

VA



U.S. Department of Veterans Affairs

VA San Diego Healthcare System

PATIENT HANDBOOK



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WEB ADDRESSES
www.sandiego.va.gov
www.va.gov

IMPORTANT PHONE NUMBERS

VA San Diego Healthcare System		Health Benefits and Enrollment	(858) 552-7523
(VASDHS)	(858) 552-8585	Home Telehealth	(619) 497-8417
	(800) 331-8387	Homeless Veterans Program ..	(619) 400-5157; (619) 497-8989
San Diego VA Medical Center		Incarcerated Veterans Program	(619) 400-5168
Telephone Operator	(858) 552-8585	The Joint Commission (Complaint Line)	(800) 994-6610
	(dial "0" from within the hospital)	Laboratory Services	(858) 552-8585 ext. 3668
VA Chula Vista Clinic	(619) 409-1600	Lost and Found	(858) 552-8585 ext. 2888; (858) 242-0322
VA Escondido Clinic	(760) 466-7020	Medication Refills	
VA Imperial Valley Clinic	(760) 352-1506	(Automated Telephone Refill Line)	(858) 552-4390
VA Mission Valley Clinic	(619) 400-5000	Mental Health	(858) 642-3391
VA Oceanside Clinic	(760) 643-2000	Minority Veterans Program	(858) 642-1294
VA Rio Clinic	(619) 228-8000	My HealthVet	(877) 327-0022
VA Sorrento Valley Clinic	(858) 657-1980	Outpatient Pharmacy Service	(858) 552-7450
Agent Cashier	(858) 642-3449	Patient Education Resource Center	(858) 552-7401
Appointment Scheduling (Call Center)	(858) 552-7475	Police Operations	(858) 642-3931
Billing and Insurance Office	(866) 802-6381	Prosthetics and Sensory Aids Service	(858) 552-7415
Call Center	(858) 552-7475	Psychiatric Emergency Clinic	(858) 642-3391
Chaplain/Pastoral Care	(858) 642-3496	Public Affairs Office	(858) 552-4373
Customer Service/Patient Advocates	(858) 552-4392	Release of Information	(858) 642-3661
Dental Service	(858) 552-7525	Research Opportunities	(858) 552-3080
Emergency Care	911	Social Work Service	(858) 642-3671
Ethics Consultation Services	(858) 642-3532	Spinal Cord Injury Center	
Fee Basis	(858) 552-8585 ext. 1313	Outpatient	(858) 642-3140
Former Prisoners of War Program	(619) 400-5243	Inpatient	(858) 552-7453

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Suicide Prevention.....	(800) 273-8255 press 1 or call 911
TeleCare (24-hour Nurse Advice Line)	(877) 252-4866
Transition and Care Management Team	
San Diego VA Medical Center	(858) 642-3615
VA Mission Valley Clinic	(619) 400-5271
VA Oceanside Clinic.....	(760) 643-2079
Transportation Assistance	
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DAV Transportation Program	(858) 552-8585 ext. 7470
Special Mode Transportation....	(858) 552-7575 Option 2
Veterans Transportation Service.....	(858) 552-7572
PUBLIC PROGRAMS	
Metropolitan Transit Service.....	(619) 557-4555
Public Transportation	call 511 or (619) 233-3004 or (619) 234-5005 for TTY/TDD
North County Transit District	(760) 966-6500
VA Environmental Health	(858) 642-3995
Veterans Crisis Line	(800) 273-8255 press 1 or call 911
Visual Impairment Services Team (VIST)	(619) 400-5028
Voluntary Service	(858) 642-3267
WAVE Program.....	(619) 228-8000
Women Veterans Health Care	
Program Manager	(858) 642-3676
Health Care Appointments.....	(858) 552-7475

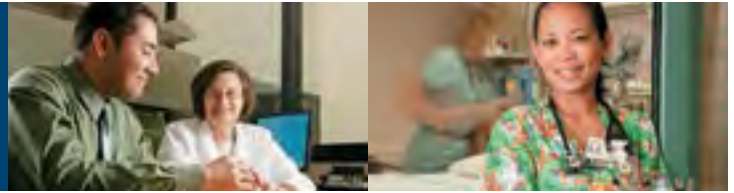
National Resource Directory

www.nationalresourcedirectory.gov
An online partnership for wounded, ill and injured Service Members, Veterans, their families, and those who support them.

