



DEPARTMENT OF VETERANS AFFAIRS
Medical Center
1700 South Lincoln Avenue
Lebanon, PA 17042

GUIDE TO MEDICAL CENTER SERVICES

January 22, 2007

Mission, Vision, and Values

Mission: Honor America's veterans by providing exceptional health care that improves their health and well being.

Vision: To be a patient centered integrated health care organization for veterans promising excellence in health care, research and education; an organization where people chose to work; an active community partner and a back-up for national emergencies.

Values: Healthcare delivery and performance improvement activities are guided by our organizational values of *Trust, Respect, Excellence, Compassion, and Commitment.*

About the Lebanon VA Medical Center

Thank you for choosing the Lebanon VA Medical Center for your medical care. I sincerely hope your stay with us will be as pleasant and comfortable as possible. We have been providing quality care to over 40,000 veterans in South Central Pennsylvania and we are very proud to be celebrating our 60th Anniversary in 2007. We have been recognized as one of the Nations' leaders in Customer Service and Quality. Should you need anything during your stay, or have any questions about your care, please let any one of the staff caring for you know.

Your care will be provided by highly skilled staff; physician providers, consultants, and residents in over 23 medical specialties. The medical center is accredited by the Joint Commission on Accreditation of Healthcare Organizations and is affiliated with the Pennsylvania State University College of Medicine, Hershey, Pennsylvania.

Thank you for your service to our Country and may you find that the combination of staff commitment, concern, and skill has earned the Lebanon VA Medical Center its reputation of "*Putting Veterans First.*"

TERRY GERIGK WOLF, FACHE

Quality Management

Our Focus on Quality. At the Lebanon VA Medical Center, the Quality Management Section works to improve the quality of care and services that you receive. In addition to a focus on quality initiatives, the section consists of an Infection Control Practitioner, Patient Safety Manager, Risk Manager, Utilization Management Coordinator, Patient Advocate, Safety Office, Informatics, Education Department, Utilization Review, Bed Control, and Performance Improvement Specialist. Our focus continues to be on the right care at the right time in the right place. The technical quality of our medical center is evidenced by our accreditation status from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) in hospital care, home care, long term care, and behavioral health. Our laboratory is accredited by the College of American Pathologists. In addition, in Behavioral Health, our employment and community services program and the homeless program have achieved accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). Our veterans consistently rate the medical center high in the area of customer satisfaction. We continuously monitor our progress in the areas of preventive medicine as we continue to shift our emphasis from a hospital-care provider to a healthcare provider.

Interpreters

If English is not your first language, or you use American Sign Language, interpreters are available to help you. Please ask your nurse or therapist to call Human Resources for the name of an interpreter.

Interpretes

Si el ingles no es su idioma primario, o si usted habla lenguaje por senas americano, nosotros tenemos interpretes disponibles para ayudarle. Por favor digale a su enfermera(o) o terapeuta que se comunice con el Departamento de Recursos Humanos para obtener un interprete.

Emergency Care/Outpatient Clinics

Emergency Care Services. Medical personnel are available in our Emergency Room—24 hours a day, 7 days a week—for your urgent or emergency medical needs. You will be seen according to the severity of your needs.

Pharmacy. The Outpatient Pharmacy is located on the first floor of Building 17. Hours of operation are Monday through Friday from 8 a.m. to 5 p.m. Pharmacy personnel can be contacted during those hours by calling 1-800-409-8771, extension 6009. Refills of your medications should be requested as soon as possible after you receive your current supply of medicine.

Clinic Appointments. Clinic appointments are pre-scheduled, and you should make every effort to keep them. However, if you must reschedule, please contact the clinic to cancel and obtain a new date. You will receive a telephonic reminder 2 to 3 days prior to your appointment. Our goal is to schedule appointments within 30 days of desired date.

Reporting for Appointments. Please report for your clinic appointment no later than 15 minutes prior to your scheduled time. Clinics will make every effort to see all patients at their scheduled time; however, due to unforeseen emergencies, this may not always be possible.

Primary Care

The Lebanon VA Medical Center has a wide range of general and specialty outpatient programs. At the heart of our outpatient services is Primary Care. Primary Care means that you will be assigned one primary care provider and healthcare team who will coordinate all the health care you receive from us. To obtain more information about any of these programs, the Primary Care office may be contacted at extension 5928.

Community-Based Outpatient Clinics

In an attempt to better serve our veterans in the areas in which they live, we have established community-based outpatient clinics (CBOCs) in Berks, Dauphin, Lancaster, Schuylkill, and York Counties. If you are a new patient, you may call 1-800-409-8771, extension 6000, for information on scheduling appointments in these clinics. If you are already receiving VA care, you may call directly to your assigned clinic for information on appointments or other questions.

Berks County — Hours: 7:30 a.m. to 4 p.m.

VA Outpatient Clinic
St. Joseph's Community Campus
145 North Sixth Street, 3rd Floor
Reading, PA 19601
Phone: (610) 208-4717

Dauphin County — Hours: 7:30 a.m. to 4 p.m.

VA Outpatient Clinic
25 North 32nd Street
Camp Hill, PA 17011
Phone: (717) 730-9782
1-888-477-3808

Lancaster County — Hours: 7:30 a.m. to 4 p.m.

Lancaster CBOC
Greenfield Corporate Center
1861 Charter Lane, Suite 118
Lancaster, PA 17601
Phone: (717) 290-6900

Schuylkill County — Hours: 8 a.m. to 4:30 p.m.

Good Samaritan Regional Medical Center
Schuylkill Manor Road, Ste 6
Pottsville, PA 17901
Phone: (570) 621-4561

Good Samaritan Health Center South
601 Route 61 South & Greenville Road
Schuylkill Haven, PA 17972
Phone: (570) 366-3915

Good Samaritan, Frackville
602 Altamount Boulevard
Frackville, PA 17931
Phone: (570) 874-4289

York County — Hours: 7:30 a.m. to 4 p.m.

