

WHAT YOU CAN EXPECT MOVING FORWARD

Safety remains our top priority.

While VA healthcare will look different moving forward, Veterans can continue to rely on their VA health care team for safe, high-quality care. We have been reintroducing select services gradually, thoughtfully, and safely to ensure that Veterans with the greatest clinical needs are able to receive the right care, at the right time, in the safest environment possible. As we continue to move forward, we want to make you aware of some changes you can expect:

Virtual & Telephone Appointments for Routine Care will be the new path forward.

We will continue to offer virtual and phone appointments for the majority of routine visits as appropriate. These options will be discussed when you call to schedule an appointment.

Call First

We ask that you call **814-868-8661 and press 2** to schedule an appointment before visiting your VA clinic for any health care needs so we can provide the safest environment of care for all Veterans.



Face-to-Face Visits

If you have urgent or time-sensitive needs you will continue to be seen face-to-face if your provider feels it's medically necessary. If you need to come in for a face-to-face visit, we ask that you help keep others safe by following safety precautions.

Safety precautions to protect your health:



Actively screening all patients, visitors, and employees entering our facility and VA clinics.



Requiring all Veterans, visitors, and employees to wear a mask while on-site. Veterans may either bring their own or we will provide one.



Limiting visitors. When possible, we ask that Veterans not bring family members or visitors with them to a health care appointment. If you would like to have a family member involved, we can make other arrangements as needed.



Continuing to thoroughly disinfect and clean high-touch surfaces as we follow environmental cleaning recommendations outlined by the CDC.

New Check-In Process

Some clinics, including Primary Care and Behavioral Health, will ask that you call or text to check-in while you remain in your vehicle. View your appointment letter for the preferred check-in process.

Additional Changes

We are making changes to waiting areas, check-in desks, and other common spaces to encourage physical distancing. Please maintain a 6-foot separation between you and others where possible. Additional space between seating, plexiglass panels, limited elevator capacity, and visual markings on floors are just a few of the changes you will notice at our facilities.



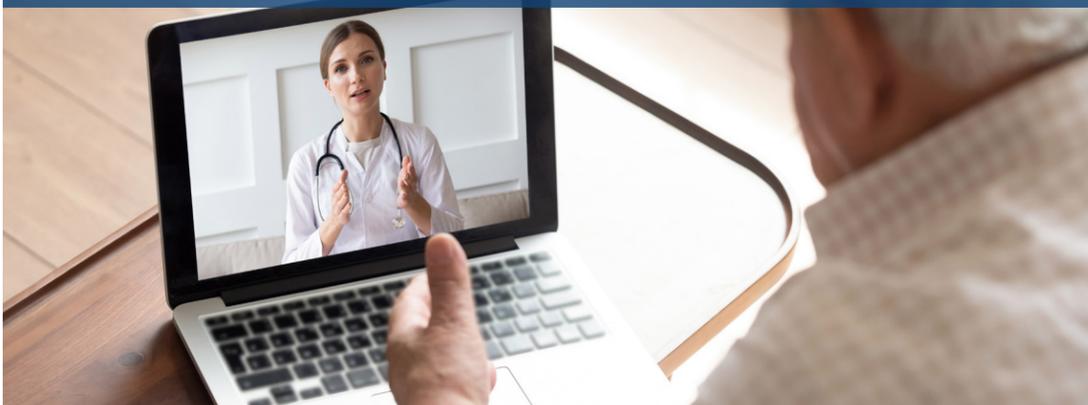
Throughout this reintroduction, be assured, safe care is our mission and our continuing commitment to our Veterans, visitors, and employees.

For up-to-date Erie VAMC & VA Clinic information, please sign-up to receive our e-newsletters at www.erie.va.gov.

Video or Telephone Appointments

Rather than going to a VA facility, you can receive care at home with a video or phone appointment. To set up a VA Video Connect or phone appointment, send your provider a secure message on My HealtheVet or call us at **814-868-8661 and press 2**.

To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.



Prescriptions Delivered Directly to Your Home

All prescription refills will be mailed directly to your home. Request refills at least two weeks before you need it to ensure that your VA-issued prescriptions are refilled, shipped, and delivered on time. Refill your VA prescriptions remotely using one of the following options:

- **By Phone - Automated 24-Hour Hotline:**
 - 814-868-6284
 - 814-868-8661, press 1
 - (toll free) 800-274-8387, press 1
- **Using the Rx Refill App:** You can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history from the convenience of your mobile device with the Rx Refill app. Learn more at mobile.va.gov/app/rx-refill.
- **Online with My HealtheVet:** Through My HealtheVet, VA's online patient portal, you can request refills of your refillable VA prescriptions, track VA prescription deliveries, and view VA prescription history online. Get started at myhealth.va.gov.
- **Through the Mail:** A **refill request form** comes with every VA prescription filled. To refill your prescription by mail, complete the request form and mail it to your VA pharmacy at the address listed.

Remember to verify that your mailing address on file with VA is accurate. If you need to make a change, please visit va.gov/change-address.