Local Veteran Resources

American Combat Veterans of War (ACOW) ..	(858) 552-7501
American Legion	(858) 642-6452
American Veterans (AMVETS)	(858) 552-8585 ext. 6453
Blinded Veterans Association.....	(800) 669-7079
Disabled American Veterans (DAV).....	(858) 642-6454
Military Order of the Purple Heart (MOPH) ..	(619) 400-5317
Paralyzed Veterans of America (PVA)	(800) 795-3585
Veterans of Foreign Wars (VFW)	(619) 400-5322
Fort Rosecrans National Cemetery	(619) 553-2084
P.O. Box 6237, San Diego, CA 92166	
San Diego Regional Office	(800) 827-1000
8810 Rio San Diego Drive, San Diego, CA 92108	
<i>Call from your home and the call will be automatically routed to the nearest office.</i>	
San Diego Vet Center	(858) 642-1500
2790 Truxtun Road, Suite 130, San Diego, CA 92106	
San Marcos Vet Center	(760) 744-6914
One Civic Center Drive, Suite 150, San Marcos, CA 92069	
Chula Vista Vet Center	(877) 618-6534
180 Otay Lakes Road, Suite 108, Bonita, CA 91902	

PATIENT SERVICES



AGENT CASHIER **(858) 642-3449**

Room 1509 • MON–FRI 8:30 a.m. to 4:00 p.m.

The Agent Cashier is available to Veterans who wish to make copayments, receive reimbursements for eligible travel, or deposit funds while admitted for inpatient care.

APPOINTMENT SCHEDULING (CALL CENTER) **(858) 552-7475**

The fastest way to make or cancel most of your VA appointments is to telephone the Call Center.

Primary and specialty care appointments **(858) 642-7475**

Mental health appointments **(858) 642-3391**

Radiology appointments **(858) 642-3226**

You can also schedule some of your appointments and reschedule or cancel those appointments on My HealthVet: www.myhealth.va.gov

If you cannot keep an existing appointment, please call the Call Center as soon as possible to reschedule or cancel so we can offer the appointment time to another Veteran seeking care.

BILLING AND INSURANCE **(866) 802-6381 #**

The US Department of Veterans Affairs has established guidelines for Veterans and their copayments. Copayments may be charged for the following services:

- Inpatient care
- Outpatient care
- Outpatient prescriptions
- Long-term care

Any copayments due should be paid upon checking out of the San Diego VA Medical Center. Copayments may be made at the Agent Cashier window near the front lobby.

Veterans who do not make their copayments upon checking out will receive a bill at their address of record within 30 days after their stay or appointment.

If you have any questions about your copay balance, please contact our Billing Office at 866-802-6381.

For more information about copayments, please see <http://www.va.gov/healthbenefits/cost/>

Claims for Medical Care Obtained in the Community

Veterans treated in private hospitals not authorized by the VA may be eligible for assistance in paying these costs. To find out if you are eligible, please contact our Claims Adjudication and Reimbursement team at (858) 657-1313. They will be able to assist you with questions regarding your claim.

CUSTOMER SERVICE/PATIENT ADVOCATES/ PATIENT SURVEYS

(858) 552-4392

Room 1510 • MON–FRI 8:00 a.m. to 3:00 p.m.

The VA San Diego Healthcare System strives to provide our Veterans with the best care possible in the most courteous and efficient manner. Our goal is to be responsive and sensitive to the needs of our Veterans. We will resolve any concern in a positive and timely manner.

If you have a concern or question, please contact the Patient Advocate Liaison Specialist first.

If your concerns have not been resolved and you need further assistance, patient advocates are available to help you and your family with any problems or questions you may have; please do not hesitate to call or visit them. If you wish to speak to someone outside the organization about patient safety or quality of care, contact The Joint Commission at (800) 994-6610 or e-mail: complaint@jointcommission.org.

Patient Surveys

We send out patient satisfaction surveys through the mail and email. If you receive a survey, please complete and send it in. Your feedback is very important to us, regardless of whether it's positive or negative! By sharing your thoughts and feelings with us on the survey, you can help us improve the care we provide to our nation's heroes.

HEALTH BENEFITS AND ENROLLMENT

(858) 552-7523

Room 1503 • MON–FRI 8:00 a.m. to 4:30 p.m.

