Erie VAMC
Patient Resource Guide

VA

U.S. Department of Veterans Affairs

Veterans Health Administration

Erie VA Medical Center

Welcome to the Erie VA Medical Center!

Thank you for choosing the Erie VA Medical Center (VAMC) for your health care.

Our mission is to improve the lives of Veterans with world-class care.

Erie VAMC is recognized nationally as a top-performing medical center in the delivery of compassionate, high-quality health care to more than 21,000 Veterans throughout northwestern Pennsylvania, northeastern Ohio, and southwestern New York.

On behalf of all our Erie VAMC & community-based outpatient clinics (CBOC) staff, thank you for your service and welcome home!

Subscribe to our website at **erie.va.gov** to receive email updates featuring our latest news and upcoming events.

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Choose VA

Download your VA Welcome Kit!
va.gov/welcome-kit

Whether you're just getting out of the service or you've been a civilian for years, the VA Welcome Kit can help guide you to the wealth of VA resources available to you.

MEDICAL CENTER
& CLINIC LOCATIONS

Erie VA Medical Center
135 East 38th Street | Erie, PA 16504
814-868-8661

View the Erie VAMC Visitor Guide & Facility Map at **erie.va.gov/visitors.**

ASHTABULA COUNTY

2044 Lambros Lane | Ashtabula, OH 44004
866-463-0912 or 814-868-8661, press 2

MCKEAN COUNTY

23 Kennedy Street | Bradford, PA 16701
814-368-3019 or 814-868-8661, press 2

Community Based Outpatient Clinics (CBOC)
CBOCs are similar to a doctor's office. Veterans may receive Primary Care, Behavioral Health, and other services such as lab work at the CBOCs; while relying on the Erie VA Medical Center for specialty treatment not available at the CBOC locations. Telehealth Services have helped to bring more specialty services to the CBOCs, but it is not appropriate for all types of appointments, so be sure to check with your Primary Care Provider to see if this is appropriate for you!

CRAWFORD COUNTY

16954 Conneaut Lake Road
Meadville, PA 16335
866-962-3210 or 814-868-8661, press 2

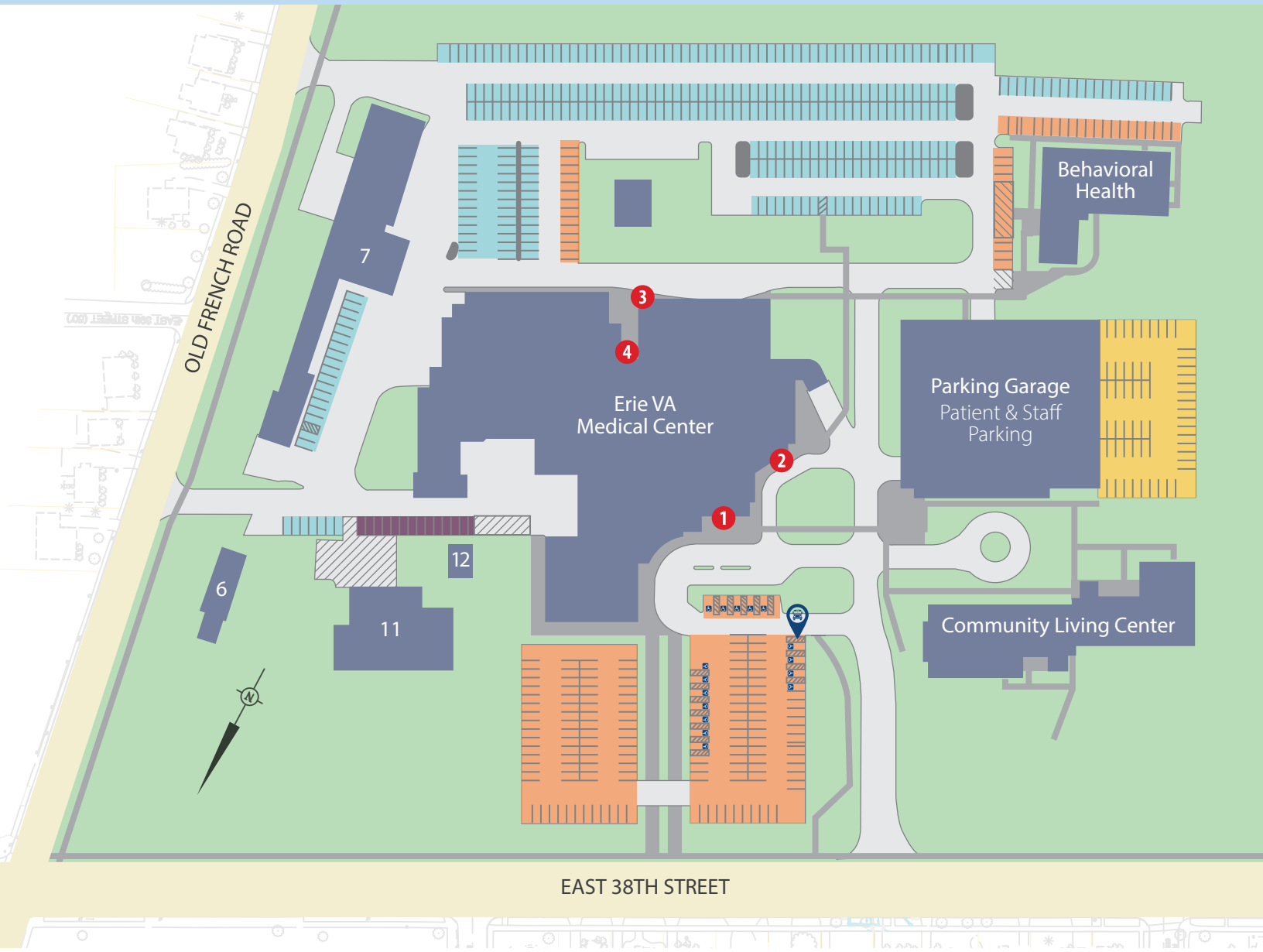
VENANGO COUNTY

464 Allegheny Boulevard
Franklin, PA 16323
866-962-3260 or 814-868-8661, press 2

WARREN COUNTY

3 Farm Colony Drive
North Warren, PA 16365
866-682-3250 or 814-868-8661, press 2

Please note, all CBOC telephone numbers are routed through the Erie VAMC Call Center.



Erie VAMC

Campus Map

ENTRANCES

1. **Main Entrance**
2. **Urgent Care Center/Police**
3. **Surgery Center**
4. **Second Floor Entrance**
   This entrance is currently closed. To enter the main facility, please use main entrance (1).

PARKING

For easy access to our main facility, Veterans and visitors may park in the 280+ space parking garage or in our front parking lot.

