

Healing our nation's heroes for more than 100 years

# 2024

## PATIENT GUIDE


**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Puget Sound Health Care System





Veterans and families:

As Executive Director of VA Puget Sound Health Care System, serving more than 155,000 Veterans across Western Washington, I am deeply honored to present this first-ever patient guide specifically designed for you—our Veterans. Your dedication and sacrifices to our nation are beyond measure, and it is our responsibility to ensure that the care you receive reflects the respect, compassion and excellence you deserve.

This guide is a comprehensive resource created to help you navigate the services and support we offer. We understand that the health care journey can sometimes feel complex, but our commitment is to make your experience smooth, transparent, and personalized as possible. Whether you are here for primary care, specialized treatment or mental health services, our dedicated teams are here to ensure that your health and well-being remain our highest priority.

At the heart of this guide is our mission to not only treat illnesses but to care for the whole person—something we call Whole Health. We believe that every Veteran deserves access to timely, high-quality care that is easy to understand and easy to access. This guide will provide you with the information you need to make informed decisions about your health, connect with the resources available, and find your path to wellness.

As we continue to grow and adapt to meet your evolving needs, know that your feedback is invaluable to us. In fact, this guide is the result of Veteran feedback we gained during our Veterans & Families Advisory Council meeting (it is voluntary and we are always looking for new participants who can help identify opportunities for positive change at VA Puget Sound).

Together, we will continue our work to enhance the care you receive and honor the trust you have placed in us. It is our privilege to serve you.

Very respectfully,



Dr. Thomas Bundt, PhD., FACHE  
Executive Director  
VA Puget Sound Health Care System

# OUR LEADERSHIP



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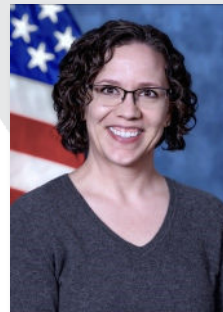
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## VA Puget Sound Health Care System Main Campuses



**Seattle Campus**  
 1660 South Columbian Way  
 Seattle, WA 98108-1532  
 Main phone: 800-329-8387  
 Mental health care: 800-329-8387



**American Lake Campus**  
 9600 Veterans Drive Southwest  
 Tacoma, WA 98493-0003  
 Main phone: 800-329-8387  
 Mental Health Care: 800-329-8387

## Community Outpatient Clinics



**Edmonds VA Clinic**  
 21616 76th Avenue West  
 Professional Center, Suite 112  
 Edmonds, WA 98026-7512  
 Main phone: 206-716-5858  
 Mental Health Care: 800-329-8387



**Port Angeles VA Clinic**  
 1114 Georgiana Street  
 Port Angeles, WA 98362-4212  
 Main phone: 360-565-7420  
 Mental Health Care: 800-329-8387



**Everett VA Clinic**  
 220 Olympic Boulevard  
 Everett, WA 98203-1918  
 Main phone: 800-329-8387  
 Mental Health Care: 800-329-8387



**Puyallup VA Clinic**  
 11216 Sunrise Boulevard East, Suite  
 209, Bldg. 3  
 Puyallup, WA 98374-8848  
 Main phone: 253-583-3821  
 Mental Health Care: 800-329-8387



**Mount Vernon VA Clinic**  
 307 South 13th Street, Suite 200  
 Mount Vernon, WA 98274-4100  
 Main phone: 360-848-8500  
 Mental Health Care: 800-329-8387



**Silverdale VA Clinic**  
 9177 Ridgetop Boulevard NW  
 Silverdale, WA 98383-8519  
 Main phone: 360-307-6920  
 Mental Health Care: 800-329-8387



**Olympia VA Clinic**  
 500 Lilly Road Northeast  
 Suites 201 and 202  
 Olympia, WA 98506-5197  
 Main phone: 253-583-2621  
 Mental Health Care: 800-329-8387



## Community Resource & Referral Centers



Resource & Referral Center  
419 South 2nd Street, Suite 2  
Renton, WA 98057-2234  
Main phone: 425-203-7201  
Mental Health Care: 800-329-8387



Resource & Referral Center  
305 South Lucile Street, Suite 103  
Seattle, WA 98108-2434  
Main phone: 206-764-5149  
Mental Health Care: 800-329-8387



Mobile Medical Unit  
Main phone: 800-329-8387  
Mental Health Care: 800-329-8387

## Vet Centers

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional counseling to eligible Veterans, service members, including National Guard and Reserve components, and their families.

Bellingham Vet Center  
3800 Byron Avenue  
Bellingham, WA 98229  
Main phone: 360-733-9226

Seattle Vet Center  
305 South Lucile Street  
Seattle, WA 98108  
Main phone: 206-764-5130

Everett Vet Center  
1010 SE Everett Mall Way  
Everett, WA 98208  
Main phone: 425-252-9701

Tacoma Vet Center  
4916 Center Street  
Tacoma, WA 98409  
Main phone: 253-565-7038

Federal Way Vet Center  
32020 32nd Avenue, South  
Federal Way, WA 98001  
Main phone: 253-838-3090

# AMERICAN LAKE CAMPUS MAP

American Lake Campus

### QUICK REFERENCE

- Audiology.....Bldg 85, 1st Floor
- Blind Rehab.....Bldg 2, 3rd Floor
- Canteen.....Bldg 2, 1st Floor
- Chapel..... Bldg 111
- Child Care Center (Veterans).....Bldg 202
- Community Housing & Outreach Services...Bldg 148
- Community Living Center .....Bldg 200
- Compensation & Pension.....Bldg 6, 1st Floor
- Dental..... Bldg 85, 1st Floor
- Domiciliary ..... Bldg 4
- Eligibility and Enrollment..... Bldg 81, 1st Floor
- Eye Clinic.....Bldg 6, 2nd Floor
- Golf Course Clubhouse.....Bldg. 114
- Gym.....Bldg 62
- Laboratory (Blood/Urine).....Bldg 81, 2nd Floor
- Mental Health (Outpatient).....Bldg 61
- Optical (Glasses).....Bldg 2, 1st Floor
- Pharmacy..... Bldg 81, 1st Floor
- Police.....Bldg 6, 1st Floor
- Primary Care
  - Red, Silver & Yellow Teams...Bldg 81, 1st Floor
  - Gold Team.....Bldg 81, 3rd Floor
  - Orange Team.....Bldg 2, 2nd Floor
- Radiology.....Bldg 81, 2nd Floor
- Rehab Med (OT/PT/MD/SLP/Psych).....Bldg 3, 1st Floor
- Recreation Therapy.....Bldg 62
- Release of Information (ROI)..... Bldg 19
- Veteran Service Officer (VSO).....Bldg 16, 1st Floor
- Voluntary Service .....Bldg 9, 1st Floor
- Vocational Rehab.....Bldg 148
- Women's Health.....Bldg 7, 1st Floor

Main.....	(253) 582-8440 or (800) 329-8387
Emergency.....	911
VA Police Dispatch.....	(253) 589-4019
Child Care Center (Veterans).....	(253) 589-4223
Golf Course Clubhouse.....	(253) 589-1998