Health Benefits and Enrollment provides VA Healthcare System benefits information and enrollment assistance. It is also a one-stop service for insurance updates, address changes, and financial assessments.

Copayments

Federal law requires Veterans in certain categories to make copayments associated with their VA health care. Therefore, depending on your individual circumstances such as your Priority Group rating and whether you have private health care insurance, you may be required to make copayments for the prescriptions and services you receive. Please contact Health Benefits and Enrollment for current information about copayments.



Health Insurance

The VA is required to bill your private health insurance company for medical treatment provided for non-service-connected conditions. Payment received from private insurance may be applied to VA copayment charges. Please contact Health Benefits and Enrollment for current information about copayments.

LOST AND FOUND

(858) 552-8585 ext. 2888 or **(858) 242-0322**

Room 6232-1 • MON–FRI 8:00 a.m. to 4:30 p.m.

Please contact the Lost and Found Office if you lose any personal items while at the San Diego VA Medical Center. Take found items to your health care team or, if after hours, take found items to the Administrative Office located in room 1503.

PARKING

We provide parking and valet service, free of charge, to patients, visitors, and employees. Parking areas are designated for patients, visitors, employees, and the disabled. Please obey all posted or painted parking spaces and painted curbs. Inpatients are requested to leave their cars at home; if this is not possible, inform VA police of your vehicle's presence. VA police enforce all regulations and will issue tickets to those who violate the rules.

RELEASE OF INFORMATION

(858) 642-3661

If you need copies of your medical record, lab results, X-rays, disability, and/or insurance forms, etc., contact the Release of Information Office. Prior to releasing any information, you will need to sign a consent form allowing us to process the request and provide a copy to you.

<https://www.sandiego.va.gov/patients/roi.asp>

TRANSLATION SERVICES

VA San Diego Healthcare System (VASDHS) provides FREE Language and Sign Language Translation Services to patients, their family members, and friends. These services are available 24 hours per day, 7 days per week, 365 days per year. Please ask a clerk or nurse for assistance.

TRANSPORTATION ASSISTANCE

Beneficiary Travel Claims

(858) 552-7575 (option 1)

Veterans may be eligible for payment or reimbursement for travel costs for scheduled medical appointments or return mileage for unscheduled visits for patients without a medical appointment. Travel payments may be subject to a \$3.00 one-way trip deductible for a maximum of \$18.00 per month. If you meet one of the criteria below, you may be eligible for mileage reimbursement or Special Mode Transportation in association with obtaining VA health care services:

1. You have a service-connected disabilities rating of 30% or more.
2. You are traveling for treatment of a service-connected condition.
3. You receive a VA pension.
4. Your income does not exceed the maximum annual VA pension rate.
5. You are traveling for a scheduled compensation and pension examination.

VA PROGRAMS

DAV Transportation Program

(858) 552-8585 ext. 7470

The Disabled American Veterans (DAV) Transportation Program provides FREE round-trip transportation to and from the San Diego VA Medical Center and VA Mission Valley Clinic for Veterans with a medical appointment. Please make reservations at least two weeks in advance.

DAV Transportation serves the following areas:

- To San Diego VA Medical Center: all areas of San Diego, El Centro, Escondido, and Oceanside
- To VA Mission Valley Clinic
- To VA Oceanside Clinic

Special Mode Transportation

(858) 552-7575 (option 2)

You may qualify for Special Mode Transportation (ambulance, wheelchair van, etc.) if you meet all of these criteria:

- Your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician, and
- You meet one of the eligibility criteria in one through five above, and
- The travel is pre-authorized.

NOTE: *Travel for a medical emergency does not need to be pre-authorized when a delay would be life-threatening.*



Veterans Transportation Service (VTS) **(858) 552-7572**

Veterans Transportation Service provides FREE transportation to and from the San Diego VA Medical Center, VA Mission Valley or VA Sorrento Valley for Veterans with a medical appointment. Appointments for transportation must be scheduled 2-10 days in advance of your medical appointment.

VTS serves the following areas:

- San Diego (Downtown San Diego, airport, Kearny Mesa, Clairemont Mesa, Serra Mesa, the beachfront communities of Pacific Beach, Mission Beach and Ocean Beach, and National City),
- Chula Vista (Palomar St. Trolley), and
- El Cajon (west side of Sears at the Parkway Plaza mall).

