Welcome to the Lebanon VA Medical Center

A Guide for the Inpatient Veteran

Putting Veterans First

Lebanon VA Medical Center
1700 South Lincoln Avenue
Lebanon, PA 17042
717-272-6621

DEPARTMENT OF VETERANS AFFAIRS
MEDICAL CENTER
1700 South Lincoln Avenue
Lebanon, PA 17042

INPATIENT WELCOME BOOKLET

April 1, 2009

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 choose 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 Veterans Affairs Medical Center (LVAMC) for your medical care. I hope your stay with us will be as pleasant and comfortable as possible. LVAMC has provided quality care to Veterans in South Central Pennsylvania since 1947. Serving 13 counties and with five Community Based Outpatient Clinics, LVAMC offers specialty care in addition to primary care services to over 41,000 Veterans annually. Please let any of the staff caring for you know if there is anything they can do to make your stay more pleasant.

Your care will be provided by highly skilled staff, physician providers, consultants, and residents in over 23 medical specialties. The medical center is affiliated with the Pennsylvania State University College of Medicine, Hershey, Pennsylvania and is accredited by The Joint Commission. LVAMC is recognized in six areas as a Best Practice site by The Joint Commission. In addition, according to National Survey Satisfaction Scores, LVAMC ranks #1 in courtesy and preferences.

Thank you for your service to our Country. It is for you, our Veterans, that the LVAMC staff continues to "strive for excellence in all."

ROBERT W. CALLAHAN, JR.
Director

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Note: Information as presented within this guide is subject to change. Medical center and specialty services staff will do their best to keep you informed of these changes.

Patient Rights and Responsibilities

Patient and Community Living Center Residents

Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect. Your privacy will be protected as you receive care in a safe environment.

- Your personal freedoms will be respected. 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.

- You may wear your own clothes. You may keep personal items. This depends on your medical and emotional/psychological condition.

- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support.

- You have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones.

- You have the right to vote. Your nurse can put you in touch with your unit social worker if you need assistance in obtaining an absentee ballot.

- As a community living center resident, you can organize and take part in resident groups in the facility.

- Be respectful of others and avoid unsafe acts that risk accidents or injuries. 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, in a way that you can understand.

- You will receive information about care costs, if any, before you are treated. You are responsible for your portion of the cost.

- Your medical record is confidential. Personal information will not be released without your consent unless required by law (such as public health reporting). You have the right to information in your medical record unless your physician feels it will be harmful to you. In that case, you have the right to discuss this with your provider.

- You will be informed of all treatment outcomes, even potential injuries. You will be informed about your right to request compensation for injuries.

Participation in Treatment Decisions

- You, and anyone you choose, will be involved in all healthcare decisions. You can accept or refuse treatment. You will be told of the health consequences if you refuse. Refusal will not affect rights to future care, but you are responsible for the results to your health.

- You have the right to participate in choosing a provider. You have the right to know the names and titles of those who provide your care. This includes students, residents, and trainees.

- You will be educated about your role and responsibilities as a patient or resident, including your participation in decision-making.

- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.

- You will be provided any transportation necessary for your treatment.

- You have the right to participate in research projects. All research and potential risks are clearly identified, with no obligation to participate.

- If you or the Medical Center believes that you have been neglected, abused, or exploited, you will receive help.

Concerns

You are encouraged/expected to seek help from your treatment team and/or a patient advocate if you have concerns. You will be given understandable information about the complaint process. You may express your concerns verbally or in writing, without fear of retaliation.

Informed Consent

You have the right to participate in healthcare decisions. When you need someone to make those decisions for you, you may involve the following (in priority order): healthcare agent (POA or Power of Attorney), legal guardian, spouse, adult child, parent, adult sibling, grandparent, adult grandchild, close friend. Written permission is sought to conduct diagnostic and therapeutic procedures whenever the procedure requires use of sedation or anesthesia or will produce significant discomfort. Written permission is sought when there is a significant risk of complications or even death due to any procedure, as well as if a procedure requires injections into any joint or body cavity. Certain lab tests require written permission also.

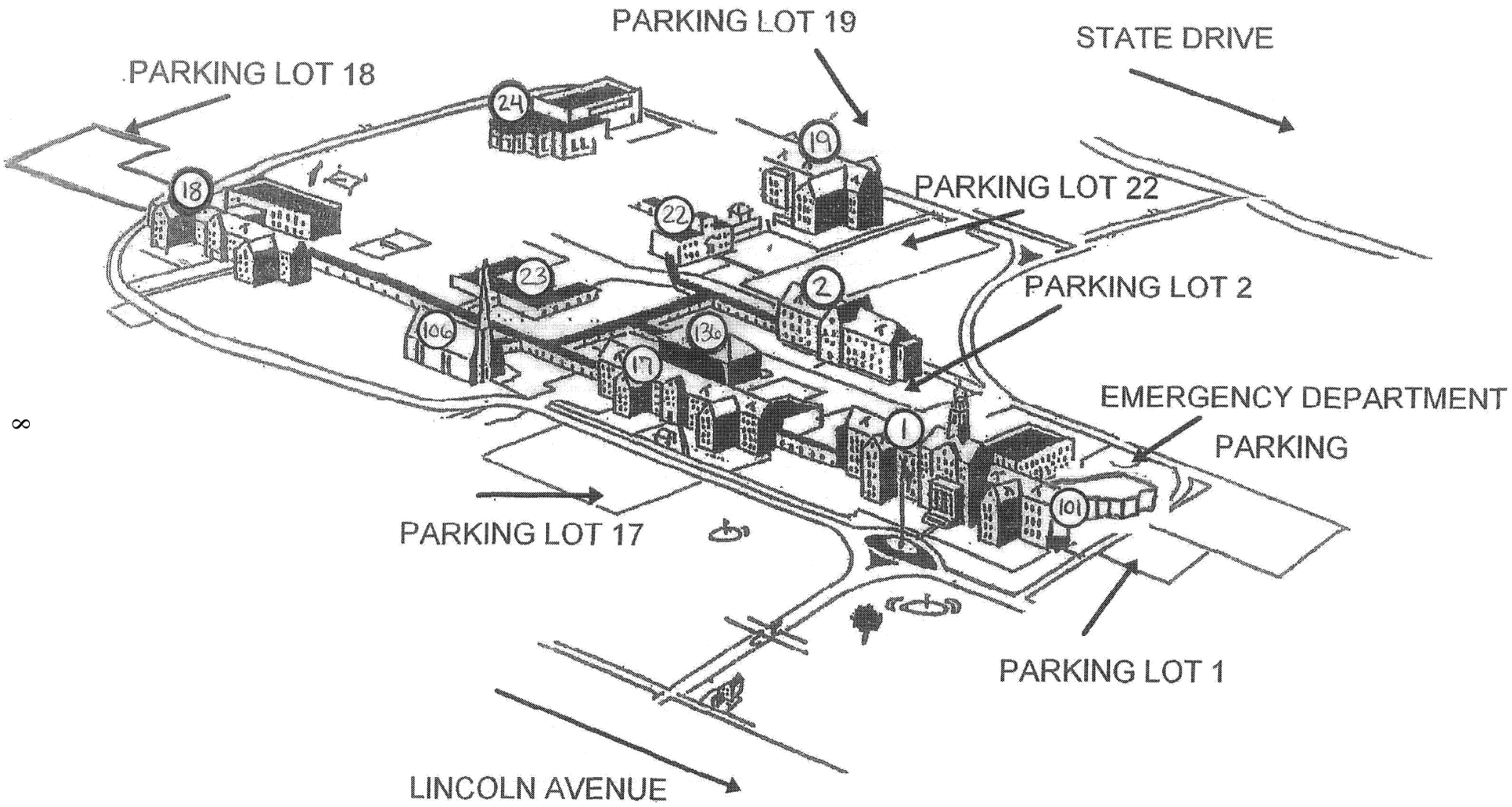
Informed consent implies that our staff gives you information that is understandable and gives plenty of opportunity to ask questions. Although not everything can be covered in explaining the risks involved in treatment or diagnostic procedures, the most common ones are discussed.

