



# Outpatient Handbook



## James A. Haley Veterans' Hospital & Clinics

13000 Bruce B. Downs Blvd.

Tampa, FL 33612

Local: (813) 972-2000

Toll free: 1 (888) 716-7787

Primary Care Annex: (813) 998-8000

[www.tampa.va.gov](http://www.tampa.va.gov) [www.facebook.com/VATampa](https://www.facebook.com/VATampa)

Fall 2014

This handbook is also available at [www.tampa.va.gov](http://www.tampa.va.gov)

# Checklist for New Enrollees to VA Health Care

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Welcome to VA Health Care! We want to make it easy for you to get started. Use this checklist to make sure you have all the information you need.

- Learn the name of your Primary Care PACT Team
- Register for My HealthVet at [www.myhealth.va.gov](http://www.myhealth.va.gov)
- Use “secure messaging” through My HealthVet
- Learn how to contact your Primary Care PACT Team
- Learn how to make, change or cancel appointments
- Submit past medical records to the Release of Information (ROI) Office
- Learn how to fill, refill and renew prescriptions
- Learn what to do in case of emergency
- Learn where to get care after hours
- Learn how to take an active role in your health care as a partner with your provider
- After your appointment, ask a PACT team member at the check-out desk:
  - When your next appointment will be
  - If you need any lab work done before your next appointment
  - What you need to do between now and your next appointment
  - If you need to pick up any prescriptions
  - Confirm your contact information is current

This information is also available on our website at [www.tampa.va.gov](http://www.tampa.va.gov)

Please see back of handbook for VA services, locations, and phone numbers

Information compiled by the James A. Haley Veterans' Hospital & Clinics  
Veteran & Family Health Education Committee. Approval #2014-55

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*Welcome to*  
**James A. Haley Veterans' Hospital and Clinics**

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Dear Veteran,

We are happy you have given the team at James A. Haley Veterans' Hospital and Clinics the opportunity to meet your health care needs. It is our goal to provide patient-driven care that treats the whole person. We want to improve both your health and well-being in a safe, efficient and healing environment.

Our staff is committed to providing you 5-star primary to quaternary health care. We provide everything from basic health promotion and disease prevention programs to complex, long-term care and services.

We have several locations to serve your needs. Our outpatient clinics in Brooksville, Lakeland, New Port Richey and Zephyrhills are designed to meet your basic ambulatory care needs in a location close to home. In 2014, we opened a new Primary Care Annex located near the hospital at I-75 and Fletcher Avenue in Tampa where we also provide Dental and Mental Health services and house a new Women's Clinic.

We have a wide range of ambulatory care and inpatient services at the main hospital campus. We have one of five VA Polytrauma units serving both Veterans and Active Duty Service Members with 19 accredited rehabilitation programs by the Commission on Accreditation of Rehabilitation Facility (CARF). We also have a world-class 100-bed Spinal Cord Injury Center. Some of our other key programs include, Chiropractic Medicine, Cardiac Center of Excellence, Blind Rehabilitation, Neurosurgery and Chronic Pain Rehabilitation.

We want you to be comfortable and confident with your health care. Please take the opportunity to provide feedback through comment cards, one of our patient advocates or directly to a member of our dedicated and caring staff. I welcome any opportunity to improve the services we provide to our nation's heroes. Again, welcome and thank you for your service.

Sincerely,

Kathleen R. Fogarty,  
Director



HONORING SERVICE  
EMPOWERING  
**HEALTH**

# Our Mission, Vision and Values

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**VA**  
HEALTH  
CARE

Defining  
**EXCELLENCE**  
in the 21st Century

## Mission

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

## Vision

At James A. Haley Veterans' Hospital and Clinics our vision is to honor those we serve by providing 5-star primary to quaternary health care.

## Core Characteristics

- **Trustworthy:** VA earns the trust of those it serves - every day - through the actions of all employees. They provide care, benefits, and services with compassion, dependability, effectiveness, and transparency.
- **Accessible:** VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.
- **Quality:** provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people
- **Innovative:** VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement, and adapts to remain at the forefront in knowledge, proficiency, and capability to deliver the highest standard of care and services to all of the people it serves
- **Agile:** VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries, and Service members
- **Integrated:** links care and services across the Department; other federal, state, and local agencies; partners; and Veterans Services Organizations to provide useful and understandable programs to Veterans and other beneficiaries

For more information: <http://www.va.gov/>

# VA Core Values

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Because *I CARE* I will.....

## **Integrity**

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage

## **Commitment**

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities

## **Advocacy**

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries

## **Respect**

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it

## **Excellence**

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them

**For more information: [http://www.va.gov/about\\_va/mission.asp](http://www.va.gov/about_va/mission.asp)**

# Your Rights and Responsibilities

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

## 1. 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 Community Living Center, 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 Community Living Center, 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 Community Living Center.
- 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.

## 2. Information Disclosure and Confidentiality

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.

## 3. Participation in Treatment Decisions

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.

#### 4. 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 Monitoring 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 at 1-800-488-8244 or email [vaoinfo@VA.gov](mailto:vaoinfo@VA.gov).

#### 5. 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.

Department of Veterans Affairs  
January 2013

# We Value Your Privacy, Please Help Us Protect It

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## What is HIPAA and how does it affect me?

**HIPAA**, the Health Insurance Portability & Accountability Act of 1996, gives you control over your medical records. The highlights include the following:

- We will tell you how we use your personal health information (Notice of Privacy Practices)
- You can review and request changes to your information
- You have a choice to be included in the patient directory, if you are staying in the hospital
- Staff members have access to only the information they need to know in order to do their jobs
- We will inform you of the complaint process if you have concerns

## Providing us with your health insurance information will benefit you

When you provide your health insurance information we can submit medical claims to your insurance company for your non-service connected (NSC) visits.

# Resolving Concerns and Complaints

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## Steps to Solve Your Concerns:

- Share your concern with a member of your Treatment Team
- If your concern is not addressed to your satisfaction, ask to speak with a Supervisor or Customer Service Liaison
- If concern is still not resolved, a Section or Service Chief will be notified
- The Patient Advocate is available to address concerns with the Patient, Family and appropriate staff if necessary

## Patient Advocates

James A. Haley Veterans' Hospital has highly-skilled Patient Advocates who are eager to help you with your concern in a timely manner. The Patient Advocates:

- Serve as liaisons between patients and the medical center Administration
- Act on the patient's behalf
- Help patients understand their rights and responsibilities

*The Joint Commission on Accreditation of Healthcare Organizations*

The Joint Commission addresses all complaints that pertain to patient safety or quality of care issues within the scope of their standards. The Joint Commission encourages you to first bring your complaint to the attention of the health care organization's leaders. If this does not lead to resolution, you can bring your complaint to them for review. For information on how to contact The Joint Commission, **please contact the office of the Patient Advocate (see phone number in the back of this booklet)**. You may also visit [www.jointcommission.org](http://www.jointcommission.org) or email [complaint@jointcommission.org](mailto:complaint@jointcommission.org).