NOTE: VTS does not serve any areas of the North County.

PUBLIC PROGRAMS

Metropolitan Transit Service (MTS) **(619) 557-4555**

Door to door service. Low cost transportation. Capable of transporting persons in manual and power wheelchairs, scooters, canes, crutches, walkers and those who are ambulatory. Advance reservations are required. For those Veterans who meet VA travel eligibility requirements, reimbursement of bus fare is available.

Public Transportation

511 or **(619) 233-3004** or **(619) 234-5005** for TTY/TDD

San Diego Metropolitan Transit System telephone operators will provide you with information regarding public transportation to VA San Diego Healthcare System facilities from within San Diego County. Please let the operator know whether you are disabled or a senior and they will assist you with transportation options including routes, schedules, and fares.

North County Transit District ADA Lift Van **(760) 966-6500**

This service is low cost and serves the cities of Carlsbad, Del Mar, Encinitas, Escondido, Oceanside, Solana Beach, San Marcos, Vista, Fallbrook and Valley Center. Capable of transporting those in wheelchairs, scooters, as well as those with canes, crutches and walkers. Advance reservations required. For those Veterans who meet VA travel eligibility requirements, reimbursement of bus fare is available.

For additional transportation resources in the community, please visit www.ridesinsight.org

VETERANS SERVICE OFFICERS

Veterans Service Officers are available at the San Diego VA Medical Center and the VA Mission Valley Clinic to assist you with VA benefits such as compensation, pension, government insurance, education, GI loans, vocational rehabilitation, etc. Staff will request bedside visits on behalf of inpatients. Service officers representing the American Legion, American Veterans (AMVETS) and Disabled American Veterans (DAV) are available in offices on the first floor near Voluntary Service. *Please see phone numbers for Veteran Resources on page 2 of this guide.*

VETERANS CANTEEN SERVICE

The Veterans Canteen Service (VCS) is committed to excellent customer service and to offering quality merchandise, food, and related services at reasonable, tax-free prices. Through your support and purchases of Veterans Canteen Service, we are able to give back to VA Medical Center events, OIF/OEF/OND Veterans, VA Stand Down events, Emergency Mobile Food units, Welcome Home events, VA2K walks, Women's Health, VA Community Living Centers, Valentines for Vets, Contingency Management Programs and our very own San Diego National Veterans Summer Sports Clinic (NVSSC).

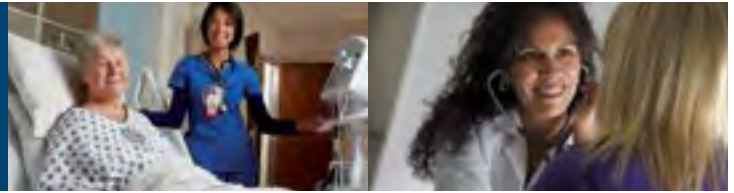
Our options include the following:

- Café with free internet 1st floor North Wing
- Coffee Shop 1st floor South Wing (front lobby)
- Retail Store 1st floor near the main hospital elevators
- Vending Service with 20 vending machines; 9 accept credit cards
- Concession vendors available
- Barber Shop 1st floor site 1490 near the multipurpose room
- Shop online at <https://www.shopvcs.com/> (offers merchandise not sold in store)
- Patriot Store Direct: 800-664-8258 or www.vacanteen.va.gov (tires and flowers not sold in store)
- For Canteen Service hours, please visit www.sandiego.va.gov/visitors/

VOLUNTARY SERVICE **(858) 642-3267**

Our Voluntary Service program provides opportunities for individuals and community groups to volunteer time and resources. Volunteers often assist with special events, activities, clerical tasks, and transporting patients to and from appointments. If you would like to volunteer, please contact our office.

HEALTH CARE PROGRAMS



FORMER PRISONERS OF WAR PROGRAM (619) 400-5243

The Former Prisoners of War (POWs) Program provides treatment for former POWs. Specially trained staff is available to care for former POWs and assist them in applying for benefits.