- Patient & Staff
- Patient & Visitor Only
- Government Vehicles Only
- Temporary Parking Only

View our visitors guide at **www.erie.va.gov/visitors** for the latest campus map to help you plan your visit.

Erie VAMC

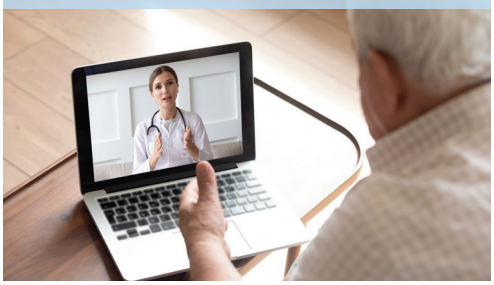
Who We Are | What Services We Provide

Erie VA Medical Center provides comprehensive health care through a wide-range of programs and services.

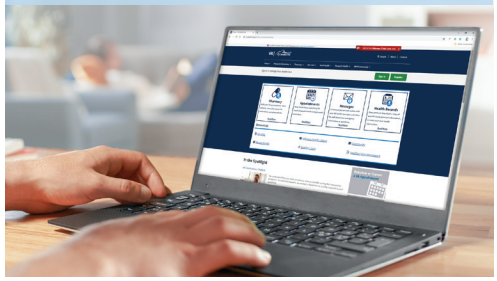
Erie VAMC leads the way as a High Reliability Organization. We are committed to ensuring Veterans and employees receive a five-star experience in quality, efficiency, and satisfaction. To do that, we are shifting from a traditional health care setting to a forward-moving, technology-embracing health care provider so you can receive the right care, at the right time, in the right place.

Our goal is to offer value-added health care that meets your needs, your schedule, and your preferences. To do that, your appointments may be done:

VIRTUALLY



ONLINE



BY PHONE

FACE-TO-FACE

HOW TO SCHEDULE YOUR APPOINTMENTS

Here are several easy ways to schedule your appointment:

1. By Phone:
Call **814-868-8661, press 2** to schedule your appointment

2. Online:
Login to your My HealtheVet account and send a secure message to your team or clinic to schedule a VA appointment (only available with premium accounts – see page 13).

3. App:
Download the VA Online Scheduling App at mobile.va.gov and schedule online.

A
Acupuncture
Ambulatory Surgery
Audiology (Ear Clinic)

B
Behavioral Health Care

C
Caregiver Support Program
Cataract Surgery
Chaplain Services
Chiropractic Care
Community Living Center (Inpatient Care)
Coumadin Clinic

D
Dental Clinic

H
Home Based Primary Care
Hospice Care
Homeless Support

N
Nutrition/Dietitians

O
Occupational Therapy
Oncology
Optometry (Eye Clinic)
Orthopedics

P
Pain Clinic
Palliative Care
Pharmacy
Physical Medicine & Rehabilitation
Physical Therapy
Podiatry
Primary Care
Prosthetics

S
Social Work
Specialty Care

T
Tobacco Cessation
Transition & Care Management

U
Urgent Care
Urology

V
Virtual Care
- Dermatology
- Home Telehealth
- Pre-Diabetes
- Retinal imaging
- Sleep Clinic

Visual Impairment Services
Vocational Rehabilitation

W
Weight Management
Whole Health/Integrative Healthcare
Women Veterans Health

I CARE

DEPARTMENT OF VETERANS AFFAIRS

We strive to provide you with an exceptional patient experience every visit by serving with Integrity, Commitment, Advocacy, Respect, and Excellence.

Our mission is to
improve the lives of Veterans with world-class care.

Where to Start:
Eligibility & Enrollment

If you served in the active military, naval, or air service and are separated under any condition other than dishonorable, you may qualify for VA health care.

Current and former members of the Reserves or National Guard who were called to active duty (other than for training only) by a federal order and completed the full period for which they were called or ordered to active duty may be eligible for VA health care as well. All those who served in the military – including those who served during peace time – are encouraged to apply for health care.

THREE WAYS TO APPLY

In Person at the Erie VAMC Eligibility Office, located on the first floor near the main entrance, between the hours of 8:00 a.m. and 4:30 p.m. – please bring:

- A copy of your DD-214 (member 4) military discharge papers
- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- Information about your household finances.

Online at **va.gov/healthbenefits** to complete and submit the eligibility form.

By Phone at **814-860-2970 or toll-free at 800-274-8387 and press 4.**

For more details, visit **va.gov/healthbenefits/vhbh** to review the VA Health Benefits Overview.

Please note, having a VA-rated service-connected disability, receiving a compensation and pension exam, and/or filing for a service-connected condition does not automatically enroll you in VA health care. You still must fill out a 10-10EZ healthcare application form. If you have a service-connected condition, please inform our eligibility department of this to ensure you are placed in the appropriate Priority Group and co-pay status for health care services.

VA PRIORITY GROUPS

Visit **va.gov/health-care/eligibility/priority-groups** for details.

When you apply for VA health care, we'll assign you to 1 of 8 priority groups. This system helps to make sure that Veterans who need care right away can get signed up quickly. It also helps to make sure we can provide high quality care to all Veterans enrolled in the VA health care program. If you do not know your priority group, you may contact the eligibility department at 814-860-2970.

Your priority group may change in some cases if your income changes, or if your service-connected disability changes.

VA HEALTH CARE COPAY RATES

Visit **va.gov/health-care/copay-rates** for specific copay rates.

Depending on your priority group, you may have copays for some health care services including urgent care, outpatient care, inpatient care, medication, and geriatric and extended care.

Please note: some Veterans don't have to pay copays (they are "exempt") due to their disability rating, income level, or special eligibility factors.

WHAT TO DO WHEN YOU ARE ENROLLED IN VA HEALTH CARE

Once you receive notification that you are eligible and enrolled in VA Health Care, you will be issued a Veterans Identification Card and encouraged to schedule an appointment to meet your Patient Aligned Care Team (PACT).

VETERANS HEALTH IDENTIFICATION CARD

When you enroll in VA health care, you will receive a Veteran Health Identification Card (VHIC) used to check-in at VA appointments. To receive a VHIC, contact our Eligibility Office at **814-860-2970** or your local Community Based Outpatient Clinic (CBOC) to get your picture taken and to process your card. Your card will be mailed to your home address within 6-8 weeks.

SCHEDULE YOUR FIRST APPOINTMENT

To arrange your first PACT primary care appointment, contact our Erie VAMC Call Center at **814-868-8661 and press 2**. Erie VA Primary Care Clinics operate Monday through Friday with some Saturday and evening appointments available if needed. Depending on the kind of care you require, there are three different types of appointments offered:

- **Routine & Follow-Up Appointments:** regular appointments are scheduled in advance for routine check-ups and/or lab work.
- **Access Appointments:** same day appointment for medical problems or symptoms.
- **Virtual and/or Phone Appointments:** Patient Aligned Care Teams may resolve issues by phone or virtually when a face-to-face appointment is not necessary.