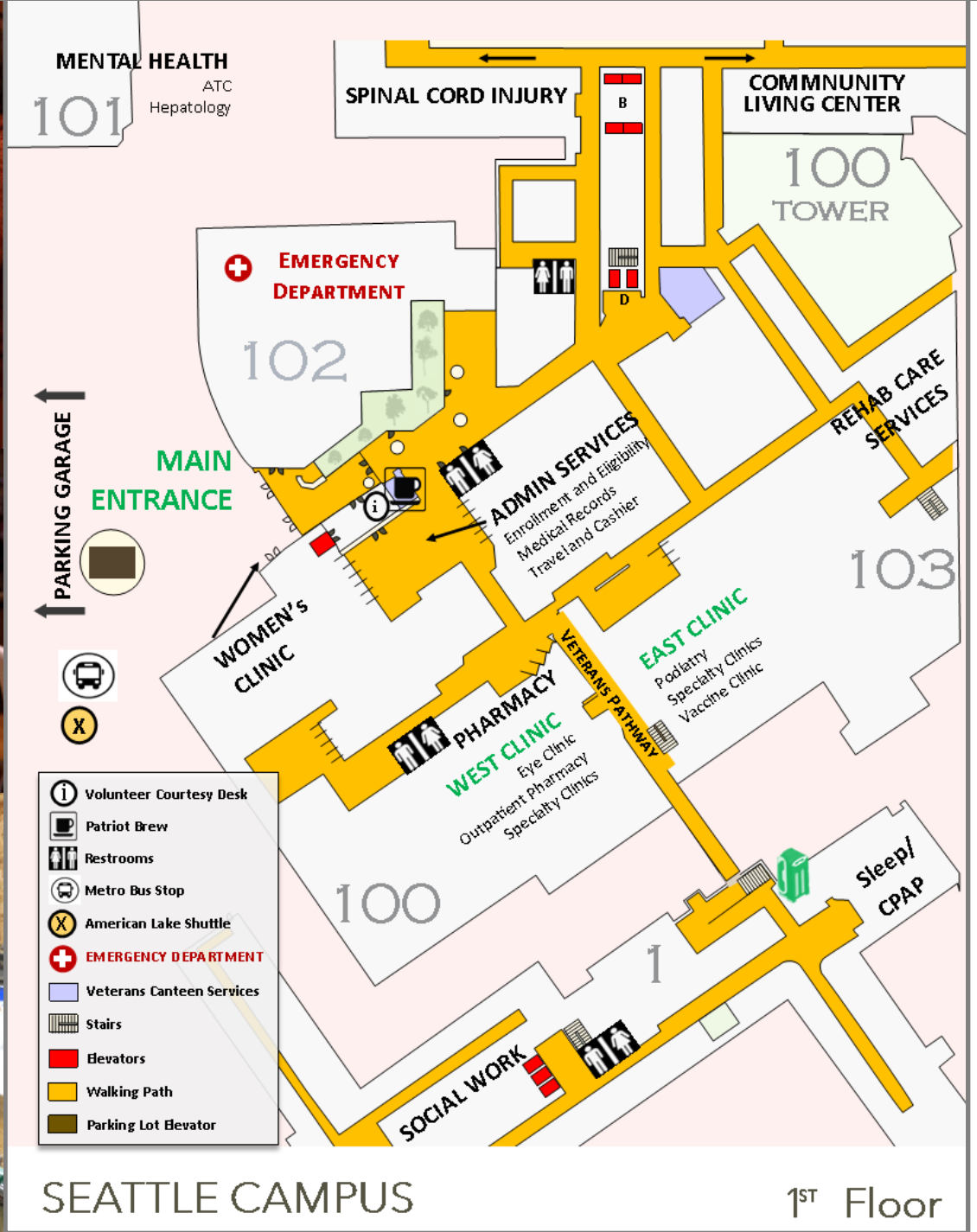
# SEATTLE CAMPUS MAP

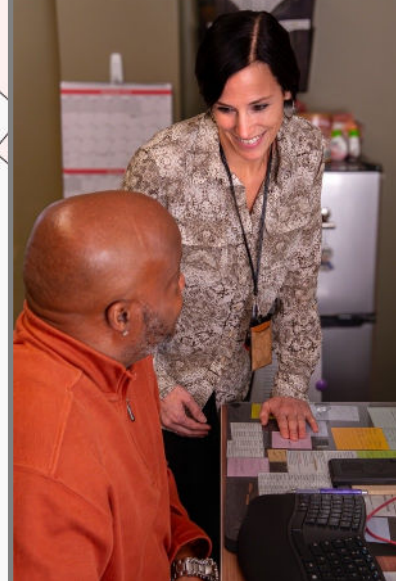
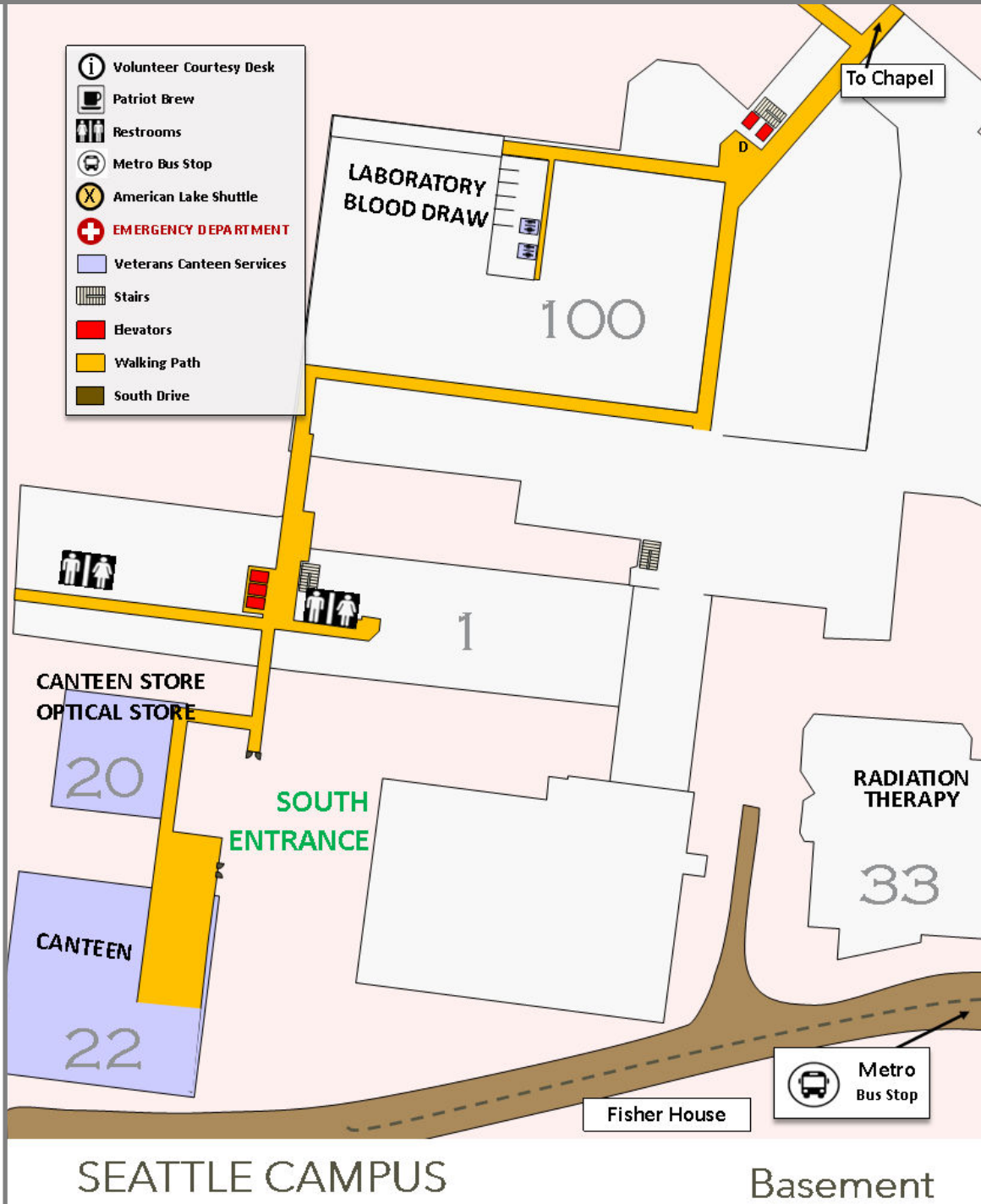


Map Legend	
1	Administration
B	Bus Stop
22	Canteen
18	Clinics
E	Elevator to Parking Structure
ED	EMERGENCY DEPARTMENT
36	Fisher House
100	Main Hospital Entrance
101	Mental Health and Clinical Research
24	Office Building
P	Patient Parking
33	Radiation Therapy
20	Retail Store
103	Rehabilitation Care Service



# AMERICAN LAKE MAP





## The VA understands that health care needs can happen at any time, which is why VA Puget Sound Health Care System wants you to know where to turn:

### Emergency Care – 24/7/365

If you're having a medical emergency, please call 911 or if you would like to access VA Puget Sound Services call 800-329-8387. If you are having a mental health crisis, call 988, then press 1. You can also text 838255 and for TTY, call 711, then 988. VA Puget Sound's only Emergency Department is at our Seattle Campus.

If you received emergency care in the community, be sure to call the VA ER Notification Line within 72 hours of your visit: 844-724-7842.

### Tele Emergency Care

Don't know whether you should go to an emergency department or urgent care? VA Puget Sound enrolled Veterans can call our Clinical Contact Center at 800-329-8387 (press 3), Monday through Friday from 8 a.m. to 5 p.m. and you may be able to talk with a Tele Emergency Care physician.

### Tele Health & Virtual Care- 24/7/365

Our Clinical Contact Center at 800-329-8387 is staffed 24/7/365 for other virtual care needs—from nurse triage, virtual visits with a doctor or nurse practitioner, pharmacy services, appointment scheduling and management and more. Go to [mobile.va.gov](http://mobile.va.gov) to download our free VA Video Connect app so you can experience the convenience of virtual care!

### Urgent

While VA Puget Sound does not offer urgent care clinics, many minor injuries and illnesses that are not life-threatening may be treated by calling our Clinical Contact Center at 800-329-8387 (press 3). If you feel you need to visit a brick-and-mortar clinic, you can find an in-network urgent care clinic by visiting [www.va.gov/find-locations](http://www.va.gov/find-locations) or by scanning QR code. You do not need pre-authorization.



If you have a copay, we'll send you a bill for that by mail (do not pay the provider directly). For medication needs, you can go to any in-network pharmacy ([www.va.gov/find-locations](http://www.va.gov/find-locations)) or to one of VA Puget Sound's locations. If you have issues getting urgent care or filling a prescription, call the Urgent Care Support Line at 866-620-2071.

### Routine Primary & Specialty Care – Monday to Friday, 8 a.m. to 4:30 p.m.

Contact your designated Patient Aligned Care Team for primary care, and/or your corresponding specialty clinic, to make, change an appointment or cancel an appointment. You can also call 800-329-8387 (press 1, ext. 7123), follow prompts to access your providers and renew and refill prescriptions.



### Ways you can refill your VA prescriptions:

#### ► **Online with My HealtheVet:**

You must have a My HealtheVet Premium account (it is free), have registered as a VA Patient or CHAMPVA beneficiary and have a prescription written by a VA or authorized community care provider that has previously been filled at a VA pharmacy.

#### ► **Telephone Call:**

The phone number of your local VA pharmacy can be found on your prescription label. To order refills by phone, you will need the prescription number (shown as RX # on the prescription label) and your Social Security Number.

#### ► **Mobile App:**

VA Health and Benefits mobile app ([mobile.va.gov/app/va-health-and-benefits](http://mobile.va.gov/app/va-health-and-benefits)). Once you download the app, create a log in (if needed), login, select Health at the bottom of the app, and then select Prescriptions to manage your refills. Questions? 800-698-2411.

#### ► **By Mail:**

Most VA prescriptions can be sent to you by the VA Mail Order Pharmacy. VA Pharmacy provides a refill request form with your medications.

#### VA Puget Sound Pharmacies & Clinical Pharmacists

Our pharmacies are only able to fill prescriptions that are written by a VA provider or for care in the community that the VA is covering—so if you're using other health insurance or Medicare, the VA Pharmacy won't fill prescriptions from those providers.

##### Seattle:

Bldg. 100, 1st Floor, near East Clinic  
Monday to Friday: 8 a.m. – 10 p.m.  
and Saturday: 8 a.m. – 4 p.m.

##### American Lake:

Bldg. 81, 1st Floor  
Monday to Friday: 8 a.m. – 5:30 p.m.

Community Based Outpatient Clinics do have onsite pharmacists but do not have pharmacies. Your medication will be mailed to you so you don't need to pick them up. No matter where you receive your primary care, our clinical pharmacists in our Patient Aligned Care Teams to help you manage your chronic medical issues, adjust your medications, and help optimize your medication regimen to make sure it works best for you. For example, our clinical pharmacists can prescribe a range of methods, including pills, the patch, the ring, and the injection (Depo Provera) as part of our Contraception on Demand. Just ask for a clinical pharmacy consult for the program or you call our Gynecology Service Scheduler directly at 206-277-5585 to request an appointment.





# VA Tele Emergency Care

The Right Care, Right Now!

**Don't know whether you should go to an emergency department or urgent care?**

**VA Puget Sound Veterans call VISN 20 Clinical Contact Center at 800-329-8387 (press 3), Monday through Friday from 8 a.m. to 5 p.m. and you may be able to talk with a Tele Emergency Care physician.**



Tele Emergency Care can help treat conditions such as:

- Abdominal pain
- Dizziness, head congestion, severe cough, mild shortness of breath
- Sprains, back pain and joint pain/stiffness
- Pink eye
- Urinary Tract infections
- Blood sugar concerns

**Improved Access:** Quick access to our experienced VA Emergency Medicine providers from the comfort of your home, regardless of where you live.

**Faster Care:** With virtual and tele care, wait times can be reduced, ensuring you receive timely care when you need it most.

**Convenience:** Skip the commute and avoid the stress of an emergency room visit.

**Continuity of Care:** Better coordination between emergency departments and your primary care providers.

**For life-threatening emergencies, always call 9-1-1 or visit the closest emergency room**

Our VISN 20 Clinical Contact Center at 800-329-8387 is staffed 24/7/365 for other virtual care needs—from nurse triage, virtual visits with a doctor or nurse practitioner, pharmacy services, appointment scheduling and management and more! Go to [mobile.va.gov](http://mobile.va.gov) to download our free [VA Video Connect](#) app so you can experience the convenience of virtual care!



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Puget Sound Health Care System



**Phone Tree Short-Cuts:  
800-329-8387**

Press the corresponding numbers  
to bypass the message

1. Pharmacy
2. Schedule, reschedule, cancel  
appointments or to reach your provider
  1. Primary Care
  2. Specialty Care
  3. Mental Health
3. Tele Emergency Care &  
Nurse Advise Line
4. Enrollment & Eligibility
5. Billing
6. Community Care/Mission Act
7. Veterans Crisis Line
8. PACT Act

or

Enter your 5-digit extension, if you have one

or

Press “0” to reach the operator

**Addiction Treatment Centers**

We can help you overcome substance use problems from unhealthy alcohol use to life-threatening addiction. Care is available Monday through Friday from 8 a.m. to 4:30 p.m. No consult needed, call directly for an appointment.

Available at:

- American Lake (Bldg. 85, 2nd Floor): 253-583-1759 or 800-329-8387 (ext. 71759)
- Seattle (Bldg. 101, 1st & 2nd Floors): 800-329-8387 (ext. 63318) or 206-277-3318
- Walk-ins are welcome Tuesdays and Thursdays (excluding Federal holidays) from 8 to 8:30 a.m. for an initial evaluation (Bldg. 101, 2nd Floor)

**Allergy, Asthma and Immunology**

We diagnose, evaluate, and treat your asthma, allergies, and non-HIV immune deficiencies. Referral from your primary care provider is required. Available at:

- Seattle: 800-329-8387 (press 2)  
Tuesdays (8 a.m. to 4 p.m.) & Thursdays (12:30-4 p.m.);  
West Clinic, Bldg. 100, 1st Floor; Thursdays (8 a.m. -  
noon): Primary Care Clinic, Bldg. 100, 2nd Floor

**ALS/Amyotrophic Lateral Sclerosis**

Our Amyotrophic Lateral Sclerosis Center of Excellence offers timely, effective and compassionate care for Veterans with ALS, and their families. We offer comprehensive in-person and telehealth services based on your needs and preferences. Available at:

- Seattle (Bldg. 100, 1st Floor, West Clinic): 206-716-5756

**Amputation Care**

Our Regional Amputation Center is one of seven in the VA and is comprised of team of experts in amputation rehabilitation medicine, prosthetics, social work, nutrition, mental health and therapy. Our Amputee Support Group meets monthly, the first and third Mondays, from 11 a.m. to noon. Call 206-277-3721 for more information. Referral





from your primary care provider is required. Available at:

- Seattle: 800-329-8387

### **Audiology & Speech**

We diagnose and treat conditions such as hearing loss, tinnitus (noise or ringing in the ears) & dizziness—also speech, language, voice or swallowing disorders. Hearing aid repairs by appointment only. Learn more about VA hearing aids visit [www.prosthetics.va.gov/psas/hearing\\_aids.asp](http://www.prosthetics.va.gov/psas/hearing_aids.asp). No consult needed, call directly for an appointment. Available at:

- American Lake (Bldg. 85, 1st Floor) and Seattle (Bldg. 100, 2nd Floor) campuses, and Everett and Mount Vernon clinics: 800-329-8387 (press 2)

### **Blind & Low Vision Rehabilitation**

We offer advanced vision care and blind rehabilitation services to help you live independently. Our Blind Rehabilitation Center at American Lake is one of 13 in the VA, providing inpatient, rehab services to Veterans with visual impairment. Referral from your primary care provider is required. Available at:

- American Lake: (Bldg. 2, 3rd Floor) and Seattle (Bldg. 103, 1st Floor) campuses: 800-329-8387 (press 2)

### **Bone Marrow Transplant Unit**

Our Marrow Transplant Unit performs 60–70 transplants performed annually. Patients receive either their own (autologous) stem cells or products from a matched or closely matched relative or unrelated donor (allogeneic) as well as half-matched family members (haploidentical allogeneic). Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 4th Floor): 800-329-8387 (press 2)

### **Cancer Care Clinic & Oncology**

If you're diagnosed with cancer, our team will work with you to develop a specialized treatment plan. We offer

personal, compassionate and expert care, with services such as surgical removal of tumors and cancerous tissue, immunotherapy, chemotherapy, radiotherapy and palliative care. Referral from your primary care provider is required.