TRANSITION AND CARE MANAGEMENT TEAM

The Transition and Care Management (TCM) team is here to serve transitioning Veterans who separated from the military after 9/11/2001. The TCM team can assist you in your transition to civilian life by helping maximize your services and benefits. To access the Transition and Care Management Team, you may call the location most convenient for you:

- San Diego VA Medical Center **(858) 642-3615**
- VA Mission Valley Clinic **(619) 400-5271**
- VA Oceanside Clinic **(760) 643-2079**

VA ENVIRONMENTAL HEALTH (858) 642-3995

Veterans may have been exposed to a range of chemical, physical, and environmental hazards during military service. Our VA Environmental Health Clinicians provides a specialized knowledge of potential environmental exposures. Exams are conducted for all VA Registry Programs [Ionizing Radiation, Agent Orange, Gulf War (including OIF and OND) and Depleted Uranium]. For a complete list of exposures please contact our VA Environmental Health Specialist at (858) 642-3995. You can also find current information on military exposures at www.publichealth.va.gov/exposures/

VETERANS CRISIS LINE/SUICIDE PREVENTION (800) 273-8255 (press 1) or Call 911

The Veterans Crisis Line can be reached at (800) 273-8255 (press 1) or at <https://www.veteranscrisisline.net/>



WOMEN VETERANS HEALTH CARE PROGRAM

(858) 642-3676 (Program Manager)
(858) 552-7475 (to make a health care appointment)

The VA San Diego Healthcare System provides comprehensive health care services to meet the unique needs of women Veterans. We provide the one-stop shop medical model where patients are assigned a primary care provider who is responsible for their care and referrals to specialty clinics. This assures patients receive the personalized care they need.

Women's Preventative Clinic

As a consult-referred clinic, women can see a female provider for a pap smear, contraceptive counseling and other related services. Veterans can request a consult from their primary care provider to this specialty clinic.



MEDICAL SERVICE PROGRAMS



CALL CENTER **(858) 552-7475**

The Call Center allows you to make or cancel an appointment, check on pending appointments, request medication refills, leave a message for your primary care team, or speak to a telephone advice nurse.

DENTAL SERVICE **(858) 552-7525**

The Dental Service provides comprehensive dental care to eligible Veterans. Veterans without service-connected eligibility for dental care whose medical condition may be aggravated or adversely affected by their dental condition may be evaluated and receive limited care following consultation between your primary care provider and the Dental Service. If you are unsure of your eligibility, please contact Health Benefits and Enrollment (HB&E) at (858) 552-7523.

EDUCATION CLASSES

We offer a wide range of education classes including weight control, diabetes basics, arthritis exercise class and tobacco cessation groups. For more information on classes and how to register, see <https://www.sandiego.va.gov/patients/patientedclasses.asp>

EMERGENCY CARE 911 **Call 911**

If you need emergency care for a medical or mental health condition, call 911, or go to the nearest emergency room. Emergency care is available at the San Diego VA Medical Center. When you are admitted to a non-VA hospital for emergency care, a family member, friend, or hospital staff member must contact the VA within 72 hours to provide information about your emergency care. In limited circumstances, the VA may authorize payment for care provided in a non-VA facility.

For more information regarding emergency care received in the community, please visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp

HOME TELEHEALTH

Telehealth allows patients to receive care where they are instead of traveling to a physical clinic location. Telehealth services use video, internet and telephone technologies to offer care to Veterans who live in remote areas, have a health or transportation problems restricting travel, or Veterans that need nurse care coordinator for chronic health problems that are hard to control. Ask your provider for more information about the services we provide and whether you qualify.

LABORATORY SERVICES **(858) 552-8585 ext. 3668**

Room 1213 • MON–FRI 6:30 a.m. to 5:30 p.m.

Many outpatients who come to the medical center will have laboratory tests ordered by their provider. It is important to follow the instructions your provider gives for your specific tests. If you have any questions regarding instructions for particular tests, please call the lab before your visit.

MEDICATION REFILLS

(858) 552-4390 (non-urgent)

MON–FRI 8:30 a.m. to 6:30 p.m.

SAT/SUN/Holidays 8:00 a.m. to 4:30 p.m. (discharges only)

(877) 252-4866 (urgent, after hours)

Please use the mail-out process to refill your prescriptions, and remember to place your orders at least two weeks before you run out of medication.