DIRECT SCHEDULING FOR AUDIOLOGY & OPTOMETRY

No Referral Needed

You can direct schedule for routine audiology (ear) or optometry (eye) appointments by calling **814-868-8661 and press 2**. No referrals needed. Routine audiology services include hearing tests, complete hearing aid services, balance assessments, cochlear implant services, tinnitus evaluation and management.

Routine optometry services include eye examination (to determine the need for eyeglasses or adjustments in vision prescription and provision) and eyeglass frame fitting.

Direct schedule provides you with faster and more direct access to VA health care.

NEED A RIDE TO YOUR VA APPOINTMENT?

DAV Volunteer Transportation Network (VTN) Program (Courtesy Service) | **814-860-2095**

The DAV Volunteer Transportation Network provides FREE transportation to and from VA medical appointments for Veterans who have no other means of transportation. This is a courtesy service, 100% completely run by volunteers, so transportation is not guaranteed. DAV VTN vans run daily offering local transportation and transportation to and from other VA facilities including Pittsburgh, Cleveland, and Buffalo. To request transportation, **call 814-860-2095 at least 7 business days before your appointment.**

HELPFUL TIPS ONCE ENROLLED IN VA HEALTH CARE

Why it's important to schedule a primary care appt at least once a year.

Your health is important to us. Staying active with your primary care team ensures you have easy access to VA healthcare services. Schedule a visit at least annually to:

- **Keep your VA prescriptions.** You must see your primary care provider at least once a year to keep receiving your prescriptions from the VA.
- **Keep your same primary care team.** If it has been longer than a year since your last visit, you may be switched to another primary care team.
- **Make sure you have quick and easy access to certain specialty care services** including whole health, podiatry, and many others.

Sign-up for a My HealtheVet account at **myhealth.va.gov** to manage your VA health care online (see page 13 for more details).

Remember to schedule a primary care appt at least once a year.

VA TRAVEL PAY REIMBURSEMENT

814-860-2973

Veterans may be eligible to receive mileage reimbursement for independent travel to a VA authorized appointment.

For more information, visit **va.gov/health-care/get-reimbursed-for-travel-pay.**
814-868-8661 press 2

SEAMLESS CARE FOR TRAVELING VETERANS

Going on a trip? Notify your VA health care team about your upcoming travel to receive seamless care while traveling. Please notify us, preferably 4-6 weeks before you leave (or as soon as you are aware of the trip), by calling your health care team or the Traveling Veteran Coordinator. Your team helps ensure you have access to the right care at the right time during your travel.

NURSE CALL LINE

814-868-8661 and press 3

As an Erie VAMC patient, you have access to our free Ask a Nurse Line for any medical questions you may have.

VCS

VALUE CONVENIENCE SERVICE

PATRIOT CAFÉ/CAFETERIA
Location: Basement
Monday – Friday
7:00 a.m. – 3:00 p.m.

PATRIOT STORE
Location: Basement
Monday – Friday
8:00 a.m. – 4:00 p.m.

PATRIOT BREW/STARBUCKS
Location: First Floor
Monday – Friday
7:30 a.m. to 3:30 p.m.

Shop the Veterans Canteen Service online for exclusive deals.
Visit **shopvcs.va.gov** to sign up today!

Erie VA Medical Center

Pharmacy Guide

Erie VAMC Pharmacy: 814-868-8661 Press 1
Automated 24-Hour Refill Line: 814-868-6284
Refill Online: myhealth.va.gov

MEDICATION REFILL INSTRUCTIONS

Request refills at least two weeks before you run out of your prescription.

Prescription refills are processed through the Consolidated Mail Outpatient Pharmacy (CMOP) located out of Chicago. **Please allow 7-14 business days for your medication to be delivered.**

CONVENIENTLY REFILL YOUR VA PRESCRIPTIONS REMOTELY

Via 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 on the paperwork that arrived with your prescription.

If you forget to refill your prescription on time, or if your prescription is no longer refillable, please contact the **Erie VAMC Pharmacy at 814-868-8661, press 1** or use **My HealtheVet's Secure Messaging** to contact your VA care team.

Remember to verify that your mailing address and email address on file are accurate. If you need to make a change, please visit **va.gov/change-address.**

OUTPATIENT PHARMACY

Located on the 1st floor of the Erie VAMC.

The Erie VAMC Outpatient Pharmacy is for new, partial, or emergency prescriptions only. Full prescription refills will be mailed.

HOURS OF OPERATION:

Monday-Friday
8:00 a.m. to 6:00 p.m.

Weekends
8:00 a.m. to 4:00 p.m.

Holidays
8:00 a.m. to 4:00 p.m.

HELP US BEST SERVE YOU

If you are a patient at one of the Community Based Outpatient Clinics (CBOCs), your prescriptions will be mailed to you.

Please reorder your refills online, by phone, or by mail at least two weeks before you run out. Your cooperation refilling your prescriptions this way allows us to serve your fellow Veterans who require new, discharge or urgent prescriptions promptly.

Tell your provider if another doctor has prescribed new medications or has changed the dose of medications you are taking.

You must show a valid photo ID when picking up your medication.

My healthevet

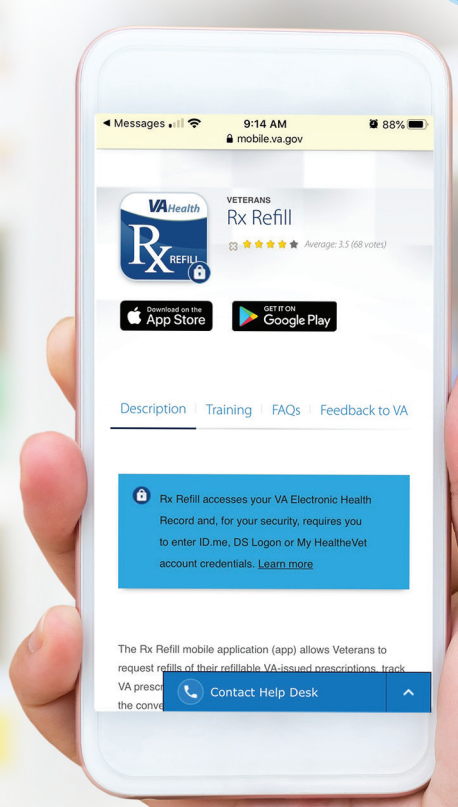
www.myhealth.va.gov

ACCESS USING
YOUR COMPUTER

TWO
EASY WAYS TO:

- **Request a refill**
- **Track prescription delivery**
- **View VA prescription information**
- **View images of your VA medication**
- **View additional VA prescriptions in your package**
- **See past shipments of VA prescriptions**
- **Review VA prescription history**

ACCESS USING
YOUR SMART PHONE



With an advanced account, you can virtually refill and track your VA prescriptions online. Log onto **myhealth.va.gov** and create an account if you do not already have one.