Release of Information

Your written consent is required to release any medical information regarding your care. The unit clerk will be able to assist you in signing the appropriate forms. These forms are required for information being released to you, your family, outside providers, insurance companies, employers, etc.

Patient Advocate

The Lebanon VA Medical Center seeks to treat our patients with fairness and concern, recognizing their needs and satisfying them to the fullest 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 extension at 5918 for further assistance.


PARKING LOT 19
STATE DRIVE
PARKING LOT 18
24
19
18
PARKING LOT 22
22
23
2
PARKING LOT 2
106
136
17
EMERGENCY DEPARTMENT
PARKING
1
101
PARKING LOT 17
PARKING LOT 1
LINCOLN AVENUE

LVAMC Inpatient Directory

Name	Building	Floor
Director	1	1B
Associate Director	1	1B
Admissions	101	1
(ASU) Ambulatory Surgery Unit	1	2B
Barbershop	23	1
Canteen/Retail	17	1B
Disabled American Veterans Transportation	17	1
Emergency Department	101	1
HOPTEL	18	5A
Hospice	1	4B
ICU (Intensive Care Unit)/Telemetry	101	1
Library	22	3
Long Term Care	1	5
Medical Surgical Unit	1	2A
Patient Advocate	2	3
Patient Education Resource Center	17	4B
Pharmacy	17	1C
Police	2	GB
Short Stay/Rehab	1	3A
Substance Abuse Treatment	18	2
Veterans Benefits Counselor	17	1A

*** NOTE: Buildings 1&2 have ground floors at the entry levels. All other buildings enter on the 1st floor.**

Parking

- Parking is available, free of charge, in any of the parking lots as listed on the map located on page 8.

- You may want to send your keys home with a family member to avoid the chance of misplacing them during your stay.

- While the VA police do make regular rounds on VA grounds, they cannot be held responsible for loss or damage to a Veteran's vehicle.

Police

For your protection, the VA has its own police force on campus that can be contacted by dialing extension 5910 (business) or extension 4999 (emergency).

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. Daily
- Extended Care Units .... 24 hours per day
- Hospice..... 24 hours per day
- Intensive Care Unit ..... 11 a.m. to 3 p.m. and 6 p.m. to 8 p.m.
- Medical/Surgical Unit.. 10 a.m. to 8 p.m.
- SATU ..... Weekends, 2 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.

Accommodations

Should a family member require a place to stay during their visit, you can refer them to the following hotel for further information:

Hampton Inn
Off the Turnpike at the Lebanon exit Phone No: 717-665-6600

In rare instances when a patient's condition is serious, family members may be permitted to stay within the VA facility through our hoptel program. Please ask your nurse to place you in contact with social work service for further details.

Restaurants and Eating Establishments

Friendly's/McDonald's

- Left on Lincoln Avenue, go to traffic light
- Turn right on Evergreen Road, go to 2nd light
- Make a right on route 72 N, go to 2nd light
- Turn left, this will take you into the Lowe's/Kmart Center where both restaurants are located

Golden Corral/Ruby Tuesday/Quiznos

- Left on Lincoln Avenue, go to traffic light
- Turn right on Evergreen Road, go to 2nd light
- Make a right on route 72 N, go to 3rd light
- Turn left at light into Lebanon Valley Plaza
- Make a left at the first turn and you will see Ruby Tuesday
- Make a right at the first turn and you will see Golden Corral
- Quiznos is in the strip mall across the driveway from Ruby Tuesday

Quality Inn/A & M Pizza

- Left on Lincoln Avenue, go to signal
- Turn right on Evergreen Road, go to 2nd light
- Make a right on route 72 N, go past 4 lights (you will be going about 2 1/2 or 3 miles into town)
- A & M Pizza will be on the right hand side of the road
- Quality Inn will be on the left hand side of the road

Quentin Tavern/CC's Pizza

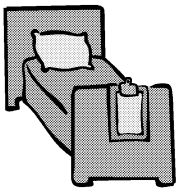
- Left on Lincoln Avenue, go to signal
- Turn right on Evergreen Road, go to 2nd light
- Make a left on route 72 S, go to light at route 419
- Turn right and go approximately ¼ mile to restaurants on right

Pucillo's

- Use State Drive entrance, turn left on State Drive,
- Go to Kline Avenue and turn right, go to Stop sign,
- Turn right on 5th Avenue
- Go approximately 1 mile to restaurant on left.

Blue Bird Inn

- Left on Lincoln Avenue, go to signal
- Turn right on Evergreen Road, go to 1st light
- Turn left onto Cornwall Rd.
- Go approximately 1 mile to restaurant on right



Admission to the Medical Center

Calling Your Nurse

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

Clothing and Valuables

During your stay, you may wear your own pajamas or hospital clothing. You should also bring appropriate slippers or shoes. We suggest that jewelry, credit cards, cash, or other valuables be sent home with a relative as the medical center cannot assume responsibility for loss or damage. Patients generally find that $10 is adequate "pocket money." Canteen coupon books are available 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 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, please report it to a unit nurse. Patients may be given an irregular hospital discharge from the medical center for any of the following:

- Not returning by the stated time when on a pass
- Non-compliance with a treatment plan
- Aggressive and/or abusive conduct towards others
- Violation of medical center rules
- Leaving against medical advice (AMA)
- Leaving the premises without authorized leave (AWOL)
- Using or possessing intoxicants or unauthorized drugs

Prohibited Articles

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

Restrictions

- Patients who are on heart monitors, 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 must be at the bedside for doctors' rounds, laboratory rounds, and treatments. For your well being, sleep and rest time are also 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 may create misunderstandings. For this reason, we request that you do not do this during your hospitalization.

Smoking

This medical center is smoke-free and we encourage you to seek help if you are a smoker. Quitting smoking improves your health as well as the health of those around you. If you would like help to quit smoking, contact our smoking cessation clinic at extension 4232.

Should you desire to smoke, please ask the physician for permission to go to the smoking area. There are designated smoking shelters located outside of Building 17 and 18.

For safety purposes, smoking privileges cannot be granted to patients admitted to the acute psychiatric unit. Alternatives such as nicotine patches will be offered in place of smoking.

Patient Safety

Rapid Response Team

What is the Rapid Response Team?