York VA Outpatient Clinic
York Memorial Hospital
Building 1785
325 South Belmont Street
York, PA 17403
Phone: (717) 854-2481

Agent Orange Exam

Vietnam veterans who believe they were exposed to the chemical Agent Orange are encouraged to have an Agent Orange exam. This exam consists of a complete physical, lab tests, and the veteran's placement on the National Agent Orange Registry.

Gulf War Exam

Veterans who served during the Gulf War and have concerns about their health are encouraged to take the Gulf War exam. This exam consists of a complete physical, lab tests, and the veteran's placement on the Persian Gulf Registry.

Women Veterans Program

Primary Care provides comprehensive health care to women veterans of all ages. Our caring Women's Health staff consists of a provider who specializes in women's health and primary care, and specialists in the fields of gynecology, female urology, oncology, medicine, radiology, surgery, and breast disease. Specific women veterans' services include screenings, treatment, and education.

If you have special needs, contact Women's Health or your primary care provider.

Extended Care

The Extended Care and Rehabilitation Services Care Line offers comprehensive rehabilitative, restorative or maintenance health care diagnostic evaluation, adaptive equipment dispensement and training, and necessary social services. Several distinct programs deliver these services. To obtain more information about any of these programs, the Extended Care and Rehabilitation Services Care Line office may be contacted at extension 4067.

Extended Care:

Long Stay Nursing Home Care

Care is provided to veterans who are not in need of hospital care, but who require skilled nursing care and related medical or psychosocial services in a nursing home setting. Services are designed to care for residents who require comprehensive care management coordinated by an interdisciplinary team.

Long Stay Cognitively Impaired Care

Care is provided to veterans who require special nursing care for dementia and/or behavioral problems. An interdisciplinary approach to care is utilized with emphasis on resident and family participation. The team addresses physical, functional, social, psychosocial, financial, recreational, and spiritual needs. The focus of care is to maintain the quality of life and highest level of function.

Hospice Care

Hospice is a special kind of care designed to provide sensitive support for people in the final stages of terminal illness. The philosophy of the unit is to affirm life while acknowledging death as a natural part of the life process. The goals of the unit are to aggressively manage pain and distressing symptoms, to alleviate suffering while maximizing the patient's quality of life, and preserving his/her potential for human growth at the end of life. Our program is a coordinated, interdisciplinary effort that provides holistic treatment to patients and their families.

Short Stay and Rehabilitative Care

The unit is a transitional level of care for veterans in a VA facility who no longer require the acute setting but whose care needs exceed the traditional alternatives available in a skilled nursing facility. The unit is designed to serve the medically complex veteran population with a variety of diagnoses. An interdisciplinary approach to care is utilized with an emphasis on veteran and family/caregiver participation.

Family/Resident Council

The Care Line holds monthly Family/Resident Council meetings for veterans receiving care and their family members. These meetings provide information on services and programs as well as an opportunity to meet other family members and veterans in a group setting.

Geriatric Evaluation and Management Outpatient Program

Care is delivered to outpatients with a variety of medical diagnoses and chronic diseases that predispose them to complications. GEM is designed for evaluating and managing the geriatric veteran that will benefit from interventions proposed by the interdisciplinary team which can include treatments, rehabilitation, health promotion, and social service counseling.

Rehabilitation:***Audiology and Speech Pathology***

Programs are designed to provide clinical services to veterans demonstrating speech, language, voice, swallowing, hearing, and central auditory disorders. Services offered include, but are not limited to: audiology evaluation, hearing aid fitting, assistive listening devices, hearing conservation, swallow function studies, evaluation and treatment of voice and fluency disorders, and hearing aid repair.

Visual Impairment Services and Outpatient Rehabilitation Program

Blind rehabilitation staff, including specialists in low vision, orientation and mobility, and rehabilitation teaching provide services to assist veterans and their families to overcome disabilities of sight loss. The team work with veterans who have needs related to the beginning stages of sight loss through the more complex issues of total blindness. The team provide identification, assessment, rehabilitation, and follow up care for veterans who are visually impaired or legally blind.

Physical Medicine and Rehabilitation

Programs within this section support the continuum of veteran care by providing physiatry, electro diagnostic testing, physical therapy, occupational therapy, kinesiotherapy, recreation therapy, spinal cord injury care, and prosthetic/orthotic services. The goal of these programs and services is to enable veterans to regain optimum functioning ability toward independence in the activities of daily living. Diagnostic and therapeutic services are provided for inpatients and outpatients referred for neurological, vascular, and musculoskeletal conditions. Veterans, when indicated, are evaluated for adaptive devices, home modifications, and development of rehabilitation programs for maximal utilization of appliances.

Behavioral Health Care

The Behavioral Health and Sciences Product Line is committed to providing effective and efficient care for veterans with behavioral disorders. Programs are designed to facilitate positive outcomes through a variety of behavioral health services. To obtain more information about any of these programs, please contact the Behavioral Health and Sciences office at extension 4225.

Acute Psychiatry

The Acute Psychiatric Unit provides inpatient evaluation and treatment for veterans who are suffering from general psychiatric disorders, and who can no longer function adequately in their home environment. The program provides a variety of modalities to assist the veteran in returning to community living that include psychiatric, psychological and social evaluation, individual and group psychotherapy, activities therapy, spiritual counseling, and patient education.

Case Management

Case managers coordinate treatment for veterans needing support to manage in the community. They visit veterans in their homes or communities and assist with problems veterans may be having.

Healthcare for Homeless Veterans

The medical center has developed a variety of programs to address the needs of homeless veterans. These include outreach teams who coordinate referrals to shelter, rehabilitation, medical and psychiatric providers, and other needed services for homeless veterans.

Outpatient Clinics

The medical center offers outpatient behavioral health care. The clinics are staffed with a team of providers who offer individual and group psychotherapy for treatment of psychiatric disturbances, marital conflict, post-traumatic stress, anxiety, personality disorders, medication management, and other situational problems.

