Erie VAMC COVID-19 Update

Top Ways to Stay Safe

Stay Home

- **Telehealth or phone appointments** - Veterans can make their appointment a phone call or video chat through VA Video Connect on their computer, smartphone, or tablet and still get any questions answered or medical guidance needed. View VA Video Connect instructions on YouTube. Veterans can also secure message their primary care team using My HealtheVet.

- **Get your prescriptions mailed** to avoid coming into the medical center. Veterans can request prescription refills and order and ship medications to their homes using My HealtheVet or the Rx Refill mobile app. Download the app at mobile.va.gov/app/rx-refill.

- **Use an alternate method to Pay your VA bill** instead of using the cashier inside the medical center.
  - By phone, using a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. Phone 1-888-827-4817, Monday-Friday, 8:00am-8:00pm EST. The line is answered by a live person who can look up the amount owed with information such as date of birth, social security number, and which VA facilities patient was seen.
  - By mail, using a check or credit card (Mastercard, VISA, Discover). Complete the form that comes on the patient’s bill and mail to Department of Veterans Affairs, PO Box 530269, Atlanta, GA 30353-0269.
  - Online at www.pay.gov, using a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. Online payment requires, the

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**Tele Urgent Care is now available in VISN 4!**

Veterans receiving health care at VA medical centers throughout VISN 4 can now obtain care with a video chat or phone call. Using VA Video Connect and the camera on their smart phone, computer, or tablet, Veterans are able to meet privately and securely in a virtual medical room with a licensed independent provider or physician. Get care now by calling 1-833-TELE-URGENT (1-833-835-3874) or visit www.visn4.va.gov/tele-urgent/ for more info.

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**IMPORTANT TESTING MESSAGE**

Veterans, for your safety and the safety of Erie VA Medical Center Veterans, visitors and employees, **if you are tested for COVID-19 outside of the VA, please make sure to let your primary care team know.** You can notify them by calling 814-868-8661 and press 2, or using My HealtheVet.

Please make sure to follow up again as soon as you receive your test results. We appreciate our Veterans’ adherence to safety.
account number that is printed on the patient’s bill. If the patient does not have the account number from their bill, the website will recommend the phone option.

Follow CDC & VHA guidance

(www.cdc.gov/coronavirus)

1. Stay at home if you are sick.
2. Wash your hands often with soap and water for at least 20 seconds.
3. Avoid touching your eyes, nose, and mouth.
4. Avoid close contact with people who are sick.
5. Practice social distancing in all your encounters.

Drive Thru Testing

The Erie VAMC drive-thru testing site is officially open and is available by appointment only for Veterans who:

1. Met the criteria for testing and
2. Have an order from a VA provider.

Veterans experiencing cold, flu, or COVID-19 related symptoms should call 814-868-8661 and press 3 for our Ask a Nurse line.

Again, for the safety of our Veterans and employees, we ask that Veterans CALL FIRST before visiting the Erie VAMC and community clinics.

For more information and updates visit the VA's homepage for COVID-19 here.

Keep updated & let us know how we're doing.

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