# Questions about Appointments

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There are several ways to change or cancel your appointments:

- For primary care, call your PACT team directly (please see phone numbers in the back of this book)
- Send a secure message to your team using My HealthVet, at [www.myhealth.va.gov](http://www.myhealth.va.gov)
- Call the main hospital number, option 2 or the VA Connect phone number listed in the back of this book

## What should I bring to my appointments?

- **Two forms of identification**, such as your VA ID card and your driver's license
- **A list of all of your current medicines**, the doses, and how often you take them.  
Be sure to include:
  - Prescription medicines, including those prescribed by non-VA providers
  - Over-the-counter medicines
  - Vitamins, herbal remedies, supplements, teas and other home remedies
- A list of questions you may have for your provider
- Your health insurance card
- Your home blood pressure or home blood sugar readings, if you have them
- All medical records, reports, labs and test results from another VA facility or from non-VA providers
- Advance Directive (if not on file or if it has been changed); see page 12 for more information
- A list of questions you may have for your pharmacist about medicine side effects and things you need to know when taking the medicine
- A list of all allergies you think you might have (include medicines and food)

**Please remember to bring your health insurance card to ALL of your visits.**

## Receiving treatment at the Community Based Outpatient Clinics (CBOC)

We also have primary care clinics located in New Port Richey, Brooksville, Lakeland, and Zephyrhills. Ask about receiving primary care at one of these clinics if you live nearby. Be aware that services are limited, which may require you to come to the James A. Haley Veterans' Hospital in Tampa for specialty care. Please see phone list in the back for Primary Care Clinic phone numbers.

### \*All Primary Care Clinics are CLOSED on the following holidays:

New Year's Day  
Martin Luther King, Jr. Day  
Presidents' Day  
Memorial Day  
Independence Day

Labor Day  
Columbus Day  
Veterans Day  
Thanksgiving  
Christmas

# Visit Reminders

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## Plan for your appointments:

- Arrive early to allow time for parking and finding your way to the clinic. This will help us keep you on schedule.
- Check in at the reception desk or use the VetLink kiosk and remain in the waiting area until your name is called
- Do not interrupt health care providers who are caring for other Veterans
- Bring all completed forms with you.
- Check-in 30 minutes before your actual appointment time
- **A Nurse Screening will be completed 30 minutes prior to all appointments.**
- If you are 20 minutes late for an appointment, your provider will work you into the schedule as time permits. We often have a full schedule, so if you are late, you are encouraged to re-schedule.
- **Have lab work done by appointment prior to your next clinic visit.** If you need to have lab work done the same day as your appointment, come early. When lab tests are ordered, ask your provider how results will be shared with you and when you can expect to be notified. Call or send a secure message to your provider if you do not receive your lab results within 14 days.
- Ask your provider if an order has been submitted for future lab work
- Follow all instructions given to you about your blood work or other tests. This may include preparing for tests by not eating or drinking overnight or by drinking special fluids. If you do not follow instructions, the test results may not be correct.
- If you are coming in for a blood pressure check, don't forget to take your blood pressure medicine before you leave home
- **Don't be a no-show.** If you can't make it to your appointment, call to cancel it or send a secure message before the scheduled time. This may allow another Veteran to be seen.
- We now have **VetLink**, a self-serve, touch-screen **kiosk**. Patients can use VetLink to check in for scheduled medical appointments and manage personal information on file. VetLink will put Veterans in charge of their own personal health information. Look for the **Kiosks in your clinic to help with the appointment check-in process.**

In order to remain an active patient in primary care, you must be seen every 24 months by your primary care provider.

**If you receive medicines from the VA, you must be seen every 12 months by the provider who prescribes the medicines.**



# Primary Care Annex (PCA)



## Opened September 2014

The Primary Care Annex (PCA) is located at 13515 Lake Terrance Lane in the Hidden River Corporate Park. It is near E. Fletcher Avenue, next to Interstate 75 in Tampa. It is about 4.8 miles east of James A. Haley Veterans' Hospital.

### Services provided in the new Primary Care Annex include:

- Primary Care Clinics (PACT Teams): Alpha, Bravo, Charlie, Delta
- Laboratory
- Radiology
- H-PACT
- Patient Education Resource Center/Library (opening soon)

### Moving soon:

- Women's Health Care
- Dental

### Clinics that will remain at the JAH Veterans' Hospital main facility:

- Specialty Clinics
- OEF/OIF/OND
- Internal Medicine

### Parking areas on the Primary Care Annex (PCA) Campus:

There are two Valet parking areas on the PCA campus. One is in front of the Women Center entrance and the other at the Main entrance. If the lots are full we have an overflow parking which is just down the street. There is a shuttle that runs between the parking lot and the PCA.

# Primary Care

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## What is PACT?

**PACT is Patient Aligned Care Team.** PACT is team-based care with you at the center. The PACT team will be in charge of your outpatient medical care.

James A. Haley Veterans' Hospital wants you to have the right care at the right time. Care in the right place by the right people. We have programs to help you improve your health. Your PACT team wants you to become active in your care and is here to help you make and achieve your health and wellness goals.



We use Advanced Clinic Access Guidelines to improve clinic appointment availability. When you are due for an appointment with your Primary Care Provider (PCP), you will receive a post card in the mail asking you to call the hospital and schedule an appointment at a time convenient for you.

If you feel that you have an urgent need, please call your PACT team (please see phone number in the back of this book) and we will assist you. In case of an emergency, please call 911 or visit the nearest Emergency Department.

**For non-urgent needs, please use secure messaging through my HealthVet to communicate with your Teamlet.**

## Can I get primary care here and also see a private doctor?

Yes, but it is easier if you get all your health care within one system. If you do see a private care provider, bring copies of your private health records *each time* you have an appointment at the hospital or clinic. Make sure your non-VA care provider gets copies of your VA treatment records as well, which can be obtained from the Release of Information (ROI) office. For your convenience, you can also record, track and store your private health information at [www.myhealth.va.gov](http://www.myhealth.va.gov). This will give you secure access to your health information anywhere and anytime.

## Will the VA pay for care I receive from a non-VA provider?

Yes, but only if:

- The services you need are not available in VA and outside care has been approved by the VA
- The services are available in VA, but at a great distance from your home.

**Please Note:** Services provided by community vendors at VA expense must meet the VA's quality standards and must be approved in advance. For emergency care see page 17.

## What if I am traveling outside of my home VA?

Once you are enrolled in VA health care, you are eligible for care at any VA facility. When you plan extended travel outside of your usual VA care area, please inform your PACT team and pharmacy with:

1. A temporary address and phone number
2. The date you expect to leave and the expected date of return

Routine prescription refills can be sent to your temporary address and will arrive within 14 days. If you are traveling outside of your home VA, any needs that arise can be taken care of through the Urgent Care clinic.

# Your PACT Team

Your PACT team works together to provide you with the best possible care. Your primary PACT team members are:

- **You – the Veteran**
- **Primary Care Physician (PCP)**
- **Registered Nurse (RN)**
- **Licensed Practical Nurse (LPN)**
- **Health Administration Services (HAS) Clerk** – The HAS clerk assists with appointment management and answering general questions.



**To see any of the following specialists, please ask a primary PACT team member:**

- **Clinical Pharmacist** – A clinical pharmacist is available to meet with you and discuss medication management for chronic conditions, such as high blood pressure and diabetes, provide medication counseling, drug information, evaluate lab orders, and help you with therapy goals. The pharmacist also provides recommendations and patient education in a wide variety of areas, such as proper administration of insulin and correct use of self-monitoring devices such as glucometers or home blood pressure machines.
- **Social Worker** – A social worker is available to help you and your family with the stresses that often arise during an illness. A Social worker can help with:
  - Emotional Support or Counseling
  - Financial Assistance Resources
  - Legal Services Referrals
  - Referrals to Housing, Vocational Rehabilitation Services, VA/Community Resources, Support Groups, and Drug and Alcohol Assessment services
  - Advance Directive, which consists of a Living Will and Durable Power of Attorney, and allows your health care surrogate to make healthcare decisions on your behalf when you are unable to do so.
- **Mental Health professional** – A mental health professional is available to assist Veterans who need support through a mental health crisis as well as family and friends who are concerned about a loved one.
- **Dietitian** – A dietitian is available to help you make the best food choices for good nutrition for your overall health. Healthy eating helps you feel better, keep up your strength and energy, and manage your weight. Dietitians can help you select the best MOVE! Program to meet your weight management goals. A dietitian is available on each primary care team for individual and group health coaching.
- **Physical Therapy** - A physical therapist is available to help you with any problems you might be having with your neck, back, shoulders, elbows, hands, knees, ankles, feet, balance, strength, or walking. Physical therapists evaluate and treat many common conditions and injuries, such as: arthritis, overuse, sprains and strains, fractures, osteoporosis, after surgery, problems after a stroke or heart attack, obesity, and many other conditions. After a thorough examination, they work with you to develop a personalized plan of care to help you move, reduce pain, restore function, and prevent disability. They may assess your need for an assistive device that could help you be safer with walking and daily living. They can also help you prevent loss of mobility by developing a fitness and wellness program tailored to your specific needs.