My HealtheVet

Myhealth.va.gov

My HealtheVet is VA's online Personal Health Record where you can refill and track the delivery of your VA prescriptions, view a list of VA medications, keep track of your upcoming VA appointments, communicate securely online with your VA health care team, and manage your health care records anytime, anywhere.

For more information, contact Erie VAMC's My HealtheVet Coordinator at 814-860-2821.



MANAGE YOUR VA HEALTHCARE *from home*

Help us put safety first. Here are some common items you can take care of from the comfort and safety of your home.

VA virtual tools give you the option to access high-quality VA care safely from home.

Sign-up to receive our e-newsletters

For the latest Erie VAMC news, visit www.erie.va.gov and enter your email address.



Virtual Yoga, Meditation, and Tai Chi Classes

Sign-up at Ompractice.com/veteransaffairs/

Receive FREE unlimited access to Ompractice's virtual yoga and meditation platform all from the comfort and privacy of your own home. Access live, online yoga and meditation classes lead by an instructor via two-way video - all fitness levels welcome.



Pay VA Bills from Home

- **By phone - Monday-Friday, 8:00am-8:00pm EST:** 1-888-827-4817
You may use a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. 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 you received care.
- **By mail:** You may use a check or credit card (Mastercard, VISA, Discover). Complete the form that comes with your bill and mail to Department of Veterans Affairs, PO Box 530269, Atlanta, GA 30353-0269.
- **Online:** Visit www.pay.gov. You may use a credit card (Mastercard, VISA, Discover) or an electronic transfer from a bank account. Online payment requires the account number that is printed on your bill.

Mobile.va.gov

Check out VA's mobile app store to find a variety of support tools that expand beyond the traditional office visit.



VA Video Connect

Secure video visits with your VA care team from anywhere



Rx Refill

Request, refill, and track VA prescriptions



PTSD Coach

Support and tools to manage your PTSD



New COVID Coach

The COVID Coach app was created for everyone, including Veterans and Servicemembers, to support self-care and overall mental health during the coronavirus (COVID-19) pandemic.



Visit mobile.va.gov to find VA apps for you!

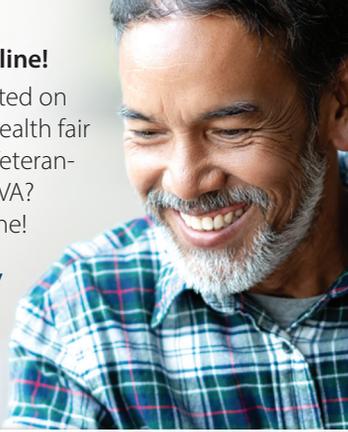
Connect with us Online!

Looking to stay updated on Veteran Town Halls, health fair activities, and other Veteran-related events at the VA? Connect with us online!

 www.erie.va.gov

 VAMCErie

 ErieVAMC



Erie VA Medical Center

135 East 38th Street
Erie, PA 16504

Salute Your Health is published quarterly as a patient education service by the Erie VA Medical Center. The publication is intended to provide information to help you stay well, manage your health care, and learn more about the many services available through the VA. This publication is not intended as a substitute for professional medical advice, which should be obtained from your provider.

Attention Postmaster: Time Dated Material Enclosed

Phone Notification

Please note, we've been made aware that some cell phone carriers display VA calls as potential spam. We encourage Veterans to save the 814-860-2000 number as "Erie VAMC" under your contacts so you are notified correctly when you receive a call from your Erie VA healthcare team.

Have a medical question?

Call our Ask a Nurse Line at 814-868-8661 and press 3.

Behavioral Health Care

During this time of social distancing, many are struggling to continue to live a drug-and alcohol-free lifestyle. The Erie VAMC is here to support you. All of our Substance Use Disorder groups are now being done virtually. Get the support you need in a safe manner.

Call the Erie VAMC Behavioral Health Clinic at 814-860-2038.

If you are or know of a Veteran in crisis, contact the Veterans Crisis Line for confidential support 24 hours a day, 7 days a week. You are not alone.

#BeThere



 **Veterans
Crisis Line**
1-800-273-8255 **PRESS 1**

 **Call 1-800-273-8255
and press 1**

 **Text 838255**

 **Chat Online at
veteranscrisisline.net**

IMPORTANT CONTACTS

Main Line – Phone Tree

814-868-8661
1-800-274-8387 (toll free)

Press 1 Pharmacy

Press 2 Appointments &
Specialty Care Providers

Press 3 Ask a Nurse Line

Press 4 Eligibility

Press 5 Billing

Press 7 Veterans Crisis Line

Behavioral Health Clinic

814-860-2038

Veterans Crisis Line

1-800-273-8255 (Press 1)

Non-VA Care Notification

Notify within 72 hours

1-844-724-7842

VHAEmergencyNotification@
va.gov

Ashtabula VA Clinic

866-463-0912

Crawford VA Clinic

866-962-3210

McKean VA Clinic

814-368-3019

Venango VA Clinic

866-962-3260

Warren VA Clinic

866-682-3250

VA



U.S. Department
of Veterans Affairs

Veterans Health
Administration

Erie
VA Medical Center