The Rx Refill app provides an easy mobile option for the RX Refill feature found within My HealtheVet.

NEED HELP OR HAVE QUESTIONS?

Contact the Help Desk online by selecting:
Contact MHV tab in My HealtheVet

Call the Help Desk: Monday – Friday | 7:00 a.m. to 7:00 p.m.
877-327-0022 or 800-877-8339

Erie VAMC My HealtheVet Coordinator: 814-860-2821

See next page for more details about My HealtheVet.

Connected Care

Access to exceptional VA care at your fingertips.

VA is committed to extending access to care beyond the traditional office visit. Through virtual technology, you can receive convenient access to your VA care where and when you need it..

WHAT CAN I DO ON MY HEALTHEVET?

Pharmacy
Refill your VA prescriptions, track delivery, view a list of your VA prescriptions and other details.

Health Records
View, print, or download information from your VA medical record.

Messages
Communicate securely online with your VA health care team and other VA staff about non-urgent information or questions.

Appointments
Manage your upcoming VA medical appointments and get email reminders. VA patients with a Premium My HealtheVet account can schedule and cancel VA appointments at participating facilities.

WHAT IS MY HEALTHEVET?

My HealtheVet is VA's private and secure online Personal Health Record (PHR) for Veterans, active duty service members, their dependents and caregivers. Its online resources and tools offer you greater control over your care and wellness.

My HealtheVet provides you with trusted health information 24/7

Having this information at your fingertips can help you make informed decisions about your overall health and wellness.

Go to myhealth.va.gov to get started:

1. Log into myhealth.va.gov
2. Select the "Register" button
3. Fill out the required fields and submit

IS MY INFORMATION IN MY HEALTHEVET SECURE?

It is important to protect your information. You are responsible for protecting the personal information you print or download. Protect this information the same way you would protect your banking or credit card information.

- Do not leave your printed information on a printer.
- Do not save your downloaded information to a public computer.

When using a public computer, save your information to a storage device, such as a CD, thumb drive, or mobile device. Remember to take it with you when you finish.

My HealtheVet Help Desk
Toll Free Telephone Number:
877-327-0022 | 800-877-8339 (TTY)

Monday – Friday
7:00 a.m. to 7:00 p.m. CT

Erie VAMC My HealtheVet Coordinator: 814-860-2821

REACH YOUR VA CARE TEAM VIA LIVE VIDEO

VA VIDEO CONNECT

Real-time access to VA care in a way that works best for you!

VA Video Connect enables you to conduct visits with your doctor in a virtual medical room, using the camera on your phone, computer, or tablet.

Telehealth Help Desk Monday-Friday, 7 a.m. to 11 p.m. ET
Telephone: **703-234-4483** Toll Free: **866-651-3180**

Get the App
Visit the VA App Store to learn more:
mobile.va.gov/appstore

ANNIE APP FOR VETERANS

Improved Veteran Self-Care Through Mobile Text Messaging

Annie App helps remind you of your doctor's instructions through alerts on your mobile phone. Annie can be used on its own or in combination with any of the VA Virtual Care Tools.

Get the App
Visit the VA App Store to learn more:
mobile.va.gov/app/annie-app-veterans

STAY FOCUSED ON IMPROVING SELF CARE

VA Virtual Care Tools

Expanding Veteran Access to Care Through Virtual Technologies

VA Mobile | VA Telehealth | My healthevet

Connect today!

To browse more tools that may fit your needs, visit

mobile.va.gov/appstore

CALL THE VA MOBILE HELP DESK:
Veterans: **877-470-5947** | VA Care Teams: **844-482-6624**
Monday – Saturday: 7 a.m. to 7 p.m. CT

● iOS ▲ Android ■ Web 🔒 Requires login

MANAGE YOUR CARE

Airborne Hazards and Open Burn Pit Registry
Access information and resources for deployment-related exposures.
■

MobileKidney
Monitor your kidney health and access educational resources.
■

Pain Coach
Receive helpful tools for tracking and managing chronic pain.
■

VA Pressure Ulcer Resource
Learn to prevent and care for pressure ulcers and injuries.
● ▲

Rx Refill
Request, refill and track VA prescriptions with ease.
● ■

CONNECT WITH YOUR CARE TEAM

Annie App for Veterans
Receive text reminders to help you manage your care.
■

REVAMP for Veterans
Pair this app with your CPAP machine to track your sleep apnea at home.
■

VA Health Chat
Chat with VA staff members through easy online access (available at limited sites).
● ▲ ■

VA Online Scheduling
Schedule, request, and track VA appointments with ease.
■

VA Video Connect
Secure video visits with your VA care team from anywhere.
● ▲ ■

Download on the App Store | GET IT ON Google Play

Please note that although most apps are available on the Apple App Store and Google Play, some apps are available only on the VA App Store through a desktop version.

ACHIEVE YOUR HEALTH GOALS

CBT-i Coach
Receive support for cognitive behavioral therapy (CBT) for insomnia.

Concussion Coach
Manage concussion symptoms with this customizable tool.

Mindfulness Coach
Learn mindfulness to reduce stress and improve emotional balance.

MOVE! Coach
Lose weight with this app's 19-week weight loss program.

Moving Forward
Receive tools to keep you moving forward during times of stress.

Parenting2Go
Develop skills for connecting with and parenting your kids.

Stay Quit Coach
Create a tailored plan to quit smoking and stay smoke-free.

VetChange
Develop healthier drinking habits through this app's tools and guidance.

IMPROVE YOUR MENTAL HEALTH

ACT Coach
Practice lessons learned during acceptance and commitment therapy (ACT) in your daily life.

AIMS for Anger Management
Better track, address, and manage your anger with AIMS.

CPT Coach
Enhance your cognitive processing therapy (CPT) treatment for PTSD.

Mood Coach
Boost your mood by participating in positive activities.

PE Coach 2
Use this app during prolonged exposure (PE) therapy with a health professional.

PTSD Coach
Get the info, support, and tools you need to manage PTSD.

PTSD Family Coach
Receive the support you need for living with someone who has PTSD.

STAIR Coach
Enhance your in-person STAIR psychotherapy with interactive tools and education.

