Erie VAMC COVID-19 Update

We continue to actively screen all Veterans, visitors and employees who enter the facility. At this time, Erie VAMC continues to have no confirmed cases of coronavirus.

TRY A VIRTUAL VISIT
USING VA VIDEO CONNECT

Protect yourself by getting VA Care from home


We understand how stressful life can be right now for our Veterans and their families. The Erie VA Medical Center is committed to providing high-quality care while keeping Veterans safe from the coronavirus (COVID-19). To help us address our Veterans’ most-urgent needs first, the Erie VA asks that Veterans use our online tools for routine or non-urgent questions.

Here are some examples:

1. Telephone or Video Appointments – Have a routine doctor appointment that doesn’t require being face to face? You can make the appointment a phone call or video chat through VA Video Connect on your computer, smartphone, or tablet and still

Reminders

Veterans experiencing symptoms related to Coronavirus, flu or cold are encouraged to stay home unless urgent medical treatment is needed. If you have health questions related to symptoms you are experiencing, call 814-868-8661 and press 3 for the Ask a Nurse Line.

Prescription Update: At this time, we are encouraging Veterans to get all routine prescriptions mailed until further notice. Medications are not automatically refilled.

Visitor Update: Erie VAMC is asking that Veterans only bring one visitor (no visitors under the age of 18 years, including infants) with them to their appointments to aid in social distancing while on-site. Only hospice and palliative care visitors are permitted in the Community Living Center. Visitors will continue to be actively screened prior to entering the unit.

Parking Update: Valet parking has been temporarily suspended. Veterans can park in the parking garage, front lot, and valet lot.
get any questions answered or medical guidance needed. View VA Video Connect instructions on YouTube.

2. **Secure Messaging** – With My HealtheVet, VA’s online patient portal, Veterans can send online secure messages to your VA health care team to ask them non-urgent health questions. Register at www.myhealth.va.gov or contact our MHV Coordinator at 814-860-2821 for more information.

3. **Prescription Refills** – 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.

For questions about and/or technical assistance regarding VA Video Connect, please contact the VA National Telehealth Technology Help Desk at (866) 651-3180 or 703-234-4483 on Monday through Saturday, 7 a.m. through 11 p.m. ET.

**Behavioral Health Support Available at Home!**

Our Behavioral Health team continues to provide on-going support to Veterans through virtual care and telephone appointments. As mentioned before, video appointments are a popular option for Veterans during this time where they can stay at home and continue to receive the same great care. Veterans interested in scheduling a virtual or telephone Behavioral Health Clinic appointment may call 814-860-2038. Visit www.mentalhealth.va.gov for more information.

**New Patients Welcome**

*Enrollment & Eligibility Updates*

To comply with social distancing, any new enrollees in VA healthcare can set up virtual appointment instead of meeting face to face with their provider for the first time. This will help limit exposure and also allow Veterans to enroll should they become sick or need medical attention. Veterans, if you know of fellow Veterans who aren't enrolled, encourage them to send in their applications now or apply online here!

**DAV Transportation Update:** Ashtabula County DAV transportation is temporarily suspended.

**Canteen Updates:**

**New Hours:**

- **Patriot Café (Coffee Shop):**
  8 a.m. - 1 p.m.

- **Patriot Canteen Cafeteria Hours:**
  7 a.m. - 2 p.m.

**Meals:**

Grab & Go and Boxed Lunches will be available. Made-to-order items will no longer be available.

**Prevention Tips**

(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.

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