The Rapid Response Team is a group of healthcare professionals that will respond when you feel you need to be seen immediately because of a change in your health condition. The team includes a doctor, a respiratory therapist, and a nurse working together. The Rapid Response Team is available at the Lebanon VA Medical Center at all times WHEN YOU ARE NOT ON A PATIENT CARE UNIT.

When do I activate the Rapid Response Team?

- When you have a sudden change in your condition, and you feel you need immediate medical help and feel that you may not be able to get to the Emergency Department on your own**.**
- When you feel you cannot breathe.
- When you have chest pain.
- When you suddenly feel numb or have confusion.

How do I activate the Rapid Response Team?

- You can activate the Rapid Response Team by dialing **4999** from any phone in the Lebanon VA Medical Center and telling the operator that you need the Rapid Response Team.
- If staff is nearby, you can ask them to call the Rapid Response Team.

The operator will page the team members to your location in the Lebanon VA Medical Center.

PLEASE NOTE:
The Rapid Response Team is available only at the Lebanon VA Medical Center. If rapid response or emergency care is needed for someone at a Community Based Outpatient Clinic (CBOC), call 911.

Pain Management

- You have the right to have your pain level checked and to receive treatment for pain management. Pain management treatment means relieving, controlling and managing your pain.

- You will be asked to rate your pain on a scale from 0 to 10, with “0” = no pain and “10”= your worst possible pain.

- Your healthcare provider will ask you questions about your pain such as what causes the pain, how long it lasts, and what relieves the pain.

- Answering these questions to the best of your ability will help your healthcare team to come up with the best possible treatment plan.

Should you need further assistance with your pain management when you are discharged to home, you may ask your doctor for a referral to our pain management clinic.

Infection Control

The Infection Control Program protects patients, visitors, and staff from infection.

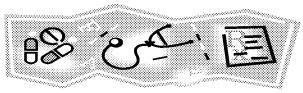
The best way to stop infection is to:

- Wash your hands after using the bathroom, before eating, and after blowing your nose or coughing.

- If you notice that your healthcare provider has not washed their hands, it is okay to ask them to do so.

During your stay, we will also make sure that your vaccination records are up-to-date for your safety as well as the safety of others. If you have any questions about infection control, ask your nurse to provide you with some educational materials.

Medication Safety



- First-time patients should bring your medications along to the medical center.

- If you are an established patient bring **only** an updated list of your medications.

- Nursing staff and physicians will compare the list in our computer system to the list that you brought with you to make sure that it is correct before giving you any medications. This is called MEDICATION RECONCILIATION, and will make sure that you receive the right medication, at the right dose, at the right time.

- Any medication brought with you will be returned to a family member to take home, or sent to the pharmacy to be destroyed.

- DO NOT TAKE ANY MEDICATIONS THAT YOU BROUGHT WITH YOU FROM HOME DURING YOUR STAY. This may cause a dangerous interaction with the medication that your nurse or respiratory therapist is giving you.

- Your doctor will order appropriate medications during your stay, and at the time of discharge, that will be provided to you by our pharmacy.

Identification

- Upon admission, a bar-coded 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.

- When scanned, this bar-coded bracelet provides your caregivers with your specific medical information so that you can receive the appropriate care. In an emergency, this wristband could save your life.

- If it becomes damaged, please tell your nurse so it can be replaced.

Bar Code Medication Administration (BCMA)

What Is BCMA?

BCMA stands for Bar Code Medication Administration.

Why Does the VA use BCMA?

To make sure that all patients receive the right medication at the right time.

How Does BCMA Work?

- A bar-coded ID band is placed on your wrist. It includes your name, social security number, and date of birth.
- The provider orders medicine in the computer.
- Pharmacy checks the order to make sure you are not allergic to the medicine and that it will not interact with any current medications.
- A nurse or respiratory therapist will be giving you the medicine as ordered.
- Before giving you medication, the nurse or respiratory therapist will scan your bar-coded ID band to access your current medication list.
- You will verify your name, last four of your social security number, and your birth date to assure the correct medication list is accessed.
- Your caregiver will then scan the barcode on each medication before you take them, making sure they are the right medication and dose.

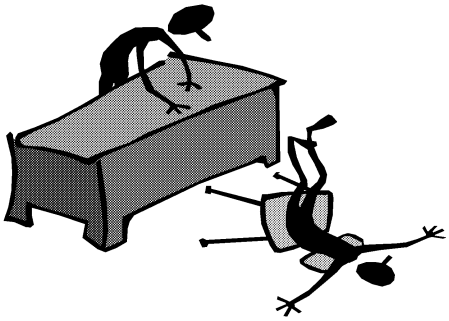
Why is this Method so Safe?

A computer is used to make sure that you are the right patient, getting the right drug, at the right time, and the right dose.

How Often Must my Wristband be Scanned?

Your wristband must be scanned every time you are given your medicine or a treatment, even if your caregiver knows you.

If you have any questions about your medicine or BCMA, talk to your nurse, physician, or respiratory therapist.



What You Can Do to Prevent Falls

Medication, weakness caused by illness, and an unfamiliar environment can cause you to fall and become injured. If you are placed on bed rest and need something not within reach, please use the nurse call button at your bedside.

During your stay in the medical center, PLEASE:

- Use your call bell to ask for help getting out of bed or picking up dropped items.
- Change position SLOWLY when getting out of bed or standing up from a chair.
- Lock brakes and move foot rests aside before getting into or out of a wheelchair.
- Wear shoes or slippers that give you good support and have non-slip soles.
- If you don't have slippers or shoes, please wear the hospital's non-slip socks.
- Use your walker or cane whenever you are out of bed.
- Tell the staff if you notice any spills on the floor.
- Use the call cord for assistance when you are done in the bathroom. Your nurse or physical therapist will tell you when you may get off the toilet by yourself.
- Do not lean on the bedside table for support as it has wheels and can roll away.
- Safety alarms may be used as a reminder not to get up by yourself if you are not well enough to do so.
- Families, please ask the nurse before helping a family member into or out of bed.

Communication

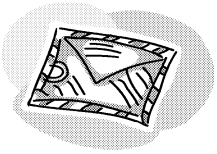
Telephones

Cellular phone use is prohibited, but telephones are available in your room. Dial "9" for an outside line to make a free local call. Long distance calls require some form of payment such as a phone card or calling collect.

Incoming Mail

- All mail is sorted on the day it is received.
- Mail will be delivered to you either on the day it is received or the next 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.

Personal Electronic Equipment

- During your stay, personal electronic equipment such as electric shavers or laptops must be evaluated for safety by the electrician's department prior to being used.

- Use of cellular phones is not permitted during your stay.

Internet Access

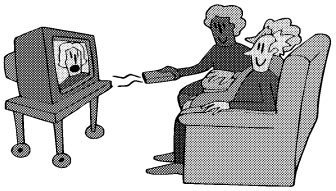
- Internet Access is only available to patients on computers located in the medical center library in Building 22 on the 3rd floor.

- Computers for patient use to access MyHealtheVet can be found in the Patient Education Resource Center (PERC) in building 17, 4th floor; in the medical center library in building 22, 4th floor; and in the patient welcome center located in the entrance to building 1.

- Please check with your nurse before leaving your unit to access any of these computers.