MENTAL HEALTH **(858) 642-3391**

We provide comprehensive mental health care through a team of psychiatrists, psychologists, nurses, social workers, chaplains, and pharmacists. We offer treatment for anxiety, depression, bipolar disorder, post-traumatic stress disorder, substance abuse disorders, relationship issues, and other mental health issues. We offer talk therapies (individual, group, and couples) and medications. Mental health care is available at the medical center and clinics. Your primary care physician can make a referral to a mental health provider. Same-day screening is also available through mental health providers who are integrated into the primary care clinic and through mental health providers in each of the clinics. If you have an urgent problem, you can access service at the Psychiatric Emergency Clinic at (858) 642-3391 or the Emergency Department.

Also see Psychiatric Emergency Clinic information on next page.



OUTPATIENT PHARMACY SERVICE
(858) 552-7450

MON–FRI 8:30 a.m. to 6:30 p.m.
 SAT/SUN/Holidays 8:00 a.m. to 4:30 p.m. (discharges only)
(877) 252-4866 (urgent, after hours)

PRIMARY CARE/PATIENT ALIGNED CARE TEAM (PACT)

The Patient Aligned Care Team (PACT) is a patient-driven, team-based approach that delivers efficient, comprehensive and continuous care through active communication and coordination of healthcare services.

The primary care team consists of the Veteran patient along with all the staff, clinical and administrative necessary to promote the wellbeing of the Veteran. The core team consists of the Veteran’s provider, RN care manager, Licensed Vocational Nurse and administrative staff member. The expanded team members include: social workers, dietitians, pharmacists, mental health providers and other specialists.

The PACT team develops a partnership with you to assure you receive coordinated, personalized and timely care to meet your individual health goals. If you need specialty care, the PACT team will ensure a smooth transition to the appropriate specialty consultation.

PSYCHIATRIC EMERGENCY CLINIC
(858) 642-3391

If you have an urgent psychiatric problem, you can access services through the Psychiatric Emergency Clinic at (858) 642-3391 or the Emergency Department. Veterans in suicide crisis may also walk into the San Diego VA Medical Center and visit the Psychiatric Emergency Clinic from 8:00 a.m. to 3:30 p.m. or the Emergency Department any other time.



SOCIAL WORK SERVICE
858-642-3671

Social Workers can assist you with coordination of VA and community services to meet your needs including: crisis intervention, substance abuse and mental health services, homelessness, coping with serious illnesses, and durable power of attorney for health care and a living will.

SPECIALTY CARE

We provide a wide variety of specialty care services including neurology, cardiology, physical and occupational therapy, speech and audiology, and prosthetics to name just a few. Most specialty care requires a referral from your primary care provider.

For a list of services that you can schedule directly, please see www.sandiego.va.gov/services/Self_Referral_Programs.asp

SUICIDE PREVENTION
(800) 273-8255 (press 1) or Call 911

The Department of Veterans Affairs has established resources to ensure that Veterans have immediate access to care in times of crisis. VASDHS currently has six suicide prevention coordinators available to assist as needed, and provide care coordination and support for those Veterans who are at greatest risk for suicide. Resources available if in crisis or if having thoughts of suicide:

- Call the Veterans Crisis Line at (800) 273-TALK (8255)
- Contact the Veteran’s Chat Line at <http://www.suicidepreventionlifeline.org>
- Walk in to the Psychiatric Emergency Clinic San Diego VA Medical Center, 2nd floor North MON–FRI 8:00 a.m. to 3:30 p.m.
- Walk in to the Emergency Department San Diego VA Medical Center, 1st floor, 24/7
- Call 911

The Veterans Crisis Line can be reached at (800) 273-8255 (press 1) or at <https://www.veteranscrisisline.net/>



INPATIENT INFORMATION

MY HEALTHeVET

MEALS

In order to enjoy a hot and flavorful, quality meal, please be at your bedside and ready to eat when your meal is served at the following times:

Inpatient Units

Breakfast: 6:55 a.m. to 8:00 a.m.
Lunch: 11:30 a.m. to 12:45 p.m.
Dinner: 4:55 p.m. to 6:00 p.m.

Community Living Center

Breakfast: 7:15 a.m.
Lunch: 12:00 p.m.
Dinner: 5:15 p.m.

Staff will return approximately 45 minutes later to pick up your tray.