Behavioral Health Care

Improving Veteran Quality of Life Through Recovery-Oriented Services

814-860-2038 or 800-274-8387

Erie VAMC's Behavioral Health Clinic provides a wide range of services to help Veterans meet their mental health and substance abuse recovery goals. In addition to individual therapy, group therapy, and medication management, the Behavioral Health Clinic offers programs to assist with crisis intervention, homelessness, employment, substance abuse, and so much more.

The Behavioral Health Clinic is dedicated to providing high-quality, trauma-informed care by offering services that promote a culture of safety, empowerment, and healing.

The Behavioral Health Clinic offers traditional hours, evening, and Saturday morning appointments. Certain services are also available in the Ashtabula, Crawford, McKean, Venango, and Warren Community Based Outpatient Clinics (CBOCs) either in-person or through telehealth.

BEHAVIORAL HEALTH SERVICES AT A GLANCE:

- Primary Care/Mental Health Integration
- Psychosocial Residential Rehabilitation Treatment Program (PRRTP)
- Substance Abuse Treatment
- Post-Traumatic Stress Disorder (PTSD) Treatment
- Homeless Care Support
- Peer Support
- Psychosocial Rehabilitation and Recovery Center
- RANGE: Case Management (for rural counties)
- Veterans Employment Services/Job Club
- Veterans Justice Outreach
- Crisis Intervention & Suicide Prevention
- Military Sexual Trauma Support

Confidentiality: Behavioral health services are confidential
We will not talk to anyone about information you share unless you give written consent. Under federal law, a few exceptions to this rule exist. If you have questions, please ask your behavioral health provider.

YOU ARE **NOT** ALONE. WE ARE HERE TO HELP.

PRIVATE & CONFIDENTIAL

BEHAVIORAL HEALTH SUPPORT

Contact Us

Erie VAMC Behavioral Health Clinic

814-860-2038 or 800-274-8387

If you would like to know more or would like to enroll in any of the services, please call the Behavioral Health Clinic to self-refer.

Veterans Crisis Line

800-273-8255 Press 1
Text: 838255
Veteranscrisisline.net

Homeless Veteran National Call Center

877-4AID-VET
(877-424-3838)
va.gov/homeless

Healthy Living Services

Multiple Resources to Help Keep you on Track

SOCIAL WORK SUPPORT

General inquiries: **814-860-2778**
Domestic violence support: **814-860-2227**

Our Medical Social Work team is available to provide you with education, support and referrals to both VA and community-based programs. Medical Social Workers offer assistance with a variety of needs including in-home health care, respite services, adult day care, hospice, caregiver support, visual impairment services, spinal cord injury and related disability services, intimate partner violence/domestic violence support and services, discharge planning for Veterans transitioning back home from a hospital or other facility, and case management for Veterans assigned to a VA primary care provider.

NUTRITION & WEIGHT MANAGEMENT

814-860-2554 or 800-274-8387 ext. 2554
nutrition.va.gov | move.va.gov

Erie VAMC offers nutrition and weight management support to help you meet your healthy living goals. Services include healthy teaching kitchen cooking demonstrations, MOVE! Weight Management support, nutrition counseling, pre-diabetes and diabetes support, lactation support services, nutrition services for inpatient, rehab and nursing home stays, nutrition support for home care, virtual weight management programs, and more.

MINORITY VETERANS PROGRAM

814-860-2662

Our local Minority Veterans Program coordinator is available to provide support to minority Veterans (Black/African American, Hispanic, Asian American, Native American, Pacific-Islander American, or Female). The MVPC may assist with advocacy, education, support, and referral to eligible VA services. Additionally, the MVPC is available for community outreach to educate our local community organizations on the available benefits to minority Veterans.

For more information about Erie VAMC services, visit **erie.va.gov/services**

VET CENTER

814-453-7955

The Vet Center provides a broad range of counseling, outreach, and referral services to eligible Combat Veterans to help them readjust to civilian life. Support is available for Veterans and family. The Erie Vet Center is located in the Metro Building at 240 West 11th Street, Suite 105 in Erie, PA.

CAREGIVER SUPPORT PROGRAM

814-860-2657

Family caregivers play an important role in caring for the Veteran at home and in the community. VA's Caregiver Support Program is designed to help provide support, education, and resources to caregivers of Veterans. VA offers two programs: The Program of General Caregiver Support Services (eligible Veterans all eras) and the Program of Comprehensive Assistance for Family Caregivers.

LGBT VETERAN CARE COORDINATOR

814-868-8661 press 2
Then ask to speak with the LGBT VCC

The LGBT VCC is a point of contact regarding LGBT Veteran concerns and promotes an understanding of VA policies and best practices for serving LGBT Veterans.

LACTATION SUPPORT SERVICES

814-860-2146

Erie VAMC provides support to new parents through the Lactation Support Program offering face-to-face visits, a lactation support group, and virtual support from the comfort of their own home through a mobile web-based device.

WOMEN VETERANS PROGRAM

814-860-2907 | womenshealth.va.gov

Erie VA Medical Center's Women Veterans Program specializes in women's health with an expertise in Women Veteran-related health issues. Women's Health Champions are located in every primary care clinic, including the CBOCs, to ensure women Veterans receive the best gender-specific care possible. The Women Veteran Program Manager is also available to help women Veterans navigate the VA system – everything from medical care, to mental health, and community services.

Women Veteran Specific Services include:

- Preconception counseling
- Contraceptive services
- Maternity care
- Infertility treatment
- Mammography
- Breast exams
- Menopause management
- Pap smears/pelvic exams

Specialty gynecological treatment if needed*

*Referrals are made for needed services that VA is unable to provide.

Whole Health Services

Empowering and enabling patients to take charge of their health and well-being and to live life to the fullest.

814-860-2437

Whole Health centers around what matters to you – **your values, needs, and goals.**

SERVICES INCLUDE:

- Taking Charge of My Life & Health Class
- Acupressure for Self-Care
- Battlefield Auricular Acupuncture *(available in CBOCs & Primary Care)*
- Cupping
- Guided Imagery
- Mindfulness & Meditation
- Nutritional Support
- Qi Gong
- Reiki
- Smoking Cessation
- Tai Chi
- Whole Health Coaching for Healthy Living
- Yoga
- And many more

Live Whole Health.

VETERANS WHO USED WH SERVICES (COMPARED TO THOSE WHO DID NOT) REPORTED:

Greater improvements in:

- perceptions of the care received as being more patient-centered
- engagement in healthcare, self-care, and life indicating improvements in mission, aspiration, and purpose
- perceived stress indicating improvements in overall well-being

WHOLE HEALTH RESOURCES

814-860-2437

va.gov/WHOLEHEALTH

#LiveWholeHealth

blogs.va.gov/VAntage/category/health/livewholehealth/

FREE VIRTUAL YOGA, MEDITATION, AND TAI CHI CLASSES

ompractice

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 mediation classes lead by an instructor via two-way video – all fitness levels welcome.