Substance Abuse Residential Rehabilitation Treatment Program

This is a 21-day program that consists of a multidisciplinary team that offers a variety of interventions to help veterans with substance abuse problems. There is also an outpatient component, which includes partial-day rehabilitation, and aftercare/followup services.

Mental Health Intensive Case Management Community Assistance Rehabilitation Team (MHICM-CART)

The Mental Health Intensive Case Management Community Assistance Rehabilitation Team (MHICM-CART) is a multi-disciplinary group of professionals who utilize a client-centered,

community-based, intensive case management approach. Its services are reserved for those veterans with the most serious and persistent psychiatric illnesses.

The central goal of the program is to support and assist the chronically ill veteran to develop the necessary skills and resources to remain in his/her community and to avoid repeated psychiatric hospitalizations. Unlike more traditional forms of treatment in which the patient goes to the clinic at set times to receive pre-determined services, MHICM-CART goes to the veteran and delivers services "in the field" as often as needed to accomplish the veterans goals.

Vocational Rehabilitation Unit (VRU)

The purpose of the VRU is to help veterans reach their employment and housing goals. Therapeutic work programs, Incentive Therapy (IT) and Compensated Work Therapy (CWT), provide veterans with basic work skills and income to assist them in returning to competitive employment. Barriers to employment are addressed on an individual basis. Supported Employment (SE) offers veterans with a psychosis diagnosis, assistance in seeking and maintaining competitive employment. These veterans receive long-term follow-up and assistance with employment issues.

The VRU has two housing opportunities for veterans participating in CWT. The Community Re-entry Unit (CRU) is a 17-bed therapeutic residence. While on this unit, veterans work on independent living skills and address issues that may be barriers to community reintegration.

The VRU program has two 10-bed Transitional Residences (TR) that provide a bridge between hospitalization and community living. The TR houses provide a therapeutic environment where veterans who suffer from homelessness, substance abuse disorders, and/or psychiatric problems can maintain their sobriety and improve their mental health. Veterans work on areas such as budgeting, paying debts, developing leisure interests, spirituality, and addressing personal issues. Veterans assigned to CWT transition into community employment and eventually to independent housing.

Veterans Activity Center

The mission of the Veterans Activity Center is to provide veterans a sense of worth, mental stimulation, and improved confidence. It is designed to improve leisure functioning which affects attitude, behavior, and independence. Services provided include guidance and structure for veterans being discharged from the medical center, a center for outpatients desiring to learn about leisure education, an information center to guide veterans who have questions, and a drop-in center for socialization. Some activities include leisure education and counseling, social activities, community trips, and interest development videos.

Acute Care

Acute Care and Specialty Services

Acute Care and Specialty Services Care Line provides high-quality care in dentistry, medical and surgical specialties. Services provided include:

Cardiology	Medicine
Chronic Pain	Neurology
Dental	Oncology
Dermatology	Ophthalmology
Diabetic	Optometry
Education/Management	Orthopedics
Ear, Nose, and Throat	Plastic Surgery
Endocrinology	Podiatry
Gastroenterology	Pulmonary
General Surgery	Renal
Hematology	Rheumatology
Hepatitis-C	Urgent Care
Hypertension	Urology
Infectious Disease	

If you feel you require any of the services listed above, please discuss this concern with your primary care provider who can refer you to the appropriate clinic. To obtain more information about any of these programs or services, please contact the Acute Care and Specialty Services office at extension 4109.

Ambulatory Surgical Unit (ASU)

Clinical areas of the Ambulatory Surgical Unit (ASU) consist of a pre-procedure area, a self-contained post-procedure area, three main operating rooms, an endoscopic procedure room and a minor procedure operating room. This state-of-the-art facility includes a reception area for patients and families, a family educational conference room in Building 17-4, and a patient locker room.

The unit adheres to accepted standards and trends in healthcare delivery and, whenever possible, the emphasis will be on the provision of outpatient (ambulatory) surgery. Foremost is our goal of enhancing the quality of surgical care for the veteran.

Inpatient surgery is also provided in the ASU with variable levels of post-procedure care available.

The ASU is operational Monday through Friday from 6:30 a.m. to 6:00 p.m. Accommodations are available for situations where a patient may require an overnight stay.

Patients in ASU are cared for by various healthcare disciplines in specific areas, which include surgeons, anesthesiologists, registered nurses, and other nursing personnel. Pre-procedure and post-operative areas are staffed by Advanced Cardiac Life Support (ACLS)-trained

registered nurses and licensed practical nurses. The operating room is staffed by specially trained registered nurses and scrub technicians. Anesthesia services consist of anesthesiologists and certified registered nurse anesthetists (CRNA). Other disciplines available, if required, include respiratory therapy, EKG, radiology, dietary, pastoral care, and social services. Surgical and medical residents may also participate in the care provided as the Lebanon VA Medical Center is affiliated with the Pennsylvania State University College of Medicine, Hershey, Pennsylvania.

Chemotherapy and Oncology/Hematology Clinic

The Oncology/Hematology Clinic services include:

- Chemotherapy administration
- Blood and platelet transfusions
- Mediport flushes
- Evaluation and treatment of blood disorders and cancer
- Bone marrow biopsies

Appointments are made by consultation, coordinated through your Primary Care provider.

Hepatitis C Screening

VA offers Hepatitis C screening consisting of a confidential self-administered questionnaire and testing for those at risk. Risk factors include contaminated blood exposure and unexplained liver disease, as well as other factors. Hepatitis C positive patients are evaluated and treated if indicated. Contact your primary care provider with questions or concerns.

Human Immunodeficiency Virus (HIV) Program

The HIV Program consists of a team of dedicated professionals including an infectious disease consultant and a registered nurse. The program provides counseling to patients and families, and coordinates referrals to specialty services within the medical center and its network. The HIV Coordinator provides one-to-one education to patients about the disease and its treatment.

Spinal Cord Injury and Disabilities (SCI/D) Team

The Spinal Cord Injury Team provides expertise to spinal cord injury patients, patients with multiple sclerosis, and their caregivers. The team includes a rehabilitation specialist, neurologist, nurse, and social worker and a primary care physician. Services include a review of individual care needs, inclusion in a national registry, and, if required, referral to VA spinal cord injury centers.