**You will also have the opportunity to participate in group medical appointments.**

# Health Administration Service

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## Enrollment and Eligibility

Information obtained by the Enrollment and Eligibility department is required to establish Veteran's eligibility for VA health care. When presenting for Eligibility it is important to provide the intake staff with accurate demographic, insurance, income, and any other military data that will assist in your eligibility determination. Reported income is used by VA to determine if co-payments will be charged for visits or medicines and presenting insurance may assist in covering costs for non-service connected care.



Some Veterans may qualify for cost-free healthcare services. To determine eligibility, Veterans are required to complete an annual financial assessment (Means Test). A financial assessment is a mechanism for identifying a Veteran's ability to cover VA medical care costs, co-pay determination, and eligibility for beneficiary travel. This is calculated by assessing the Veteran's previous calendar year's gross household income plus net worth, not including VA allowable deductible expenses.

- Veterans NSC and 0% non-compensable complete a Means Test
- Priority Group 8c and 8a do not complete a yearly Means Test
- Veterans 10% to 40% SC complete a co-payment exemption test
- Veterans 50% SC and above do not complete a financial assessment
- Veterans enrolled in Priority Groups 5, 6, 7 are required to complete and submit VA Form 10-10EZR, Health Benefits Renewal annually

Recent combat Veterans (e.g. OEF/OIF) are eligible for enrollment without disclosing their financial information; however, they can provide the information to establish their eligibility for travel reimbursement, cost-free medication and/or medical care for services unrelated to military experience. The financial assessment may be delayed when emergent or urgent care is necessary, but should be completed as soon as medically possible.

**A Veteran's financial assessment is valid for 365 days, and enrollment renewal is required on the anniversary date of the previous Means Test.** Renewal may occur before the anniversary date if the renewal is completed in a new calendar year. If the new assessment benefits the Veteran, the new assessment date becomes the effective date; if the new assessment does not benefit the Veteran, the anniversary date remains the same. Veterans who are exempt from financial assessment are automatically re-enrolled at the end of their annual enrollment period, unless they submit a document stating that they no longer wish to be enrolled. These include Veterans enrolled in Priority Groups 1-4.

Staff members maintain current information on a Veteran's demographic, insurance, and financial information to ensure that the medical center receives the proper reimbursement from co-pays and billable insurance. For more up-to-date information on eligibility, enrollment and VA health care benefits, visit [www.va.gov/healtheligibility/library/pubs/healthcareoverview](http://www.va.gov/healtheligibility/library/pubs/healthcareoverview) or contact the Enrollment Center (phone number in the back of this book) for a copy of the *Department of Veterans Affairs Health Care Overview* booklet.

# Women's Health Care

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Women Veterans Comprehensive Health Services provides a one-stop shop for all your health care needs. Our PACT Teamlets focus on the total health of women Veterans, including wellness education, preventive health treatment, disease management, and the emotional well-being. Our goal is to offer women Veterans quality health care in a caring and thorough manner throughout the entire life span. Our health care services include:



- History and physical, including pelvic exam and breast exam
- Menopause treatment, including hormonal therapy if appropriate
- Family planning and contraceptive care
- Infertility evaluation and referrals
- Maternity care referrals
- Assessment for heart disease, high blood pressure and stroke risk
- Tobacco use cessation counseling
- Sexual trauma referrals
- Flu and other vaccines
- Social work referrals
- Prosthetics referrals of all types
  - Includes breast pump and nursing bras during pregnancy and lactation
- Medication education
- Screening for:
  - High blood pressure
  - Breast cancer or fibrocystic disease – mammograms
  - Cervical cancer – pap test
  - Colorectal cancer
  - Osteoporosis
  - High cholesterol
  - Sexually transmitted diseases (STD)
  - Diabetes
  - Nutrition and dietary needs
  - Psychosocial issues that impact your health
- Referrals for other services as needed
  - Maternity care by civilian OB providers

**Please note:** All women Veterans have the option of receiving care through either the Women's Primary Care Clinic or any other Primary Care team.

# OEF/OIF/OND

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The Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), Operation New Dawn (OND) orientation was designed to provide specialized assistance and a seamless transition for Combat Veterans who have served in designated hostile fire or imminent danger zones and their families. At the orientation meeting Combat Veterans will receive a full evaluation to identify any medical needs before services can be started. Combat Veterans will receive a physical exam (including laboratory work-up) and meet with a mental health provider and a social worker. The OEF / OIF / OND post deployment orientation process aims to identify the needs of Combat Veterans. The goal is to provide timely care so that Combat Veterans receive the services to which they are entitled. **Be sure to visit My HealthVet at [www.myhealth.va.gov](http://www.myhealth.va.gov) to help manage your health needs online.**

## Post Deployment Clinic

During the initial visit, Veterans receive the following screens:

- OEF / OIF / OND Post Deployment Screen
- Traumatic Brain Injury (TBI) Screen\*
- Post-Traumatic Stress Disorder (PTSD) Screen
- Depression Screen
- Substance Abuse Screen
- Chronic illness screen
- Infectious Disease Screen

Following an evaluation at the Post Deployment Clinic, you will be assigned to a primary care team. If a screen is positive, referrals to specialty programs or clinics are made.

\*TBI Positive Screens receive a full evaluation by a psychiatrist. Services may include:

- Rehabilitation Nursing Care
- Physical Therapy (PT)
- Occupational Therapy (OT)
- Speech-Language Pathology (SLP)
- Kinesiotherapy (KT)
- Neuropsychology
- Recreation Therapy
- Vocational Rehabilitation

## Social Service Evaluations

- Family dynamics
- Vocational rehabilitation needs
- Work adjustment counseling (this program offers a wide range of services)
- CWT (Compensated Work Therapy) programs

Women Combat Veterans are evaluated by the Women's Clinic for management of their future ambulatory care needs.

## OEF/OIF/OND Transition Clinic

- This clinic provides transition assistance to active duty service members and Veterans who are referred to James A. Haley Hospital from a military treatment facility, demobilization events, TAPS, or other outreach events.
- Services provided include:
  - Assistance with enrollment into VHA healthcare
  - Benefit assistance
  - Case management screening and assistance

# Pharmacy / Prescriptions

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financial assistance.