Available at:

- Seattle (Bldg. 100, 6th Floor): 800-329-8387 (press 2)

### **Cardiology & Cardiovascular Surgery**

Our cardiology specialists offer advanced treatment and care for conditions affecting your heart and blood vessels, including heart disease, stroke, heart rhythm disorders and high blood pressure. Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 4th Floor): 800-329-8387 (press 2)

### **Chiropractic**

Chiropractic offers a non-invasive approach to management of spine and musculoskeletal conditions to reduce pain and help keep you moving. The treatment approach commonly includes a combination of patient education, spinal manipulation (adjustments), muscle and soft tissue therapies, and rehabilitative exercise. Evaluation by the chiropractic team requires a referral from your provider. Available at:

- American Lake (Bldg. 3) and Seattle (Bldg. 103) campuses and Everett and Silverdale community clinics: 800-329-8387

### **Community Living Centers**

A Community Living Center is a VA Nursing Home. Veterans may stay for a short time or, in rare instances, for the rest of their life. It is a place where Veterans can receive nursing home level of care, which includes help with activities of daily living (e.g., bathing and getting dressed) and skilled nursing and medical care. Veterans must meet eligibility criteria to participate. Contact your Primary Care Clinic outpatient social worker with questions about our programs, admission criteria and referrals. Available at:

- American Lake (Bldg. 200): 800-329-8387
- Seattle (Bldg. 100, 1st Floor, 1E): 800-329-8387

## Complementary and Integrative Health (CIH)

We offer complementary and integrative health services alongside conventional care on-site, via telehealth, in the community through volunteers or in the Community Care Network. Included in the Veterans medical benefits package, if deemed appropriate by their care team, include acupuncture, biofeedback, clinical hypnosis, massage therapy, guided imagery, tai chi, yoga and more. Referral from primary care provider is required. Available at:

- All locations: 800-329-8387 (extension 64545)

## Dental/Oral Surgery

If you're eligible for VA dental care, we provide dental screenings, cleanings, X-rays and fillings. We also provide specialty dental procedures like root canal, restorations and dentures. Referral from your primary care provider is required. Available at:

- American Lake (Bldg. 85, 1st Floor) and Seattle (Bldg. 100, 2nd Floor) campuses and Mount Vernon Clinic: 800-329-8387 (press 2)

## Dermatology Clinic

Our dermatologists offer expert treatment for a range of conditions that affect your skin, hair and nails—from acne to psoriasis to skin cancer. We also offer skin cancer screening and education. Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 2nd Floor, Primary Care Clinic) and Dermatology Mohs Surgery (East Clinic, Bldg. 100, 1st Floor)
- Edmonds, Mount Vernon (Tuesdays & Fridays) and Silverdale (tele) clinics
- For all: 800-329-8387 (press 2)

## Diabetes Care

We offer treatment for type 1 and 2 diabetes. We work with you, your family and caregivers to help you live a healthier

life through treatment, monitoring, diet and education. We also offer classes such as our one-session virtual Diabetes Education Program to provide you with education on diabetes and diabetes self-management, held on the fourth Thursday of the month from 9 a.m. until noon. Call 253-583-3373 or 800-329-VETS (8387, extension 73373) to learn more. Referral from your primary care provider is required. Available at:

- American Lake (Bldg. 81, Primary Care Clinic, Blue Team) and Seattle (Bldg. 100, 1st Floor, West Clinic): 800-329-8387 (press 2)

## Dietician/Nutritionists

Our nutrition experts work closely with you and your care team to help make sure you're getting the nutrition you need to get and stay as healthy as possible. Referral from your primary care provider is required. Available through the Seattle Campus to eligible Veterans. Available at:

- All locations: 800-329-8387
- American Lake (Bldg. 200) and Seattle (Bldg. 100, Basement)

## Domiciliary

Our Domiciliary Residential Treatment Program provides at-risk Veterans a residential and rehabilitative therapeutic environment to help them return to independent living. Residents take part in a wide range of services including addiction counseling, spiritual, behavioral, physical, psychosocial, dietary, vocational and occupational therapy. Referral from a provider is required. Available at:

- American Lake (Bldg. 4): 800-329-8387

## Ear, Nose & Throat (Otolaryngology)

We provide a full range of care for Veterans who have problems that affect their ears, sinuses, adenoids, tonsils and thyroid. Common conditions we treat are balance issues, sinusitis, difficulty swallowing, obstructive sleep



apnea, head and neck tumors. Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 2nd Floor): 800-329-8387 (press 2)

### Endocrinology

We provide caring, expert treatment for diabetes and disorders of the endocrine, hormonal, glandular and metabolic systems. We diagnose and treat hormone imbalances and other endocrine system problems that can create or complicate serious medical conditions like diabetes, obesity and thyroid or parathyroid disorders.

Referral from your primary care provider is required.

Available at:

- American Lake (Bldg. 81, Primary Care Clinic, Blue Team) and Seattle (Bldg. 100, 1st Floor, West Clinic) campuses: 800-329-8387 (press 2)

### Epilepsy

We are one of 16 Epilepsy Centers of Excellence that are linked to form four regional centers. We provide high quality clinical care to Veterans with epilepsy with state-of-the-art diagnostic and therapeutic services, to include a seizure clinic, outpatient epilepsy education for patients and family, long-term Electroencephalogram monitoring unit, daily outpatient EEG clinic and epilepsy research. Referral required. Available at:

- Seattle (Bldg. 100, 1st Floor, West Clinic): 206-277-3234

### Eye Clinic/Optometry

Our vision care includes routine eye exams and preventive vision testing for conditions such as glaucoma. No consultations from primary care team are needed, call the clinic directly to make an appointment. Referral not required. Available at:

- American Lake (Bldg. 6, 2nd Floor): 253-583-1232
- Seattle: 206-764-2020 (Bldg. 100, 1st Floor)
- Mount Vernon Community Clinic: 800-329-8387

### Gastroenterology/Hepatology

Our gastrointestinal specialists offer treatment and procedures (endoscopy, colonoscopy) for conditions affecting your GI tract, gallbladder, liver and pancreas, including acid reflux, inflammatory bowel disease, fatty liver disease, cirrhosis, irritable bowel syndrome and pancreatitis. Referral required.

- Seattle campus (Bldg. 100, 2nd Floor, Primary Care Clinic) and Everett clinic: 800-329-8387 (press 2)

### Geriatrics

As you age, we offer a range of medical and support services to help you stay as healthy, active and independent as possible. Common conditions include memory problems, sleep problems, falls, bone loss and weight loss. Services that include: medicine and nursing; psychology, psychiatry, and social work; and physical and occupational therapy. Available at:

- American Lake and Seattle campuses: 800-329-8387 (press 2)

### Gynecology

Our specialists offer reproductive health care services for women Veterans, including contraception, pregnancy care and fertility treatment. Our gynecologists evaluate, diagnose, and treat a wide range of conditions including pelvic pain, heavy periods, growths on your uterus or ovaries, abnormal pap smear, infertility, and more. We provide you with advanced medical care, surgery, and minimally invasive procedures for health issues that affect the uterus, ovaries, cervix, vagina, or bladder. Referral required. Available at:

- All locations: 800-329-8387 (press 1)

### **Hematology**

If you have a diagnosis of anemia, lymphoma, leukemia or another blood cancer or disorder, we support you with expert care and treatment. We offer a range of hematology and oncology services, such as chemotherapy, blood and platelet transfusions and evaluation and treatment of blood disorders and cancer, a dedicated outpatient infusion center and bone marrow biopsies. Referral from primary care provider is required. Available at:

- Seattle (Bldg.100, 1st Floor, East Clinic):  
800-329-8387 (press 2)

### **Hepatology (see Gastroenterology page 19)**

#### **Home-Based Primary Care**

Home Based Primary Care is for Veterans who have complex health care needs who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities. Veterans. This program is also for Veterans who are isolated, or their caregiver is experiencing burden. Home Based Primary Care can be used in combination with other Home and Community Based Services. Referral from your primary care provider is required. Available at:

- All locations: 800-329-8387 (press 2)

#### **Hypnotherapy and Clinical Hypnosis**

Clinical hypnosis and hypnotherapy are used extensively in the medical and mental health fields. Clinical Hypnosis is the process of deliberately triggering a trance state and then utilizing that state to encourage helpful cognitive, emotional, or physical healing responses. A trance is a natural biological state of inner absorption, concentration and focused attention. Clinical Hypnosis and Hypnotherapy are not the same as hypnosis. Referral from your provider is required.

- Service locations vary so discuss with your care team.

### **Immunizations**

You can help protect yourself and others against seasonal flu and other vaccine-preventable diseases by getting immunized. Available at our Centralized Vaccine Clinics are open Monday through Friday (excluding holidays) from 8 a.m. to 3:30 p.m. No appointment needed. These vaccines are offered: COVID-19, flu (seasonal) HPV (Gardasil), Hep A/B, shingles, Tdap (tetanus, diphtheria and pertussis), pneumococcal and RSV (with doctor's orders). Available at:

- American Lake (Bldg. 81, Primary Care check-in) and Seattle campus Vaccine Clinics (Bldg. 100, East Clinic check-in)
- VA Community Clinics: talk to your primary care provider

### **Infectious Disease**

We evaluate and treat Veterans with infections including hepatitis, HIV/AIDS and tuberculosis. Referral from your primary care provider is required. Available at:

- American Lake (Bldg. 81, Primary Care Clinic) and Seattle (Bldg. 100, 1st Floor, West Clinic) campuses:  
800-329-8387

### **Intravenous (IV) Therapy**

Our Infusion Therapy Team is available to assist Veterans prescribed intravenous (IV) therapy. Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 6th Floor): 800-329-8387 (press 2)

### **Laboratory & Pathology**

We offer blood tests and other advanced testing services to help you and your VA health care team monitor your health, find and understand any health problems and make informed treatment decisions. Referral from your primary care provider is required. Available at:

- American Lake (Bldg. 81, 2nd Floor) and Seattle (Bldg. 100, Basement) campuses, and Edmonds, Everett,



Puyallup clinic (no STAT labs) and Silverdale clinics:  
800-329-8387 (press 2)

- Mount Vernon clinic: 360-419-3665 - lab open Monday-Friday, 8 a.m. – 3 p.m. (closed 12:30-1:30 p.m. for lunch)

### **Lung Transplant (Pulmonology)**

Our Lung Transplant Program provides comprehensive evaluation and management of Veterans with advanced lung disease referred for lung transplantation. Lung transplant surgery occurs at the University of Washington Medical Center—our collaborative partner—and patients are typically transferred to VA Puget Sound to complete inpatient care for a minimum of three months, before returning home. Longer term care occurs through regular follow-up visits via video visits or in-person. Available at:

- Seattle (Bldg. 100, 1st Floor, West Clinic):  
800-329-8387 (press 2)

### **Maternity Care/Expecting Parents**

VA covers pregnancy care through arrangements with community providers. VA benefits include prenatal care, delivery, and postnatal care for eligible women Veterans. Our whole team, primary care provider, mental health, social work, pharmacy and nutrition are available to support you through your pregnancy in partnership with your OB provider. We encourage expecting parents to reach out to us as early in your pregnancy as possible to explore your benefits. Referral from your primary care provider is required. Available at:

- Seattle: 800-329-8387

### **Mental Health Care**

We offer consultation, evaluation, and treatment for a range of issues that may impact your mental health or emotional well-being. Our confidential outpatient services include individual and group therapy for psychiatric disorders such as schizophrenia, bipolar disorder, and depression; marriage and relationship problems; PTSD; anxiety, addictive

behaviors, and personality disorders; and aggressive or self-harming behaviors. All care facilities offer same-day help. You may qualify even without enrolling in VA health care.

Available at:

- All care sites: 800-329-8387 (press 3)

### **Military Sexual Trauma (see page 42)**

Military sexual trauma can happen to both genders. If you experienced sexual assault or harassment during military service—no matter when you served—we provide counseling and treatment. Our goal is to help you improve your quality of life with strategies to manage emotions and memories related to your military sexual trauma. Services include counseling, psychiatric care and walk-in care provided in our mental (behavioral) health clinics.

Available at:

- American Lake: 800-329-8387 or 253-583-1759
- Seattle: 800-329-8387

### **Mobile Prosthetic and Orthotic Care (MoPOC)**

MoPOC offers state of the art, accessible prosthetic and orthotic services for rural-based Veterans and those who experience barriers traveling to our VA facilities. Our VA certified prosthetists/orthotists are equipped with a suite of tools and technologies to deliver onsite, seamless care. Services include the fabrication, modification and fitting of custom prosthetic and orthotic devices. Referral from your primary care provider is required. Available through the Seattle Campus to eligible Veterans.

