Visitor Guide

VA San Diego Healthcare System

San Diego VA Medical Center
3350 La Jolla Village Drive
San Diego, California 92161
858.552.8585
www.sandiego.va.gov

We are also on Facebook and Twitter:
facebook.com/VASanDiego | twitter.com/VASanDiego
Basement Floor Main Building Departments & Locations

1. Lost & Found / Mail Room (East Wing, Room B232)
2. Nutrition & Food Services Offices (West Wing, Room B126)
3. Pharmacy Office (West Wing, Room B155)
4. Spinal Cord Injury Basement Hallway (East Wing)

Basement Floor Spinal Cord Injury Building Departments & Locations

5. Spinal Cord Injury Computer Lab (Room BA103)
7. Wheelchair Repair (Room BA105)
Second Floor Main Building Departments & Locations

1. Alcohol Drug Treatment Program (ADTP) Check-In  
   North Wing
2. Geropsychiatry Clinic  
   East Wing, B Pod, Room 2271
3. Healing Garden  
   East Wing Patio
4. Mental Health Inpatient Unit  
   South Wing, B & C Pods
5. Mental Health Primary Care Clinics  
   South Wing, D Pod, Room 2222
6. Psychiatric Emergency Clinic Check-In  
   North Wing
7. Silver Star Care Unit / Senior Behavioral Health Unit  
   South Wing, A Pod
8. Substance Abuse / Mental Illness (SAMI) Program  
   East Wing, C Pod, Room 2305B
9. Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)  
   West Wing, A & B Pods
10. Vocational Rehabilitation  
    East Wing, Room 2243B

Second Floor Spinal Cord Injury Building Departments & Locations

10. Dental Clinic Check-In
11. Eye Clinic Check-In
12. Neurology / Primary Care Clinic (Annex) / Musculoskeletal Clinic (MSK) Check-Ins
### Third Floor

**Third Floor Main Building Departments & Locations**

1. Hemodialysis, West Wing, D Pod
2. Medicine Inpatient, North Wing, B & C Pods
3. Million Veteran Program, Special Diagnostic Treatment Unit (SDTU) Check-In, East Wing, B & C Pods
4. Pulmonary Lab, Sleep Testing Check-In, East Wing, C Pod, Room 3285
5. Special Procedure Center: South Wing, Dermatology, Room 3118, Mohs Laser Procedure, GI, PULM Procedure, Infusion, Chemotherapy

### Fourth Floor

**Fourth Floor Main Building Departments & Locations**

1. Community Living Center, Palliative Care, South Wing
2. Conference Room 1, East Wing
3. Conference Room 2, East Wing
4. Director's Suite, East Wing
5. Employee Education Center, West Wing, Room 4078
6. Heart Station, North Wing, Room 4299, Cardiac Cath Lab, ECG, EKG, Holter & Echo Laboratory
7. Nuclear Medicine, West Wing, C Pod
8. Nursing Service Office, East Wing
9. Primary Care, North Wing
10. Primary Care Check-In, Core
11. Privacy Officer, East Wing
12. Public Affairs, East Wing, Room 4207
13. Pulmonary Sleep, Equipment, Core, Room 4016
14. Surgical Service Annex, East Wing
Fifth Floor Main Building Departments & Locations

1. 5 East Specialty Clinic Check-In
   East Wing, Room 5273

2. Ambulatory Surgery (ASU) / Anesthesia Pre-Op Clinic
   North Wing, D Pod

3. Direct Observation Unit (DOU)
   South Wing, D Pod

4. Family Waiting Room
   Room 5021

5. Home Oxygen Clinic
   Room 5019

6. Intensive Care Unit (ICU)
   South Wing, B & C Pods

7. Intensive Care Unit (ICU) Family Waiting Room
   South Wing, A Pod

8. Operating Suites
   West Wing

9. Surgery Service Main Office
   North Wing, Room 5309

10. Surgical Inpatient
    East Wing, B & C Pods

11. Surgical Waiting Room
    Room 5004

12. Urology / Cystoscopy
    West Wing, A Pod

13. Vascular Laboratory Check-In
    North Wing, Room 5321
VA San Diego Healthcare System (VASDHS) provides a wide range of inpatient and outpatient health services at the medical center in La Jolla and six community clinics located in Chula Vista, Escondido, Imperial Valley, Mission Valley, Oceanside, and Sorrento Valley. We provide medical, surgical, mental health, geriatric, spinal cord injury and advanced rehabilitation services. VASDHS has 296 authorized hospital beds, including skilled nursing beds, and operates several regional referral programs including cardiovascular surgery and spinal cord injury care.