The VA provides a generous pharmacy benefits program to Veterans under VA care. The Pharmacy **only** fills prescriptions for medicines ordered by providers from the James A. Haley VA or VA authorized contract providers. Prescriptions written by any other outside providers should be discussed with your VA provider. Your eligibility determines if you may need to pay a co-payment for medicines. Contact the Eligibility Center to find out if you qualify for

## To **Fill** your **new** prescriptions for mail or to pick-up:

- Call Pharmacy using one of the **black phones on the wall** located near your clinic immediately after your doctor's appointment
- Speak with a pharmacist at the Outpatient Pharmacy\* or at the Primary Care Annex;  
\*A map to the Outpatient Pharmacy can be found in the back of this booklet
- Or Call 813-972-2000, Ext. 6767

## To **Refill** your prescriptions:

- Submit your request on-line at [www.myhealth.va.gov](http://www.myhealth.va.gov) through your My HealthVet account
- Or Call **AudioCare** at **813-903-4885** or 1-888-281-5463. Have your social security and prescription numbers handy.
- Or Leave your refill slip in a hospital drop box (inside the main hospital)
- Or Mail your request to the James A. Haley VA Hospital Pharmacy (119), 13000 Bruce B. Downs Blvd. Tampa, FL 33612

## To **Renew** (add refills) to your prescriptions:

- Call AudioCare at 813-903-4885 or 1-888-281-5463 with your prescription number
- Or Send a Secure Message to your primary care doctor through MyHealthVet
- Or During weekends, holidays, and after hours: Call 1-877-741-3400

## To **Pick-up** your **New** prescriptions after ordering:

- Follow one of the steps outlined in the "To Fill your NEW prescription..." section above
- Proceed to the Outpatient Pharmacy located one block south of the main hospital
- Wait for your prescriptions to be filled if it is needed the same day. Waiting time is usually 30-60 minutes after speaking with a pharmacist.
- Come inside the Outpatient Pharmacy and go to the pick-up window, or wait in the Outpatient Pharmacy lobby until your name appears on the television monitor indicating it is ready for pick-up.
- Or use the convenient Drive-Thru window if enough time has elapsed for processing your request. The Pharmacy Turn-in or Pick-up Window may not be used for refill pick-up.
- Prescriptions will be held at the Outpatient Pharmacy Pick-up for 7 days.

**Please note:** Brooksville, Lakeland, and Zephyrhills Community-based Outpatient Clinics (CBOC) do not have pharmacy pick up. Medicines are not shuttled to the CBOCs. Please do not bring narcotics to the VA. The VA Police are required to remove and destroy them.

**JAHVH Outpatient Pharmacy: 12210 Bruce B. Downs Blvd, Tampa  
(located one block south of the main hospital )**

# Emergency Care

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If you believe that you have a life-threatening problem, please go to the nearest Emergency Department or dial 9-1-1.



Examples of life threatening problems include:

- Trouble breathing
- Chest pain
- Allergic reactions
- Eye injury
- Broken bone
- Extreme discomfort or pain
- Uncontrolled bleeding

Call 911 if you have:

- Sudden numbness or weakness of the **face**, **arm**, or leg, especially **on one side** of the body.
- Sudden confusion, **trouble speaking** or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache without a reason.

If you have experienced any of these symptoms, you may have had a stroke or a mini-stroke. Remember to act **F-A-S-T** (Face, Arms, Speech, Time to call 911). See [www.stroke.org](http://www.stroke.org).

**Please expect longer wait times for non-emergency needs. For non-emergency needs, you are encouraged to see your PCP or PAC Team.**

**The JAHVH Emergency Department (ED) is open 24 hours a day, 7 days a week**

- **You do not need a referral to receive care in the ED**
- **Patients are seen in the ED based on severity of symptoms, not on a first come first serve basis.**
- **Please be prepared in case you are admitted to the hospital. Let family or friends know they may need to take care of a pet, and secure your residence.**
- **If you are admitted to the hospital from the ED be prepared to send home your narcotics with relatives or give them to the police for disposal.**

# Non-VA Emergency Care

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At some time in your life, you may need emergency care. When it is not possible for you to go to a VA Medical Center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room.

## What is an emergency?

A medical emergency is an injury or illness that is so severe that without immediate treatment, it threatens your life or health.

## How do I know my situation is an emergency?

Your situation is an emergency if you believe your life or health is in danger

## If I believe my life or health is in danger, do I need to call the VA before I call for an ambulance or go to an emergency room?

**No.** Call 911 or go to the nearest emergency room right away

## When should I contact the VA regarding an emergency room visit?

You, your family, friends or hospital staff should contact the nearest VA medical center **within 72 hours** of your emergency, so you are better aware of what services VA may or may not cover. Provide VA with information about your emergency and what services are being provided to you. Ask VA for guidance on what emergency charges may or may not be covered so you can plan accordingly.

## If the doctor then wants to admit me to the hospital, must I obtain advance approval from the VA?

- If the admission is an emergency – **NO**, although prompt notification of the VA is necessary
- If the admission is not an emergency – **YES**

## If a VA bed is available and I can be safely transferred, do I have to move to the VA hospital?

**YES.** If you want VA to continue to pay for your care. If you refuse to be transferred, VA will not pay for any further care.

## If I am admitted to the hospital as a result of an emergency, how much will VA pay?

This depends on your VA eligibility. VA may pay all, some, or none of the charges.

## For service-connected conditions, here are some of the criteria that must be met:

1. Care or services were provided in a medical emergency, and
2. VA or another federal facility were not feasibly available, and
3. VA was notified within 72 hours of admission
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance

## For non-service-connected conditions, here are some of the criteria that must be met:

1. Veteran is enrolled in the VA Health Care System, and
2. Veteran has received health care services from VA within the previous 24 months, and
3. Veteran has no other health insurance coverage
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance

For more information on Non-VA Emergency Care, visit <http://www.nonvacare.va.gov> or [www.tampa.va.gov/patients/emergency-care.asp](http://www.tampa.va.gov/patients/emergency-care.asp)

# If You Are Admitted to the Hospital

## Bring These Items

- Your personal grooming items and slippers
- Your inhaler or nitroglycerin
- A **list** of all medicines and supplements you are currently taking



## Leave These Items at Home

- Pajamas and/or a bathrobe
- All equipment you need during your stay (wheelchairs, canes, walkers, etc.) unless you have been told to bring them.
- Medicines – only bring a **list** of your medications. Leave medication bottles at home.
- Your car – cars left in hospital parking lot for more than 48 hours may be towed away, unless the VA Police are notified.
- Other valuables. The hospital cannot be responsible for any personal items you keep with you, including money. If you lose something while you are here, please file a report with the hospital police.

## Going Home

- Make sure you get written instructions for your self-care at home and that you understand all the information you are provided with.
- Pick up any money or valuables left with the Admissions Clerk or the Patient Funds Clerk.
- Return all hospital property, such as wheelchairs and other equipment. They may not be taken home unless you have been given permission to do so.
- Sign a release of information if you want information sent to your private health care provider.
- Double-check your follow-up appointments for date and time. They are usually scheduled within four weeks of your discharge.

### **Please Note:**

**If you are receiving primary care services at James A. Haley Veterans' Hospital, you will receive a follow-up phone call within 48 hours of discharge. Before you leave the hospital, please notify the ward clerk of a phone number where you can be reached within 48 hours of discharge.**

# For Your Safety

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## Safety is everyone's business

We strive to create a safe and caring setting for our Veterans and their families. If you or your family see or hear something that does not seem right, please alert a staff member. We will be happy to check it out for you.

## Know your medicines

Keep an up-to-date list of all of your medicines, the doses, and how often you take them. Ask your pharmacist about medicine side effects and other important information you need to know when taking the medicine.

## Follow directions during fire and disaster drills

Each facility has practice fire and disaster drills. If you hear the emergency bells, stay calm and follow the directions given to you by the staff members in your area.

## Help stop the spread of germs that cause illness

- Avoid close contact with people who are sick.
- Cover your mouth and nose when coughing or sneezing.
- Wash your hands before touching your eyes, nose, or mouth and when you are sick or caring for someone who is sick.
- Take a bath or shower daily using soap to kill germs that live on the skin.
- Ask your care providers when they last washed their hands.