Admission to the Medical Center

Automobiles

In the event that you are admitted to the medical center and there is no one to remove your automobile from the premises, keys will be turned in to the VA Police, and the automobile will be placed in the VA impound lot until time of discharge. Arrangements can be made to have the automobile picked up by a friend or relative, but written authorization to do so must be provided by the patient/owner.

Calling Your Nurse

A button to call your nurse is located at your bedside. When you press the button, the nursing station is alerted that you need assistance. A staff member will respond to your call as soon as possible.

Clothing and Valuables

During your hospitalization, you may wear your own pajamas or, if you prefer, we will provide you with hospital clothing. You should also bring appropriate slippers or shoes. We recommend that jewelry, credit cards, cash, or other valuables be sent home with a relative. If you choose to keep your valuables on the unit, the medical center cannot assume responsibility for loss or damage. Patients generally find that \$10 is adequate "pocket money." Canteen coupon books are available for your convenience and can be purchased in 50-cent increments. If you have more than \$10 cash, we encourage you to deposit it with Patient's Funds for safekeeping. Contact your unit clerk or nurse for assistance with a deposit.

Conduct and Behavior

Please be considerate of others and help us maintain a quiet atmosphere. With regard for your fellow patients, please refrain from the use of loud, abusive, or profane language; loud music or televisions; gambling; and soliciting, bartering, selling, use or possession of intoxicants or unauthorized drugs. If you should observe such misconduct by anyone, please report it to a unit nurse. Patients may be given an irregular hospital discharge from the medical center for any of the following reasons:

- Not returning by the stated time when on a pass
- Non-compliance with a treatment plan
- Aggressive and/or abusive conduct towards other patients, visitors, or staff
- Violation of medical center rules
- Leaving against medical advice (AMA)
- Leaving the premises without authorized leave (AWOL)

- Using or possessing intoxicants or unauthorized drugs

Fire/Disaster Drills

This medical center has a fire and disaster plan in which all of the employees have been trained. Practice drills are held to ensure prompt and efficient action in the event of a real fire or disaster. If you hear fire bells, remain calm and follow the instructions given to you by the personnel in your area.

Identification

Upon admission to the medical center, an identification band will be placed on your wrist. This wristband must be worn at all times, as treatment cannot be given to you without proper identification. In an emergency, this wristband could save your life. If it becomes damaged, please tell the nurse or the unit clerk so it can be replaced.

Mail

- ***Incoming Mail.*** All mail is sorted on the day it is received. Deliveries to the unit will be made either on the day it is received or the following workday, depending on when it is delivered to the mailroom. Your mail will be delivered to you on your unit. Your incoming mail should be addressed as follows:

[Your full name, building and unit number]

VA Medical Center
1700 South Lincoln Avenue
Lebanon, PA 17042

- ***Mail Forwarding.*** After your discharge, any mail received at the VA Medical Center will be returned to the local post office for appropriate disposition.
- ***Outgoing Mail.*** Be sure that you have the proper postage on your letter. Stamps may be purchased at the medical center Canteen Retail Store. You may place your mail in the outgoing mailbox located on the unit. There is also a mailbox outside the front of Building 17. If you need assistance in writing a letter, your unit staff can contact the Voluntary Section at extension 6030 for an available volunteer.

Meals

Good nutrition is key to good health and an important part of your treatment. Your physician may order a regular diet or a special diet suited to your needs. A registered dietitian or dietetic technician will visit you to discuss your eating habits and food allergies you may have, and may suggest changes in your diet. Depending on your

nutritional needs, you and your family will be shown how to continue your special diet plan at home. Should you have a problem with your diet, please notify the nursing staff on your unit.

A copy of the weekly menu is posted in each patient care unit. Please check with your nurse for the specific times your meals will be served so that you can be at your bedside or in the dining room at the appropriate time.

Medications

First-time patients should bring medication information along to the medical center. If you are an established patient, do not bring any medications to the hospital. Any medication brought with you will be returned to a family member or destroyed. Your provider will order appropriate medications at the time of admission, throughout your hospital stay, and at the time of discharge.

Patient Safety

Patient safety is of utmost importance. Medication, weakness caused by illness, and an unfamiliar environment can cause injury. If you are placed on bed rest and need something that is not at your bedside, please use the nurse call button at your bedside.

Prohibited Articles

The possession or introduction of weapons, alcoholic beverages, and illicit drugs is strictly prohibited on federal property. These items will be confiscated and destroyed by VA police.

Restraints

The medical center is committed to the reduction and appropriate use of patient restraints. This means that restraints will be employed only in cases of imminent medical necessity for patient safety and to prevent injury.

Restrictions

Patients who are receiving intravenous therapy or blood transfusions, are on infection control precautions or in isolation, awaiting transport for a test, or having confusion problems may be requested to remain on their assigned patient unit.

Patients are expected to be at the bedside for doctors' rounds, laboratory rounds, and other treatments. For your well being, adequate sleep and rest time have been scheduled into your treatment program.

Please do not leave your unit without first consulting with your nurse. Please ask the nurse about your schedule for tests or rounding times.

Borrowing or lending money to patients or employees can create many problems. For this reason, we request that you do not do this during your hospitalization.

Smoking

This medical center is a smoke-free facility with designated smoking areas located throughout the campus. Should you desire to smoke, please ask the physician for permission to go to the smoking area. Where smoking is permitted, please use the ashtrays.

Social Work Assistance

Social workers are assigned to each unit in the medical center and are available to help you with personal or family problems. Our social workers have information about many community agencies and resources that may be of assistance to you and your family while you are undergoing hospital treatment. The social worker can also help those who need special post-hospital care to plan and prepare for whatever is needed. Please notify the unit staff if you need to contact your social worker.

Telephones

Telephones are available for your use and convenience. If you have any difficulty with the use of your phone, please notify your unit staff. There is no charge for local calls. Dial "9" for an outside line. To make long distance calls, you must use a calling card, call collect, or use some other type of payment method.

