment. During this phase, clients are referred to the CAVHS Medical Center for

inpatient and/or outpatient treatment for identified medical or psychiatric problems. Phase three involves residential treatment services. This consists of clients receiving contracted residential treatment services in the community to complement their primary VA treatment. Phase four involves finding permanent housing in the community. Veterans are provided housing assistance through the VASH and HCMI-SH Programs.

- VA Supported Housing – VASH is a joint venture between Housing and Urban Development and the VA. Veterans who participate in the program receive a housing voucher that subsidizes their rent.
- HCMI Supported Housing – The purpose of the HCMI-Supported Housing Program is to assist homeless Veterans with locating affordable housing in the community through private landlords and public housing programs. The HCMI-Supported Housing Program provides supportive after-care follow-up primarily to Veterans who have completed treatment in the HCMI Program.
- Special Needs Chronically Mentally Ill Programs – The purpose of this program is to provide intensive case management services for persons diagnosed with serious chronic mental illnesses. The ultimate goal of the SN-CMI Program is to assist this client population with reaching a level of stability that would allow transition into independent housing in the community.

Psychosocial Rehabilitation Recovery Center

The Psychosocial Rehabilitation Recovery Center (PRRC) is an outpatient/inpatient treatment modality that provides a client-driven, recovery oriented, and supportive therapeutic environment for Veterans who have been identified with severe and persistent mental illness and are frequent users of VA inpatient or crisis mental health services. Recovery is defined as a Veteran's successful journey to living, learning, working and socializing in their chosen role and environment of their choice. This supportive service modality provides an alternative to inpatient hospitalization as well as a transitional setting for Veterans who have achieved maximum benefit from inpatient hospitalization and will require additional assistance in making an adequate adjustment to living within the community setting. This treatment modality is also targeted for those individuals who have frequently utilized crisis intervention mental health services but could maintain recovery with PRRC support and assistance. The PRRC is located at the North Little Rock campus in Building 89, Room 207.
For more information, call (501) 257-1668.

Vocational Rehabilitation

The Vocational Rehabilitation Section of Mental Health Service provides vocational rehabilitation services for CAVHS. This program offers counseling services, assessment, skill training and exploration, job placement, computer training, and community liaison opportunities.

- Rehabilitation Employee Development Services - Employee Development Services are comprehensive, individualized services assisting Veterans that are seeking employment or are in need of employee-related quality improvement(s). Depending on the Veteran's individual needs, these services assist Veterans in reestablishing skills, developing transferable work skills and improving work behaviors, learning new skills, higher education preparation, functional capacity evaluations, and job search support, in order to achieve positive employment outcomes.

- Vocational Capacities Clinic (VCC) - The Vocational Capacities Clinic (VCC) is a cooperative clinic with Physical Medicine and Rehabilitation Service (PM&RS) and Mental Health Services and offers a comprehensive assessment of a Veteran's current functional vocational capacities. Referrals are accepted as described in the general section above. Referred Veterans are screened for appropriateness for the VCC or for referral to other services within the Vocational Rehabilitation Section. If appropriate for VCC, Veterans are scheduled for a day-long evaluation of vocational functioning.

Mental Health Evaluation and Consultation Service

Mental Health Evaluation and Consultation Service is often one of the first access points for Veterans seeking mental health services. The Little Rock campus mental health team consists of Emergency Department and inpatient psychiatrists. This program provides mental health services to Veterans on an urgent/emergent basis. This is accomplished through consultations performed in the outpatient evaluation clinic, in the emergency room, and also on an inpatient basis for patients on medical or surgical units.

Psychology Mental Health and Behavioral Programs

Another part of the Mental Health Evaluation and Consultation Service consists of psychologists who provide mental health and behavioral medicine services as a consult and liaison service. The psychology offices are located on the seventh floor of the John L. McClellan Memorial Veterans Hospital in Little Rock. This team serves inpatients and outpatients who are referred from the evaluation clinic, Primary Care, or other specialty medicine services within the hospital. They are also members of inpatient interdisciplinary teams. Services offered include short-term psychotherapy and psychological assessment to inpatients and outpatients, organ transplant assessments, bariatric surgery assessments, evaluation and follow-up of patients who are undergoing interferon treatment for Hepatitis C, cognitive behavioral treatment for insomnia, and preventative medicine interventions (smoking cessation, weight management).

Occupational Therapy Services

Occupational therapists receive consults primarily from program physicians and APN's throughout Mental Health Services. Occupational therapists focus on assisting the Veteran in developing adaptive skills and performance capacity, with the primary concern being the factors that serve as barriers or impediments to the individual's ability to function in chosen

environments and activities. Occupational therapists also attend to those factors which promote, influence or enhance performance. While providing a safe environment, the occupational therapist uses activities such as individual assessment and treatment planning, educational groups, crafts/hobbies, community re-entry, functional tasks, health/wellness education, assistive equipment, perceptual and cognitive skills training, and social attitudes and behaviors sufficient for coping with life tasks and mastering elements within their environment.

Recreation Therapy

Recreation Therapy is offered for Veterans who receive care at the Eugene J. Towbin Healthcare Center. Recreation therapist conduct recreation therapy assessments utilizing professionally accepted procedures. Assessment findings including clinical summaries and recommendations are reviewed with physicians and other interdisciplinary treatment teams and documented in the medical record. Recreational therapists plan, implement and evaluate a wide range of recreational therapy interventions utilizing appropriate modalities to address treatment needs and plans. This treatment is accomplished in accordance with Mental Health Service and extended care policies and in compliance with Joint Commission and professional standards.

Kinesiotherapy

The Kinesiotherapy (KT) Clinic functions within Mental Health Service to treat the needs of mental health inpatients as well as outpatients upon referral. The clinic treats Veterans from various programs throughout Mental Health Services.