We are affiliated with the University of California, San Diego School of Medicine and provide training for 1,577 medical interns, residents and fellows, as well as 169 other teaching affiliations for nursing, pharmacy, dental and dietetics. VASDHS has one of the largest research programs in the VA nationally, with a budget of $41.3 million (FY2016), 210 principal investigators, and 698 projects.
Services Available

Health Benefits & Enrollment (Member Services)
Room 1589 • (858) 552-7523
Monday – Friday, 7:00 a.m. – 4:00 p.m.
Health Benefits & Enrollment (Member Services) provides VA Healthcare System benefits information and Enrollment/Eligibility assistance. It is also a one-stop service for insurance updates, Veteran Identification Cards (VIC), address changes and financial assessments. Be sure to bring your DD Form 214 Member - 4 copy when you enroll. Also bring two forms of identification.

Appointments
To make, change, or cancel an appointment, call (858) 552-7475 or (800) 331-8387.

Women's Health Care Program
(858) 642-3676
Women's Health Care Program is provided through a primary care clinic. The program provides a full array of services to our women Veterans including women's health screenings, general preventive health screenings, gynecology, access to specialty care, obstetric care and mental health services.

VCS Food Service / Retail Store
Patriot Café
Monday – Friday 6:30 a.m. – 6:00 p.m.
Saturday & Sunday Closed
Heroes Internet Café (Free Internet Access)
Monday – Friday 7:00 a.m. – 5:00 p.m.

Coffee Cart / Patriot Brew
Monday – Friday 6:30 a.m. – 4:00 p.m.

Patriot Store
Monday – Friday 7:00 a.m. – 5:30 p.m.
Saturday 8:00 a.m. – 4:00 p.m.
Sunday 8:00 a.m. – 2:00 p.m.
All VCS Facilities are closed on holidays.

Visiting Hours
All units are available for visits 24 hours a day with the exception of Inpatient Psychiatry, Intensive Care Unit and Direct Observation Unit (ICU/DOU).

Geriatric Psychiatry Unit (A Pod)
Open daily from 11:00 a.m. – 8:30 p.m.

Visiting Hours continued

Visiting Hours continued
Admission / Step Down Unit (B Pod / C Pod)
Monday – Friday 7:30 p.m. – 8:30 p.m.
Saturday & Sunday / Holiday 2:00 p.m. – 3:00 p.m.
& 7:30 p.m. – 8:30 p.m.

Exceptions to hours will be made on a case-by-case basis.

Agent Cashier
Room 1504 • Monday - Friday, 8:00 a.m. – 4:30 p.m.
The agent cashier is available to Veterans who wish to make co-payments or deposit funds while admitted to inpatient care.

VA Medical Needs Transportation
(858) 552-7572
We provide free roundtrip transportation to and from the San Diego VA Medical Center and the VA Mission Valley Clinic for patients with a medical appointment. Please make reservations at least two weeks in advance.

Smoking
Smoking is prohibited anywhere indoors and outdoors except at the designated Smoking Area located behind and adjacent to the MRI building (North Entrance).

Lost & Found
(858) 242-0322
Please contact the lost and found/patient effects representative if you lose any personal items or need to have your personal effects returned to you. If after hours, please contact the Medical Administrative Officer of the Day (MAOD) at (858) 552-8585, extensions 4344 or 5575.