Televisions

Television sets are provided for your convenience. We ask that they be turned off at a reasonable hour in the evening to avoid interfering with the ability of other patients to rest.

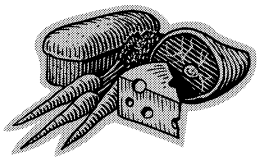


Cable Guide

Channel 4 Fox
Channel 5 CBS
Channel 6 CSPAN 2
Channel 7 WPHL
Channel 8 NBC
Channel 9 CN8
Channel 10 WGBC
Channel 11 CW
Channel 12 ABC
Channel 13 PBS WITF
Channel 14 QVC
Channel 15 Paid Advertising
Channel 16 Shop NBC
Channel 17 PBS WVIA
Channel 20 VA Sunday Church Services
Channel 21 MSNBC
Channel 22 Discovery Health
Channel 23 CSPAN
Channel 24 TBS
Channel 25 HSN
Channel 26 AMC
Channel 28 SPEED
Channel 29 UNI
Channel 30 Spike TV
Channel 31 VH1
Channel 32 MTV
Channel 33 TRU TV
Channel 34 The Learning Channel
Channel 35 Nickelodeon
Channel 36 Family Channel
Channel 37 Lifetime
Channel 38 Comedy Central
Channel 39 A&E
Channel 40 E!
Channel 41 Weather
Channel 42 CNBC
Channel 43 HLN
Channel 44 CNN
Channel 45 ESPN
Channel 46 TNT
Channel 47 USA
Channel 48 Hallmark
Channel 49 EWTN
Channel 50 Travel
Channel 51 Home & Garden
Channel 52 Fox News
Channel 53 Sportsnet
Channel 54 TV Land
Channel 55 APL
Channel 56 FOOD
Channel 57 FX
Channel 58 TOON
Channel 59 Style
Channel 60 Discovery
Channel 61 BET
Channel 62 VERSUS
Channel 63 Disney
Channel 64 PCN
Channel 65 Oxygen
Channel 67 Big Ten
Channel 68 Bravo
Channel 69 Golf
Channel 70 ESPN 2
Channel 71 SciFi
Channel 72 TCM
Channel 73 History

Meals

Your physician will order a diet suited to your needs. A registered dietitian will visit you to discuss your eating habits and food allergies, and may suggest changes in your diet. 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 specific meal times**.**



Snacks

1. Snacks are provided based on your dietary needs and current condition.
2. Your family can bring you food items that have been approved by staff or your physician.
3. There are patient refrigerators on each inpatient unit.
4. Approved food items that your family brings you must be stored in the patient refrigerator in airtight containers and labeled with your name and the date. For safety reasons, food is discarded after 24 hours.

Guest Meals

Guest meals are available for breakfast, lunch and dinner. Ask your nurse to help you order the meals. Guests may order one or all three daily meals, and must pay for the meal in cash when it is delivered. There is a charge of $3.00 for the breakfast meal, $6.00 for lunch, and $6.00 for dinner.

MOVE! Program

Maintaining a healthy weight is also a part of maintaining good health. If you are struggling with maintaining a healthy weight, the MOVE! Program, Motivating Overweight Veterans Everywhere, might be for you. This program is designed to help you lose weight and keep it off, while learning to live a healthier lifestyle. Visits are co-pay exempt, and as a participant, you may enjoy the use of the VA Wellness Center and swimming pool to help you meet your weight loss goals, free of charge. For more information, ask your doctor about filling out the MOVE! 23 Questionnaire, or call 4381, to learn if you are eligible to participate once you have been discharged.

Canteen Retail Store, Food Court, Vending

Located in Building 17 on the First Floor

HOURS

Cafeteria: Monday – Friday, 7:30 a.m. to 4:00 p.m.
Retail Store: Monday – Friday, 7:30 a.m. to 4:00 p.m.
Vending Area: 7 days a week, 24 hours a day

VENDING AREAS access is 24 hours a day in the following locations:

- Building 1, Ground and 4th Floor
- Building 2, 1st Floor
- Building 17, 1st Floor
- Building 18, 3rd Floor
- Building 22, 1st and 2nd Floors
- Building 24

Barber Shop Located in Building 23 on the First Floor

Hours: Monday, Tuesday and Wednesday 9:00 a.m. – 2:00 p.m.
Thursday and Friday 7:30 a.m. – 2:00 p.m.

Automatic Teller Machine (ATM)

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

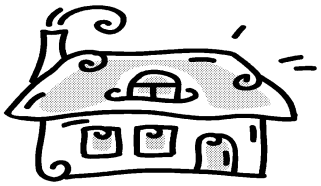
Patient Funds

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

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.

Going Home



Discharge

Your healthcare team 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"?

To assure that you understand your discharge instructions, you will receive a follow up phone call within 24 hours of your discharge.

Questions? Call Telephone Liaison Care (TLC)

If you think of a question or you develop a problem after you return home, you may contact Telephone Liaison Care (TLC). This is a special VA program to help Veterans 24 hours a day. During the day from 7:00 a.m. to 4:30 p.m., nurses at the Lebanon VAMC answer the TLC line. In the evenings and on weekends, the Bronx TLC nurse answers the calls. The nurse will ask questions so he or she can understand your problem, and will give you advice about how to take care of yourself. The nurse may say that you should see your primary care provider or go to the emergency room. The nurse will notify your primary care provider about your call.

Call the TLC line at 717-228-6041,
or 717-272-6621 ext. 6041, or 800-409-8771 ext. 6041.

Care Coordination/Home Telehealth (CCHT)

Home Telehealth is a free program for Veterans who have diabetes, chronic lung or heart problems and/or high blood pressure issues. It is designed to help you manage your disease and its symptoms from the comfort of home. Blood sugar levels, blood pressure, heart rate, weight, and/or oxygen levels are monitored with an in-home messaging device and/or video technology that operate through your telephone line. Staff work with your Primary Care Team to help you use this technology. By closely monitoring you at home, this program can help prevent emergency room visits and hospitalizations.

Veterans can be referred to Home Telehealth by VA staff, community agencies, families, or friends, or by self-referral.

To be eligible, you must:

- Be an enrolled Veteran
- Have a VA Primary Care Provider
- Have a land-line phone and electricity
- Have one of the above listed medical problems

Contact the Home Telehealth office at ext. 4857 or 4393.

Home Based Primary Care

Home based primary care (HBPC) offers in-home Primary Health Care to eligible Veterans with the support of family or a caregiver. Services include medical care, nursing care and education, physical rehabilitation, nutrition education/support, social work services, and home evaluations for special handicapped equipment and accessibility needs. To be eligible, you must:

- Be an enrolled Veteran
- Live within 30 – 40 minutes of the Lebanon VAMC or a CBOC
- Have an identified caregiver, if needed
- Be unable to leave home easily
- Accept HBPC as your Primary Care Provider
- Have a home that is safe for you, your caregiver, and HBPC team members.

Veterans can be referred to HBPC by VA staff, community agencies, families, or friends, or by self-referral. Call 717-272-6621 ext. 4406 or 800-409-8771 ext. 4406.

Pharmacy Service

New Medications

How to get new medications from the VA Pharmacy Service:
When your VA provider enters a new prescription, it is filled and then sent to you.