Medicine Service

Medicine Service provides a variety of medical specialties to include Cardiology, Dermatology, Endocrinology, Gastroenterology, Hematology/Oncology, Infectious Disease, Pulmonary/Sleep Lab, Renal, Rheumatology, General Internal Medicine, and Nephrology.

Surgery Service

Surgical services offered at CAVHS include Cardiothoracic, Ear, Nose and Throat, General Surgery, Gynecology, Ophthalmology, Orthopedics, Neurosurgery, Plastics, Podiatry, Urology, and Vascular Surgery.

Consultations for surgical evaluations can be requested through your primary care provider. All surgery services are provided at the Little Rock campus with the exception of Podiatry. Podiatry services are provided at the North Little campus.

Pathology and Laboratory Medicine

Little Rock Outpatient Hours of Operation	**North Little Rock** Outpatient Hours of Operation
1A-101 - 6:30 a.m. – 5:30 p.m. First floor across from pharmacy	Building 170 Third floor, 7 a.m. – 4:00 p.m.
2D-157 - 5:30 a.m. – 6:30 p.m. For Service between 6:30p.m. – 5:50a.m.	Building 66, Second floor 7 a.m. – 4 p.m.

contact the lab supervisor on duty Second floor	Building 66 Second floor, **Thursday ONLY** 7 a.m. – 5:30 p.m.

Please Remember…

- Ask your provider any questions about your health care during the appointment
- View your lab results by logging-in to your MyHealtheVet account
- Please bring a **list** of your medications to your appointment
- Don't wait until you run out of a medication to order a refill
- You can always plan ahead and order refills through MyHealtheVet at www.myhealth.va.gov

If you are a Veteran in crisis and need to talk to someone – don't wait

- Call the Veterans Crisis Line at 1-800-273-8255 or send a text message to 838255
- You can also chat on-line at www.veteranscrisisline.net

- Arrive early for your appointment (30 minutes if possible)
- Call your clinic if you cannot make your appointment
- Don't be a "no-show" – another Veteran can always use your slot

MEDICAL SUPPORT SERVICES

Patient Advocate

The Patient Advocate is a link between you and the medical center staff. If you have a concern, compliment, or question about hospital policy or procedures, please ask to speak with a Patient Advocate. He/she is available to assist with your concerns. If you would like to speak to a Patient Advocate, please ask any of the CAVHS staff to contact the Patient Relations office and ask them to come visit you or to set up a meeting if you are not staying in the medical center. To reach the CAVHS Patient Advocate, call (501) 257-5410.

Chaplain Service

Chaplain Service provides pastoral and spiritual care which addresses the needs of Veterans and their families, while insuring their religious freedom. Veterans' spiritual and religious needs are met through sensitive and compassionate attention. Professional chaplains serve as integral members of health care teams as they provide spiritual care in a variety of settings, including but not limited to, the following: acute care, long-term care, mental health, outpatient, addiction treatment, rehabilitation, hospice and palliative care, as well as home-based primary care.

Religious literature available through Chaplain Service: Bibles, New Testaments, Qur'ans, Hebrew Scriptures, booklets and daily devotional materials may be found in the chapels, Chaplain's office and day rooms. Other faith group scriptures and language Bibles and New Testaments may be requested. There is no charge for religious literature.

Chaplains are available on both campuses Monday through Friday from 8:00 a.m. to 4:30 p.m. They can also be reached after hours for crisis calls as determined by the Administrative Officer of the Day. Any hospitalized Veteran may request the services of a Chaplain through these avenues: inform staff of the request, call the Chaplain at (501) 257-2151, or visit the Chaplain's office.

- John L. McClellan Memorial Veterans Hospital, Little Rock: The Chaplain's office is room 2D-100, located on the second floor, open Monday through Friday, 8 a.m. to 4:30 p.m. The chapel is room number 2D-109. The prayer room is identified by a sign above the door. It is located to the left as you exit the elevator, and is open 24-hours a day. Worship services are held in the chapel every Sunday. Protestant Worship is at 9 a.m. Catholic communion is by request. For other faith groups, contact the Chaplain's office.

- Eugene J. Towbin Healthcare Center, North Little Rock: The Chaplain's office, chapel and prayer room, located on the ground floor, are open Monday through Friday, 8 a.m. to 4:30 p.m. The Chaplain's Office is room number GH-104. The chapel is room number GH-109. The prayer room is located by the Chaplain's office. Worship services are held in the chapel every Sunday. Catholic Mass is at 9 a.m. Protestant Worship is at 10:30

a.m. For other faith groups, contact the Chaplain office.

Community Living Center

The Community Living Center (CLC), located in the Towbin Healthcare Center on the North Little Rock campus, provides care for Veterans who are not acutely ill but are in need of restorative, rehabilitative, specialized, or supportive care by an interdisciplinary health care team. There are four inpatient units; each serving a distinct resident population.

Unit 1B is a skilled nursing unit specializing in the care of Veterans requiring wound care, intravenous therapy, blood transfusions, management of diabetes and follow-through on rehabilitative and restorative therapies.

Unit 1D provides care to geriatric Veterans with dementia requiring behavioral management, medication adjustments due to progression of the disease, and reconditioning following surgery or acute illness.

Unit 1E provides care to geriatric Veterans with stable mental health conditions requiring reconditioning following surgery or acute illness or other skilled nursing care.

Unit 3C provides acute physical rehab to residents requiring intensive rehabilitation therapy; medical interventions to optimize physical health and independence of geriatric Veterans; and skilled nursing care including wound care, intravenous therapy, blood transfusions, management of diabetes and follow-through on rehabilitative and restorative therapies.

Admission to CLC requires approval of the Interdisciplinary Screening Committee comprised of Nursing, Social Work, Medical Service, and Geriatrics and Extended Care.