VALUABLES

We recommend that valuables, such as money, credit cards, jewelry, etc., be sent home with a relative or a friend. If this is not possible, please place them in safekeeping with the admission staff. If you choose to keep your valuables on the unit, the medical center cannot assume responsibility for their loss or damage.

VISITING RULES AND GUIDELINES

We encourage family and friends to visit. Please check with your nurse for specific visiting guidelines.

Some basic guidelines include the following:

- Please try to limit your visits to two people at a time.
- Please ask physicians or nurses prior to bringing food or beverages to patients to ensure they will not conflict with patient care.
- Children under 12 years of age may visit on your unit with the attending physician's or nurse's permission.
- For safety, an adult must accompany children at all times.
- Members of the clergy may visit during other than regular hours, if needed.
- Visits are always welcome in the lobbies or in the cafeteria.

MY HEALTHeVET HELP DESK

www.myhealth.va.gov

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

MON–FRI 7:00 a.m. to 7:00 p.m. Central Time

My HealthVet is VA's online health care portal, which offers Veterans, active duty military personnel, their dependents and caregivers anytime, anywhere access to VA health care information and services.

Four ways My HealthVet can benefit you:

- Pharmacy – Refill your VA prescriptions, track delivery, receive shipment email notifications and much more.
- Secure Messaging – Communicate with your health care team members as you might by email.
- Appointments – Track and get email reminders for upcoming VA medical appointments as well as schedule appointments with your primary care provider and a variety of other specialty clinics.
- Health Records – View, print or download your VA medical notes, lab results and other health information with the Blue Button feature.

GET STARTED TODAY

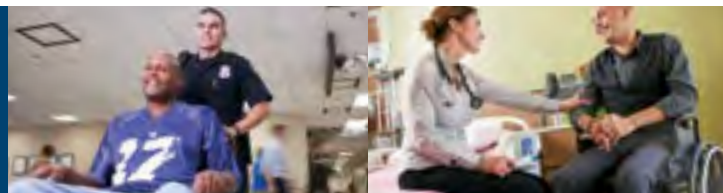
Visit www.myhealth.va.gov and click the green Register button making sure to check the box next to VA Patient as your relationship to the VA.

UPGRADING YOUR ACCOUNT

During your next VA visit, show two forms of valid government-issued photo ID to a designated VA staff member at one of the following locations:

- San Diego VA Medical Center – Primary care clinic clerk, Release of Information Office or the Patient Education Library
- VA Chula Vista Clinic – Primary care clinic clerk or Eligibility and Enrollment Office
- VA Escondido Clinic – Primary care clinic clerk or front desk reception clerk
- VA Imperial Valley Clinic – Front desk reception clerk
- VA Mission Valley Clinic – Primary care clinic clerk, Eligibility and Enrollment Office or Release of Information Office
- VA Oceanside Clinic – Primary care clinic clerk, Eligibility and Enrollment Office or Release of Information Office
- VA Sorrento Valley Clinic – Primary care clinic clerk

SAFETY



ANIMAL POLICY

(858) 642-3931 (VA Police Operations)

Service animals, as defined by the Americans with Disabilities Act, and animals involved in pet therapy are permitted at the VASDHS. All other animals are prohibited, so please leave your pets at home.

Inpatient – If a patient is having surgery, they cannot bring a service animal or pet during their procedure. The patient should arrange for the animal's care during their short-term hospitalization.

PATIENT, EMPLOYEE & VISITOR CODE OF CONDUCT

The VASDHS firmly believes that exemplary patient care is best achieved in an environment of mutual trust and respect. All individuals who come onto our premises, including employees, patients, visitors and family members, are expected to be courteous and respectful when interacting with others, and to work towards creating and maintaining a safe and caring healthcare milieu.

The VASDHS expects that patients, family members, employees, and visitors refrain from behaviors that are disruptive, disrespectful, or pose a threat to others.

The following behaviors are prohibited:

1. Making verbal threats to harm another individual
2. Physical abuse
3. Throwing objects
4. Inappropriate yelling or raised voice
5. Waiting for and confronting an employee outside of building
6. Possession of firearms or any weapon
7. Intentionally damaging or destroying equipment or property
8. Attempting to intimidate or harass other individual.
9. Making harassing, offensive or intimidating statements, or threats of violence through phone calls, letters, Secure Messages, email, or other forms of written, verbal or electronic communication
10. Slurs, or other derogatory remarks associated with race, language, sexuality, gender, religion, or age

For VASDHS to maintain a safe and pleasant health care environment, it is important that patients, family members and employees act in a manner consistent with this code of conduct. Individuals displaying any of these behaviors will be asked to leave the grounds, and may have future access restricted.