Televisions

Television sets are provided for your entertainment, education, and comfort. Televisions should be turned off at a reasonable hour in the evening to avoid interfering with the rest of other patients. Please notify your nurse or the unit clerk if your television is not working properly.

Visiting Guidelines

Visitation by family and friends is encouraged, unless determined to be medically inappropriate. Visiting hours are specific to your unit:

- Behavioral Health..... 2 to 8 p.m.
- Extended Care Units 24 hours per day
- Hospice 24 hours per day

- Intensive Care Unit..... 11 a.m. to 8 p.m.
- Medical/Surgical Unit 10 a.m. to 8 p.m.
- SATU Weekends, 3 p.m. to 8 p.m.

Please check with your treatment team regarding visitation guidelines specific to your unit. Some basic visitation guidelines include:

- All children under 14 years of age must be accompanied by an adult at all times.
- Food or beverages should not be brought in without physician or staff approval.
- Visitors suffering cold or flu symptoms should postpone visits until they are feeling better.

Should you have special visitation needs, please contact a member of your treatment team.

General Information

Advance Directives

Your healthcare team respects your right to make your healthcare decisions known in advance should you ever become unable to participate in decision making during your treatment. One way to express your wishes is through an Advance Directive.

An Advance Directive is a written document which you may use under certain circumstances to tell others what treatment you would like to receive or not receive should you become unable to express your wishes at some time in the future.

The most common forms of Advance Directives are the Living Will and Durable Power of Attorney for Health Care. If you have previously completed an Advance Directive, it is recommended that you advise your healthcare team of its existence. If you have not completed one, your healthcare team is prepared to discuss this further with you and to assist you with completing one if you desire.

If a patient compromises his/her health or life by self-inflicted harm, their DNR/AD will not be honored in the Medical Center's response to that medical need/crisis.

Automatic Teller Machine (ATM)

The ATM machine is located on the first floor of Building 17 in the vending area, next to the Canteen Retail Store/Food Court.

Billing for Services

Medical Care Cost Recovery is the collection of money by VA, from parties outside VA, to cover the cost of treating veteran patients.

VA is required by law to bill third-party health insurance carriers for the cost of care provided to veterans for nonservice-connected conditions. The law requires that VA charge certain categories of veterans' co-payment and per diem charges. The law also requires VA to assess certain categories of veterans a co-payment for medications received on an outpatient basis for the treatment of a nonservice-connected condition.

- **How We Bill.** VA bills insurance plans "Reasonable Charges" for nonservice-connected health care furnished to insured veterans. Bills are generated for nonservice-connected medical care and treatment only.

Co-payment Rates

- **Inpatient Co-payment.** This co-payment is equal to the current Medicare deductible rate in effect. The rate is changed each January. For those veterans required to make a co-payment for their care, VA charges a full co-payment for the first 90 days of care. After that, the co-payment is one half of the initial charge for each subsequent 90 days of hospital care until the first year anniversary is reached. Transitional Care Unit patients are assessed with the full charge for each 90 days of care up to the first anniversary date of admission to the facility. The rate would change after the anniversary date.
 - **Inpatient Per Diem Charge.** In addition to the inpatient co-payment charges described above, there are hospital and Transitional Care Unit charges per day.
- **Outpatient Co-payment.** The co-payments will be based on primary care visits, specialty care visits, and no co-payment designations. This three-tiered co-payment system will be effective for all services provided on an outpatient basis, as follows:
 - **No Co-payments.** Services for which there will be no co-payment are:
 - ✓ Publicly announced VA public health initiatives; for example, health fairs
 - ✓ An outpatient visit solely consisting of preventive screening and immunizations
 - ✓ Services such as routine diagnostic tests not requiring the immediate presence of a physician; for example, laboratory, routine flat film radiology, and electrocardiograms.
 - **Primary Care (\$15 Co-payment).** A primary care outpatient visit is an episode of care furnished in a primary care clinic that provides healthcare services. Each patient's identified primary care provider delivers services as part of a primary care team.
 - **Specialty Care (\$50 Co-payment).** A specialty care outpatient visit is an episode of care furnished in a clinic that does not provide primary care, and is only provided through a referral. Some examples of specialty care provided at a specialty care clinic are surgical consultative services, radiology services requiring the immediate presence of a physician, audiology, optometry, cardiology, magnetic resonance imagery (MRI), computerized axial tomography (CAT) scan, nuclear medicine studies, and ambulatory surgery.
- **Reimbursements from Insurance Carriers.** Reimbursements received from insurance carriers can be used to offset co-payment debt. In some instances, co-payment debt may be partially covered and, in other instances, totally covered by the insurance reimbursement.

- When the insurance carrier does not reimburse VA for the healthcare services provided, you are responsible for paying the co-payment. The unpaid co-payment balance remains your payment responsibility. Eligibility for VA medical care is not affected by your insurance coverage.

Priority Groups

When veterans apply to receive health care from VA, they are placed in one of seven priority groups based on eligibility. Each year, the Secretary of Veterans Affairs in Washington, D.C. decides which priority groups VA will serve. The priority levels are as follows with 1 being highest priority for enrollment. The same services are available to all enrolled veterans.

- **Priority Group 1** — Veterans with service-connected conditions rated 50 percent or more disabling
- **Priority Group 2** — Veterans with service-connected conditions rated 30 to 40 percent or more disabling
- **Priority Group 3**
 - ✓ Veterans who are former POWs
 - ✓ Veterans who are awarded the Purple Heart
 - ✓ Veterans with service-connected conditions rated 10 or 20 percent disabling
 - ✓ Veterans discharged from active duty for a disability incurred or aggravated in the line of duty
 - ✓ Veterans awarded special eligibility classification under 38 U.S.C., Section 1151
- **Priority Group 4**
 - ✓ Veterans who are receiving aid and attendance or housebound benefits
 - ✓ Veterans who have been determined by VA to be catastrophically disabled
- **Priority Group 5** — Nonservice-connected veterans and service-connected veterans rated zero percent disabled, whose income and net worth are below the established dollar thresholds. Veterans in receipt of VA pension, and veterans eligible for Medicaid.
- **Priority Group 6** — All other eligible veterans who are not required to make co-payments for their care, including:

- ✓ World War I and Mexican Border War veterans
- ✓ Veterans solely seeking care for disorders associated with exposure to a toxic substance, radiation, or for disorders associated with service in the Persian Gulf
- ✓ Compensable zero percent service-connected veterans
- ✓ Veterans solely seeking care for any illness associated with service in combat in a war after the Gulf War or during a period of hostility after November 11, 1998 (note that for other treatment these veterans are required to make co-payments based upon their reported income either under the Geographical Means Test co-payment levels or the full medical care co-payment rate).