Nutrition and Food Services

A Registered Dietitian is assigned to answer any questions you or your family may have about your nutritional well-being and/or regarding your diet. Your provider has ordered your meals to meet your medical needs. Many foods may not be permitted on your diet or when taking certain medications. Not all patients receive the same type of food. Your diet is customized to meet your specific needs. Because of this, patients should not trade or share food. Check with the Registered Dietitian or your doctor before buying food, soft drinks, coffee, etc., from the canteen, vending area or outside food sources. If between-meals snacks are a part of your diet, they will be served to you in the afternoon and/or evening. The employees in Nutrition and Food Services are pleased to be of service to you and all of the CAVHS Veterans.

Prosthetic Treatment Center

This program provides equipment and training for assistive equipment or external devices that require custom fabrication in order to improve function and increase independence in your activities of daily living. To use these services, you must be enrolled in the VA system and your

VA provider must request a prosthetic consult giving proper medical justification for need. We offer a range of services including but not limited to: custom fabricated artificial limbs and braces, hearing aids, eyeglasses, oxygen and respiratory equipment, blind aids, communication devices, hospital beds, blood pressure monitors, orthotic shoes, wheelchair and equipment, automobile adaptive equipment, and home improvement and structural alteration (HISA) grants. If you have any questions about these services, be sure to discuss them with your primary care provider.

If you need to schedule or cancel a prosthetic appointment, have equipment repair needs, or have questions about equipment, please call the Prosthetic Treatment Center at (501) 257-1610.

Prosthetic Treatment Locations:

John L. McClellan Memorial Hospital
Little Rock campus
Room 2D–114

Eugene J. Towbin Healthcare Center
North Little Rock campus
Building 89, Room 201

Social Work Service

At each medical center location, there is a social worker available on each inpatient unit and in the Ambulatory Care areas to assist you and your family with a wide variety of services. The social worker has information about many community agencies and resources, which can assist your family while you are undergoing hospital treatment. The social worker can help those who need special post-hospital care to plan and prepare for whatever is needed. If you are in need of legal services, your social worker can help you identify resources in the community. Please notify medical center staff if you need to contact your social worker. The focus of the social worker is to work to improve your mental as well as physical well-being. In order to accomplish this, the social worker will ask you a variety of questions in order to better assist you.

Social Work Service is located on 7B of John L. McClellan Memorial Veterans Hospital in Little Rock and on 3L at the Eugene J. Towbin Healthcare Center in North Little Rock. In the event you are unable to come to the Social Work Service office, and you are in need of assistance, simply ask any member of the unit staff to have a social worker stop by and visit with you. Contact Social Work Service call (501) 257-6740 for the Little Rock division and (501) 257-3304 for the North Little Rock division.

Voluntary Service

Voluntary Service works with different community groups and service organizations that provide volunteers to assist the medical center's patients and staff with their daily activities. The American Legion Auxiliary, Veterans of Foreign Wars Auxiliary, National Society of Daughters of American Revolution, ELKS, and other community organizations provide personal care and other items to inpatients as needed. Please notify your nursing unit staff if you are in need of these items. If you would like a volunteer to visit you, please contact the

Volunteer Office or your nursing unit staff to assist you in getting in touch with Voluntary Service.

Volunteer Transportation Network: For transportation to and from the Medical Center provided by Disabled American Veterans (DAV) Transportation call 501-257-6991.

Voter Registration: Hospital inpatients and residents of Community Living Centers and Domiciliary with limited access to other voter resources will be provided assistance in registering to vote and voting. Assistance provided by state and local election officials as well as nonpartisan groups is welcome, but must be coordinated with through the medical facility to avoid disruptions to patient care and ensure consistency with the law. Please contact your Social Worker about how you can register and cast your ballot to Vote. You may contact Voluntary Services to obtain materials for Voting.

Volunteers are a vital part of the health care system provided by the Department of Veterans Affairs Medical Centers serving Veterans throughout the United States. Volunteers are a valuable addition to the staff at the CAVHS. To find out how you or your family and friends can be a part of the volunteer team contact the Volunteer Office at (501) 257-3288 or stop by the North Little Rock office in the Eugene J. Towbin Healthcare Center in room GH 127 or the Little Rock office in John L. McClellan Memorial Veterans Hospital in room 1C-208.

My healthevet

www.myhealth.va.gov

My Health, My Care: 24/7 Online Access to VA

My Health*e*Vet is VA's award-winning online Personal Health Record (PHR), located at www.myhealth.va.gov. It offers users anywhere, anytime access to health care information, resources and tools. To get the most out of your My Health*e*Vet PHR, visit your local VA facility to get an upgraded account, known as In-Person Authentication.

Stay on top of managing your health by using My Health*e*Vet's Blue Button feature. It allows you to view, print, or download and store information from your personal health record (PHR). Then everything is all in one place and viewable whenever you need.

ADMISSION, INPATIENT & DISCHARGE INFORMATION

Admission Processing

On the Little Rock campus, you will report to the intake area of the Emergency Department unless directed otherwise. On the North Little Rock campus, you will report to the unit to which you are being admitted.

ID Bracelet

Upon admission to CAVHS, an identification band will be fastened to your wrist, or a badge will be issued depending on the unit. This wristband/badge must be worn at all times. Treatment cannot be given to you without proper identification. In an emergency, this tag could save your life.

Visiting a Veteran

CAVHS supports open visitation and recognizes the value of a health care team that includes the patient, support persons/visitors and health care staff.

CAVHS will NOT prevent visitation based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation or gender identity or expression.

General visitation is encouraged between 6 a.m. and 10 p.m. to allow for patient rest during night hours. Visitors should check-in at the nurses' station between the hours of 10 p.m. and 6 a.m.

Medical Intensive Care Unit, Coronary Care Unit, Post-anesthesia Care Unit, Surgical Intensive Care Unit:

> Visitors should always check-in at the Registration Area prior to visitation to ensure that the patient is medically able to receive the visit.
> ***Live plants and flowers are not allowed in any Intensive Care Unit (ICU) setting.**

<u>Mental Health (North Little Rock)</u>
For patient emotional support, visitation is encouraged between 6:00 a.m. and 10:00 p.m. Visitation times can be arranged for situations preventing visitation during 6 a.m. and 10 p.m. Ask to speak with the nurse manager for assistance. For Visitation between 10 p.m. and 6 a.m., check-in at the nurse's station.