Patients will receive a copy of the *Rights and Responsibilities of Family Members of VA Patients and Residents of Community Living Centers (CLC)* sheet at the time of enrollment.

POLICE OPERATIONS

(858) 642-3931

From within the San Diego VA Medical Center, dial ext. 3931

VA police are on duty for your protection and are here to serve our Nation's Veterans. Please keep in mind, regulations do not permit the use of loud, abusive or profane language; loud music or televisions; gambling; soliciting; bartering; selling; use or possession of intoxicants or unauthorized drugs; vehicle operating violations; and the introduction of contraband or weapons.

SMOKING

VASDHS is a smoke-free facility. Smoking is prohibited anywhere indoors or near any entrances and exits. There are, however, two designated smoking areas on facility grounds. One is in the Rose Garden, across the circle from the Spinal Cord Injury Building entrance and the second designated spot is located at the rear of the West loading dock.



ADVANCE DIRECTIVE

An advance directive is a legal form that helps your doctors and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself. (For example, if you are unconscious or too weak to talk.) There are two types of advance directives: durable power of attorney for health care and a living will. The VA form contains both.

For more information, please see:

<https://www.sandiego.va.gov/patients/advance.asp>

VA



U.S. Department of Veterans Affairs

VA San Diego Healthcare System

1 MEDICAL CENTER

San Diego VA Medical Center
3350 La Jolla Village Drive
San Diego, CA 92161
(858) 552-8585
(800) 331-VETS (8387)



CLINICS

- 2 **VA Chula Vista Clinic**
865 Third Avenue
Chula Vista, CA 91910
(619) 409-1600
- 3 **VA Escondido Clinic**
815 East Pennsylvania Avenue
Escondido, CA 92025
(760) 466-7020
- 4 **VA Imperial Valley Clinic**
1115 S 4th Street
El Centro, CA 92243
(760) 352-1506
- 5 **VA Rio Clinic**
8989 Rio San Diego Drive
Suite 360
San Diego, CA 92108
(619) 228-8000
- 6 **VA Mission Valley Clinic**
8810 Rio San Diego Drive
San Diego, CA 92108
(619) 400-5000
- 7 **VA Oceanside Clinic**
1300 Rancho del Oro Drive
Oceanside, CA 92056
(760) 643-2000
- 8 **VA Sorrento Valley Clinic**
10455 Sorrento Valley Road
San Diego, CA 92121
(858) 657-1980

VET CENTERS

- 9 **Chula Vista Vet Center**
180 Otay Lakes Road, Suite 108
Bonita, CA 91902
(877) 618-6534
- 10 **San Diego Vet Center**
2790 Truxtun Road, Suite 130
San Diego, CA 92106
(858) 642-1500
- 11 **San Marcos Vet Center**
One Civic Center Drive, Suite 150
San Marcos, CA 92069
(760) 744-6914
- 12 **VA ASPIRE CENTER**
2121 San Diego Avenue
San Diego, CA 92110
(855) 297-8397

For more information, and to access and manage all of your VA benefits, including health care online, visit us at: www.va.gov
www.sandiego.va.gov
www.facebook.com/VASanDiego
www.twitter.com/VASanDiego

VA SAN DIEGO HEALTHCARE SYSTEM



DRIVING DIRECTIONS TO SAN DIEGO VA MEDICAL CENTER

From Oceanside: Proceed on 1-5 South toward San Diego. Take exit 28 for La Jolla Village Drive. Turn right at La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn right again at the first stop light. Medical Center is on the left-hand side.

From Chula Vista: Proceed North on 1-805. Take exit 25B onto La Jolla Village Drive. Proceed on La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn right again at the first stop light. Medical Center is on the left-hand side.

From Escondido: Proceed on 1-15 South toward San Diego. Take exit 19 to merge onto CA-56 West/Ted Williams Parkway. Take the 1-5 South exit toward Downtown; merge onto 1-5 South. Take exit 28 for La Jolla Village Drive. Turn right at La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn right again at the first stop light. Medical Center is on the left-hand side.