- Seattle campus and Mount Vernon (weekly on Thursdays & Fridays) clinic: 800-329-8387

### **Multiple Sclerosis (MSCoE)**

Our MSCoE is congressionally mandated and funded by the National Neurology Program. The West is co-located at VA Puget Sound and VA Portland. The East is co-located at VA health care systems in Baltimore and Washington, D.C. Our centers work to further the understanding of MS and

its impact on Veterans and to ensure access to effective treatments to help manage MS and its associated symptoms. We work with a national network of 38 MS regional programs and 55 support programs throughout the country. Referral from your primary care provider is required. Available at:

- Seattle (Bldg. 100, 1st Floor, West Clinic): 206-716-5969 or 206-277-1592

## **Nephrology/Renal Dialysis**

Our specialists offer you advanced care for kidney-related diseases like chronic kidney disease, high blood pressure and fluid and electrolyte problems. We also provide dialysis and related support. Referral from your primary care provider is required. Available at:

- Seattle campus (Bldg. 100, 1st Floor, West Clinic) and Everett clinic: 800-329-8387 (press 2)

## **Neurology**

Our specialists evaluate and treat conditions and diseases of the brain, spine, and nervous system, including headache, stroke, Alzheimer's disease, epilepsy and Parkinson's disease. Referral from your primary care provider is required. Available at:

- Seattle campus (Bldg. 100, 1st Floor, West Clinic) and Silverdale clinic (limited): 800-329-8387 (press 2)

## **Neurosurgery**

We provide expert care and surgical services for Veterans with conditions and diseases that affect the brain, spine and nervous system. Available at:

- Seattle campus: 800-329-8387 (press 2)

## **Nurse Advice Line (see VA Tele Emergency Care)**

If you are having a medical emergency, call 911. The registered nurses on our Nurse Advice Line provide you

and your family with helpful medical advice and free, confidential answers to many of your health care questions. Call anytime. We're here 24 hours a day, 7 days a week. Talk with an advice nurse if you have questions about your care or for help in deciding whether you need an urgent or routine appointment. Available at :

- All care sites: 800-329-8387 or 206-762-1010 (press 3)

## **Nutritionist (see Dietician page 18)**

## **Occupational Therapy (see Physical Therapy page 24)**

## **Ophthalmology**

Our ophthalmology specialists diagnose and provide medical and surgical care for conditions that affect your eyes—like cataracts, glaucoma, macular degeneration and diabetic retinopathy. Referral from your primary care provider is required.

- American Lake and Seattle campuses, and Silverdale clinic (tele-retinal imaging): 800-329-8387 (press 2)

## **Optometry/Eye Clinic (see Eye Clinic page 19)**

## **Optical/Eyeglass Store**

Our Veteran Canteen Services Optical Stores will assist you with your new glasses which will be mailed to you.

- American Lake (Bldg. 2, 1st Floor) and Seattle (Bldg. 20, Basement) campuses: 800-329-8387 (press 2)

## **Orthopedics**

We offer advanced care and treatment for issues related to muscles, bones and joints, including arthritis, disorders of the muscles and bones, tendon and ligament repair and joint replacement. Referral from primary care is required. Available at Seattle or through Community Care.

- Seattle: 800-329-8387 (press 2)

# Save a life. Carry Narcan.

Ask your care team for  
a prescription today!

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Puget Sound Health Care System



## Otolaryngology/Ear, Nose & Throat (see ENT page 18)

### Pain Clinic

Acute (short-term) or chronic (long-lasting) pain can make it hard to enjoy life, but effective pain management can help. Our experts work with you, your primary care physician, and other specialists to create a plan to help you manage your pain and improve your quality of life. Referral from your primary care provider is required.

- Seattle campus (Bldg. 100, 7th Floor) and Mount Vernon clinic (Thursday a.m.): 800-329-8387 (press 2)

### Palliative and Hospice Care

Our palliative and hospice care services support you and your family as you cope with a life-threatening or terminal illness. Palliative care works to provide comfort, reduce suffering, and improve the quality of life for patients being treated for serious illnesses. Hospice care focuses on helping patients with terminal illnesses to manage the final stages of their lives. Referral from your primary care provider is required.

- Seattle campus: 800-329-8387 (press 2)

### Parkinson's Disease

Our Northwest Parkinson's Disease Research, Education and Clinical Center is one of six VA Centers of Excellence for Parkinson's disease funded by VA nationally. We focus on exceptional care that improves the health and well-being of Veterans with Parkinson's disease and other movement disorders through the integration of research, education and clinical care. Our service area includes the VA Northwest Network (Oregon, Washington, and Alaska, and outside VISN20 consortium centers Montana, Wyoming, Idaho, Nebraska, South Dakota and Iowa). Referral from primary care required. Available at:

- Seattle campus: 800-329-8387 (press 2)

## Pathology & Laboratory (see Laboratory & Pathology page 20)

### Pharmacy

Our specialists provide a full range of services to help you get and understand your prescription medicines and supplies. You can refill VA prescriptions online, by phone or by mail. Available locations:

- American Lake (Bldg. 81, 1st Floor) and Seattle (Bldg. 100, 1st Floor) campuses: 800-329-8387 (press 1)

While our main campuses are our only brick-and-mortar pharmacies, all of our VA Community Clinics has pharmacists who can prescribe medicines and supplies. And there are many ways you can refill your VA prescriptions:

- *Online with My HealtheVet:* You must have a My HealtheVet Premium account (it is free), have registered as a VA Patient or CHAMPVA beneficiary and have a prescription written by a VA or authorized community care provider that that has previously been filled at a VA pharmacy.
- *Telephone Call:* The phone number of your local VA pharmacy can be found on your prescription label. To order refills by phone, you will need the prescription number (shown as RX # on the prescription label) and your Social Security Number.
- *Mobile App:* VA Health and Benefits mobile app ([mobile.va.gov/app/va-health-and-benefits](http://mobile.va.gov/app/va-health-and-benefits)). Once you download the app, create a log in (if needed), login, select Health at the bottom of the app, and then select Prescriptions to manage your refills. Questions? 800-698-2411.
- *By Mail:* Most VA prescriptions can be sent to you by the VA Mail Order Pharmacy. VA Pharmacy provides a refill request form with your medications.





### Physical Therapy/Occupational Therapy

Physical therapy, occupational therapy and kinesiotherapy can help restore movement and function if you have been disabled by injury or disease. Referral from primary care provider is required. Available locations:

- American Lake (Bldg. 3, 1st Floor and Seattle (Bldg. 103, 1st Floor) campuses, and Everett and Mount Vernon (bi-monthly) clinics: 800-329-8387 (press 2)

### Podiatry

Our podiatry specialists evaluate and treat a wide range of injuries, diseases and disorders that affect your feet and ankles—from ingrown toenails to inflammation to diabetic foot ulcers. Referral from your primary care provider is required. Available locations:

- Seattle (Bldg. 100, 1st Floor): 206-277-1517
- American Lake ( 81, 4th Floor): 253-583-1247

### Polytrauma (PNS)

Our Polytrauma Network Sites are part of an integrated network of specialized rehabilitation programs dedicated to serving Veterans and service members with both combat and civilian related traumatic brain injury and polytrauma. Our PNS provides post-acute, interdisciplinary rehabilitation services, consultation and training and is a referral site for other polytrauma programs across Alaska, Washington, Oregon and Idaho. Referral from your primary care provider is required. Available at:

- American Lake and Seattle campuses:  
800-329-8387 (press 2)

### Primary Care

Your VA Puget Sound primary care team will work closely with you to plan for all the care you need to stay healthy and well throughout your life, including immunizations and vaccinations. We treat adults for a wide range of health issues from performing annual checkups and

ordering blood work to referring you to specialists.

Referral not required. Available at:

- All locations: 800-329-8387 (press 2)

### Prosthetics & Orthotics

We provide and help you use medical aids, hearing aids, state-of-the-art adaptive home equipment and other equipment to help you preserve and increase your mobility and independence. Eligible Veterans can receive a full range of services and equipment from artificial limbs and surgical implants to wheelchairs and adaptive equipment and modifications to make your vehicle or home more accessible. Referral from your physical medicine and rehabilitation physician is required. Available locations:

- American Lake and Seattle (Bldg. 100, 2st Floor) campuses, and Silverdale (limited) and Edmonds (every other Tuesday) clinics: 800-329-8387 (press 2)

### Psychiatry

Good mental health is a vital part of your overall wellness. Our psychiatry teams offer consultation, evaluation, and treatment to help you with a range of mental and behavioral health problems from depression, anxiety and personality disorders to confused thinking and invasive thoughts or ideas. Referral from your primary care provider is required. Available locations:

- American Lake (Bldg. 61) and Seattle (Bldg. 100, 1st Floor) campuses: 800-329-8387 (press 2)

### Psychology

If you're struggling with a mental health problem—or just need to talk with someone—we can help. We offer treatment and support such as therapy, alternative treatments and medications when needed. Referral from your primary care provider is required. Available locations:

- American Lake (Bldg. 61) and Seattle (Bldg. 100, 1st Floor) campuses: 800-329-8387 (press 2)



### **Pulmonology**

Our pulmonary medicine team treats diseases and conditions that affect the lungs and breathing, including asthma, tuberculosis, chronic obstructive pulmonary disease, acute respiratory distress syndrome and sleep apnea. Referral from your primary care provider is required.

Available locations:

- Seattle (Bldg. 100, 4th Floor): 800-329-8387 (press 2)

### **Radiation Oncology**

Radiation oncologists specialize in using high-energy radiation to kill or damage cancer cells and either destroy tumors or control their growth. Our services include: Intensity modulated radiation therapy, intracranial stereotactic radiosurgery, stereotactic body radiation therapy, low-dose rate definitive and salvage brachytherapy to treat prostate cancer and Image-guided radiation therapy. Referral from your primary care provider is required. Available locations:

- Seattle campus (Bldg. 33): 800-329-8387
- Reserved patient parking directly across from Bldg. 33

### **Radiology**

We offer radiology and imaging services to diagnose and treat many medical conditions. Our services include x-ray, ultrasound, mammography, computer tomography (CT), positron emission tomography (PET) and magnetic resonance imaging (MRI). Services vary based on location:

- American Lake (Bldg. 81, 2nd Floor):
- Seattle (Bldg. 100, 2<sup>nd</sup> Floor): 206-764-2444
- Everett Clinic (x-ray), ultrasound, CT)
- Mount Vernon Clinic (x-ray) (closed 12:30-1:30 p.m. for lunch)
- Puyallup Clinic (x-rays only)
- 800-329-8387, unless noted

### **Recreation Therapy**

Recreation Therapy supports extensive adaptive sports and recreation events, clinics, and opportunities to enhance the health and well-being of our Veterans. These opportunities include the National Veterans Wheelchair Games in partnership with Paralyzed Veterans of America, the National Disabled Veterans Winter Sports Clinic, the National Veterans Summer Sports Clinic and the National Veterans Golden Age Games and National Veterans Creative Arts Festival. Recreation Therapy also collaborates with other community partners for a variety of adaptive clinics and program offerings including target shooting, golf, pickleball, fishing, tennis, video gaming, softball, curling with the Granite Curling Club, adaptive wake surfing with Wake for Warriors, hiking and snowshoeing. Referral from your primary care provider is required. Available at:

- American Lake (Bldg. 61) and Seattle (Bldg. 100, 1st Floor) campuses: 800-329-8387 (press 2)

### **Renal Dialysis (see Nephrology page 22)**

### **Rheumatology**

Our team cares for and treats Veterans with joint and autoimmune conditions. Our doctors treat inflammation, stiffness, or pain in your muscles, joints, and tendons. Common rheumatic illnesses include juvenile idiopathic and infectious arthritis; osteoarthritis and rheumatoid arthritis; and Lupus, gout and scleroderma. Referral from your primary care provider is required. Available locations:

- American Lake (Bldg. 81, Primary Care Clinic, Blue Team) and Seattle (Bldg. 100, 1st Floor, West Clinic) campuses: 800-329-8387 (press 2)

## **Sleep Medicine Clinic**

Sleep Medicine diagnoses and treats your sleep problems, including trouble sleeping, breathing difficulties while sleeping, snoring, teeth grinding and jaw clenching.

Referral from primary care provider is required. Available locations:

- Seattle (Bldg. 100, 2nd Floor, Primary Care Clinic) and Silverdale Clinic: 800-329-8387 (press 2)
- Sleep CPAP (Seattle, Bldg. 1, East Wing near Occupational Health)

## **Speech (see Audiology page 16)**

### **Social Work**

Social workers are here to help Veterans, families and caregivers with almost any need, from help with finances or housing to questions about treatment to just feeling overwhelmed. Social work is woven into the fabric of VA health care, an integrated across many teams – from primary care to mental health. A referral is not required.