On locked mental health units, staff must consider safety of the visitor and the Veteran. Visitation may not be possible at times.

On unlocked units, we encourage visits to take place outside of therapy times so your loved one can fully benefit from treatment. We also encourage Veterans and visitors to enjoy time off the unit. Please contact a staff member to discuss individual family needs so we can work towards recovery.

North Little Rock Community Living Center and Palliative Care (6E Little Rock)
The Community Living Centers (CLC) and Palliative Care areas have an open policy for visitation.

For your convenience, waiting areas are available throughout CAVHS. Please check with the nurses' station or visitor desk for the location of the waiting room closest to the area you are visiting.

Money and Valuables

You are urged not to bring personal items such as jewelry or credit cards; however any money and valuables (jewelry, electronics, etc.) you bring with you should be checked-in and deposited for safekeeping. For your convenience, you may deposit excess cash and valuables with the Agent Cashier located in room 1D-119 at the John L. McClellan Memorial Veterans Hospital in Little Rock, and on the first floor of Building 170, Room 1C-124 of the Eugene J. Towbin Healthcare Center in North Little Rock.

If you chose to deposit more than $100.00 dollars with the Agent Cashier for safekeeping, upon your discharge you will only be able to receive $100.00 in cash and the rest of the monies will be sent to you in a form of a check.

If you are admitted to the hospital after regular working hours, the Administrative Officer of the Day (AOD) will accept your cash and valuables for safekeeping in a locked safe until the next workday, where cash will be turned over to the Agent Cashier.

Please remember the following important points about money and valuables:

- Keeping money and valuables on the care unit is done at your own risk.
- Any funds deposited with the Agent Cashier in Little Rock may only be picked up between 8 a.m. and 4:30 p.m. Monday through Friday. Any funds deposited with the agent cashier in North Little Rock may be picked-up only Monday through Friday, 8:30 a.m. to 4:30 p.m.
- The medical center cannot assume responsibility for lost or misplaced money, valuables, eyeglasses, dentures, hearing aids, jewelry or other personal property.
- If you become a victim of theft during your stay, please call VA Police at (501) 257-6550.

Check Cashing

The Agent Cashier cannot cash any check. They can only deposit the following into patient funds with no deferral waiting periods: U.S. Government checks; state benefit checks; postal, telegraphic or express money orders; traveler's checks; cashier's checks and certified checks.

Personal checks in the amount of $100.00 or less can be deposited into patient funds, but will have a deferral date of 14 workdays for checks from in-state banks and 21 workdays for checks from out-of-state banks. The Agent Cashier is not authorized to cash any type of payment for outpatients or non-Veteran inpatients. Volunteers and/or employees are not authorized to cash checks.

Lodging

To be eligible for lodging by CAVHS, the following criteria must be met whether it is for the patient or caregiver:

- Single lodgers must be determined clinically stable, capable of self-care and able to ambulate on their own. Those do not meet these criteria must have a caregiver (someone that helps with their daily needs) with them. CAVHS does not provide nursing or other medical care for lodging beds. Lodging for caregivers is provided on a space available basis.
- You must be required to travel 50+ miles or at least two hours from your home to the medical center and have a scheduled outpatient appointment, diagnostic treatment/procedure, or admission to observation appointment before 10 a.m.
- You may be eligible for lodging if you are being released from outpatient, diagnostic/treatment, and admission or observation status after 2 p.m. the day of lodging or after the DAV van on which you were riding has departed.
- You must request lodging through your provider.
- Please bring toiletries and personal items as if you were staying in a hotel.
- Please bring money with you for meals because we only provide one meal ticket per day of stay for the Veteran. Caregivers are responsible for their own meals.
- Check-in time is 3 p.m. and checkout time is noon the next morning unless you are staying multiple days.
- Lodging will be set up by one of the individuals on your clinical care team.

Discharge from the Hospital

The doctors, nurses, social workers, therapists and other health care professionals on your unit will plan your discharge with you. If you have any special concerns about leaving the medical center, please let them know. You and/or your family member will need to pick up your discharge medications and supplies before you leave. Your physician and nurse will provide you with information regarding your discharge and answer any other questions you may have.

When it’s the day of your discharge our goal is to have you depart the hospital by 10 a.m. However, there may be times when lab tests, X-rays or therapies may delay your discharge. If delays occur, we will keep you and your family informed about your discharge plans. Ask your family or friends to be at the hospital prior to 10 a.m. If you need assistance with travel to your home, please let your social worker know as soon as possible.

Regular Discharge - A Veteran who has received hospital care and treatment and whose condition is considered stabilized, and require no further hospitalization or treatment, will be given a regular discharge from the hospital.

Irregular Discharge - A patient who refuses, neglects, or obstructs examination or reasonable treatment may be given an irregular discharge from the hospital. Other reasons for an irregular discharge are: refusing to accept transfer to another medical center, leaving the medical center without approval or against medical advice, and being found guilty of disorderly conduct.

The following information is important to know for preparing to be discharged:

- Never be afraid to ask questions.
- Understand your diagnosis.
- Know how to use your equipment for therapy or treatments.
- Understand how to manage your pain.
- Recognize the limitations of your physical activity that may include short or long-term lifestyle changes.
- Know what your diet should be, the types of food you can and can't eat.
- Understand the procedures for doing your post discharge treatments.
- Know what symptoms to report after discharge to your physician or health care contact at CAVHS.
- Understand your medications, including purpose, when and how to take medication, side effects and any special instructions.
- Know what activities may improve or worsen your condition.
- Know some resources in your community for follow-up care when appropriate.