Can the VA fill a prescription written by my non-VA provider?
VA pharmacies cannot fill a prescription written by a non-VA provider. To obtain a new medication through the VA:

- Call the appointment line to schedule an appointment with your VA provider.
- Have your non-VA provider fax to your VA Primary Care clinic both the prescription and a progress note that states the reason that the medication is being prescribed, or bring the prescription and the non-VA provider's statement with you to your VA appointment. (See the telephone directory for the fax numbers.)
- Your VA provider will examine you and review the non-VA records and the prescription.
- If your VA provider agrees that the medication is needed and is the best choice for your condition, he or she will order a prescription that can be filled by the VA pharmacy, or you will be offered another medication as a substitute.
- If you have any questions about your prescriptions written by non-VA providers, call the TLC nurse at 717-272-6621 ext. 6041 or 800-409-8771 ext. 6041.

If you need the medication immediately, get a short-term supply of the prescription filled at your local pharmacy at your own expense, or ask your non-VA provider for samples.

REFILLS

How to get your VA prescription refills from the VA Pharmacy Service:

Refills must be ordered by the patient.
Refills are not sent automatically.

When should I order my refills?
To be sure that you always receive your medication supply on time, place your order for refills as soon as you receive your supply of medication. Do not wait until you are almost out of medicine to reorder. You can never order refills too early, but you can order too late and risk running out of your medications when you need them. NOTE: If you are told to stop taking a medication, tell your VA provider to discontinue it so that any refills that are scheduled to be sent to you are stopped.

You can choose from three different ways (below)
to get your prescription refills, but
please do not request refills by calling the Pharmacy.

TO REQUEST REFILLS BY COMPUTER *(the fastest way)*
To request your prescription refills through the Internet:
Go to www.myhealth.va.gov

1. Complete the one-time online registration form in the MyHealtheVet web site to create a user ID and password. Make sure that you have registered as a "VA Patient" where you are asked your relationship to the VA.

2. Once you are registered in the web site, you may request your VA prescription refills by logging in to your account and clicking on "PHARMACY" then "RX REFILL" then "Refill Prescriptions."

3. Using the active prescription number(s), check the boxes on the right for the medications that you want refilled. Click the red "SUBMIT REFILLS" button at the bottom of the screen. Review your online prescription list to be sure that your request was approved.

NOTE: If you want to see the names of your medications (rather than only the prescription numbers), you will first need to complete a one-time In-Person Authentication process. Visit the MyHealtheVet web site, or call 717-272-6621 ext. 5356 or 800-409-8771 ext. 5356, for more information.

TO REQUEST REFILLS BY TELEPHONE – *24 hours a day, 7 days a week, using the Automated Refill System*
To request your prescription refills by using your touch-tone telephone:

1. Call 717-272-6621 or 800-409-8771.
2. Press 1 to access the telephone care system's menu of options.
3. Press 2 to access the pharmacy menu of options.
4. Enter your full social security number followed by the **#** button on your telephone.
5. Press 2 for pharmacy prescription options.
   - **Press 1 for refills**, then,
     → Enter your seven-digit prescription number, followed by the # button. (If your prescription number has a letter in it, DO NOT enter the letter.)

     You may also. . .
   - **Press 2 to check the status of your prescription**, then,
     →Enter your seven digit prescription number, followed by the # button. (If your prescription number has a letter in it, DO NOT enter the letter.)
   - **Press 3 for medication information**
   - **Press 8 to speak to pharmacy staff** if you have questions about your prescription that cannot be answered using any of the above options.

   If you get a message that the prescription number does not match the Social Security number, press 8 to speak to Pharmacy staff.
6. You may enter as many prescription numbers as you need to reorder in the same phone call.

Allow at least 10 days for delivery.

Please do not request refills by calling the Pharmacy.

TO REQUEST REFILLS BY MAIL

To request your prescription refills by using your refill slips:

With each prescription that you can have refilled, you will receive a "Refill Slip." You can mail this slip to the pharmacy. A mailing label should have been provided with your prescription. If you do not have a label, mail the refill slip to:

Lebanon VAMC
Pharmacy Service (719)
1700 S. Lincoln Ave.
Lebanon PA 17042

If you cannot find the Refill Slip, write the following information on a piece of paper:

- Your full name
- The last 4 digits of your Social Security number
- The name of the medication that is printed on the prescription label of the medication that you want refilled
- Your statement that you are requesting a refill.

Mail the paper to the Lebanon VAMC pharmacy address above.

You may also drop your refill slip off in designated drop-off boxes throughout the Lebanon VA Medical Center. However, pharmacy policy does not allow for the processing of refills while you are waiting.

If you have no refills left . . .

If the label on your prescription container states "No Refills" or "No Refills Left," or if your prescription has expired, DO NOT call your provider. Call the Telephone Liaison Care (TLC) nurse at 717-272-6621 ext. 6041 or 800-409-8771 ext. 6041 and ask to have your prescription renewed. Be sure to tell the nurse how much medication you have left.

Picking Up Medications from the Pharmacy at the Lebanon VAMC:

The Hospitality Area ("Living Room") on the first floor of Building 17 at the Lebanon VA Medical Center has a Pharmacy Prescription Ticket Machine to be used by patients who are picking up medications. The ticket machine has four labeled buttons; the patient is to press the button that applies.

- **PINK PERMISSION SLIP** is to be pressed by patients who have a pink permission slip.

- **GREEN SECURITY FORM** is to be pressed by patients who have a green security form.

- **CLINIC VISIT** is to be pressed by patients who have just come from a clinic visit and need to pick up medications ordered at that visit.

- **OTHER** is to be pressed if none of the other buttons applies.

- A numbered ticket will be dispensed by the machine. When the ticket number is announced on the lighted signboard and over the loudspeaker, the patient may pick up the prescription at the pharmacy counter that has also been announced.

If you need to speak with a pharmacist, pharmacy staff is available by telephone 8:00 a.m. to 6:00 p.m. weekdays only. Call 717-272-6621 or 800-409-8771, and ask for ext. 6009 or 6010.

How to Get To and From the VA

For directions to the Lebanon VAMC or any Community Based Outpatient Clinic (CBOC), call the TLC line at 717-272-6621 ext. 6041 or 800-409-8771 ext. 6041.

The Disabled American Veterans (DAV) organization provides the services of a transportation coordinator. If a Veteran has no way to get to a VA facility for treatment, the coordinator will work with volunteers and organizations to try to provide the needed transport. The DAV transportation coordinator can be reached at:

- 717-272-6621 ext. 4596, or
- 800-409-8771 ext. 4596

There is bus service between the Lebanon VA Medical Center and downtown Lebanon every 60 minutes. To see the schedule, visit the Information Desk in the lobby of Building 17. For more information, call COLT (County of Lebanon Transit Authority) at 717-273-3058 or visit www.coltbus.org.

Billing

If you have medical insurance, the VA may collect from the insurance company.

You may be required to make a co-payment for your visit, depending on the Priority Group in which you belong. Please refer to the next page for Co-pay Requirements.

If you have questions about your account,

please call 717-272-6621 ext. 6175

or 800-409-8771 ext. 6175,

or visit MCCR Customer Service at the Lebanon VAMC,

Building 17, Room 113 or 114.