Available locations:

- Seattle Social Works Line: 206-277-6866
- All locations: 800-329-8387

### **Spinal Cord Injury (SCI)**

Our SCI serves as the regional hub site for eight additional VA health care systems throughout the Pacific Northwest and Rocky Mountains—one quarter of the land mass of the U.S. If you have a spinal cord injury or disorder, our specialists provide coordinated care throughout your life. We work to help you achieve your goals for independence, productivity and quality of life. Referral from your primary care provider is required. Available locations:

- Seattle campus (Bldg. 100, 1st Floor, West Clinic) and Everett clinic: 800-329-8387

### **Suicide Prevention (see Mental Health page 21)**

Call our Veterans Crisis Line at 988 and press 1 for free, private help anytime 24/7. Our local suicide prevention coordinators can also connect you with ongoing counseling and services. We work with behavioral health providers and community organizations to help you and your family during times of crisis. We offer suicide prevention care coordinators, suicide prevention case managers and gun safety locks. Available locations:

- All care sites: 988, press 1 or 800-328-8387 (press 7)

### **Telehealth**

We use the latest in secure digital technology—video conferencing, home telehealth services, and store-and-forward telehealth—to set up remote visits with our health care providers. Visits include mental health, retinal care (eye), bariatric surgery (visits with your weight-loss surgery team before and after your surgery), dermatology, rehabilitation, primary care and urology. Talk to your primary and specialty care providers to explore. Available locations:

- All locations: 800-329-8387

### **Urology**

We evaluate, diagnose, and treat a wide range of urology diseases and conditions that include kidney stones, erectile dysfunction, urinary incontinence, prostate cancer and more. We provide you with medical care, surgery, and minimally invasive procedures for health issues that affect kidneys, bladder, ureter and urethra, and male reproductive organs. Referral from your primary care provider is required.

Available locations:

- Seattle (Bldg. 100, 1st Floor): 800-329-8387 (press 2); Non-Procedural Care in East Clinic (procedural care contact service)



### **Vet Centers (see page 7)**

Vet Centers are community-based counseling centers that provide a wide range of social and psychological services, including professional counseling to eligible Veterans, service members, including National Guard and Reserve components, and their families. Counseling is offered to make a successful transition from military to civilian life or after a traumatic event experienced to include military sexual trauma. Counselors and outreach staff, many Veterans themselves, are experienced and prepared to discuss the tragedies of war, loss, grief and transition after trauma.

### **Wellness & Whole Health**

We use complementary medicine such as acupuncture to help lessen the side effects of chemotherapy. We also provide alternative medicine instead of traditional medical treatments, like using herbs rather than prescription drugs to treat cancer. We offer treatments, like natural products and special diets; deep breathing, meditation, and yoga; and acupuncture and acupressure. Referral from your primary care provider is required.

- All locations: 800-329-8387

### **Women Veteran Care**

Our team of over 80 women's health primary care providers specialize in women's health. We offer gender choice of primary and mental health providers at all sites and have Women's Clinics at American Lake and Seattle locations. Our providers work closely with specialists in gynecology, obstetrics, female urology, oncology, medicine, radiology, surgery, and breast illness. Our services for women Veterans include ultrasounds, mammograms, Pap and HPV tests; mental health care

and counseling; lifestyle wellness services; menopause treatment, including hormonal therapy; and family planning, contraceptive care, and infertility evaluation.

Available all locations:

- All locations: 800-329-8387
- To speak to a pharmacist and receive a year of birth control: 206-277-5585

### **Wound Care & Ostomy**

Healing your wounds is an important step in your recovery and rehabilitation. Our wound care team will assess your wound, determine where you are in the healing process, and provide a treatment plan for your care. If you've had ostomy surgery and are living with either a temporary or permanent stoma, we can help you manage the care of your stoma, make good product choices, and cope with the effects of ostomy surgery. Referral from your primary care provider is required. Available locations:

- Seattle (Bldg. 100, 1st Floor, West Clinic): 800-329-8387
- Everett Clinic: 800-329-8387



## Your Inpatient Stay

While you are our inpatient, your medical team will consist of numerous staff committed to your health and well-being while you are a patient. Members of your care team will likely include your attending physician, resident and nursing teams, housekeeping, a dietitian, therapists (if needed), social workers and other non-clinical support. You will also have a patient flow coordinator to help you prepare for your discharge and other arrangements you might need including travel and follow-up appointments.

### *Inpatient Care:*

- Medical/Surgical Inpatient Unit (Seattle, Bldg. 100, 2nd floor/2 West, 5th Floor/5 East and 6th Floor/6 West)
- Medical Intensive Care Unit (Seattle, Bldg. 100, 4th Floor, 4 East)
- Surgical Intensive Care Unit (Seattle Bldg. 100, 3rd Floor)
- Inpatient Rehabilitation (Bldg. 100, 2nd Floor/2 East)
- Acute Mental Health (Bldg. 100, 7th Floor/7 West)
- Spinal Cord Injury Unit (see page 28)
- Blind Rehabilitation (see page 17)
- Community Living Centers (see page 17)
- Domiciliary (see page 18)

No matter where your care and recovery takes place, our dedicated teams are committed to providing you with highest quality care while you are recovering from surgery or an acute medical condition.

Patients should advise family members that because of patient privacy laws, we are unable to provide or confirm patient information on the phone unless they are designed as power of attorney or next of kin.

We encourage patients to share their 5-digit direct phone extensions with family and friend so they can easily be transferred to your room when calling our Call Center at 800-329-8387 (then your 5-digit direct phone extension).

## What to Bring

While most of the things you will need when in the hospital are provided, you may want to consider bringing toiletries and comfortable clothes with you to help make your stay more comfortable. When preparing your hospital bag, make sure to include your:

- List of current medications
- Picture identification
- Insurance card
- Personal items, such as glasses, contact lenses and hearing aids
- Toiletries—you may choose to bring your own toiletries if you prefer

## What not to Bring

- Please don't bring valuables, such as credit cards, jewelry, wedding rings, and large amounts of money, to the hospital. VA Puget Sound can't assume responsibility for the safekeeping of these items. Your personal electronic devices (aside for your phone and charger) are your responsibility during your stay.
- Personal medications are not allowed.
- Federal law prohibits the possession of firearms or other dangerous weapons in Federal facilities.

## During your Stay

VA Puget Sound offers amenities and services to help you feel comfortable during your hospital stay, including: Chapel and chaplain services (see page 39)

Our chapel offers a space for quiet reflection and prayer for patients, family, and staff. Our nondenominational chaplains are available to provide counseling, compassionate listening, crisis intervention, grief and bereavement resources, and patient advocacy.

Chaplains are available as follows:

- American Lake: 253-583-3523, Monday-Friday, 8 a.m. to 4 p.m.



- Seattle: 206-764-2023, Monday-Friday, 8 a.m. to 4 p.m.
- After hours and weekends: 800-329-8387 (ask operator for the on-call chaplain)

### Interpreter Services

Communication is crucial to a smooth and effective hospital stay. We want to ensure that you can communicate with your provider and other medical staff. We provide interpreters for our patients when necessary. We offer interpreters for in-person, phone or video appointment needs. Simply ask your medical team.

### Patient Advocates

Patient satisfaction is our top priority. Our staff includes patient advocates who are dedicated to helping patient with any concerns you have with the care you are receiving. Your best place to share your care experience is with our Patient Advocates. We love to hear about how we are doing and areas where we need to improve. This dedicated team can help with most issues or concerns with your care or the process of getting that care. They are specially trained to help you resolve issues with your care. Our patient advocates work hard to make sure you receive the best possible care. They offer help with patient concerns with the care team and advocating for patient and family rights. Reach out to the team at [PugPatientAdvocateGroup@va.gov](mailto:PugPatientAdvocateGroup@va.gov), or call 206-764-2160 and 253-583-2585.

### Room Service

Nutrition and Food Services offers dietitian planned menus with a wide range of options to fit your nutritional needs and dietary preferences, as well as adhering to any medically prescribed diets. Many of our inpatient units have the option to pre-select meals or Veterans may work with our nutrition team members to customize their menus to support preferred meal and snack options.

### Wireless Internet Access

VA Puget Sound offers free wireless internet access to our guests and patients. Wireless access is available in waiting areas, lobbies, and in all public areas. Network: Guest-VA Password: Welcome1

### Discharge Planning

We want you to feel comfortable and confident when you leave the hospital. When your doctor decides that you are ready to leave the hospital, he or she will confirm your discharge. A discharge planning nurse will work with you and your family so you understand your discharge orders so you can follow them at home. They will walk you through which medications have been ordered, what they are for, and when you should take them.

You should plan ahead of time to have a friend or family member help you when it's time to leave or you can ask your patient flow coordinator for help coordinate arrangements including Beneficiary Travel, follow-up appointments and other administrative tasks.

### Lost and Found

If you have lost any personal items during your stay, tell your health care team. You may also call 800-329-8387 (extension 66677 for Seattle, extension 76098 for American Lake).

### Visiting Hours

We welcome visitors from 8 a.m. to 8 p.m. daily. Visitation is based on the needs of each patient and visitors are encouraged to discuss any special visiting needs with your medical team. Whenever possible, and as medically appropriate, your unit's head nurse will support special visiting needs. After 8 p.m., visitors must make special arrangements with the inpatient unit and obtain a visitor's pass from VA Police (see page 50).

# ▶ ADMISSIONS & INPATIENT CARE

## **Masks & Visitation Policy**

- Masks for visitors (to include children aged 2-years and older) are optional except while visiting areas designated as high-risk.
- No children under 2 permitted in high-risk areas.
- Visitors must be COVID-19 negative.
- Children under 18 must remain with accompanying adult. Staff will not attend to visiting children nor can children be left alone during care visit.

## *Emergency Room:*

- 1 adult visitor only.
- Children case-by-case.

## *Inpatient Rooms:*

- 1 adult visitor at a time.
- Children under 18 permitted (not in COVID positive patient rooms).
- Children under 2-years-old not permitted in multi-patient rooms (because they cannot mask)
- Visitation limited to 2 hours at a time.

## *Outpatient Areas:*

- Children under 18 permitted.
- Please wait in designated waiting areas.
- Veterans and visitors arriving for same-day procedures that require a designated driver will check in as directed in their pre-procedure calls.





# My Health<sup>e</sup>Vet

## Secure Messaging

Conveniently contact  
your VA care team online



### Secure Messaging enables you to securely exchange messages online with members of your VA care team.

- Ask **non-urgent, non-emergency** health questions.
- Update your VA care team on your health and wellness.
- Schedule, reschedule, or cancel VA appointments.
- Ask routine administrative questions.
- Request VA medication renewals or ask a question about your VA medication.

### To access Secure Messaging, sign in to your My Health<sup>e</sup>Vet Premium account and select Messages from the homepage.

From the Secure Messaging page, you can:

- Compose a new message.
- Check your inbox.
- Search past messages.
- Change your notification preferences.

Your VA care team should respond to your messages within three business days (Monday to Friday, 8 a.m. – 5 p.m. local time, not including federal holidays).



#### New to My Health<sup>e</sup>Vet?

Register at [myhealth.va.gov](https://myhealth.va.gov).



#### Need a Premium account?

Upgrade for free in person, online, or via video appointment. Learn more at [myhealth.va.gov/premium](https://myhealth.va.gov/premium).

### For more information:

Visit [myhealth.va.gov/secure-messaging-spotlight](https://myhealth.va.gov/secure-messaging-spotlight).

Contact the My Health<sup>e</sup>Vet Coordinator at your local VA facility:

### Need Help?

#### Contact the My Health<sup>e</sup>Vet Help Desk

877-327-0022 or 800-877-8339 (TTY)

Monday to Friday, 7 a.m. – 7 p.m. Central Time.

[myhealth.va.gov/contact-us](https://myhealth.va.gov/contact-us)

Get Started Today  
[myhealth.va.gov](https://myhealth.va.gov)



VA



U.S. Department  
of Veterans Affairs

## **Anesthesiology**

Our specially trained doctors, called anesthesiologists, can help with your care before, during, and after surgery. They will develop a plan for your care and safety, provide medicine to keep you comfortable during your operation, and help you manage your pain after surgery. Referral from your primary care provider is required.

## **General & Specialized Surgery**

VA Puget Sound Health Care System is the major tertiary referral center of the VA Health Care System for one of the largest geographic areas in the United States, including Washington, Alaska, Idaho, and parts of Oregon. And VA surgical outcomes are among the best in the U.S. We provide a wide range of surgical services, such as:

- Bariatric surgery, also called weight-loss surgery, reduces the size of your stomach and small intestine to limit the amount of food you can eat or absorb. Bariatric surgery is an approach to help you improve your health and quality of life by losing weight.
- Cardiac surgery to treat conditions that affect your heart and blood vessels. In January 2024, VA Puget Sound launched its Transcatheter Aortic Valve Replacement (TAVR) program. TAVR is a minimally invasive alternative to open-heart valve surgery, often resulting in shorter hospital stays and a quicker recovery time.
- Colon and rectal surgery for conditions affecting the small bowel, colon, rectum and pelvic floor. We diagnose and treat disorders of the colon, rectum, and anus.
- General surgery.
- Neurosurgery to treat a wide range of conditions related to your nervous system (brain, spinal column, and nerves).
- Orthopedic surgery (bones, muscles, ligaments, joints, and tendons).