## A Few Simple Rules to Live by:

- Drugs, opioids, alcohol, knives and other dangerous weapons, ammunition or hazardous materials such as flammable liquids are not permitted.
- Use of audio and/or video recording devices in or on the grounds of the facilities is forbidden without the consent of all parties involved.
- No electrical or battery-powered devices (tape recorders, personal TVs, etc.) are permitted in patients' rooms. Exceptions can be made by the Nurse Manager.
- Please ask permission to use mobile or cell phones as they may interfere with care.
- Everyone entering buildings on the facilities' grounds may be subject to inspection of all packages, luggage, and containers in their possession.
- To help prevent accidents and falls:
  - Please be aware of your surroundings – watch for yellow caution signs
  - Open doors slowly and go around corners slowly
  - Drive scooter or power wheel chairs at walking speed

## Smoking

- Smoking is allowed **only** in well-marked outside areas at JAHVH.
- Smoking is not allowed on the Primary Care Annex grounds.
- Smoking is not allowed inside any VA buildings.
- There are several places on the hospital grounds where flammable gases and other combustible materials are kept. **Smoking in places other than the marked smoking areas puts you and others in danger.**
- Many of your fellow Veterans need supplemental oxygen and oxygen tanks to breathe. **Smoking around people on oxygen is extremely dangerous.**
- Ask your PACT team for resources to help quit smoking.

# Specialty Clinics

## Specialty Clinics (1CN & 1CW)

The Specialty Clinics located on 1CN and 1CW (first floor of the main hospital), provide health care for patients with unique needs. Specialty Clinic appointments are made based on a referral by your Primary Care Provider or another specialty provider. Specialty Clinics are supported by trained health care professionals to provide the best quality of care to meet your needs. Specialty clinic health care providers will share findings with your PACT team.



### The following specialty services are available by referral:

- Allergy
- Colorectal Surgery
- Congestive Heart Failure
- Diabetes
- Endocrinology
- Gastroenterology
- General Surgery
- Hand Clinic
- Hematology
- Infectious Disease
- Intravenous Infusion
- Neurology
- Neurosurgery
- Nursing Intervention
- Oncology
- Organ Transplant
- Orthopedics
- Plastic Surgery
- Pulmonary
- Renal
- Rheumatology
- Thoracic Surgery
- Urology
- Vascular Surgery
- Wound Management

There are many other specialty services provided at JAHVH that are not listed because they are not located on 1CN or 1CW. Your Primary Care Team can assist you if additional specialty services are needed.

# Veterans Crisis Line

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**Support is available 24/7**

If you or someone you know is in emotional crisis, **PLEASE** call the Veterans Crisis Line

**1-800-273-TALK (8255)**

Press 1 for Veterans. Someone who can help you will answer right away.

**Veterans Crisis Text is available by texting 838255**

**You can also chat anonymously with a counselor in real time, online at:**

**[www.veteranscrisisline.net](http://www.veteranscrisisline.net)**

## Who should call?

- Anyone needing support through a mental health crisis
- Family and friends who are concerned about a loved one
- Any Veteran interested in mental health treatment and service referrals

## Reasons to call:

- Experiencing any mental health crisis
- Hopelessness
- Suicidal thoughts
- Relationship problems
- Economic problems
- Substance abuse, addiction
- Experiencing nightmares or flashbacks
- Physical illness and chronic pain
- Information on mental health or illness
- Victim of abuse, violence
- Sexual orientation issues
- To help a friend or a loved one



## Ways you can get help:

- Contact the Crisis Line and ask for a referral to your VA
- Go to your local VA Mental Health Clinic
- Go to the nearest Emergency Department
- Go to the VA Emergency Department
- Call 911

For more information about resources for mental health crisis please contact the local Suicide Prevention Team at 813-972-2000 x6617. This number is not staffed at all times but allows for leaving messages. Emergency calls should use 911 or the Veterans Crisis Line.

# Immunizations

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Each year thousands of adults in the U.S. suffer serious health problems, are hospitalized, and even die due to disease for which vaccines are available. Vaccines are one of the safest ways to protect your health. The Centers for Disease Control and Prevention (CDC) recommend the following immunizations for adults. Ask your care providers if they received their yearly flu shots.



## Seasonal Flu

The flu vaccine is something you get to help protect against the flu. Yearly flu vaccination should begin soon after flu vaccine is available, and ideally by October. While seasonal influenza outbreaks can happen as early as October, most of the time influenza activity peaks in January or later.

## Pneumonia

Pneumonia is an infection of the lungs that can cause mild to severe illness in people of all ages. Adults 65 years or older should get this shot. It is also recommended for adults 19 through 64 years of age to receive 1-2 doses of the pneumococcal vaccine, especially those who smoke or who have asthma.

## Diphtheria, Tetanus, and Pertussis (Whooping Cough)

All adults should get a booster dose of Tetanus-diphtheria (Td) every 10 years. Td protects against tetanus and diphtheria, a bacterial infection that enters the body through cuts or wounds. Adults who are 19 through 64 years of age are recommended to get the single dose of Tdap (tetanus-diphtheria pertussis) in place of the Td booster shot. The Tdap vaccine also protects against Pertussis, commonly known as “whooping cough.” Pregnant women are recommended to get Tdap vaccine with each pregnancy preferably at 27 through 36 weeks. Ask your healthcare provider for more information.

## Hepatitis

There is a safe and effective vaccine for Hepatitis A and Hepatitis B that protects you against liver diseases. Hepatitis A can be spread by people, drinking water or eating shellfish infected with the virus. If you eat shellfish or if you are an older adult traveling abroad, it is recommended that you get a Hepatitis A vaccine. All unvaccinated adults at risk for Hepatitis B infection should be vaccinated. This includes people who had blood transfusions, had direct contact with the blood of an infected person, received a tattoo or acupuncture with contaminated instruments, and/or shared personal items (such as toothbrushes, razors, and nail clippers) with an infected person. People under 60 years of age with diabetes and people with chronic liver or kidney disease should also get the Hepatitis B vaccine.

## Shingles

Shingles usually starts as a painful rash. Individuals who have had chickenpox are at risk of developing shingles. A single dose of shingles vaccine is recommended for adults 60 years of age and older.

For more information, visit <http://www.cdc.gov/vaccines/schedules/easy-to-read/adult.html>

# Health Information & Resources

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It is important for you to understand your health condition, how to keep your health at its best, and how to prevent future problems. The hospital offers many resources to help you learn about your health.

You can get information in many ways:



- **Ask questions** of your health care providers and make sure you understand the answers.

**Ask your health care provider these three questions:**

What is my main problem?

What do I need to do?

Why is it important for me to do this?

- **Attend Patient Education Classes** offered at the hospital or clinics. Ask your PACT team about these classes and support groups.

**Here is a partial listing of *classes* taught by trained staff:**

- Cardiac Rehabilitation
- Diabetes
- Nutrition
- Smoking Cessation
- Spinal Cord Injury Education
- Weight Control and the MOVE! Program
- Chronic Pain Management
- Tinnitus (ringing in the ears)
- Back Classes

**Here is a partial listing of *therapy and support groups* led by trained staff:**

- Alcoholics Anonymous
- Amputee Support Team
- Caregiver Support Group
- Diabetes
- PTSD
- Women's Support

- **Visit the Patients' Library or PERC** to find health information books, videos, magazines, and computer programs. The Library is open to Veterans and visitors. Access to the Internet is also provided to patients and family members. Librarians are available to offer assistance, or to do the searches for the patrons. Computer use is limited to 30 minute sessions.

- **Use My HealthVet** at [www.myhealth.va.gov](http://www.myhealth.va.gov). My HealthVet is the VA's web-based Personal Health Record. It was designed for Veterans, active duty Service members, their dependents and caregivers. My HealthVet helps you partner with your health care team.