Parking
We provide valet parking, free of charge, to patients, visitors and employees. Parking areas are designated for visitors, employees, volunteers, and the disabled. Please obey posted signs and painted grounds and 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 warnings and tickets to drivers who violate the rules.
Patient Education Resource Center
Room 1493D • (858) 552-7401
Monday – Friday, 9:00 a.m. – 3:00 p.m.
The center strives to promote healthy lifestyles, support self-management of diseases, and encourage you to be actively involved in your health care. Patient Health Library staff members will assist you with a wide range of learning opportunities.

Chaplain / Pastoral Care
Room 1436A • (858) 642-3496
Our chaplains are on duty seven days a week, visit the units daily, and are available for private consultation. All spiritual and religious preferences can be accommodated. If you desire a special visit, please ask your unit staff to call the Chaplain Service to make arrangements.

Local Phone Numbers

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<tr>
<th>Department</th>
<th>Number</th>
<th>Ext.</th>
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<tbody>
<tr>
<td>24-Hour Telecare Hotline</td>
<td>(858) 552-4343</td>
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<td>Admissions</td>
<td>(858) 552-8585</td>
<td>5575</td>
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<td>Billing</td>
<td>(866) 802-6381</td>
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<td>Change/Cancel Appointment</td>
<td>(858) 552-8585</td>
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<td>Chaplain Service</td>
<td>(858) 642-3496</td>
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<td>Eligibility and Enrollment</td>
<td>(858) 552-7523</td>
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<td>Health Care for Homeless Veterans</td>
<td>(858) 552-8585</td>
<td>3236</td>
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<td>Human Resources</td>
<td>(858) 642-3401</td>
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<td>Lost and Found</td>
<td>(858) 242-0322</td>
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<td>Military Sexual Trauma Counseling</td>
<td>(619) 400-5189</td>
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<td>Patient Advocate Office</td>
<td>(858) 552-4392</td>
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<td>Patient Care Call Center</td>
<td>(858) 552-8585</td>
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<td>Patient Travel</td>
<td>(858) 552-7572</td>
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<td>Police Service (Non-Emergency)</td>
<td>(858) 642-3931</td>
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<td>Prescription Refill</td>
<td>(858) 552-4390</td>
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<td>Release of Information</td>
<td>(858) 642-3661</td>
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<td>Social Work Service</td>
<td>(858) 552-3500</td>
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<td>Veterans Transportation Network</td>
<td>(858) 552-7470</td>
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<td>Voluntary Service</td>
<td>(858) 642-3267</td>
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<td>Veteran Centers</td>
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<tr>
<td>• Chula Vista</td>
<td>(877) 618-6534</td>
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<td>• San Diego</td>
<td>(858) 642-1500</td>
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<td>• San Marcos</td>
<td>(760) 744-6914</td>
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<tr>
<td>Women's Veterans Program</td>
<td>(858) 642-3676</td>
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National Phone Numbers

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<tr>
<td>Caregiver Support Line</td>
<td>(855) 260-3274</td>
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<td>Education (GI Bill)</td>
<td>(888) 442-4551</td>
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<td>Enrolling in VA</td>
<td>(877) 222-8387</td>
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<td>National Cemetery Administration</td>
<td>(800) 535-1117</td>
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<td>Special Issues</td>
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<td>• Agent Orange / Ionized Radiation Mustard</td>
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<td>• Agents and Lewisite / Ionized Radiation</td>
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<tr>
<td>VA Benefits Office</td>
<td>(800) 827-1000</td>
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<td>Veterans Crisis Line</td>
<td>(800) 273-8255</td>
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<tr>
<td>VHA Health Care Benefits</td>
<td>(877) 222-8387</td>
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**Driving Directions to San Diego VA Medical Center**

**From Oceanside:** Proceed on I-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 another right at the first stop light. Medical Center is on the left hand side.

**From Chula Vista:** Proceed North on I-805. Exit on La Jolla Village Drive. Exit on La Jolla Village Drive and turn right at Villa La Jolla Drive. Turn another right at the first stop light. Medical Center is on the left hand side.

**From Escondido:** Proceed on I-15 South toward San Diego. Take exit 19 to merge onto CA-56 West/Ted Williams Parkway. Take the I-5 South exit toward Downtown; merge onto I-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 another right at the first stop light. Medical Center is on the left hand side.

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