Priority Group 7 — Veterans whose income is above the VA Means Test/Financial Assessment threshold but below the applicable Geographic Index threshold who agree to co-payments (inpatient co-payments reduced by 80%).

- ✓ Group 7a. Non-compensable zero percent service connected veterans
- ✓ Group 7c. Non-service connected veterans who are not eligible for enrollment if an enrollment decision to restrict enrollment of new Priority Group 7 veterans has been made. These veterans are eligible for care of NSC conditions on a humanitarian emergency basis and for care of SC conditions.
- ✓ Group 7e. Zero percent non-compensable service-connected veterans who applied for enrollment after the date of an enrollment decision to restrict enrollment of new Priority Group 7 veterans.
- ✓ Group 7g. Non-service-connected veterans who applied for enrollment after the date of an enrollment decision to restrict enrollment of new Priority Group 7 veterans.

Priority Group 8 – Veterans not included in priority group 4, 6, or 7 who are eligible for care only if they agree to pay the medical care co-payment.

- ✓ Group 8a. Zero percent non-compensable service-connected veterans
- ✓ Group 8c. Non-service-connected veterans

Veterans who are not eligible for enrollment. These veterans are eligible for care of NSC conditions on a humanitarian emergency basis and for care of SC conditions.

- ✓ Group 8e. Zero percent non-compensable service-connected veterans who applied for enrollment after January 16, 2003.
- ✓ Group 8g. Non-service-connected veterans who applied for enrollment after January 16, 2003.

Blood Transfusion

If you need to receive blood while you are in the hospital, there are some things you may need to know:

- Blood can be ordered by your doctor for many reasons; such as, bleeding because of accidents or operations, treatment of certain diseases, or when the body does not produce enough blood for the body to work well.
- There are several types of blood that may be ordered: whole blood or certain parts of whole blood. The type of blood ordered depends on your condition.
- We take steps to make sure you are protected when you receive blood. People who have certain diseases are not allowed to donate blood. All blood is tested to make sure it matches your blood type. It is also tested for hepatitis, syphilis and Human Immunodeficiency Virus (HIV). If you must receive blood, you will be watched closely by qualified staff.
- Problems that might occur from getting blood from others include hives, back pain, itching, breathing problems, and chills.

There is a rare chance you might be exposed to some diseases that have not shown up yet during the donor blood tests. These may include hepatitis, HIV, and some others. To learn more, ask your healthcare provider. The safest thing you can do is donate your own blood for yourself. For this option and others, ask your provider.

Canteen Retail Store/Food Court

The Canteen, located in Building 17, consists of a retail store, cafeteria, and vending machines. Services available include a steam table and grill. Special order catalogs are available in the retail store. Haircuts are available on the units.

- **Cafeteria:**
Monday – Friday 7:30 a.m. to 1:00 p.m. Bldg. 17, 1st Floor
- **Retail Store:**
Monday – Friday 7:30 a.m. to 4:00 p.m. Bldg. 17, 1st Floor
- **Barber Shop:**
Mon., Tues., and Wed. .. 9:00 a.m. to 2:00 p.m. Bldg. 23, 1st Floor
Thursday and Friday 7:30 a.m. to 2:00 p.m.
- **Vending Areas:**
24 hours per day Bldg. 1, Ground Floor

Bldg 1, 4th Floor
Bldg. 2, 1st Floor
Bldg. 17, 1st Floor
Bldg. 18, 3rd Floor
Bldg. 19, 1st Floor
Bldg 22, 1st Floor
Bldg 22, 2nd Floor
Bldg 24, Gymnasium

Education

When you come to the medical center, we know that there are problems to discuss and questions you need to ask. Our staff will help you find the information you want and need. We can help with financial information, diabetic education, issues involving wound care, diet, physical therapy and occupational therapy, speech/hearing or swallowing problems, pain problems, plus many more. We offer:

- Written information
- Audio and video tapes
- Computer programs
- Demonstrations and models
- Computer searches through the Internet and other sources
- Printouts

Videotapes are available on your TV by direct dialing on your telephone. Films are also available from the Medical Library or Patients' Library.

Information is available in Spanish, and the medical center has interpreters for several languages if needed.

Our educational services are for helping you before, during, and after your stay.

- **Instructions for Using the Video System.** Educational videos are available at all times. Instructions for using the video system on your television:
 1. Dial **6105** on your telephone.
 2. Enter your ID number (**123**) using the number keys on the phone.
 3. Press the pound key (#).
 4. Press **2** to get a list of types of programs available.
 5. **Turn on your TV** and **tune to the channel** as instructed on the phone.
 6. Press * on your phone.
 7. **Select the program** you wish to see, following the instructions on the screen.
 8. Press **4** to move up on the menu.
 9. Press **7** to move down on the menu.

10. Press **1** to make a selection.
11. Press **0** to quit.

Ethics Advisory Committee

The Ethics Advisory Committee is available to you and your family when you need assistance or advice in situations where difficult ethical decisions must be made in the course of care delivery. The committee can:

- Serve as a forum to discuss ethical issues with the professional staff
- Serve in an advisory capacity to persons involved in medical decision making
- Provide procedural guidelines by which you and your family may exercise your right to make decisions. If you would like to consult with the Ethics Advisory Committee, please call the Chief, Chaplain Section, or ask a staff member to contact a member of the committee for you.