2009 Copay Requirements at a Glance

	Inpatient ($10/day + $1068 for first 90 days and $534 after 90 days – based on 365-day period).	Outpatient Care ($15 Primary Care; $50 Specialty Care; $0 for x-rays, lab, immunizations, etc.)	Outpatient Medication ($8 per 30-day supply) PG 2-6 Calendar Year cap - $960	Extended Care Services Institutional NHCU, Respite, Geriatric Eval - $0-97 per day. Non-Institutional Respite, Geriatric Eval, ADHC - $15 Domiciliary - $5
Priority Group 1 (SC 50% or more)	No	No	No	No
Priority Groups 2, 3 (SC 10% - 40%) No medication copay for SC condition, ex-POW, in receipt of VA A&A, HB pension or income below applicable pension threshold	No	No	Yes	No
Priority Group 4 Copay rules apply if placed from lower PG based on VHA catastrophic disability determination	No	No	No	No
Priority Group 5 No medication or extended care services copay if in receipt of VA pension or income below applicable pension threshold	No	No	Yes	Yes
Priority Group 6 (Combat Veteran, SHAD, SC 0% compensable, ionization radiation) Copay rules apply if unrelated to PG6 placement	No	No	No	No
Priority Group 7 Inpatient copay **is** reduced 80% of full rate	Yes	Yes	Yes	Yes
Priority Group 8 Unless income is below applicable pension threshold for medication and extended care services copays	Yes	Yes	Yes	Yes

Basic Business Rule

Cost Free Care and Medication for SC treatment, SC 50% or more, ex POWs, VA pensioners, under Special Authorities (e.g. PG 6, military sexual trauma, nasopharyngeal radium irradiation).

OEF/OIF Combat Veterans Enhanced Eligibility for Health Care Benefits

* Combat veterans discharged from active duty on or **after** January 28, 2003, are eligible for enrollment in Priority Group (PG) 6 for 5 years following discharge unless eligible for a higher enrollment priority (PG 1-5). Combat veterans discharged from active duty **before** January 28, 2003, who apply for enrollment on or after January 28, 2008, are eligible for enrollment in Priority Group 6 until January 27, 2011. After the special eligibility period ends, these veterans will be reassigned to appropriate PG and subject to copays, if applicable.

* Copays only applicable for PG 6 combat veteran enrollees for care related to a condition that is congenital or developmental e.g., scoliosis, existed before military service (unless aggravated by combat service) or has a specific etiology that began after military service, such as a common cold, etc.

Patient Care Services

Acute Care Services

Acute Care Services provide inpatient care to Veterans undergoing emergency as well as routine medical and surgical procedures. Specialty services are also available on an inpatient as well as outpatient basis. For more information, contact the Acute Care Services office at extension 4109.

Medical/Surgical Unit

Inpatient care is provided to Veterans undergoing routine medical and surgical procedures. A team of physicians, clinical pharmacists, registered (RN) and licensed practical nurses (LPN) will provide your care. Physical and occupational therapies are available, in addition to specialist intervention and social work services, if necessary.

Intensive Care Unit (ICU)/Telemetry

ICU provides inpatient care to Veterans undergoing scheduled as well as emergency surgical and medical procedures, and who require close cardiac monitoring. The ICU also cares for seriously ill patients in need of advanced life support to maintain cardiac and respiratory functions. A team of medical and surgical physicians, clinical pharmacists, and registered nurses (RN) will provide your care. Physical and occupational therapies are available, in addition to specialist intervention and social work services, if necessary.

Telemetry inpatient care is for Veterans undergoing routine medical and surgical procedures, who need cardiac monitoring but are not ill enough for the ICU setting. A team of physicians, clinical pharmacists, registered (RN) and licensed practical nurses (LPN) will provide your care. Physical and occupational therapies are available, in addition to specialist intervention and social work services, if necessary.

Ambulatory (Outpatient) Surgical Unit (ASU)

The goal of the ASU is to provide surgical service on an outpatient basis. However, inpatient services are also available when necessary. Care is provided by an interdisciplinary team of surgeons, anesthesiologists, registered nurses, and other nursing personnel. Surgical and medical

residents may also participate in your care as the medical center is affiliated with the Pennsylvania State University College of Medicine, Hershey, Pennsylvania.

ASU consists of a reception area for patients and families, as well as a pre-procedure area, a recovery room, three main operating rooms, an endoscopic procedure room and a pain management procedure room.

Operational hours are Monday through Friday from 6:30 a.m. to 5:00 p.m.

Chemotherapy and Oncology/Hematology Clinic

The Chemotherapy and Oncology/Hematology Clinic services include:

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

If it is not possible for your treatment to be provided here at the medical center, arrangements will be made for you to receive your treatment at another medical facility that has contracted with our medical center.

Hepatitis C Screening

Hepatitis C (a disease that affects the liver) screening is available to identify those Veterans at risk. Risk factors include and are not limited to exposure to blood, drug abuse, and having had a tattoo. Hepatitis C positive patients will be evaluated and given appropriate treatment. Talk to your doctor if you have questions or concerns, or think that you might need to be tested for Hepatitis C.

Human Immunodeficiency Virus (HIV) Program

A team of professionals including an infectious disease physician and a registered nurse provide treatment and counseling to patients affected by HIV (an illness that affects the immune system's ability to fight infection),

and to their families. One-to-one education is also provided to patients about the disease and its treatment. Ask your doctor for a referral.

Spinal Cord Injury and Disabilities (SCI/D) Team

The SCI/D Team supports, promotes, and maintains the health, independence, and quality of life of Veterans with spinal cord injuries or conditions. A yearly evaluation is performed for you by a team of VA practitioners trained in spinal cord conditions that consists of a neurologist, rehab physician (physiatrist), primary care physician, social worker (the SCI coordinator), and a registered nurse. Ask your doctor for a referral, or contact the team coordinator, Christopher Minch, at the VA at pager 3418 or extension 4539, or the SCI/D team nurse, Kathy Wenrich, at extension 4826.

Traumatic Brain Injury (TBI)

TBI and Polytrauma Teams specialize in the evaluation of Veterans who suffered a head injury or life threatening event. To devise a plan of care you will be evaluated by a psychologist, physiatrist, neuropsychiatrist, speech-language pathologist, physical therapist, occupational therapist, registered nurse, and social worker. All team members coordinate care and case management. Your physician can refer you for an evaluation.

Extended Care and Rehabilitation Services

Extended Care and Rehabilitation Services offer rehabilitative and maintenance health care, diagnostic evaluation, adaptive equipment dispensement and training, and necessary social services. For more information about any of these programs, the Extended Care and Rehabilitation Services office may be contacted at extension 4067.

Community Living Center Care

Care is provided to Veterans who are not in need of hospital care, but require skilled nursing care and related medical or psychosocial services in a community living center setting, coordinated by an interdisciplinary team.

Long Stay Cognitively Impaired Care

Care is provided to Veterans who require nursing care for dementia and/or behavioral problems. A team approach to care is utilized, emphasizing resident/family participation. Physical, functional, social, psychosocial, financial, recreational, and spiritual needs are addressed to maintain the quality of life and highest level of function.