Also, be sure you have:

- A friend or family member who knows how to help you with your care at home.
- Transportation arranged to get home and to return for appointments.
- Supplies/equipment you will need at home.
- Medications you are to take home and instructions about how to get your medications refilled.
- A clinic appointment if your doctor wants you to return for a follow-up.
- Withdraw any funds or valuables you have on deposit with the Agent Cashier during the operating hours Monday through Friday, 8 a.m. to 4 p.m.

Telehealth offers health care capabilities without traveling to a VA facility for routine monitoring.

FACILITIES & SERVICES AT THE MEDICAL CENTERS

Parking

Parking on VA grounds is free for Veteran patients, family members or visitors in areas designated for patients and visitors. Un-authorized individuals parking in patient/visitor parking lots may be ticketed or towed. There are transportation carts in the Little Rock and North Little Rock Veteran/visitor parking areas to trolley individuals from their vehicles to the hospital entrance and from the hospital entrance to their vehicles. This service operates Monday through Friday, 7 a.m. – 3:30 p.m. A "No Tipping" policy is strictly enforced. In Little Rock, the visitor lot is located at the west end of the campus, Lot "D". In North Little Rock, you may park in short term in Lot #2 at the East "Fountain" Entrance, Lot #11 at the North Entrance, and Lot #10 across from the VA Regional Office.

Handicapped persons can be dropped off at the main entrance, and handicap parking spaces are also available. If you are being admitted for more than 48 hours, we ask that you not bring your vehicle to the hospital due to our limited parking. If you can, ask a family member or friend to take care of it for you. We cannot accommodate Recreational Vehicles (RV) to be on medical grounds. Anyone bringing an RV to the medical center will be directed to take it to one of the local RV parks.

The Department of Veterans Affairs cannot assume responsibility for the theft of or damage to any car on medical center property, so be sure you lock it securely and put any valuables in the trunk. If you are going to be admitted, please have a family member accompany you so that your vehicle may be taken home until your release.

Information Desks

The information desks located at John L. McClellan Memorial Veterans Hospital in Little Rock are on the first floor in both the Red and Green Atrium lobbies.

The information desks located at Eugene J. Towbin Healthcare Center in North Little Rock are on the ground floor in the main lobby and the first floor at the North Entrance.

They are open:

Monday - Friday, 7 a.m. – 4 p.m.
Closed - Saturday, Sunday, & Holidays
Phone number: (501) 257-2629

Information Desk Attendants will be glad to assist the Veteran, as well as family and friends with information to make each visit pleasant.

Veterans Canteen Service

The Veterans Canteen Service offers the following:

- Full Service Cafeteria
- Papa's Best Pizza
- Coffee Shop (Serving Starbucks coffee)
- Vending Services
- Retail Store - The Retail Store has a wide selection of merchandise to include but not limited to health and beauty aids, candy and snacks, men and ladies clothing, gift items, greeting cards, electronic products, and long distance telephone calling cards. Purchases are tax free.

The Little Rock Canteen Services are located on the first floor of John L. McClellan Memorial Veterans Hospital.

The North Little Rock Canteen Services are located on the ground floor of Eugene J. Towbin Healthcare Center (Bldg. 170). At North Little Rock, the Veterans Canteen Service also includes a barber shop.

Barber Shop Hours of Operation – *North Little Rock Division Only*

Monday – Thursday	7 a.m. – 3:15 p.m.
Friday	7 a.m. – 11:15 a.m.

Closed - Saturday, Sunday, & Holidays

Patient Mail

Mail is delivered to your room Monday through Friday.
Mail should be address as follows:

<u>For Little Rock Medical Center:</u>

Veteran's Name
Nursing Unit Veteran is staying on
John L. McClellan Memorial Veterans Hospital
4300 West 7th Street
Little Rock, AR 72205

<u>For North Little Rock Medical Center:</u>

Veteran's Name
Nursing Unit Veteran is staying on
Eugene J. Tobin Healthcare Center
2200 Fort Roots Drive
North Little Rock, AR 72114

SPECIAL TOPICS

Health Insurance Portability and Accountability Act (HIPAA)

In 1996, Congress passed the Health Insurance Portability and Accountability Act (HIPAA). On December 28, 2000, Health and Human Services Department (HHS) published the final rule for standards for Privacy of Individually Identifiable Health Information, known as the HIPAA Privacy Rule.

HIPAA protects your individual health information when it is maintained or transmitted electronically, in written format, or verbally. It is important for all our staff to safeguard all patient health information. The safeguards and extensive legislation that have been put in place by HIPAA are designed to protect confidential health information, as the health care industry increasingly relies on computers for processing health care transactions. The VA has established procedures to protect the confidentiality, integrity, and availability of protected patient health information. For information on the VHA privacy policy contact the CAVHS Privacy Officer at (501) 257-2972.

Medical Center Patient Directory

CAVHS has developed a patient directory that contains only the following information; patient's name, location, and condition described in general terms. Patients have the choice to either be included in the medical center directory or to "opt-out." If the patient opts out of the directory, staff may not disclose any information about the patient. If a patient chooses to be included in the medical center directory, staff is allowed to provide limited information about the patient's location and general condition to individuals who provide the proper passcode assigned to the patient on admission. Each patient, during the admission process, must be informed of the existence and use of the medical center directory and given the opportunity to "opt-out" of being listed.

Informed Consent

Can I refuse medical treatment?

Every Veteran has the right to accept or refuse treatment based on informed participation in decisions involving his or her health care. This process of informed consent requires a practitioner to carefully describe a procedure or treatment such that the patient, or the patient's surrogate decision-maker:

- Understands the nature of the treatment or procedure.
- Understands the benefits and risks of the treatment.
- Understands the alternatives to the proposed treatment or procedure.
- Understands the expected outcome if the treatment or procedure is declined.
- Is offered the opportunity to ask questions.
- Is allowed to make a decision freely without coercion or duress.

How do consent forms work?