- Organ and tissue transplants.
- Plastic and reconstructive surgery to restore function and appearance after damage from disease, burns, traumatic injuries, congenital and developmental conditions and other causes.
- Surgical oncology to treat many different cancers, like liver, pancreatic, gastric (stomach), colon (intestinal), and rectal cancers.
- Thoracic (chest/lung) surgery to address esophageal and lung conditions, lung cancer, mesothelioma.
- Vascular surgery to treat diseases and conditions that affect arteries, veins and blood circulation.

Available at Seattle Campus (Bldg. 100, 3rd Floor).

## **Same-Day/Outpatient/Ambulatory Surgery**

Our outpatient surgery, also called ambulatory or same-day surgery, allows you to get the care you need without staying overnight at our hospital. Our surgeons provide many outpatient services like:

- Gastric bypass surgery to help you lose weight.
- Cataract surgery to replace your cloudy eye lens with a clear artificial lens.
- Lumpectomy to remove cancerous and noncancerous breast tumors.
- Colonoscopy to examine your large intestine (colon), the end of your small intestine (ileum), and your rectum.
- Tendon, muscle, and small joint repair for conditions like hernia, arthritis, and rotator cuff (shoulder) injury.
- Laparoscopic gallbladder surgery (cholecystectomy) to remove your gallbladder and gallstones through small cuts in your abdomen.

Available at our Seattle Campus (Bldg. 100, 2nd Floor, 2 East).





# The new PACT Act



- » Expands toxic-exposed Veterans access to VA care
- » Extends health care eligibility for Vietnam, Gulf War, and Post-9/11 era combat Veterans
- » Adds new presumptions of service connection for radiation, Agent Orange, Gulf War toxins, and burn pit exposures

## EXPANDED VA CARE & BENEFITS

Learn more at [VA.gov](https://www.va.gov)  
1-800-MyVA411 (800-698-2411)

**VA**



U.S. Department  
of Veterans Affairs

## Advance Care Planning

What matters most in life and health is different for everyone. The more your health care team knows about what matters most to you, the better you can work together. Advance care planning involves deciding what medical care and treatments you want or don't want to receive if you become critically ill or injured and can no longer make decisions for yourself. It also includes designating someone you trust to make those choices for you. These are some of the things your care team needs to know about you to make sure your wishes are followed:

- **Identifying Your Priorities** - Think about which abilities, experiences, and quality of life are most important to you if you are unable to speak for yourself. This helps decide about using life-support treatment. Talk to loved ones about what matters most and your priorities.
- **Picking a Decision Maker** - Pick one main person and backup people who can legally make health care choices if you cannot. Make sure they can take on the responsibility and will follow what you want.
- **Deciding Which Treatments You Want** - Decide which medical interventions you would or would not want performed to save or lengthen your life, like CPR, breathing machine, or feeding tube. Note any exceptions.
- **Completing an Advance Directive** - Write down your preferences in a legal document to give to your doctors and family. An advance directive states the care you want and names who you want to decide for you if you cannot. Putting your wishes in an Advance Directive is the best way to make sure you get the medical care you want later on. Go to [www.va.gov/GERIATRICS/docs/VA\\_Form\\_10\\_0137\\_Advance\\_Directive.pdf](http://www.va.gov/GERIATRICS/docs/VA_Form_10_0137_Advance_Directive.pdf) to download or pick the form up at Medical Records. Once you complete the form, sit down with your primary care team to discuss.

- **Communicating Your Choices** - Inform family members and health providers of your priorities verbally and by placing copies of your advance directive in your medical record and with your decision maker.

## Caregiver Support Program

Our VA Caregiver Support Program offers clinical services to caregivers of eligible Veterans. It's about promoting the health and well-being of family caregivers who care for our nation's Veterans. Here's the overview:

- **Program of General Caregiver Support Services (PGCSS)**: Provides peer support mentoring, skills training, coaching, telephone support, online programs, and referrals to available resources to caregivers of Veterans. The Veteran must be enrolled in VA health care and be receiving care from a caregiver for the caregiver to participate. Caregivers who participate in PGCSS are called General Caregivers. General Caregivers do not need to be a relative or live with the Veteran. There's no formal application or clinical review for eligibility. Call (206) 277-6696 to schedule an intake.
- **Program of Comprehensive Assistance for Family Caregivers (PCAFC)**: Provides all the services of PGCSS, plus a monthly stipend for primary caregiver, CHAMPVA health insurance for primary caregiver (if uninsured) and beneficiary travel, as applicable. Clinical requirements include an inability to perform an activity of daily living like bathing, adjusting any special prosthetic or orthopedic appliance that cannot be done without assistance and feeding oneself due to loss of coordination of upper extremities, extreme weakness, inability to swallow, or the need for a non-oral means of nutrition.

Apply at [www.caregiver.va.gov](http://www.caregiver.va.gov) or by mail, by downloading VA Form 10-10CG and mailing to address on the form. You can also call our VA Puget Sound Caregiver Program Manager Michelle Downing at (206) 277-6696. You can



also call the National Caregiver Support Line:  
855-260-3274.

## Center for Limb Loss and Mobility

Our mission at the Center for Limb Loss and Mobility (CLiMB) is to preserve, restore, and enhance functional mobility, independence, and participation in Veterans with lower limb loss or other musculoskeletal impairments. CLiMB is seeking volunteers who are interested in participating in research, to enroll in the CLiMB Subject Registry. The registry is where we keep contact information of people who are interested in participating in our research studies. If you sign up for the registry, we may contact you about participating in our studies. If you are interested in learning more about the study and being screened for eligibility, please call 206-764-2962. The registry is open to Veterans and non-Veterans.

## Chapels & Chaplains

VA Puget Sound health care chaplains are trained specialists in spiritual and religious care, available to patients and their families throughout their hospital stays. Our interfaith chapel offers space for quiet reflection as well as regularly scheduled services. Available at:

- American Lake (Bldg. 111): 253-583-3523, Monday-Friday, 8 a.m. to 4 p.m.
- Seattle (Building 100, BB-108): 206-764-2023, Monday-Friday, 8 a.m. to 4 p.m.
- After hours and weekends: 800-329-8387 (ask operator for the on-call chaplain).

## Childcare

Our childcare center is staffed by licensed childcare providers and is readily available for Veterans to use during their scheduled VA medical appointment. We offer up to three hours of no cost, drop-in childcare services for children 6-weeks-old to 12-years-old, Monday-Friday, 7:30 a.m. to 4:30 p.m. Available only at American Lake. Call 253-589-4223 or [PugVeteranChildCare@va.gov](mailto:PugVeteranChildCare@va.gov).

## Community Care Network

VA provides care to Veterans through community providers when VA cannot provide the care needed. Community care is based on specific eligibility requirements, availability of VA care, and the needs and circumstances of individual Veterans.

To receive care in the community, you must have a VA consult from VA Puget Sound. Once you have been given a consult for community care, the VA will contact you to discuss your options. Once approved, VA Puget Sound can schedule your appointment for you or you can self-schedule.

- VA scheduling: Call 800-329-8387 ext. 64545 (multiple choices based on your unique need) to get started. Or send a My HealtheVet message to “PUG\_Community Care\_Puget Sound\_ADMIN”

Self-scheduling: To self-schedule, first find an in-network provider ([www.va.gov/find-locations](http://www.va.gov/find-locations) or scan QR code) and then notifying the VA Community Care office of your appointment provider, time and date.



Scheduled appointments can be viewed at [www.myhealth.va.gov](http://www.myhealth.va.gov). For billing issues, call 877-881-7618.

## Fisher House

Our Fisher House provides a cost free “home away from home” for Veterans, active-duty service members, their families and caregivers, while they are hospitalized or receiving care at the Seattle Campus (Bldg. 36). The VA Fisher House team works with other VA Puget Sound support groups to provide a calm and welcoming environment where they can focus on the care of their loved ones. Guests have come from 48 states around the nation, and 14 countries around the globe. You can speak to a social worker about eligibility or call the Fisher House directly, 206-277-3950.

## **Homeless & Housing Insecure Assistance**

### *Community Housing & Outreach Services:*

We understand that when Veterans experiencing homelessness have the right opportunities, they can be successful. So, we have strong grassroots partnerships at all levels—federal, state, local—that place needs of our Veterans front and center. Our Community Housing and Outreach Services program has a multi-disciplinary team of about 140 social workers, nurses, physicians, occupational therapists, employment specialists, housing specialists, peer support specialists, and administrative staff. If you are a Veteran who is homeless or at risk of becoming homeless due to financial hardship, unemployment, addiction, depression, or transition from jail, we can help you. Contact a homeless services care coordinator to get help with:

- Immediate food and shelter, including both transitional and permanent housing.
- Job training, life skills development, and education.
- Support with justice system navigation and community re-entry from jail.
- Financial support to prevent homelessness.
- Treatment for addiction and depression.
- Health and dental care.

Call our Community Housing & Outreach Services Office at 206-764-5149 or drop by our Community Resource & Referral Center in Georgetown Monday through Friday from 8 a.m. until 4 p.m.

### *Community Resource & Referral Center:*

Our CRRC Team provides Veterans who are homeless or at-risk of homelessness with one-stop access to community-based, multi-agency services to promote permanent housing, health and mental health care, career development and access to VA and non-VA benefits. The CRRC team offers needed resources to help to Veterans

overcome barriers they may be experiencing.

Services include:

- Benefits counseling with on-site Veteran's Benefits Administration (VBA) staff.
- Employment counseling and we have two community employment coordinators.
- Homeless programs (outreach, prevention, transitional and supportive housing).
- Primary Care.
- Substance use disorder treatment referrals and linkage
- Mental Health referrals and linkage.
- Community partners and services on site, such as Supportive Services for Veteran Families (SSVF) and King County Veterans Program (KCVP).
- On-site laundry and showers facilities.

Locations:

### *Resource & Referral Center*

419 South 2nd Street, Suite 2,  
Renton, WA 98057-2234

Main phone: 425-203-7201

Mental Health Care: 800-329-8387

### *Resource & Referral Center*

305 South Lucile Street, Suite 103  
Seattle, WA 98108-2434

Main phone: 206-764-5149

Mental Health Care: 800-329-8387

### *Justice Program Team:*

We support seven formal Veteran Treatment Courts across five counties, with regular attendance in three therapeutic courts with specific Veterans tracks/dockets across two counties. We have expanded our services to offer quarterly legal/medical clinics in collaboration with the Washington State Attorney General's Office.





## *Homeless Primary Care Teams:*

We focus on the health care needs specifically for Veterans who are homeless or at-risk of homelessness and will soon have two medical outreach vans on the road to improve our ability to engage with Veterans in the community.

## **LGBTQ+ Coordinator**

VA Puget Sound is dedicated to being a leader in health care for LGBTQ+ Veterans. Comprehensive care ranges from gender affirming hormone therapy and prosthetics to military sexual trauma screening and treatment, to infertility and pre-exposure prophylaxis HIV prevention services. VA Puget Sound also has a Gender Diversity Clinic (within the Seattle Campus Endocrinology Clinic) for gender affirming care and LGBTQ+ support groups through its Mental Health Services. Veterans seeking LGBTQ+ care can reach out to VA Puget Sound's LGBTQ+ Veteran Care Coordinator and Registered Nurse Bridget Reposa at 206-277-3233, extension 63233.

## **Healing Garden & Meditation Room**

Natural environments help the healing process and thanks to a unique partnership between VA Puget Sound, Veterans and Friends of Puget Sound, Inc. and the University of Washington's Department of Landscape Architecture. We offer a Healing Garden at our Seattle Campus (near the main lobby) for patient, visitors and staff to find peace and rejuvenation.

Along with our Healing Garden, we have a Seattle Campus Meditation Room (Bldg. 100, 1st Floor) as an additional space for quiet meditation and reflection.

## **Million Veteran Program**

VA's Million Veteran Program (MVP) is a national research program looking at how genes, lifestyle, military experiences, and exposures affect health and wellness in Veterans. Since launching in 2011, 1 million Veterans have

joined MVP. It's the largest research effort at VA to improve health care for Veterans and one of the largest research programs in the world studying genes and health. Veterans can sign up online at [www.mvp.va.gov](http://www.mvp.va.gov), schedule an appointment at VA Puget Sound by calling 866-441-6075 or can stop by the VA Puget Sound MVP Office (Seattle Campus, Bldg. 1, Room 113-C) to learn more and join. Individuals do not need to receive VA health care to enroll.