**Create a My HealthVet account to:**

- Refill prescriptions
- Send secure messages to health care team
- View VA appointments
- Read parts of your medical record
- Track your weight, blood pressure, food record, and more
- Find reliable health information

- **Visit the Veterans Health Library** at [www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org). The VHL offers Veterans, family members, and caregivers 24/7 access to thorough, Veteran-focused health information. The Library is a one-stop source for health information to help you stay well and well-informed. There are over 1,500 health sheets, over 150 videos, many in both English and Spanish.

## 9 Healthy Living Messages

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Your PACT team members want you to be as healthy as you can be. Good management in these 9 areas can help you achieve this goal. For more information about any of these topics, ask a PACT team member or contact the Health Promotion/Disease Prevention Coordinator or the Health Behavior Coordinator.

**Be Involved in Your Health Care** – speak up and ask questions

**Be Tobacco Free** – ask about our smoking cessation options

**Eat Wisely** – ask to see a dietitian

**Be Physically Active** – aim for at least 2½ hours of moderate-intensity aerobic activity each week

**Strive for a Healthy Weight** – ask about our MOVE! Program

**Limit Alcohol** – ask about treatment options if limiting alcohol is a problem

**Get Recommended Screening Tests and Immunizations** – ask which screening tests and immunizations are recommended for you

**Manage Stress** – learn about ways to help you manage and reduce your stress

**Be Safe** – Find out how to prevent sexually transmitted infections, falls, and motor vehicle crashes. Take action to protect yourself and those you love from harm. Share with your provider any concerns you have about driving.

For more information, visit <http://www.prevention.va.gov>

## Home TeleHealth

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The goal of the Home TeleHealth (HT) program is to help you self-manage your care so you can remain healthy at home. HT is a program that uses technology to access care and improve the health of Veterans with chronic conditions and/or need help with managing their weight. The RN Nurse Care Coordinator sees the data you transmit daily and will give you feedback, if needed. Examples of data you may be asked to transmit include: your weight, blood pressure, and blood glucose levels. The HT program may improve your quality of life and prevent visits to the Emergency Department and hospital admissions. To enroll, contact your PACT team or the Home TeleHealth office Home (please see phone number in the back of this book).

# Disaster Plan

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The Hospital has a plan to deal with natural or manmade disasters including hurricanes and terrorist attacks. The plan includes contact with county, state and federal disaster preparedness officials and groups. The hospital works closely with the Hillsborough County Emergency Operations Center. This plan is reviewed frequently, especially during hurricane season.

When we start or activate the plan, we will take some actions that may involve you

- We cancel all non-urgent outpatient clinics to help keep you safe at home
- We cancel all elective (chosen at the patient's request) surgery cases
- We admit patients who are dependent on electrical power to maintain their health or life
- We schedule dialysis patients either sooner or later than their usual time
- We make as many hospital beds as possible available for disaster victims. If you are a patient in the hospital and are well enough to go home, we may discharge you early.

Once the Disaster Plan starts it will remain active until the danger has passed. Normal hospital functions will resume as soon as possible. We will reschedule any cancelled appointments or surgeries.

To stay informed during a disaster, please visit our web page ([www.tampa.va.gov](http://www.tampa.va.gov)), and stay tuned to the local news, radio, or newspaper. Contact your county's emergency service for any details specific to your residence.

## Prepare for an emergency:

- Gather personal self-care items including **medicines**
- Place in a waterproof bag or container: copies of **picture ID, VA medical card**, list of medications, passport, bank account numbers, insurance policies, birth and marriage certificates, and proof of residence (i.e. utility bill).
- Have a battery-powered **radio** and extra **batteries** available
- Keep your **cell phone** charged and have a car charger handy
- Keep a **flashlight** and **whistle** nearby
- Keep a 3 day supply of **water** (1 gallon per person, per day)
- **Ready to eat food** (canned, no-cook, packaged snacks) and a can opener
- **Cash** (in case an ATM is not working) and change
- Fill your car's **gas** tank

# Parking

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Please allow extra time when coming to appointments to find parking and the location of your appointment. See the map at the back of the book for parking locations.

## Visitor and Patient Parking

**Visitor and patient parking is clearly marked and located:**

- Directly in front of the main hospital building in the Diamond Lot
- The South side of the hospital at the four-way stop on Richard Silver Way in the Pearl Lot
- In front of the Spinal Cord Injury Center (SCI) in the Emerald Lot
- A parking garage is behind the hospital near the Spinal Cord Injury/Polytrauma Center. Patients and visitors may park on Levels 1-3, with elevator access to all floors. Handicap parking is on Level 1. A tram stops in front of the pedestrian walk-way exit / entrance to provide rides to and from the hospital. The garage is designed for one way in and one way out, exiting into the Pearl lot continuing to Richard Silver Way.



## Valet Parking

Valet parking is available in front of the **main hospital Monday through Friday from 5:00 AM to 5:00 PM**, excluding holidays and weekends. From 5:00 PM to 8:00 PM, keys must be picked-up at the front desk. After 8:00 PM, keys must be picked-up at the Administrative Officer of the Day (AOD) desk near the Emergency Department. *Valet employees cannot accept tips.* Enter valet parking by driving East on 131<sup>st</sup> Ave. in the direction of Bruce B. Downs Blvd. Make a **right** turn at the pedestrian crosswalk light. It is illegal to make a left turn into the valet drive from 131<sup>st</sup> Ave. The **Primary Care Annex (PCA)** also has valet parking on site. There is additional parking near the PCA if the lots are full.

## Shuttle Service

Shuttle service is provided between the hospital and the VA Mental Health Clinic on N. 46<sup>th</sup> St. Shuttle service is not available on weekends and Federal holidays.

There is one wheelchair access bus for transportation from bus stop #3 (Mental Health clinic) to bus stop #2 (under the USF elevated crosswalk). Hours are **Monday through Friday from 7:00 AM to 7:00 PM**. The handicapped-accessible outpatient shuttle bus leaves the Main Hospital from stop #2. It makes stops at Pharmacy, Dermatology, Eye Clinic, Compensation and Pension, Audiology, Physical Therapy and returns to the Main Hospital. The trip lasts about one hour.

## Public Transportation

Hartline bus service stops near the main hospital on 131<sup>st</sup> street and at Hidden River Corporate Park near the PCA.

## Gift Policy

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Please do not give gifts or money to any of our employees or volunteers. Our staff works hard to make sure that your care is the best. It is our pleasure to go above and beyond to meet your needs. If desired, the best way to show your appreciation is through a simple **Thank You**. Instead of gifts, you may consider writing a letter to the hospital director, making a donation to a Veterans' organization through our Voluntary Service, or nominate an employee or volunteer for a gold star. Gold Star Nomination forms are located in nomination boxes located throughout the hospital and outpatient clinics.

## Burial Benefits

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Burial benefits available include a gravesite in any of our 131 national cemeteries with available space, opening and closing of the grave and perpetual care at no cost to the family. Cremated remains are buried or inurned in national cemeteries in the same manner and with the same honors as casketed remains.

Burial benefits available for spouses and dependents include burial with the Veteran and perpetual care at no cost to the family. Eligible spouses and dependents may be buried, even if they predecease the Veteran. You should advise your family of your wishes and where your discharge papers are kept. These papers are very important in establishing your eligibility. You may wish to make pre-need arrangements with a funeral home.

For additional information, visit [http://www.cem.va.gov/burial\\_benefits/index.asp](http://www.cem.va.gov/burial_benefits/index.asp)

## Organ Donations

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Thousands of people need organ transplants. The need for donated organs is far greater than the number of organs donated. Please consider becoming an organ donor. There is no cost to you or your family if you become an organ donor.