Consents are valid for up to 60 days providing there is no change in the patient's condition that might alter the treatment decision, the effect on the patient, or may constitute an increased risk. Signature consent is not required for administration of most drugs or the performance of minor procedures. However, the practitioner must discuss these treatments or procedures with the patient and should document the discussion in a progress note.

What happens when there is a loss of decision-making capacity?

The patient's right to accept or refuse treatment is not diminished by a loss of decision-making capacity that may be due to physical or mental impairment, disease, influence of medications, intoxicants, or unconsciousness.

A surrogate decision-maker must be identified who will assume this responsibility using substituted judgment. If feasible, the proposed treatment or procedure should be explained to the patient even when the surrogate decision-maker has given consent.

How is a surrogate decision-maker selected?

The surrogate decision-maker is selected based on the following priority:

- Health care agent as named in a Durable Power-of-Attorney for Health Care (DPAHC) executed by a patient when s/he possessed decision-making capacity.
- Court-appointed (legal) guardian of person or for medical decision-making.
- Spouse.
- Consensus of children who must be 18 years of age or older.
- Parent.
- Consensus of siblings who must be 18 years of age or older.
- Grandparent.
- Grandchild who must be 18 years of age or older.
- Close friend or relative not listed above who must be 18 years of age or older and familiar with patient's activities, health, religious beliefs and values. A close friend must present a signed written statement to be filed in the medical record that describes (with specific examples) that person's relationship to and familiarity with the patient which must be concurred with in the medical record by Social Work Service.
- If none of the above surrogate decision-makers are available, then the attending physician and CAVHS Chief of Staff or designee can authorize consent for a treatment or procedure except for consent to withhold or withdraw life-sustaining treatment that requires review by the Ethics Committee and the Chief of Staff. Consideration is given to whether the appropriate court should be petitioned to appoint a guardian.

What Happens In A Medical Emergency?

In medical emergencies, the patient's consent is implied by law. The practitioner may provide necessary medical care in an emergency situation if immediate medical care is necessary to preserve life or prevent serious impairment when the patient is unable to consent to the treatment or procedure, and the patient has no surrogate or the practitioner determines that the waiting time to obtain consent from the patient's surrogate would increase the hazard to life or health of the patient or others.

Advanced Health Care Planning

You have the right to decide which treatments you want or DO NOT want if you become terminally ill with no chance of recovery and are unable to communicate your wishes. Taking care of yourself, and your family, involves making decisions about medical care, while your health allows you to do so.

Advance Directives

Advanced Directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an advance directive can help your doctors and family members understand what you want. There are two types of advance directives. In the Department of Veterans Affairs the two types are included in one form.

1. Durable Power of Attorney for Health Care - In this type of advance directive, you name a person as your Health Care Agent who is to make health care decisions for you if you are not able to do so. Your Health Care Agent is the first person your health care team contacts for decisions about your care.

2. Living Will – In this type of advance directive, you state your preferences about treatments you want or don't want when you cannot make treatment decisions yourself. A living will helps your Health Care Agent or others know what treatments you would choose.

An Advance Directive goes into effect if you are diagnosed with a terminal illness by your doctor and another doctor in consultation, and you are no longer able to communicate your wishes regarding life-sustaining treatment. It is up to you to decide if you want an advance directive. Your decision will not affect your access to health care or other VHA services.

- You have the right to accept or refuse any medical treatment.
- You have the right to complete a durable power of attorney for health care.
- You have the right to complete a living will.

Once signed, these legal documents should be kept in a safe place, but not in a safe deposit box where they may not be accessible when they are needed. It is a good idea to discuss your wishes with your friends, family members, and your physician. Providing these individuals with copies of your Durable Power of Attorney for Health Care and/or your Living Will also is very important. Should you become incapacitated; others will have access to the documents that express your wishes.

Getting More Information

The physician, nurse, or social worker caring for you can answer many of the questions that you have. Information can also be obtained by calling: Chaplain Service at (501) 257-2151 or Social Work Service at (501) 257-6740.

You may wish to consult your lawyer about advance directives and drawing up a Durable Power-of-Attorney for health care or a Living Will and a standard will that conform to the laws in your state.

What happens if I am already incompetent or physically unable to manage my own financial and medical affairs?

Some Veterans are unable to manage their own affairs due to medical illness or a mental impairment. The central issue is whether that Veteran can understand and make decisions involving medical and financial choices. A person can be confused about time and place; nonetheless, may be able to understand his or her choices if they are carefully explained. It is also possible for a Veteran to be capable of making decisions about his or her health but not about finances. Physicians are often asked to evaluate the competency of a patient, but a doctor can only make a medical determination about someone's decision-making ability. A court must make any legal determination about competency.

Guardianship

All states allow the courts to establish limited guardianships (also called conservatorships) and unlimited guardianships.

- Limited guardianship allows the appointed guardian to make decisions for someone in areas where the court has determined that the person lacks the ability to function. This type of arrangement is often made for managing finances. Someone judged incompetent for financial purposes is still able to make decisions regarding his or her health.

- Unlimited guardianship removes all rights of the individual to vote, to decide where to live, and to manage his or her money and health. That person is said to be incompetent for all purposes and receives the protections generally given to a child.

Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient or resident of a community living center. Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the CLC, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the CLC, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- You have the right to keep and use personal items as long as they are safe and legal.

- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center or in the CLC.
- You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (for example, biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any persons you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients or CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

Participation in Treatment Decisions

- Your privacy will be protected.
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization unless permitted by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

Partnering in Care

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.
- You, and any person(s) you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.
- You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may speak with the Medical Center's Ethics Consultation Service for help.

Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality and Patient Safety at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General (OIG) Hotline at 1-800-488-8244 or email VAOIGhotline@va.gov.

Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member every day to the extent that consistent assignment is possible.
- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self-administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.