## **Military Sexual Trauma/Intimate Partner Violence**

VA Puget Sound offers a number of services to Veterans who have experienced interpersonal trauma, including sexual harassment, sexual assault, MST and IPV. Veterans are encouraged to raise their concerns with any provider they feel most comfortable with. If not already engaged with a mental health provider, Veterans can request to see a mental health provider through primary care or women's health clinics. These providers will further assess Veterans' needs and work with them to determine the best options to address those needs.

Veterans who need immediate assistance related to domestic violence/intimate partner violence, should contact the National Domestic Violence Hotline 24/7 at 800-799-SAFE (7233).

For more information about our IPV and MST services, Veterans are encouraged to reach out to their existing mental health providers or contact one of following: IPV Assistance Program Coordinators at 206-716-5784; and MST Coordinators at 206-277-1816 or 253-583-1930.

## **Post-9/11 Military 2 VA Case Management (M2VA)**

We have a specialized Post-9/11 M2VA Team ready to welcome you as you transition from service member to Veteran. We're here to assist you, your family, and caregivers in navigating the VA health care system and support you in achieving your goals. Often when service



members leave the military, they find difficulty with sense of identity, financial strain, employment/education barriers, relationship changes, mental/emotional wellness, and physical limitations as a result of their time in the military. Your team is trained in addressing the unique needs of reintegrating service members and Post-9/11 era Veterans and will be there to support you. We're ready to assist with what matters most to you—from accessing care and resources to developing personalized goals for your care and navigating benefits. Here's a snapshot of what we can assist with:

- Collaborate with DoD and community partners to facilitate your transition to the VA health care system
- Educate you on VA eligibility, benefits and services.
- Provide transition and reintegration assistance.
- Apply a holistic approach to care planning including integration of Whole Health.
- Facilitate a transition of care in the event of relocation to another VA facility.
- Educate and outreach to DoD and community partners on the VA system and challenges unique to Post-9/11 era Veterans.

For more information, call 253-583-1165 or email [PugTcmTeam@va.gov](mailto:PugTcmTeam@va.gov).

### **Tobacco Cessation**

If you are ready to quit tobacco, we can help! We offer free prescription medication to quit. Just ask your primary care provider or pharmacist. Sign up for a virtual class by calling 253-583-3286; call 855-QUIT VET (784-8838), text "VET" to 47848; visit [www.smokefree.gov/VET](http://www.smokefree.gov/VET); download our mobile app ([mobile.va.gov/app/stay-quit-coach](http://mobile.va.gov/app/stay-quit-coach)); or visit [www.mentalhealth.va.gov/quit-tobacco](http://www.mentalhealth.va.gov/quit-tobacco). We also offer lots of great classes to help you along the way.

### **Virtual Health Resource Centers**

We offer technology experts to support Veterans, family

members and caregivers looking to take advantage of virtual care tools. These experts—available by phone, video and in-person—provide guidance, hands-on support, training, help troubleshooting, and other information regarding virtual care tools, such as VA Video Connect, My HealthVet, health apps, smartphones and tablets. Physical VHRCs are currently as our Silverdale (8 a.m. to 4 p.m., 360-307-2679) and Olympia (8 a.m. to 4:30 p.m., 253-583-2621) Community Clinics on a walk-in basis, Monday through Friday. No matter where you are, you can call either of those locations for help.

### **Volunteers & Center for Development and Civic Engagement (CDCE)**

Founded in 1946, the VA's Voluntary Service is one of the largest volunteer programs in the federal government. In 2021, its name officially changed to CDCE under which its volunteer programs, donations and community partnerships of more than 7,400 national and local organizations resides. In Fiscal Year 2023, our CDCE office received more than \$550,000 in monetary and non-monetary donations. These resources are used for direct patient benefit and are distributed through staff and clinicians at both Seattle and American Lake campuses through Social Work Services, Homeless Veterans Program, Caregiver Program, Community Living Centers, the Blind Rehabilitation Program, Domiciliary, Fisher House and a host of other specialty care programs.

One of the more visible aspects of volunteerism is our Red Coat Ambassador program. Whether offering wheelchair or ambulatory assistance, appointment navigation, driving our parking lot shuttle, or providing information to enhance the Veteran's experience, the Red Coat Ambassadors go above and beyond to help the Veterans we serve. Other volunteer-led programs include the Volunteer Transportation Network. Volunteer drivers assisted Veterans with appointment-related travel needs as far north as the Canadian Border all

the way south of Olympia, to the entirety of the Olympic Peninsula stretching over to the western side of the mighty Cascades. Additionally, more than 300 volunteer color guards performed military burial honors at Tahoma National Cemetery—considered one of the most sterling examples of military honor guard services at a national cemetery.

Anyone wishing to volunteer at either the Seattle or American Lake campuses, may reach out to [PUGVoluntaryService@va.gov](mailto:PUGVoluntaryService@va.gov). Anyone interested in serving at Tahoma National Cemetery can email [thomas.yokes@va.gov](mailto:thomas.yokes@va.gov) or [curtis.langer@va.gov](mailto:curtis.langer@va.gov).

## Whole Health

Whole Health is VA's approach to care that supports your health and well-being. Whole Health centers around what matters to you, not what is the matter with you. This means your health team will get to know you as a person, before working with you to develop a personalized health plan based on your values, needs, and goals.

It prioritizes disease prevention, and health and well-being with the goal of keeping you out of the hospital, doing what you want to be doing. The person-centered approach to care incorporates each person's goals into their health care plan. Getting started is easy. Just complete a Personal Health Inventory ([va.gov/WHOLEHEALTH/docs/PHI\\_Jan2022\\_Final\\_508.pdf](https://va.gov/WHOLEHEALTH/docs/PHI_Jan2022_Final_508.pdf)) to guide discussions of your hopes, desires and goals and so you can get started shaping your well-being programs.

Be sure to download our Live Whole Health app. With this app, you can fill out your Personal Health Inventory, set goals, and learn more about Whole Health. Download the app today: [mobile.va.gov/app/live-whole-health](https://mobile.va.gov/app/live-whole-health)

You can also participate in our Taking Charge of My Life and Health. It is a 12-session Whole Health course facilitated by VA staff and volunteers who are typically fellow

Veterans. The group educates and empowers Veterans to be active in their personal recovery. Join in all or any sessions. In this group, you will explore all aspects of your health, develop a plan of action based on your own personal mission, learn new skills, and gain support from others in the group. Call 206-716-5797 to sign up!

## Weight Loss Services

MOVE!® is a weight management program helping Veterans lose weight, keep it off and improve their health. It equips Veterans with personal accountability for healthy eating, physical activity, and weight loss. With the help of our MOVE! care team, you can reduce health risks, prevent or reverse certain diseases, improve your quality of life, and even live longer. To schedule a MOVE! program orientation call us at 800-329-8387 x76683 or send a secure message us within My HealtheVet at "MOVE! Puget Sound\_HPDP". Weight loss medications and bariatric/metabolic surgery may be an option for you as well. Enrollment in the MOVE! program or a weight loss program in the community is required before other treatment options are considered. Talk with your primary care provider to learn more about weight loss medication or surgery. Referral from your primary care provider is required. To schedule an orientation, call at 800-329-8387 x76683, send a My HealtheVet message to "MOVE! Puget Sound\_HPDP"

Additional support options include the MOVE! Coach mobile app for Veterans who prefer to manage their weight on their own. Simply go to the app store on any iOS or Android device to download and open the app. Weight loss medications and bariatric/metabolic surgery treatment options may be offered to Veterans who continue to struggle with weight-related issues. Enrollment in the MOVE! program or a weight loss program in the community is required before other treatment options are considered.

Talk with your primary care provider to learn more about weight loss medication or surgery.



### ATM Locations

Two ATMS are available on the Seattle Campus:

- Bldg. 100 (1st Floor): Near the small canteen across from the elevator.
- Bldg. 1 (Basement Floor): Near South Entrance, around the corner from the elevators.

### Benefits & Claims

There are three distinct arms of the VA: Veterans Health Administration (where we fall), National Cemetery Administration and Veterans Benefits Administration (who handle compensation, pension, claims and more).

VBA can assist you with a variety of benefits and services to Service members, Veterans, and their families. Veterans who need assistance are encouraged to schedule a virtual or in-person appointment on the Visitor Engagement Reporting Application (VERA) – [va.my.site.com/VAVERA/s/](http://va.my.site.com/VAVERA/s/)

VERA is a self-service portal that allows visitors to schedule, reschedule, and cancel appointments. Assistance is also available by contacting our National Call Center at 800-827-1000.

If you need to file a PACT Act claim:

- You can file online, by mail, in person, or with the help of a trained professional.
- File a new claim online now – [va.gov/PACT](http://va.gov/PACT)
- Make a virtual or in-person appointment with a Veterans Benefits Administration counselor on the Visitor Engagement Reporting Application (VERA) – [va.my.site.com/VAVERA/s/](http://va.my.site.com/VAVERA/s/).
- Call Veterans Benefits Administration hotline at 800-827-1000 (press 8 for PACT Act).
- Work with a Veterans Service Organization or the Washington State Department of Veterans Affairs 800-562-2308.
- Call 800-MY-VA-411 to learn more.

### Billing & Co-Pays

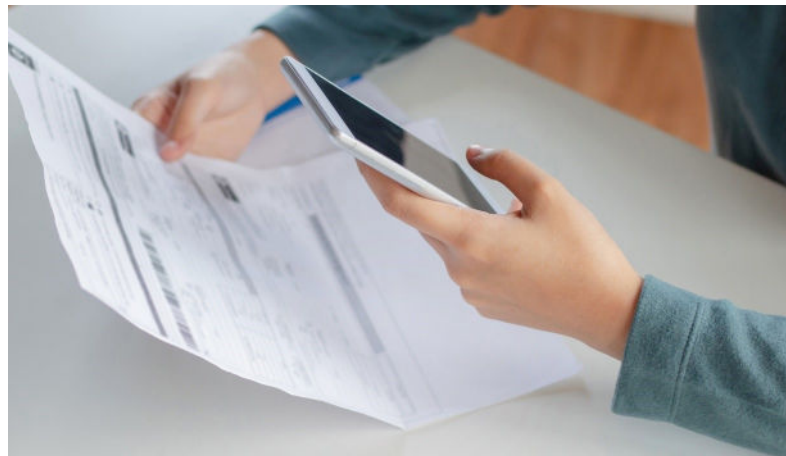
Urgent care copayments:

Copayments for urgent care vary for Veterans based on your priority group (you were assigned 1 of 8 priority groups upon your enrollment in VA health care; visit [va.gov/health-care/eligibility/priority-groups/](http://va.gov/health-care/eligibility/priority-groups/) to learn more) and the number of urgent care visits during a calendar year. If you are required to pay a copay, the charges are billed by the VA. So, do not pay your community providers.

While there is no limit to the number of times a Veteran can go to an urgent care provider, copayments may occur based on the amount of times a Veteran receives urgent care in a calendar year. Here's the breakdown:

- Priority 1-5: No copay for first three visits (per calendar year), \$30 per visit, thereafter.
- Priority 6: If care is related to a condition covered by special authority, copays are the same as Priority 1-5. If the condition is not covered by special authority, \$30 per visit.
- Priority 7-8: Copay is \$30 per visit.

If visiting an in-network urgent care provider for only a flu shot, there is never a copay.





### Medication Copayments

Prescription copayments also vary based on Veteran Priority group and medication tier (whether brand-name or generic).

Here's the summary:

- Priority 1: No copay.
- Priority 2-8: Pay for each
- 30-day or less supply for nonservice-connected medication; no copay if medication if for service-connected medication.

How Prescriptions Copays are Determined:	1-30 Day Supply	31-60 Day Supply	61-90 Day Supply
Tier 1 (preferred generic prescription medicines)	\$5	\$10	\$15
Tier 2 (non-preferred generic prescription medicines & some over-the-counter medicines)	\$8	\$16	\$24
Tier 3 (brand-name prescriptions medicines)	\$11	\$22	\$33



### Beneficiary Travel Self Service

VA travel pay reimbursement pays eligible Veterans and caregivers back for mileage and other travel expenses to and from approved health care appointments. Travel claims must be filed within 30-days. To get started visit [access.va.gov](https://access.va.gov) and select the Veteran Travel Claim Entry icon. From there, log on using a DS-Logon Level 2 account, with a VA PIV card, with ID.me or with your My HealtheVet credentials. While you can still file a VA Form 10-3542 and drop it off at one of our main campuses, filing online ([va.gov/health-care/get-reimbursed-for-travel-pay/](https://va.gov/health-care/get-reimbursed-for-travel-pay/)) is encouraged as it is the fastest way to be reimbursed.