Hospice Care

Inpatient and at-home hospice care enhances the quality of life for patients in the final stages of terminal illness. Physical, psychological, social, and spiritual care is provided by an interdisciplinary team of caregivers. Counseling and support are available for the patient's family and loved ones. Bereavement care is available to the family following the patient's death.

Short Stay and Rehabilitative Care

This unit is for Veterans who no longer require acute care but whose needs cannot be met by a community living center. This unit serves the medically complex Veteran with a variety of diagnoses, while providing physical and occupational therapies. An interdisciplinary approach to care is utilized, emphasizing family/caregiver participation.

Family/Resident Council

Monthly Family/Resident Council meetings are held for Veterans receiving care and their family members. Meetings provide information on services and programs and the opportunity to meet other family members and Veterans in a group setting. Contact social work services for more details.

Geriatric Evaluation and Management Outpatient Program

Care is delivered to outpatients with a variety of medical diagnoses and chronic diseases that make them more likely to develop complications. GEM will evaluate and manage the geriatric Veteran who will benefit from interventions proposed by the interdisciplinary team which can include treatments, rehabilitation, health promotion, and social service counseling.

Respite Care

Inpatient and at-home respite care provides a Veteran's unpaid caregiver scheduled relief from daily care-giving tasks. This service allows a caregiver to help a chronically ill or functionally impaired Veteran continue to live at home and to delay or prevent community living center placement, while allowing the caregiver time away from care tasks in order to be refreshed.

Rehabilitation

Audiology and Speech Pathology

Services are provided to Veterans with speech, language, voice, swallowing, and hearing disorders. Services offered include, but are not limited to: audiology evaluation, hearing aid fitting, assistive listening devices, hearing conservation, swallow function studies, evaluation/treatment of voice and fluency disorders, and hearing aid repair.

Visual Impairment Services and Outpatient Rehabilitation Program

Vision rehabilitation staff will assist Veterans who have needs related to the beginning stages of sight loss through the more complex issues of total blindness. The team provides identification of vision issues, assessment, rehabilitation, and follow-up care for the visually impaired or legally blind Veteran.

Physical Medicine and Rehabilitation

Services enable Veterans to regain optimum functioning in their daily activities with a rehab physician, electrodiagnostic testing, physical and occupational therapies, exercise and recreational therapies, spinal cord injury care, and prosthetic/orthotic interventions. Diagnostic/therapeutic services are provided for referred inpatients/outpatients for neurological, vascular, and musculoskeletal conditions. Veterans may also be evaluated for adaptive devices, home modifications, and rehabilitation programs.

Behavioral Health and Sciences

Behavioral Healthcare services provide care for Veterans with behavioral disorders through a variety of outpatient, inpatient, and community outreach programs. For more information about any of these programs, please contact the Behavioral Health and Sciences office at extension 4225.

Acute Psychiatry

Inpatient evaluation and treatment is provided for Veterans suffering from general psychiatric disorders who can no longer function in the community. Assistance in returning to community living is provided through psychiatric, psychological and social evaluation, individual and group psychotherapy, activities therapy, spiritual counseling, and education.

Case Management

Case managers coordinate treatment for Veterans needing support within the community. They visit Veterans in their homes to assist with problems they may be having.

Healthcare for Homeless Veterans

Outreach teams will coordinate referrals to shelter, rehabilitation, medical and psychiatric providers, and other needed services for homeless Veterans. For more information, dial extension 4894.

Substance Abuse Residential Rehabilitation Treatment Program

A 21-day inpatient program for Veterans with substance abuse problems offers intervention by a multidisciplinary team. Outpatient services, including partial-day rehabilitation, are also offered in a variety of locations. For more information, ask your doctor for a referral, or contact Melanie Cappuccio, RN, at extension 4218.

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 multidisciplinary group of

professionals whose services are reserved for those Veterans with the most serious and persistent psychiatric illnesses.

The program's goal is to assist the chronically ill Veteran to develop the skills and resources to remain in his/her community and to avoid repeated psychiatric hospitalizations. For this reason, MHICM-CART visits the Veteran as often as needed to deliver services to accomplish this goal.

Vocational and Residential Rehabilitation Program

This program helps Veterans address their vocational, housing and therapeutic needs. Therapeutic work programs such as Incentive Therapy (IT) and Compensated Work Therapy/Transitional Work Experience (CWT/TWE), provide basic work skills and income to assist Veterans in returning to competitive employment. Compensated Work Therapy/Supported Employment (CWT/SE) offers Veterans with a psychiatric diagnosis assistance in seeking and maintaining employment. Long-term follow-up and assistance with employment issues are also provided.

There are residential opportunities for Veterans participating in CWT. The Community Re-entry Unit (CRU) is a 17-bed hospital based residence that provides treatment and rehabilitation in a stable supervised recovery environment. Veterans work in Voc Rehab during the day and attend therapeutic groups and activities in the evening and on weekends. Veterans with mental illness, addiction, homelessness and other psychosocial issues learn ways to reintegrate into community living.

Transitional Residences (TR) are also available for Veterans whose rehabilitative focus is based on CWT and transitioning to successful independent community living. Ongoing support is provided for Veterans as they address independent living skills, develop community support systems and prepare for competitive employment.

General Information

Advance Directives

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.

If you already have an Advance Directive, tell your healthcare team. If you have not completed one, your healthcare team can help you do so.

If a patient should purposely harm himself/herself, the VA is obligated to provide emergency care and will NOT honor an advance directive.

Organ Donation

The medical center will honor the wishes of any patient wishing to donate his/her organs. Ask for a referral to your social worker for more information.

Notary Services

If you need this service, please check with your nurse, or your unit clerk, and they will put you in touch with a notary service provider.

Integrated Ethics Council

The Ethics Consultation Service of the Integrated Ethics Council is available to you and your family when difficult ethical decisions must be made regarding your care. The committee can:

- Serve as a support system to discuss ethical issues with the professional staff
- Advise persons involved in medical decision making
- Provide procedural guidelines to assist you and your family in the decision making process. If you would like to consult with the Ethics Consultation Service, please call the Chief, Chaplain Service, or ask a staff member to contact a member of the council for you.

Spiritual Support

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 Chapel services, 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 at extension 6021.

Social Work Services

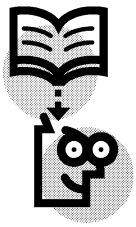
Social workers are assigned to each unit in the medical center to assist you with personal or family problems. They have information about community agencies and resources that may be of assistance to you and your family during your stay. Social workers can also assist those who need post-hospital care. Please notify the unit staff if you need to contact your social worker.

Volunteer Services

Volunteer services include escorting Veterans, visiting with Veterans, and providing recreational activities. Patient care staff can assist you in accessing these services. For information on volunteering, please call the Chief of Voluntary Service at extension 6030.

LVAMC 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 inpatient and outpatient socialization. Some activities include leisure education and counseling, social activities such as BINGO, community trips, and interest development videos.



Health Education

Medical Center Library

Hours: Monday – Friday, 8:30 am – 4:30 pm
Phone: 717-272-6621 x4746

The Medical Center Library is open to all medical center employees, patients and family members. The Medical Library has a core collection of medical textbooks, print journals, and audiovisuals as well as access to online resources. The library receives 10 daily newspapers. Computer workstations and a copying machine are available to staff and patients.