Hoptel Self-Care Program

The Hoptel Program provides comfortable, safe overnight accommodations for qualifying veterans and their caregivers requiring temporary lodging while the veteran is receiving medical care on campus. Accommodations are available 24 hours a day, 5 days a week, weekends by exception only. If you have any questions you may contact the Hoptel Social Worker.

Infection Control

The Infection Control Program at the Lebanon VA Medical Center protects patients, their family and friends, and staff from germs. The best way to stop germs is to wash your hands after using the bathroom, before eating, and after blowing your nose or coughing. If you have any questions about infection control, ask your nurse.

Informed Consent

Every patient receiving treatment at this facility or one of our community-based outpatient clinics (CBOC) has the right to participate in decisions involving his/her health care. When you need someone to make healthcare decisions for you, the following may be involved (in priority order): healthcare agent, legal guardian, spouse, adult child, parent, adult sibling, grandparent, adult grandchild, close friend. The medical center seeks permission to conduct diagnostic and therapeutic procedures in writing whenever the procedure requires use of sedation or anesthesia or is considered to produce significant discomfort. Written permission is always sought when there is a significant risk of complications or death due to any procedure and whenever a procedure requires injections into any joint or body cavity. Certain lab tests require written permission also.

Informed consent implies that our staff gives you information that is understandable and gives plenty of opportunity to ask questions. Although not everything can be covered in explaining the risks involved in treatment or diagnostic procedures, the most common ones are discussed.

The medical center has specific forms for certain types of procedures and policy describing the informed consent issue. If you have any additional questions, please ask to see your social worker, provider, or nurse for further explanations.

Library

The Patient/Family Library provides health education books, pamphlets, magazines, electronic databases, and reference assistance in support of patient and family needs for health information. Large-print books and magazines, "talking" books and magazines, and magnification aids are available for readers who have visual or physical disabilities.

The Patient/Family Library also offers general books (fiction and nonfiction), daily newspapers, magazines, electronic databases, and reference service to meet general information needs and leisure reading requests.

All inpatients, outpatients, medical center volunteers, and staff are welcome to use the Patient/Family Library. Inpatients may check out library materials to take to their rooms while they are hospitalized. The library staff provides reference service, and delivers books and magazines to inpatients on the units who are unable to visit the library.

Lost and Found

Lost and Found is located at the Information Booth in Building 17. This is at the main entrance to Building 17. It is open from 7:30 a.m. to 4 p.m., Monday through Friday.

Notary Services

Notary services are available for veterans. Please check with the unit clerk at nursing stations or at our Information Booth if you are in need of this service.

Organ Donation

Organ donation is a way you can share the gift of life with others. The Lebanon VA Medical Center will honor the wishes of any patient wishing to make this kind gesture. In general, donations may be of several kinds: organs or tissues (including eyes or skin) may be donated to those in need because of disease or trauma (burns), or the body may be donated to medical schools for use by medical personnel in training. Ask for a referral to your social worker for further information.

Pain Management

Pain, both physical and mental, can cause many problems. Because of this, we want to hear about your pain. We will ask you if you are experiencing any pain. If your answer is yes, your pain will be further assessed. You, along with your provider and other staff who take care of you, will plan appropriate treatment that we hope will relieve your pain. You can expect to receive education on your treatment plan. Many times you will be asked about the pain and the effectiveness of treatment. We hope the treatment and education will help... ***Take the Ouch Out of Pain.***

Patient Advocate

The medical staff and employees of the Lebanon VA Medical Center seek to treat our patients with fairness and concern, recognizing their needs and satisfying them to the extent possible. The Patient Advocacy Office was established for you, the patient. If you have any questions or problems that have not been answered to your satisfaction or if you have a special need, you may call the Patient Advocate.

Information regarding community resources serving as external representatives for behavioral health patients is available from social workers in the Behavioral Health and Sciences Product Line or the Patient Advocate.

Privacy

You have the right to personal privacy and confidentiality of information including the right to be interviewed, examined, and treated in surroundings designed to give reasonable visual and auditory privacy. For example, if you want to request a transfer to a different room because another patient or a visitor in the room is unreasonably disturbing you, please let your nurse know about it. Accommodations will be made provided there is another room available that is equally suitable for your care. Some patients may not want to have their name displayed outside the door of their room. Please notify your nurse if this is your preference.

Release of Information

Your written consent is required to release any medical information regarding your care. Should the need arise, if you are an outpatient, report to the Release of Information Section, Building 17, Room 123, during regular business hours. If you are an inpatient, the unit clerk will be able to assist you in signing the appropriate forms on the unit. This release is required for information being released to you, your family, outside providers, insurance companies, employers, etc.

Satisfaction Surveys

We want you to tell us how well we are serving you and in what areas we could serve you better! VA routinely conducts patient satisfaction surveys of both inpatients and outpatients. On a national level, you may be the recipient of a survey mailed to your home. Here at the facility, you might also be asked to complete a survey. Taking part in these surveys will not in any way affect your eligibility for VA benefits. Your reply will be held in strict confidence. Your answers will guide our efforts to make the VA healthcare system your first choice for all your healthcare needs.

Spiritual Support

Your spiritual welfare is of primary importance to our Chaplain staff. Chaplains are available to provide spiritual and sacramental ministry, support, and counseling to patients, families and staff. Chaplains are on duty 7 days a week from 8 a.m. to 4:30 p.m. An "on-call" chaplain is available for evening emergencies. Religious services are conducted in the Chapel on Sundays. Protestant Worship is at 8:45 a.m., and Catholic Mass at 10:30 a.m. Weekday Catholic Mass is at 10:30 a.m. Unit services are held for patients unable to attend services in the Chapel, and Chapel services are broadcast on television. The Chapel is open every day for prayer and meditation. Jewish services are available by contacting Chaplain Service.

Should you need to contact a chaplain, please notify your nurse or call Chaplain Service.