Rights and Responsibilities of Family Member of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased to provide health care to Veterans. We will provide personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make the experience as positive and pleasant as we can. As part of our service to Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support the rights of patients and residents of community living centers as well as your rights as a family member. This document outlines the basic rights and responsibilities of family members. Please talk with the VHA treatment team or a patient advocate if you have any questions or would like more information about these rights and responsibilities.

Nondiscrimination and Respect

- Our staff will create a treatment environment based on dignity, compassion, and respect. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, Veterans and their family members will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- We seek to honor the cultural and personal values, beliefs, and preferences of all patients, CLC residents, and their families. When a loved one is involved in support and care of a VA patient or resident, VA considers a patient or resident's family to include anyone related to the patient or resident in any way (for example, biologically or legally) and anyone whom the patient or resident considers to be family.
- Please help us offer care in a safe and respectful manner by treating patients, CLC residents, other family members and staff with respect and following the facility's rules. Family members are not allowed to do things that threaten the care of patients or interfere with staff members' ability to do their job.

Keeping Health Information Private and Secure

- The Veteran's private health care information will be protected to the fullest extent authorized by law. Information about the Veteran may be disclosed to you if the Veteran authorizes the release or if you are the Veteran's personal representative.
- Please respect the privacy of patients, residents, and other family members and do not reveal private health care information you may overhear or otherwise become aware of.

Partnering in Care

- Families are valued members of the VA care team. As members of the care team we encourage you to:
    - Share your insights, opinions and observations about the Veteran's care and progress.
    - Let the nursing staff know right away if you feel the Veteran's condition has changed.
    - Tell us right away if you are worried about the Veteran's care or treatment. Please ask questions if you do not understand the purpose of any part of the Veteran's care.
    - If you are a family member of a CLC resident, you have a right to participate and share your voice and opinions in family and resident or household councils.

Family Members' Role in Treatment Decisions

- Veterans have a right to make their own health care decisions as long as they are able to understand and tell their doctor and health care team what they want. Veterans have a right to include or not include others, such as family members or friends, in decisions about their care.
- Veterans have a right to express their preferences about future medical care in an advance directive. This includes the right to name a health care agent who will make health care decisions on their behalf if they can no longer communicate for themselves. We will respect these preferences.
- If you are asked to make health care decisions for a Veteran in VHA, the treatment team will offer you:
    - Treatment options based on the Veteran's unique medical circumstances and needs.
    - Information you can understand about the benefits and risks of these treatment options.
    - An interpreter or assistive device, if needed, to help you understand the Veteran's medical circumstances and treatment options.
- As the health care decision maker, you generally have the same rights and responsibilities as the Veteran would have in making treatment decisions.
    - You may agree to or refuse any treatment option offered by the treatment team. Refusing treatment will not affect the Veteran's right to future care.
    - Your decision about whether to accept or refuse treatments must be based on what you know the Veteran would want. If you do not know what the Veteran would want, the treatment team is available to help you consider what decisions are in the Veteran's best interest.

- When you are the health care decision maker, please:
    - Share accurate and complete information about the Veteran's medical history to help us develop the best treatment plan.
    - Take part in discussions and decisions about the Veteran's care.
    - Help the treatment team understand how they can provide care that takes into account the Veteran's cultural and personal values, beliefs, and preferences.
    - Talk with the treatment team when you think the Veteran's treatment plan may need to be changed.
    - Let the treatment team know if you are not willing or able to follow the treatment plan. If the treatment team understands why the plan may be a problem, they may be able to make changes that address your concerns.
    - Help us plan for the Veteran's move to the next level of care.

Visiting the Veteran

- Family visits can help you support the Veteran as he/she copes with illness or injuries. Schedule your visit to meet the Veteran's medical and emotional needs. For example, many patients get tired easily, so short visits may be better.
- VA CLCs have unrestricted visiting hours.
- On VA acute care inpatient units, medical staff may need to restrict visiting hours or place other visiting restrictions if medical or safety concerns require it. You will be promptly informed about any visitor restriction and the reason for it.
- Please keep a close eye on your children for their own safety and the safety of others. Children should never be left unattended.
- At times, patients or CLC residents may not wish to have visitors or may wish to set other limits on visits. We will respect the Veteran's wishes for visits.

Concerns or Complaints

- If you need advice on how to resolve an ethical concern about the Veteran's care, you may speak with the Medical Center's Ethics Consultation Service.
- You are encouraged and expected to seek help from the VA health care treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process in your preferred language. Any privacy complaints will be addressed by the facility Privacy Officer. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or the Veteran has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.

- If you have concerns about the quality of the health care that the Veteran is receiving, you may contact the VA Office of the Inspector General (OIG) Hotline at 1-800-488-8244 or email VAOIGhotline@va.gov.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality and Patient Safety at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General (OIG) Hotline at 1-800-488-8244 or email VAOIGhotline@va.gov.

Voluntary Research

CAVHS Research Service provides opportunities for research studies that are trying to learn more about medical problems that affect Veterans. Many Veterans volunteer in research studies at VA's across the United States. VA research is an important part of all research in the United States. Some research topics that are being studied at CAVHS include diabetes, heart disease, circulatory diseases, kidney disease, PTSD and aging. All research involving humans is approved by expert oversight committees. The Medical Center Director oversees the Research Committees and assigns the Research Compliance Office to monitor research studies to assure that voluntary research participants' rights are being protected and federal regulations are followed.

If you have any general questions about research please call CAVHS Research Administration at (501) 257-4816. If you are considering participating in a research study, or have volunteered for a research study and have questions you should direct them to the Investigator in charge of the study. If you feel that your concerns or questions have not been appropriately addressed, you should contact the Research Compliance Office at (501) 257-6980 or (501) 257-6190.

You can obtain information about volunteer research on the internet at www.research.va.gov/programs/PRIDE. The following information is provided to assist you in understanding more about research studies and your rights as a volunteer in research.