QI GONG

BATTLEFIELD AURICULAR ACUPUNCTURE

31% OF VETERANS WITH CHRONIC PAIN ENGAGED IN SOME WH SERVICES.

THREEFOLD REDUCTION IN OPIOID USE AMONG VETERANS with chronic pain who used WH services compared to those who did not. Opioid use among comprehensive WH users decreased 38% compared with only an 11% decrease among those with no WH use.

Community Living Center

The Community Living Center (CLC) at Erie VAMC provides nursing home type services in an in-patient setting.

The mission of a CLC is to restore each Veteran to his or her highest level of well-being. Services are also available to prevent health declines and to provide comfort at the end of life.

Veterans may stay temporarily for short-term rehabilitation-type care, or, for the rest of their lives. Veterans receive a nursing home level of care which includes help with daily living activities (such as bathing and dressing), skilled nursing, and medical care.

CLC Services provided include:

- 24-Hour Skilled Nursing Care
- Restorative Care
- Access to Social Work Services
- Geriatric Evaluation and Management
- Physical Therapy & Occupational Therapy
- Mental Health Care
- Chaplain Services
- Special Care for Veterans with dementia or other cognitive deficits
- Respite Care
- Palliative Care and Hospice Care for end of life comfort

For more information about the CLC, please contact:
814-860-2778

PROVIDING PEACE OF MIND AND SUPPORT

For Hospice & Palliative Care questions, please contact: **814-860-2471**

Palliative Care & Hospice Care services are also provided to improve the quality of life and reduce suffering for patients facing a life-threatening illness. The emphasis of care is to foster the best possible quality of life through relief of suffering, control of symptoms, and preservation of functional capacity.

Chaplain Services

at the Erie VAMC

814-860-2539 or 814-860-2537
After-hours: **814-868-8661**

- The Erie VAMC Chaplain team provides compassionate and timely pastoral care and spiritual ministry for our Veterans and their families.
- Our chaplains are available for pastoral visits, counseling, support and sacramental rites. Faith group representatives/ clergy of other religions or denominations can be called upon request.
- If you are admitted as an in-patient or to a program that is served by an interdisciplinary team of specialists, the chaplain will be a member of that team and ensure that your spiritual and/or pastoral care needs are met during your stay. They are available to assist you in drawing upon your self-defined spiritual resources to aid in the healing process.
- Please note, our chaplains will never attempt to impose any religious beliefs or practices on you; and they are also responsible for protecting you from such attempts.

The Chapel is located on the 2nd floor.

VA Urgent Care Center

Location: 1st Floor, Erie VAMC

Hours of Operation: 8:00 a.m. to 8:00 p.m.

Open every day of the year, including weekends and holidays

Erie VA Medical Center's Urgent Care Center is open from 8 a.m. to 8 p.m. every day, including weekends and holidays. No appointment necessary: walk-ins are welcome!

The Urgent Care Center is equipped to take care of most of your urgent, non-life threatening, or unanticipated medical needs. With access available on weekends and holidays, Veterans have easy and convenient access to urgent care services.

If you are experiencing a life-threatening medical emergency, please call 911 or visit the nearest community emergency room. If you are admitted to a non-VA hospital, please remember that to be considered for payment, you must call the VA within 72 hours of your non-VA emergency room visit.

Non-VA Urgent Care in the Community

How to Access non-VA Urgent Care in the Community:

VA also offers eligible Veterans an urgent care benefit for the treatment of minor injuries and illnesses at retail and urgent care providers who are part of VA's contracted network. The urgent care benefit is offered to Veterans in addition to urgent care and same-day services VA provides through its medical facilities.

To check eligibility, contact **833-4VETNOW (833-483-8669).** Look up the nearest urgent care provider in VA's contracted network by using VA"s facility locator at va.gov/find-locations and click on the link entitled "Find VA-approved urgent care locations and pharmacies near you."

Visit va.gov/urgent-care-quick-start-guide.pdf for more details.

IN THE COMMUNITY

VISN 4 TELE-URGENT CARE

Your access to virtual urgent care services.
814-868-8661 press 3

Call the Ask a Nurse Line at **814-868-8661 and press 3.** The nurse will review your symptoms, provide a care recommendation, and if appropriate, schedule a Tele-Urgent Care appointment.

There are NO copayments associated with virtual visits. This service is available Monday-Friday from 8:00 a.m. to 4:30 p.m.

Tele-Urgent Care is appropriate for common conditions including:

- minor cuts, scrapes, rashes and skin irritations, ulcers, wounds, nail disorder
- tick, insect and spider bites, itching
- common cold, cough and flu symptoms, bronchitis, sinus, sore throat
- headaches
- sprains, back pain and joint pain/stiffness, knee/ankle/wrist/hand
- eye complaints, pink eye, red or weeping eye
- urinary tract infections
- upset stomach and constipation
- elevated BP or blood sugars
- medication reviews and checks from recent outside hospital discharge or recent outside ER visits

Emergency
Care in the Community
72 Hour Notification Required

If you present to an in-network Emergency Room or are admitted to a community hospital,

you must notify the VA within 72 hours of arrival to be considered for payment.

Call 844-724-7842
to be considered for VA payment.

Erie VAMC does NOT have an emergency room. If you are experiencing a life-threatening emergency, call 911 or go to the nearest emergency room immediately. Veterans do not need to check with VA before going to an emergency room in the community or calling an ambulance. During a medical emergency VA encourages all Veterans to seek immediate medical attention without delay.

It is important to **notify VA within 72 hours** because it allows us to assist in coordinating care or transfer to a VA facility and helps ensure administrative and clinical requirements that allow VA to pay for the care are met.

Please note, VA payment is not guaranteed.

* **The 72 hour time frame begins at the START of your visit or admission.**

CARE IN THE COMMUNITY RESOURCES

Who do I call?

COMMUNITY CARE BILLING QUESTIONS
877-881-7618

Call the Centralized Community Care Call Center (C4) for billing issues, unpaid claims, adverse credit reporting, debt collection issues as a result of using Care in the Community previously.

72-HOUR NON-VA EMERGENCY CARE NOTIFICATION
844-724-7842 or email
VHAEmergencyNotification@va.gov

Call within 72 hours of presenting to a non-VA emergency room or if you are admitted to a non-VA hospital.

ERIE VAMC CARE IN THE COMMUNITY TEAM
814-860-2800

Call the Erie VAMC Care in the Community team for any questions related to authorizations for care in the community services needing to be scheduled or to see what services the authorization covers.