If you wish to become an organ donor:

- Make your wishes known in an Advance Directives Statement
- Tell your closest relative or legal guardian
- List yourself as a donor on your driver's license



<b>Community-Based Outpatient VA Clinics (CBOC)</b>	New Port Richey.....  Brooksville.....  Lakeland.....  Zephyrhills.....	(727) 869-4100 (877) 353-1107  (352) 597-8287 (866) 716-8287  (863) 701-2470 (866) 838-4400  (813) 780-2550 (866) 730-2550
<b>Compensation &amp; Pension</b>	14020 N. 46 <sup>th</sup> St. (North clinic) 10770 N. 46 <sup>th</sup> St. (South clinic)	(813) 972-2000 Ext. 7551 (813) 972-7033
<b>(VA) Crisis Line</b> Available 24/7	For anyone needing support through a mental health crisis or for family and friends who are concerned about a loved one.	(800) 273-8255, Option 1  Local, non-emergency: (813) 972-2000 x6617
<b>Dental Care</b> 1 <sup>st</sup> Floor, Room 1D-147 and PC Annex	<b>Appointments required</b> Monday – Friday: 7:00 AM - 4:30 PM Or visit <a href="http://www.va.gov/dental">http://www.va.gov/dental</a> Non-service connected Veterans, see: <a href="http://www.va.gov/healthbenefits/vadip/">http://www.va.gov/healthbenefits/vadip/</a>	(813) 972-7511
<b>Dermatology</b> Located in the Outpatient Pharmacy building	<b>Appointments Required</b> Monday – Friday 8:00 AM – 4:40 PM • Hours vary by doctor	813-972-2000 Ext 5801
<b>Disabled American Veterans (DAV)</b> 2 <sup>nd</sup> Floor, Room 2A-240		(813) 972-2000 Ext. 6596 Ext. 6597
<b>The Enrollment Center</b> Main Lobby, Room 101-G	<b>Enrollment and Eligibility</b> Monday – Friday: 7:30 AM - 4:00 PM  <b>Means Test</b> Monday – Friday: 7:00 AM - 4:00 PM	(813) 972-2000 Ext. 5902 Ext. 1710  (888) 716-7787, Option 4
<b>(VA) Eye Clinic (Eyeglasses)</b> 10770 N. 46th Street Building F	Provides corrective eyeglasses at no charge when prescribed by a VA or fee-basis ophthalmologist or optometrist. Eyeglasses can be repaired by walk-in. Monday – Friday: 8:30 AM - 5:00 PM	(813) 972-2000 Ext. 6301 Ext. 7574
<b>Flu Hotline</b>	Activated September through March	(888) 716-7787 Ext. 2400
<b>Home Based Primary Care (HBPC)</b>	Offered to patients who desire to remain living at home but need essential nursing care on a daily or weekly basis. A referral from your PACT (Primary Care) Provider is required.	(813) 972-2000 Ext. 3611 Ext. 3612 Ext. 7546
<b>SCI Home Care</b>		(813) 972-2000 Ext. 7613

<b>Home TeleHealth</b>	Monday – Friday: 7:30 AM – 4:00 PM	(813) 558-7633
<b>Information Desks—staffed by volunteers</b>	Main Lobby, near the Emergency Department, and SCI/Polytrauma entrance Monday – Friday: 8:00 AM - 4:00 PM	
<b>James A. Haley Veterans’ Hospital &amp; Clinics</b>	Main hospital phone number Toll-free within the State of Florida	(813) 972-2000 (888) 716-7787
<b>Interpreter</b>	Provides services for the language (non-English speaking) and hearing impaired. This service can be arranged prior to your appointment.	Ask your primary care team or HAS Clerk.
<b>Laboratory (Outpatient Lab)</b> 1A-114	For outpatient blood drawings. Monday – Friday: 6:00 AM - 5:00 PM Saturday: 7:00 AM – 12:00 PM	(813) 972-2000 Ext. 7898 Ext. 5340 Ext. 5787
<b>Library-Patient Education Resource Center or PERC (Patients’ Library)</b> Hospital, Second Floor, Room 2A-237 and PC Annex	Provides books, videos, e-readers and Internet resources on health. Reading aids are also available.  Monday – Friday: 8:00 AM - 4:00 PM	(813) 972-2000 Ext. 6571
<b>Lost &amp; Found</b> Room 2A-215K	Located at Voluntary Service, 2 <sup>nd</sup> floor near the auditorium.	(813) 972-7533
<b>Mental Health Clinic</b> 10770 North 46 <sup>th</sup> St.	Provides consultation, evaluation, and treatment for a variety of issues that can impact emotional well-being.	(813) 631-7100
<b>Military Sexual Trauma Coordinator</b>	Every VA healthcare facility has an MST Coordinator who can answer any questions you might have about VA’s MST services. Also visit: <a href="http://www.maketheconnection.net">www.maketheconnection.net</a>	(813) 631-7115
<b>My HealthVet</b> <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>  For questions, contact Local Coordinator or visit the Library	Assists with registration of your health information and answer questions about the online program that allows Veterans to take an active role in their health care.  Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 4107
<b>OEF/OIF/OND Clinic</b> Building 68	Information about VA benefits and priority health care for returning combat Veterans.	(813) 972-2000 Ext. 3858 Ext. 5443
<b>Patient Advocate (Patient Representative)</b> 2 <sup>nd</sup> Floor, Rooms 2A-243, 2A-245 and 2A-246	Helps you resolve concerns with your care or any other issues with your visit, if your concern or issue could not be resolved at the service level. <b>Calls:</b> Monday – Friday: 8:00 AM - 4:30 PM	(813) 978-5856 (813) 972-2000 Ext. 5856 Ext. 5757 (888) 716-7787 Ext. 5856 Ext. 5757

	<b>Walk-in Hours:</b> Monday – Friday: 8:00 AM - 4:00 PM	
<b>Pharmacy (Outpatient)</b> 12210 Bruce B. Downs Blvd.	<b>Lobby Hours:</b> Monday – Friday: 8:00 AM - 7:00 PM Weekends & Holidays: 8:00 AM - 4:00 PM <b>Drive Thru Hours:</b> Monday – Friday: 8:00 AM - 7:30 PM Weekends & Holidays: 8:00 AM - 5:30 PM <b>Speak with a pharmacist:</b>  You can also request refills online at <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a>	(813) 972-2000 Ext. 6422 Ext. 6423 Ext. 7829 Ext. 6767 <b>Automated Line:</b> (813) 903-4885 (888) 281-5463  Pharmacy Technician: (813) 972-7630 After hours, weekends, holidays: (877) 741-3400
<b>(VA) Police</b> First Floor, 1A-147	Provides protection for patients, visitors, employees and more.  Open 24 hours a day, 7 days a week	(813) 972-2000 Ext. 7554
<b>Prosthetics &amp; Sensory Aids</b>	Monday – Friday: 8:00 AM - 4:30 PM	(813) 972-7508
<b>Primary Care Clinics</b>	Monday – Friday: 8:00 AM - 4:30 PM  Alpha Team ..... Bravo Team ..... Charlie Team ..... Delta Team ..... Foxtrot Team ..... Golf Team ..... H-PACT Team ..... Internal Medicine Clinic..... Post Deployment Team..... Geriatrics, Diabetes..... Women’s Clinic .....	(813) 972-2000 or (813) 998-8000 (PC Annex) Ext. 7099 Ext. 7785 Ext. 4350 Ext. 6743 Ext. 4281 Ext. 7627 Ext. 7708 Ext. 7627 Ext. 5330 Ext. 7166 Ext. 3678
<b>Release of Information (ROI)</b> Ground Floor Room GA-027B	Helps you obtain medical records from other facilities and send information to third-parties (e.g. insurance companies, employers, etc.)  Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 6140 (888) 716-7787 Ext. 6140
<b>Respite Program</b>	Provides up to two, 13-day respite visits per year, approximately 6 months apart, for eligible Veterans.	(813) 972-2000 Ext. 7169 Ext. 7258
<b>Spinal Cord Injury</b>		(813) 972-2000 Ext. 7670