Research Studies

A research study is an organized activity to learn more about a problem or answer a question. A research study may be done to:

- Understand health needs, problems or feelings people have about an illness or their general health
- Test if a product, such as a drug or equipment, is safe and effective
- Determine the best way to treat an illness, or how to prevent an illness
- Find out what health care practices work best

One specific type of research study is a clinical trial. A clinical trial is a medical study that tries to determine whether medicines, new therapies or new devices are safe and effective. In a clinical trial, a drug or treatment is often compared to a placebo (an inactive substance given as if it were a therapy, but typically has no value to treat or prevent an illness).

Questions to ask before volunteering for a research study

Here are some questions you might ask before deciding to take part in a research study at CAVHS:

- Who is doing this study and what questions might it answer?
- Who reviewed or approved this study?
- How long will this study last?
- What could happen to me, good or bad, if I take part in this study?
- What tests or procedures will I have during the study?
- Who will be told I am taking part in this study?
- Will this research help in understanding my condition? If so, how?
- Is it possible that I will receive a placebo (inactive substance)?
- What happens to any specimens I give?
- Could my condition get worse during the study? What happens if it does?
- What other options or choices do I have if I decide not to take part?
- Who will be in charge of my care? Can I continue seeing my own doctor?
- Will I be charged anything or paid anything to be in this study?
- If I decide to participate, how will it affect my daily life?
- Will I have to make extra trips to the VA?
- What will happen to me at the end of the study?
- Will I be told the results of the study?
- How do I end my participation in this study if I change my mind?
- Whom do I contact for questions and information about the study?

What to do if someone asks you to take part in a research study

If anyone asks you to take part in a research study, you have the right to say "no." Your decision will not affect your VA health care or benefits. You need to weigh both the risks of the study and the benefits. It may be helpful to talk with family members, friends or your health care providers before you make a decision. If you decide to take part in a study, you do so as a Volunteer. This means YOU decide. You can change your mind and stop or leave a research study at any time without losing any of your VA health care benefits. If you have any questions, concerns, or complaints about VA research, or if you would like to talk to someone about the VA Research Program, please contact the Research & Development office at (501) 257-4816.

Informed consent when volunteering for a research study

Informed consent is the process of learning important facts about the research study before you decide whether or not to volunteer. If you agree to volunteer, it should be based on a clear understanding of what will take place in the study and how it might affect you. Informed consent begins when the research staff explains the study to you. These facts include details about the study, tests or procedures you may receive, the benefits and risks that could result, and your rights as a research volunteer. Once your questions have been answered and you fully understand the facts about the research study, you will be asked to sign an "informed consent form." You should take your time when you read the informed consent form. If you have any questions, ask the research staff to explain.

Frequently Called Telephone Numbers

Veterans Crisis Line	1-800-273-8255
Main Hospital	501-257-1000
24-Hour Tele-Care Helpline	501-257-5686
Patient Advocate	501-257-5410
Police Service (Non-Emergency)	501-257-3939
Audiology & Speech Pathology Little Rock,	501-257-5250
Audiology & Speech Pathology North Little Rock,	501-257-1085
Caregiver Support National Office	1-855-260-3274
Billing (Mid-South Consolidated Patient Account Center)	501-257-2589
Chaplain Service Administration Office	501-257-2151
Chief of Staff Office	501-257-5300
Chronic Pain Management Program (Neurology Service)	501-257-6050
Compensation & Pension Scheduling	501-257-2622
CPAP Treatment Clinic and CPAP Supplies	501-257-6082
Dental Clinic	501-257-2201
Disabled American Veterans (DAV) Transportation	501-257-6991
Disabled American Veterans	501-370-3838
Eligibility & Enrollment	1-800-224-8387
Eye Clinic	501-257-6781
GI Bill (National Office)	1-888-442-4551
Imaging Service Administration Office	501-257-3258
Lost & Found (EMS) 8 a.m. – 4:30 p.m. Little Rock	501-257-5500
Lost & Found (Info Desk) 7 a.m. – 3:30 p.m. North Little Rock	501-257-2629
Medicine Service Administrative Office	501-257-5866

Frequently Called Telephone Numbers Continues

Mental Health Clinic	501-257-3131
Mental Health Service Administration Office	501-257-3190
Mental Health Day Treatment Center (Homeless Program)	501-257-4499
Mental Health Military Sexual Trauma Coordinator	501-257-3435
My HealthyVet	501-257-5621
National Cemetery	501-324-6401
Neurology Service	501-257-6050
Social Service Administrative Office	501-257-6744
Specialty Care Clinics to include:	501-257-6000

- Dermatology Clinic
- Pulmonary Clinic
- Pulmonary Clinic
- Ophthalmology Clinic
- Optometry Clinic
- ENT (Ear, Nose & Throat) Clinic
- Podiatry Clinic

Paralyzed Veterans of America	501-370-3757
Patient Lodging Coordinator	501-257-6936
Pathology & Laboratory Medicine Service Administration Office	501-257-6431
Pharmacy Service Administration Office	501-257-6330
Pharmacy Outpatient Helpline	1-888-492-7845
Physical Medicine & Rehabilitation Service	501-257-2997
Primary Care Clinics - Patient Aligned Care Team (PACT)	1-866-722-4838
Primary Care Administration Office	501-257-3154
Prosthetics Treatment Service	501-257-1610
Public Affairs Office (Media)	501-257-5400
Release of Information	501-257-5696
Surgery Service Administration Office	501-257-6850
Transition and Care Management (TCM) Program	501-257-5414
VBA Regional Office	1 800-827-1000
Veteran Identification Cards	1 800-224-8387
Voluntary Services Administration Office	501-257-3288
Women Primary Care Clinic	501-257-5662
Women Veterans Health Program Manager	501-257-6725

See page 25 & 26
For information about
these Community-Based
Outpatient Clinics

VISN 16 PURSUING PERFECTION IN VETERAN-DRIVEN HEALTH CARE