Please note, Erie VAMC CITC team does not have access to view billing issues. All care in the community billing issues will need to be addressed through the C4 team at **877-881-7618.**

For more information, visit
va.gov/communitycare

Transitioning Into Civilian Life

Resources for Newly Separated Veterans

TRANSITION & CARE MANAGEMENT FOR NEWLY SEPARATED VETERANS

814- 860-2567 or 814-860-2965 | oefoif.va.gov

The TCM clinical team helps Post 911 Veterans navigate the VA system while providing transition case management support based on the Veteran's needs, wishes and civilian goals. This team provides support, education, and referrals to help Veterans transition from the military to civilian life successfully.

GET FREE MENTAL HEALTH CARE AFTER SEPARATION

814-860-2038

This service is available to Veterans regardless of discharge status, service history, or eligibility for VA health care.

5 YEARS OF COST-FREE HEALTH CARE FOR COMBAT VETERANS

va.gov/health-care/eligibility/active-duty

If you served in a theater of combat operations after November 11, 1998, and were discharged on or after January 28, 2003, you have special eligibility to enroll in the VA health care system for 5 years from your date of discharge or release. You can receive cost-free medical care for any condition related to your service in theater and access to VA's full medical benefit package. The Erie VAMC offers post deployment clinical screenings for Combat Veterans.

AIRBORNE HAZARD & OPEN BURN PIT REGISTRY

Participate: **veteran.mobilehealth.va.gov/AHBurnPitRegistry**
Learn more: **877-222-8387 | publichealth.va.gov/exposures**

You can make a difference in your health and the health of fellow Veterans and Servicemembers.

The Airborne Hazards and Open Burn Pit Registry is a database of information about Veterans and Servicemembers exposure to airborne hazards such as burn pit smoke may cause health effects. This registry will help to monitor health conditions affecting eligible Veterans and Servicemembers. VA will use the data to improve our programs to help Veterans and Servicemembers with deployment exposure concerns.

Eligibility for the Registry: Any Veteran who served in:

- **OEF/OIF/OND or in Djibouti, Africa, after September 11, 2001, or**
- **Operations Desert Shield or Desert Storm or the Southwest Asia theater of operations after August 2, 1990.**

ONE TIME COST FREE DENTAL EVALUATION AND TREATMENT

VA offers free dental benefits for evaluation and treatment for recently discharged Veterans. Veterans may be eligible for these benefits for up to one year if they meet both of the following requirements:

- **Veterans served more than 90 days of continued service, and**
- **Veterans' DD-214 does not show that they received all needed dental service at least 90 days prior to their separation.**

Note: Veterans must apply for this dental care within 180 days of separation from active duty service.

VA DENTAL INSURANCE PROGRAM (VADIP)

va.gov/healthbenefits/VADIP

VADIP offers eligible individuals the opportunity to purchase discounted dental insurance coverage. This programs limited eligibility includes Veterans enrolled in the VA health care program and CHAMPVA beneficiaries.

ERIE VAMC JOB CLUB

814-860-2038

Job searching can be a daunting task but you don't have to go through the job searching process alone. Erie VA Medical Center provides a FREE job club open to all Veterans interested in obtaining employment. This Job Club offers employment assistance with resumes, interview skills, job searching, and support throughout the process.

VOCATIONAL REHABILITATION & EMPLOYMENT PROGRAM (VR&E)

benefits.va.gov/vocrehab

The VR&E program provides educational and vocational counseling to Veterans who have service-connected disabilities (at least 10%) to help them obtain and maintain suitable employment. This program is designed to help an individual choose a vocational direction, determine the course needed to achieve the goal, and evaluate career possibilities. Apply online at **benefits.va.gov/vocrehab.**

Please note: to schedule an appointment with a local Vocational Rehab Specialist, an application must first be submitted to the Regional Office for approval.

STATE UNEMPLOYMENT RESOURCES

888-313-7284 | uc.pa.gov

If you are a service member separating from active duty under honorable conditions, you may qualify for unemployment compensation and additional benefits if you are unable to find a new job. Call the PA Department of Labor & Industry – Office of Unemployment Compensation for questions.

EMPLOYMENT RESOURCES

CAREER LINK REGIONAL OFFICES
pacareerlink.pa.gov

Erie County:
814-455-9966

Crawford & Clarion County Office:
844-333-5248

Venango County Office:
814-678-5050

Warren County Office:
814-723-2350

McKean County Office:
814-363-9100

JOB SEARCH ENGINES

USAJOBS
usajobs.gov

Career One Stop
careeronestop.com

Jobs for Vets
jobsforvetsalpha.org

Transition Assistance Online
taonline.com

Hero to Hired
https://h2h/jobs

Hire Heroes USA
hireheroesusa.org

US Department of Labor VETS
vetjobs.com

COMMUNITY ASSISTANCE

PA Department of Public Welfare
Apply to receive cash assistance, food stamps, and medical assistance benefits for you and your family.
dpw.state.pa.us
800-635-1014
814-461-2000

Ohio Department of Job and Family Services Veterans Representative
440-994-2518

Pennsylvania Department of Military and Veteran Affairs
717-861-6979
800-547-2838
dmva.pa.gov

*Please note, reference to this community resource does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government.

The Department of Veterans Affairs

Additional Services

The U.S. Department of Veterans Affairs is comprised of three administrations:

1. **Veterans Health Administration:** covers VA Medical Center, Vet Centers, and CBOCs.
2. **Veterans Benefits Administration:** covers any benefits and services that provide financial and other forms of assistance to Servicemembers, Veterans, their dependents and survivors which includes compensation, pension, education, home loans, life insurance, and vocational rehabilitation.
3. **National Cemetery Administration:** covers burial and memorial benefits for eligible service members, Veterans, and family members.

VETERANS HEALTH ADMINISTRATION (VHA)

va.gov/health

VA provides a variety of health care services through the Veterans Health Administration (VHA) providing care at 1,255 health care facilities including VA Medical Centers, Vet Centers, and community based outpatient clinics. Erie VAMC is one of VHA's network of 170 Medical Centers across the nation that provides comprehensive health care to Veterans.

- Basic Primary Care
- Specialty Care
- Mental Health Care
- Long Term Care
- Crisis Support

VETERANS BENEFITS ADMINISTRATION (VBA)

Pittsburgh VBA Regional Office
800-827-1000

Claim inquiries:
benefits.va.gov/benefits/applying.asp

Claim tracking: **ebenfits.gov**

VA provides a variety of benefits and services through the Veterans Benefits Administration (VBA) that provide financial and other forms of assistance to servicemembers, Veterans, and survivors.

- Compensation & Pension (monthly disability payments)
- Education & Training
- Home Loans
- Life Insurance
- Vocational Rehabilitation
- Burial Allowances

To file a claim, you will need to seek the assistance of a Veteran Service Officer (VSO). Each county has a designated VSO as do many Veteran-related service organizations. Please note, you should never have to pay to file a claim.