### Canteens, Cafeterias & Vending

American Lake:

- Main Canteen: Bldg. 2, 1st Floor  
(Monday-Friday, 7 a.m. to 2 p.m.)
- Patriot Store (snacks): Bldg. 2, 1<sup>st</sup> Floor  
(Monday-Friday, 8 a.m. to 4 p.m.)
- Vending: Buildings 81, 85 and 4

Seattle:

- Main Canteen: Bldg. 22  
(Monday-Friday, 6:30 a.m. to 2 p.m.)
- Patriot Store (snacks): Bldg. 20  
(Monday-Friday, 7 a.m. to 4 p.m.)
- Patriot Brew (coffee stand): Bldg. 100, Veterans Lobby  
(Monday-Friday, 7 a.m. to 3:30 p.m.)
- Vending: Bldg. 100, 1<sup>st</sup> floor (near elevators D)

### Cashiers/Agents

Our cashier agents can help you with paying bills of collection, depositing found money, and submitting direct deposit information. Locations:

- Seattle (Bldg. 100, Wall of Heroes Lobby near Volunteer Courtesy Desk), 206-764-2054
- American Lake (Bldg. 81, Room 1085), 253-583-1315

### Claims/Veterans Benefits Administration (see Benefits page 45)

You can file a claim online, by mail, in person, or with the help of a trained professional.

- File a new claim online now – [va.gov/disability/how-to-file-claim/](https://va.gov/disability/how-to-file-claim/) or if you feel it is a result of toxic exposure file at [va.gov/PACT](https://va.gov/PACT)
- Make an appointment a Veterans Benefits Administration counselors at [benefits.va.gov/seattle](https://benefits.va.gov/seattle)
- Call Veterans Benefits Administration hotline at 800-827-1000 .
- Work with a Veterans Service Organization or the Washington State Department of Veterans Affairs 206-341-8295.
- Call 800-MY-VA-411 to learn more.

### Concerns, Complaints & Compliments

Your best place to share your care experience is with our Patient Advocates. We love to hear about how we are doing and areas where we need to improve. This dedicated team can help with most issues or concerns with your care or the process of getting that care. They are specially trained to help you resolve issues with your care. Our patient advocates work hard to make sure you receive the best possible care. They offer help with patient concerns with the care team and advocating for patient and family rights. Reach out to the team at [PugPatientAdvocateGroup@va.gov](mailto:PugPatientAdvocateGroup@va.gov), or call 206-764-2160 and 253-583-2585 (Monday through Friday from 8:30 a.m. to 4 p.m. You can also send a My HealtheVet message to “PUG\_Patient Advocate Office\_PugetSound\_Admin”

For privacy complaints, and changes to medical records to include requests to change gender preferences, those can be addressed by one of our privacy officers at [PugPrivacyOfficers@va.gov](mailto:PugPrivacyOfficers@va.gov).

If you believe 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 your concerns about health care quality and safety or suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 800-488-8244. For more information, visit [va.gov/oig/hotline/](http://va.gov/oig/hotline/).

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 800-994-6610.

## **Eligibility, Enrollment & Benefits**

If you served in the active-duty military, you may qualify for VA health benefits. Current and former members of the Reserves and National Guard who were called to active duty, may also be eligible. Drop by or call our Enrollment & Eligibility Office to learn more. The team can help Veterans everything from getting enrolled to care to helping you navigate travel needs. Available at:

- American Lake Campus (Bldg. 81, 1st Floor, Room 1052): 800-329-8387 (extension 76542)
- Seattle Campus (Bldg. 100, 1st Floor, Room 210): 800-329-8387 or 206-277-1469. You can also apply online right now - [va.gov/health-care/apply-for-health-care-form-10-10ez/introduction](http://va.gov/health-care/apply-for-health-care-form-10-10ez/introduction)

## **Health Information and Privacy**

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 (see Medical Records below).

## **Interpreters**

Communication is crucial to a smooth and effective hospital stay. We want to ensure that you can communicate with your provider and other medical staff. We provide interpreters for our patients when necessary. We offer interpreters for in-person, phone or video appointment needs. Simply ask a member of your primary care team to assist you.

## **Lactation Pods**

We offer freestanding lactation pods to give nursing mothers a private and convenient place to breastfeed and pump at several locations. Available at:

- American Lake (Bldg. 2, 81 and 85)
- Seattle Campus (Bldg. 100 Veterans Lobby, Bldg. 100 4<sup>th</sup> Floor and Bldg. 101, 1st Floor)
- Everett Community Clinics (Main Floor)

## **Late Policy**

Please be on time for appointments, so that all patients can be seen on-time. To reschedule or cancel, please call 800-329-8387 at least four hours beforehand so another patient in need of care can be scheduled.

## **Medical Records**

Through the My HealtheVet VA Blue Button, if you are enrolled as a patient in a VA health facility and have a verified Login.gov or ID.me account or a Premium DS Logon or My HealtheVet account, you can review, print, save, download and share your VA medical records and personal health information with our online tools. Sign in with your existing Login.gov, ID.me, DS Logon, or My HealtheVet account. If you don't have any of these accounts, you can





create a free Login.gov or ID.me account now. You can also visit our Medical Records Team at the Seattle Campus (Bldg. 100, 1st Floor – Wall of Heroes Lobby).

### New to the VA

- Patient Orientation
- For patients new to the VA or for established patients who want to learn more about our comprehensive health care services, we offer a one-session patient orientation group class. Topics include a VA Puget Sound overview, primary care, specialty care, mental health care, pharmacy and medication refills, emergency care, urgent care, community care options, copayments, social work programs, and so much more. Dates and times of the month class can be found on VA Puget Sound's website: [va.gov/puget-sound-health-care/events](http://va.gov/puget-sound-health-care/events)
- Post 9/11 era veteran orientation briefing.
- The Post 9/11 Era Veteran Orientation Briefing assists Veterans who have recently separated from military service with navigating the VA health care system and understanding the overall VA structure, programming and time-sensitive benefits. The Transition and Care Management (TCM) Program staff is available to answer individual questions following the briefing related to the topics addressed. For more information contact: 253-583-1165.

### Patient Advocates/Patient Relations (see Concerns & Complaints page 47)

#### Patient Rights & Responsibilities

Our goal is to support the best health outcomes and experiences for the Veterans in our care, and their families. Employees must respect and support your rights as a patient. While visiting our care sites, you and members of your families will be:

- Treated you with dignity and respect of your individuality in a safe environment, free of threat and harm and with privacy in treatment.

- 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 have the right to keep and use personal items if they are safe and legal.
- You have the right to communicate freely and privately. You will have access to public telephones, and we will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- To provide a safe treatment environment for all patients 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.

You play an important role in the respect and dignity throughout our care sites. Like ours, your words and behaviors matters. Together we can support an environment of human kindness. If you would like more information about your rights as a patient, please talk with your VA treatment team members or if necessary, a Patient Advocate. Thank you.

#### Patient Safety

VA Puget Sound is committed promoting safe, timely, effective, efficient, and equitable patient-centered health care services. A significant initiative impacting patient safety is the journey to become a High Reliability Organization (HRO). HRO principles ensure that the highest levels of safety standards are in place and everyone in the care team has the power to make patient safety a priority.

Everyone's voice is important. Employees, Veterans and their family members should report any safety concerns. Contact the Patient Safety Team at [PUGPatientSafety@va.gov](mailto:PUGPatientSafety@va.gov) or call a member of the Patient Advocates Team with any concern you'd like to discuss - 206-764-2160 and 253-583-2585 or email [PugPatientAdvocateGroup@va.gov](mailto:PugPatientAdvocateGroup@va.gov).

## Police

Our VA Police Department is focused on the ensuring the safety, security and wellbeing of all the Veterans entrusted to us for care and the staff who make that care possible.

To reach a member of our Police Department:

- American Lake: 253-589—4019 (Bldg. 6, 1st floor)
- Seattle: 206-764-2899 (Bldg. 100 main entrance)
- At our VA community clinics, call 911 or reach out to a member of the staff.

If you have an incident involving the VA Police and need a copy of the police report, you must submit a FOIA request through the Privacy Office by reaching out to [PugPrivacyOfficers@va.gov](mailto:PugPrivacyOfficers@va.gov).

Prohibited Items: Firearms, weapons, alcoholic beverages, illegal drug and smoking/vaping.

## Service Animals

We follow many similar standards as the Americans with Disabilities Act (ADA). The ADA and its regulations concerning service animals do not apply to VA; however, VA's service animal policy is consistent with ADA regulations. According to ADA regulation, 38 CFR 1.218(a) (11), a service animal is only a dog that is specially trained to help people with physical, sensory, or mental impairments, and not any other animal that just provides comfort or companionship. VHA allows service animals to accompany people with disabilities into all areas of VHA property while still providing a secure environment for patients, staff, visitors, and the animal. Service animals are subject to the same regulations governing public admission.

## Smoking, Tobacco & Vaping

We proudly offer a smoke-free environment. In support of the health of all patients, here is a no smoking/vaping policy anywhere on our facilities: parking lots, grounds, sidewalks, atriums or inside.

## Transportation Options

Veterans have several transportation options to make getting care at one of VA Puget Sound's care facilities more convenient.

### *National Veterans Transportation Program:*

Rides are first come first serve since we have limited resources, and they are usually booked out three weeks in advance. They can be requested through your care provider, or you can call the Travel Office Call Center (206-764-2120 opt 4). Veterans can schedule a ride at [www.vetride.va.gov/](http://www.vetride.va.gov/) or contact:

- [Broderick.Cooper@va.gov](mailto:Broderick.Cooper@va.gov), 253-583-3121
- [Joseph.Martinez4@va.gov](mailto:Joseph.Martinez4@va.gov), 253-583-1328
- [Stephanie.Lye@va.gov](mailto:Stephanie.Lye@va.gov), 206-277-5181
- [Dean.Hutchinson@va.gov](mailto:Dean.Hutchinson@va.gov), 206-764-2120 (press 4)
- [Joseph.Doore@va.gov](mailto:Joseph.Doore@va.gov), 206-764-2120 (press 4)

### *Veteran Transportation Network:*

VA Puget Sound Health Care System's Veteran Transportation Network, or VTN, is a courtesy program for enrolled Veteran patients who are not eligible for Beneficiary Travel or are unable to take advantage of the National Veterans Transportation Program. Patient trips are scheduled through Disabled American Veterans hospital service coordinators using DAV-donated vehicles driven by VA Puget Sound volunteers. DAV-donated vehicles are not equipped for wheelchair transport or non-portable oxygen containers. Areas served include Aberdeen, Bellingham, Bremerton, Grays' Harbor, Oak Harbor, Port Angeles, Seattle and Tacoma. Trips are patient-scheduled, a minimum of two weeks in advance. Schedules are determined by passenger need and driver availability. All passengers must be able to walk (using the assistance of a walker is okay), require very little assistance boarding or disembarking the vehicle, and be mentally cognitive, if traveling without an attendant.



To schedule or cancel a VTN trip, call the DAV hospital service coordinators at American Lake 253-583-1343 or Seattle 206-310-7893. Want to get involved and become a Volunteer Driver? Contact us at 206-277-3884.

*Beneficiary Travel Self-Service System:*

For eligible Veterans and their caregivers who prefer to handle your own travel, you can submit claims for mileage reimbursement and other travel related expenses using Beneficiary Travel Self-Service System. The portal is VA's preferred method to receive claims and includes supporting documentation for reimbursement of general health care travel. This includes regular transportation expenses, such as personally owned vehicle miles driven and tolls with receipt. Visit [eauth.va.gov/accessva](http://eauth.va.gov/accessva) to create a profile and submit a claim.

*Highly Rural Transportation Grants:*

Highly Rural Transportation Grants are provided to many Veteran Service Organizations and State Veteran Service

Agencies to support transportation services for Veterans seeking VA and Non-VA approved care in highly rural areas. These grants are available in counties that have fewer than seven people per square mile. So be sure to check with your local Veteran Service Organizations as they may offer transportation services to meet your need.

**VA Health Identification Card (VHIC)**

The VHIC is for identification and check-in at VA appointments. It cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities. To receive a VHIC, you can walk-in to Enrollment & Eligibility Office, Monday through Friday 8 a.m. to 4 p.m. Please bring another form of ID, such as a passport, driver's license and documentation to confirm your home address (electric bill, voter registration card). VHIC card is not required for VA health care, if you do not have VHIC card, you may be asked to provide some other form of ID to verify identity.



Healing our nation's heroes for more than 100 years

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Puget Sound Health Care System

## MAIN PHONE NUMBERS

Tele Emergency & Urgent Care: 800-329-8387 (press 3)

24/7 Nurse Advice: 800-329-8387 (press 3)

Appointments: 800-329-8387

(press 1 for primary care / press 2 for specialty care)

Benefits/Claims (VBA): 800-827-1000

Community Care: 800-329-8387 (ext. 64545)

Enrollment/Eligibility: 206-277-1469

Mental Health: 800-329-8387 (ext. 62007)

Patient Advocates: 206-764-2160


Pharmacy: 800-329-8387 (press 1)

Travel Office: 206-764-2120

Women's Health: 206-764-2441

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