Vet Center

A nationwide system of community-based vet centers provides counseling for psychological war-related trauma for veterans. Free counseling services are designed to assist combat-affected veterans and their families to have well-adjusted lives. Eligibility applies to any veteran who served in the military in a theater of combat operations during any period of war, or in any other area during a period in which hostility occurred. More specifically, eligibility applies to veterans of WW II, Korean War, Vietnam War, and the conflicts in Lebanon, Grenada, Panama, Persian Gulf, Somalia, and Bosnia. In addition, eligibility has been extended to veterans of both sexes experiencing the traumatic aftermath of sexual assault and/or sexual harassment during their active military service.

The local Vet Center is located at 1500 North Second Street, Harrisburg, Pennsylvania 17102.

Veterans Benefits Counselors

Veteran’s benefits counselors are assigned to the medical center to assist you in matters concerning VA benefits; such as, compensation, pension, government insurance, education, GI loans, vocational rehabilitation, etc. If you need information or assistance, ask your nurse to contact the veteran’s benefits counselor for you. Service officers representing Disabled American Veterans (DAV) are also available for consultation on veterans’ benefits.

The offices for the veteran’s benefits are:

Disabled American Veterans (DAV)

Monday through Friday 8:30 a.m. to 4:30 p.m. Bldg 17, Room 117 Extension 4596

Department of Veterans Affairs

Monday, Tuesday, and Friday	10 a.m. to 12 noon	Bldg 17, Room 110	Extension 6088
Wednesday	8 a.m. to 4 p.m.	Camp Hill CBOC	(717) 730-9782
Thursday	1 p.m. to 4:30 p.m.	Harrisburg Vet Center	(717) 782-3954

Volunteer Services

The Lebanon VA Medical Center is very privileged to have approximately 550 volunteers assisting staff to enhance the stay of veterans. Services include escorting veterans, visiting with veterans, and providing recreational activities. Through their donations, personal hygiene items, televisions, refreshments at our courtesy cart, and miscellaneous extras are provided. Unit staff can assist you in taking advantage of these services. For information on volunteering, please contact the Voluntary Program Coordinator.

Voting by Absentee Ballot

As a hospitalized veteran, you have the right to vote. If you are hospitalized during an election, contact your unit social worker if you need assistance in obtaining an absentee ballot.

Going Home

Discharge

Your treatment team wants your discharge to be as easy as possible. The doctors, nurses, social worker, and others will work with you to plan your return home. Some questions to consider asking the doctor or nurse before you leave may be:

- What illness did/do I have?
- Will I have to change things I do because of this illness?
- Will I need to change how and what I eat?
- Will I need to take medication?
- What side effects should I look for with the medication?
- Will my prescription be filled and refilled here?
- How soon will I need a follow-up appointment?
- Will I need any supplies or equipment?
- Will I need a "return to work statement?"

Transportation/DAV Transportation

If transportation home is a concern, talk to your unit social worker.

The Disabled American Veterans (DAV) provide the services of a transportation coordinator. He/she will work with volunteers and organizations to try to provide veterans who have no means of transportation a way to get to VA facilities for treatment. The coordinator may be reached at extension 4596.

Patient Funds

You may withdraw your deposited money from patient funds Monday through Friday, 8 a.m. to 3 p.m. No more than \$500 in cash can be withdrawn in a day. The cashier is located in the first floor lobby of Building 17.

Questions

If you think of a question or you develop a problem after you return home, you may contact Telephone Liaison Care (TLC) at 1-800-409-8771, extension 6041. Hours of operation are Monday through Friday, from 7:45 a.m. to 3:45 p.m. On weekends or after hours, please contact our Urgent Care personnel at extension 4800.

Patient Rights

■ *Patient and Nursing Home Resident Rights and Responsibilities*

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans, and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

■ *Respect and Nondiscrimination*

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This depends on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.

- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

■ Information Disclosure and Confidentiality

- You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations where your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

■ Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents, and trainees. Providers will properly introduce themselves when they take part in your care.

- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.
 - If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
 - You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
 - As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
 - You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
 - You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
 - If you or the Medical Center believes that you have been neglected, abused, or exploited, you will receive help.
- **Complaints.** You are encouraged and expected to seek help from your treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.
-
-

Telephone Directory

Toll Free	800-409-8771
Commercial	(717) 272-6621
Acute Care and Specialty Services.....	extension 4109
Ambulatory Surgical Unit	extension 4148
Behavioral Health and Sciences	extension 4225
Billing Information	extension 6175
Canteen Food Court	extension 4593
Canteen Retail Store	extension 6027
Chaplain/Pastoral Care.....	extension 6021
Dental Clinic.....	extension 4768
Diabetes Education.....	extension 5022
Enrollment Information.....	extension 6000
Extended Care	extension 4067
HIV Coordinator	extension 4378
Hoptel Social Worker	extension 4562
Inpatient Medical/Surgical.....	extension 4340
Intensive Care Unit	extension 4321
Laboratory.....	extension 6138
Library.....	extension 4746
Medical Specialty Clinics	extension 6117
Minority Veterans Program	extension 4246
Outpatient Psychiatry Clinic	extension 4232
Patient Advocate.....	extension 5918
Pharmacy.....	extension 6009
Physical Therapy	extension 5978
Primary Care.....	extension 4629
Public Affairs.....	extension 6042
Quality Management.....	extension 5190
Radiology.....	extension 5964
Rehab Medicine.....	extension 5979
Respiratory Therapy	extension 4117
Spinal Cord Injury and Disabilities (SCI/D) Team	extension 4539
Surgical Specialty Clinics.....	extension 5953
Telephone Liaison Care.....	extension 6041
(Monday-Friday — 7:45 a.m. to 3:45 p.m.)	
Telephone Liaison Care.....	extension 4800
(Weekends and after-hours)	
Urgent Care	extension 4415
Vet Center.....	(717) 782-3954
Veterans Benefits Counselor	extension 6088

Visual Impairment Services

Team Coordinator.....extension 4542
Voluntary Program Coordinatorextension 6030
Women Veterans Programextension 4955