<b>Social Work Service</b>	Helps with Advance Directives. Can arrange for home care and obtaining community resources, based on eligibility  Monday – Friday: 8:00 AM - 4:30 PM	(813) 972-2000 Ext. 7534
<b>Speech Pathology</b> Room 2A-233	Evaluation and treatment of speech/language problems	(813) 903-2473
<b>Travel</b> First Floor, Near 1C/North Wing Located by Specialty Clinics	To speak with a representative about travel reimbursement or special travel mode services (wheel chair, stretcher or legally blind)	(813) 972-2000 Ext. 6208
<b>Vet Center</b> 3637 W. Waters Ave Suite 600	Provides professional readjustment counseling and vocational and employment assistance to qualified Veterans (i.e., War Zone Veterans)  Monday – Friday: 8:00 AM - 4:30 PM	(813) 228-2621
<b>Veterans' Benefits Services</b> <b>Florida Department of Veterans' Affairs (VBA)</b> <b>Trailer 61</b>	Provides counselors to help you with VA benefits such as government life insurance, home loans, and both service-connected and non-service connected benefits. See <a href="http://www.benefits.va.gov">www.benefits.va.gov</a>  Monday – Friday: 8:00 AM - 4:00 PM Walk-In hours: 10:00 AM - 4:00 PM	(813) 972-2000 Ext. 6589 (800) 827-1000
<b>Vocational Rehabilitation</b> Ground Floor, Room GA-004C	Helps you if you are out of work, need to change jobs, unsure about your ability to work, or need job training	(813) 972-2000 Ext. 7621
<b>Voluntary Services</b> Second Floor, Room 2A-15K	Sponsors many services and programs such as the parking lot shuttle service  Monday – Friday: 7:30 AM - 4:00 PM	(813) 972-2000 Ext. 7533 (800) 827-1000
<b>Women Veterans Hotline</b>	Provides support and education to women Veterans about eligibility, benefits, health care, and other services and resources  Monday – Friday: 8:00 AM - 10:00 PM Saturday: 8:00 AM - 6:30 PM	1 (855) 829-6636

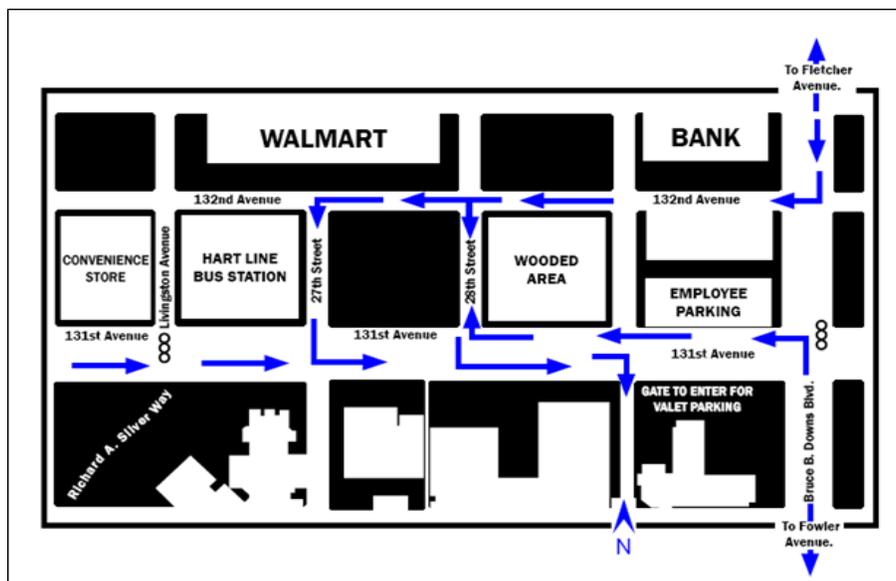
## Useful Websites

James A. Haley Veterans' Hospital Tampa, FL <http://www.tampa.va.gov/>  
VISN 8 VA Sunshine Healthcare Network <http://www.vba.va.gov/ro/south/spete/>

- VA Regional Office St. Petersburg, FL <http://www.visn8.va.gov/>
- VA Polytrauma System of Care <http://www.polytrauma.va.gov/>
- E-Benefits Portal Site <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>
- Enrollment/Eligibility <http://www.va.gov/healtheligibility>
- Women Veterans <http://www.va.gov/womenvet/>
- OEF/OIF <http://www.oefoif.va.gov>
- Purchased Care (Fee) <http://www.nonvacare.va.gov>
- CHAMPVA <http://www.va.gov/hac>
- Beneficiary Travel [https://www.va.gov/healthbenefits/access/Beneficiary\\_travel.asp](https://www.va.gov/healthbenefits/access/Beneficiary_travel.asp)  
<http://www.va.gov/healtheligibility/coveredservices>  
<http://www1.va.gov/CBO/brochures.asp>
- Copays <http://www4.va.gov/healtheligibility/library/pubs/healthinscopays/>
- Insurance <http://www.prosthetics.va.gov>
- Prosthetics <http://www.tricare.mil>
- TRICARE <http://www.health.mil>  
<http://www.tricare.mil/tma/mms0>
- MOVE! Program (for weight management) [www.move.va.gov](http://www.move.va.gov)

## VA Facility Maps

### Traffic Pattern for Valet Parking



Enter the Valet Gate from 131st Avenue. You may only make a right turn to enter the gate. Both lanes are used for entering traffic from 5-9 am. After 9 am, lanes will change back to one lane entering and one lane exiting.

**Traffic laws prevent entering the Valet Gate using a left turn off 131st Avenue.**

**If you have questions or comments, please call (813) 972-7554.**

# Outpatient Pharmacy Map



## Outpatient Offsite Pharmacy

The off-site pharmacy is located at 12210 Bruce B. Downs Blvd – one block south of the hospital. Please see map below for directions.



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# James A. Haley Veterans' Hospital



1 Main Hospital

- 30 Community Living Center
- 32 Radiation Therapy Unit
- 36 Pre-Op Breast Care
- 38 Spinal Cord Injury Center

41 HR (Finger Printing rm 104)

- 42 Police ID (rm 119)
- 53 Fisher House
- 56 Pet Scan
- 68 Physical Medicine Rehab  
DEF/OIF Clinic

T58 Champ VA

- T59 Women Health Center
- T61 Veterans' Benefits
- T62 Women Health Center

- T81 Foxtrot Clinic
- Alpha, Bravo, Charlie, Delta  
have moved to the Primary  
Care Annex



## Shuttle Buses

### Main Shuttle Bus Hours

7:00 am until 7 p.m.

### Off-Site Shuttle Bus Hours

7:00 a.m. until 7:00 p.m.

- Pharmacy
- Dermatology Clinic
- Eye Clinic
- Comp & Pension
- Audiology
- Physical Therapy

## MAP LEGEND

- 24 Hour Entrance
- Emergency Entrance
- Handicap Parking Area
- Information Desks
- Shuttle Bus Stop
- Valet Parking  
Entry from 131st Avenue only
- Golf Cart Shuttle
- NO PARKING
- Needle Dispenser
- Designated Smoking Area

This map is current as of October 2014. Alpha, Bravo, Charlie, Delta and H-PACT Primary Care Clinics have moved to the PC Annex.

Content reviewed/edited by JAHVH hospital services and the Veteran/Family Health Education Committee.

Approval number: 2014-55