Patient Education Resource Center (PERC)

To learn more about healthy living, medical tests, diseases, treatments, and medicines, you can also visit or call the Patient Education Resource Center (PERC) on the 4th floor of Building 17. Films are available for viewing in the PERC, and there is a computer for accessing MyHealtheVet.

For help by phone, call the operator and ask for any of the following:

- Patient Education Resource Center (Building 17, Room 491) - ext. 5356
- Medical Library (Building 22 on the 3rd floor) - ext. 4746
- Patient/Family Health Education Coordinator - ext. 4438

Classes and Support Groups

Classes and support groups are available to help patients and families with issues such as smoking cessation, weight management, diabetes, pain, cancer, COPD, Alzheimer's Disease, and more. Contact social services for more information.

What is MyHealtheVet?

www.myhealth.va.gov is a web site designed for Veterans and their families to help them understand and manage their health. It helps Veterans work better with their healthcare providers to achieve the best possible health. Users can search an online library of trusted consumer health information, and can create and access their own personal health records. The web site also provides information about VA benefits, services, news, and events.

By registering in the web site with your own secure User ID and Password:

- you can create and maintain your own Personal Health Journal of allergies & immunizations, insurance information, and self-entered logs of blood pressure, blood sugar, weight, cholesterol levels, and other tracking data;
- Veterans can record their military health history;
- VA patients can order their VA prescription refills online; and
- users may print out information from their personal health records in order to share it with their VA or non-VA providers.

In the near future, VA patients will be able to:

- view a list of their upcoming scheduled appointments;
- view their co-pay balances; and
- read key parts of their VA medical record online.

Between 8:00 a.m. and 4:30 p.m. Monday through Friday,
anyone is welcome to use the MyHealtheVet computer
located in the Patient Education Resource Center, room 17-491,
at the Lebanon VA Medical Center.

If you have any questions, your MHV point of contact at the Lebanon VA Medical Center is Michelle Clark, Patient Education Librarian, 717-272-6621 ext. 5356 or 800-409-8771 ext. 5356.

Specialized Services
Combat Related Programs

OEF/OIF
(Operation Enduring Freedom and Operation Iraqi Freedom)

If you are a recently discharged Veteran with service in a Theater of Combat Operations, the VA can provide you with free medical care for five years from your discharge from active duty for conditions possibly related to your service, regardless of your income status.

For information, please visit
Lebanon VA Medical Center
Building 18, Room 302,
or call 717-272-6621 ext. 5694
or 800-409-8771 ext. 5694

Contact the OEF/OIF Program office at ext. 4565 for any additional combat-related programs, including services offered at the Vet Center in Harrisburg.

Vet Center Services

The Vet Center is a community-based VA program offering a wide range of free counseling services to Veterans who served in war zones and their families. Eligibility eras range from World War II through the conflicts in Afghanistan and Iraq. Individual, couples, family, and group counseling for post-war adjustment issues are offered. Counseling is also offered to victims of Military Sexual Trauma. Bereavement counseling is available for families of a service person who died while on active duty. The center also provides information about VA benefits and referrals to other community agencies.

To contact the Vet Center directly, call:
Jan Yupcavage, M.S, Readjustment Counselor
Vet Center, Harrisburg
717-782-3954

Veterans Benefits Counselors

Veterans 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.

If you have questions about benefits, you may call:

VA Regional Office, Philadelphia

800-827-1000

or

Ed Fake, Benefits Counselor,

717-228-6088, or 800-409-8771 ext. 6088.

Agent Orange Exam

Vietnam Veterans who believe that 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 your placement on the National Agent Orange Registry. If you would like to make an appointment for this exam call the scheduling clerk at 717-272-6621 ext. 5105 or 800-409-8771 ext. 5105.

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. If you would like to make an appointment for this exam call the scheduling clerk at 717-272-6621 ext. 5105 or 800-409-8771 ext. 5105.

Telephone Directory

Toll Free **800-409-8771**

Commercial.....**(717) 272-6621**

Acute Care and Specialty Services . extension 4109
Account Questions…….. extension 6175
Ambulatory Surgical Unit ..... extension 4148
Behavioral Health and Sciences..... extension 4225
Billing Information..... extension 6175
Canteen Food Court/ Retail Store…extension 4590/6027
Chaplain/Pastoral Care..... extension 6021
COLT (County of Lebanon Transit Authority)...717-273-3058
DAV Transportation Coordinator… extension 4596
Dental Clinic..... extension 4768
Diabetes Education..... extension 5449
Enrollment Information..... extension 6000
Extended Care ..... extension 4067
HIV Coordinator ..... extension 4378
Inpatient Medical/Surgical ..... extension 4340
Intensive Care Unit..... extension 4321
Lost and Found…… extension 4845
Medical Library..... extension 4746
Medical Specialty Clinics..... extension 6117
Military Sexual Trauma Program….extension 5436
Patient Advocate ..... extension 5918
Patient Education Resource Center (PERC)….extension 5356
Pharmacist/Prescriptions……. extension 6009/5991
Physical Therapy ..... extension 5978
Police……extension 5910
Primary Care..... extension 4629
Quality Management ..... extension 5190
Rapid Response (at LVAMC only)...extension 4999
Rehab Medicine..... extension 5979
Respiratory Therapy ..... extension 4117
Respite Care……. extension 4257
Spinal Cord Injury and
Disabilities (SCI/D) Team..... extension 4539
Telemetry Unit……. extension 5656
Telephone Liaison Care (TLC) ..... extension 6041
Vet Center.....(717) 782-3954
Veterans Benefits Counselor…….extension 6088

(continued)

Visual Impairment Services…….extension 4542
Voluntary Services ..... extension 6030
Women Veterans Program ..... extension 4870

FAX NUMBERS
Lebanon VA Medical Center

You may sometimes need to fax information to your Primary Care Team at the Lebanon VA Medical Center. The fax numbers for those teams are:

Aqua Team 717-228-6156

Blue Team 717-228-6031

Burgundy Team 717-228-6067

Green Team 717-228-6031

Purple Team 717-228-6156

Red Team 717-228-6031

Rose Team 717-228-6156

Silver Team 717-228-6031

COMMUNITY BASED OUTPATIENT CLINICS (CBOCs)

Berks CBOC
c/o St. Joseph's Medical Center Community Campus
145 N. 6th St., 3rd floor
Reading PA 19601
Fax 610-208-4718

Camp Hill CBOC
25 N. 32nd St.
Camp Hill PA 17011
Fax 717-730-9854

Frackville CBOC
C/O Good Samaritan Health Center North-VA Clinic
10 E. Spruce St.
Frackville, PA 17931
Fax 570-874-1228

Lancaster CBOC
1861 Charter Lane, Ste. 118
Lancaster PA 17601
Fax 717-290-1104

Pottsville CBOC
c/o Good Samaritan Hospital
700 Schuylkill Manor Rd., Suite 6
Pottsville PA 17901
Fax 570-621-4473

York CBOC
2251 Eastern Blvd.
York PA 17403
Fax 717-840-2740

Notes:
Questions to Ask