NATIONAL CEMETERY ADMINISTRATION (NCA)

800-827-1000 | cem.va.gov

VA operates 135 national cemeteries in the U.S. and Puerto Rico. VA offers Veterans and their spouses and dependents:

- Burial and honoring services, including gravesites and grave liners
- Maintenance of national cemeteries
- Headstones, markers, and presidential memorial certificates

FILING SERVICE CONNECTION CLAIMS
800-827-1000 | benefits.va.gov

Do you have injuries or illnesses that you feel are related to your time in service? If so, you may want to file claims for these issues to become service connected. Service-connected disabilities are injuries or illnesses that were caused—or made worse—by your active-duty military service.

Benefits to being granted service connection: There are many benefits to filing for service connection including free VA treatment for the service connected issue. If you are rated 10% or above you may receive financial compensation for the service-connected issue.

To file a claim, you may work with a Veteran Service Officer (VSO) to help you gather the necessary supporting documentation required. Once the claim is submitted, it enters a review process at which point you will be notified of your next steps. These next steps typically include a Compensation and Pension exam. The reports from the Comp & Pen exam will continue through the review process. Once a determination is made, you will receive notification telling you the claim was either approved or denied.

VA HOME LOAN
877-827-3702 | va.gov/housing-assistance/home-loans

VA helps Service members, Veterans, and eligible surviving spouses become homeowners. As part of our mission to serve you, we provide a home loan guaranty benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

GI BILL – EDUCATION BENEFITS
888-442-4551 | benefits.va.gov/gibill

Interested in continuing your education? VA's GI Bill helps pay for education for Veterans or their dependents. VA education benefits help you pay your tuition, pick out a school, choose a career, and more. Find out if you're eligible by visiting **va.gov/education/eligibility.**

VETERANS REPRESENTATIVE OPTIONS

County Veterans Affairs Directors

Ashtabula, OH.....440-964-8324

Chautauqua, NY.....716-363-3842

Chautauqua, NY.....716-661-8255

Crawford, PA.....814-333-7314

Elk, PA..... 814-776-1161 x 5370

Erie, PA 814-451-6270

Forest, PA.....814-755-8842

McKean, PA 814-887-3241

Venango, PA 814-432-9780

Warren, PA 814-728-3478

County Veterans Affairs Directors and certified Veteran Service Officers are available to assist Veterans in submitting claims.

Please note, you should never have to pay for assistance for submitting a claim.

RESOURCES REACHING BEYOND THE VA

TRICARE (MANAGED BY THE DEFENSE HEALTH AGENCY)
800-444-5445 | Tricare.mil

Tricare is a regionally managed healthcare program for active duty and retired members of the uniformed services, their families, and survivors. Tricare is managed by the Defense Health Agency, separate from VA. Because Tricare is not a VA program, Tricare users may experience costs associated with VA care. We recommend Tricare users contact their Tricare team first to ensure a VA visit or service is authorized.

MILITARY MEDALS & RECORDS
archives.gov

Request copies of your DD-214, replacement medals, health records, and other military discharge paperwork online:

Visit **archives.gov/veterans/military-service-records** to begin your request or call **314-801-0800.**

ID CARDS		
Military ID Cards	**Veteran ID Cards (VIC)**	**Veteran Health Identification Card (VHIC) or VA ID Card**
If you are in need of a military ID card, visit **idco.dmdc.osd.mil/idco/#/** *Please note, the Erie VAMC does not supply these cards.	A Veteran ID Card (VIC) is a form of photo ID you can use to get Veteran discounts at many business. To check your eligibility or apply for a Veteran ID Card, visit **va.gov/records/get-veteran-id-cards/vic** *Please note, the Erie VAMC does not supply these cards.	The VHIC Card is specifically for those enrolled in VA health care used to check-in at VA appointments. To receive a VHIC, contact the Erie VAMC Eligibility Office at **814-860-2970** or your local Community Based Outpatient Clinic (CBOC) to get your picture taken and to process your card.

Important Contacts

Main Line – Phone Tree
814-868-8661
800-274-8387 (toll free)

Press 1 Pharmacy

Press 2 Appointments, Specialty Care Providers, & CBOCs

Press 3 Ask a Nurse Line

Press 4 Eligibility

Press 5 Billing

Press 7 Veterans Crisis Line

Behavioral Health Clinic
814-860-2038

Eligibility
814-860-2970

Release of Information
814-860-2212

Hospice Unit (Unit 5)
814-860-2480

Community Living Center (Unit 4)
814-860-2332

Transition & Care Management
814-860-2567 or 814-860-2965

Medication Refills
814-868-6284
800-274-8387 (toll free) x 6284

Women Veterans Program
814-860-2907

MOVE! Weight Management
814-860-2554

Caregiver Support Program
814-860-2657

Homeless Care Team
814-860-2038

My HealtheVet Program
myhealth.va.gov
814-860-2821

Transportation, Regional Office, National Cemetery DAV Transportation
Courtesy Service, scheduled as available. Please call to schedule two weeks before an appointment.
814-860-2095

VA Regional Office (Benefits)
800-827-1000

Non-VA Care Notification
Notify within 72 hours
844-724-7842
VHAEmergencyNotification@va.gov

National Hotline Numbers

Homeless Veterans Hotline
877-424-3838

Veterans Crisis Line
800-273-8255 (press 1)
Text to 838255
veteranscrisisline.net

Caregiver Support Hotline
855-260-3274

Women Veterans Hotline
855-VA-WOMEN

Office of Patient Experience
(Patient Advocates)
814-860-2500

Our goal is to provide you with the best patient experience possible. To help guide you through your healthcare journey, we have Service Level Advocates (SLA) in every department to help address any questions or issues you may have. We value your feedback and ask you about your experience regularly through ICARE cards, focus groups, town halls, social media, after-visit surveys and more to help us improve the way we provide care to our Veterans. Thank you for choosing Erie VAMC for your health care!

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Erie VA Medical Center

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

PAY VA BILLS FROM HOME

For VA billing questions, please contact **866-408-2657.**

By phone: Monday – Friday, 8:00 a.m. to 8:00 p.m. EST | 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 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.

Document Your Health Care Journey

Please use this space to personalize your Erie VAMC Patient Resource Guide – and thank you, once again, for your service.

What are your goals? | What matters to you? | Why do you want to be healthy?

Important Notes:

Safe Care is Our Mission.

VA

U.S. Department of Veterans Affairs
Veterans Health Administration
Erie VA Medical Center

Erie VA Medical Center | 135 East 38th Street | Erie, PA 16504

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