

VISITOR GUIDE



VA SAN DIEGO HEALTHCARE SYSTEM

San Diego VA Medical Center

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

We are also on Facebook and Twitter:
facebook.com/VASanDiego | twitter.com/VASanDiego



U.S. Department of Veterans Affairs
VA San Diego Healthcare System

Legend

- P** Visitor Parking
- H** Handicap Parking
- S** Staff Parking
- E** Employee Parking
- V** Valet
- B** Bus Stop

Specialty Access Clinic

Building 25

Emergency Department

Specialty Care Area 1, 2 & 3 Entrance

Main Entrance

Main Campus Entrance

Parking Garage I
Structure 28

Parking Garage 2
Structure 31

Motorcycle Parking Entrance

Government Vehicle Parking
(Last 3 Rows)

Villa La Jolla Drive

South Hospital Road

Handicap Parking Only



MRI
Building 14

Medical Center
Building 1

Spinal Cord
Injury Building
Building 11

Veterans Medical
Research Foundation
Building 13

Administration
Building
Building 27

Future
Trolley Station

SCI Entrance

SCI Parking Only

SCI Parking Only

Handicap Parking Only

Handicap Parking Only

S

E

E

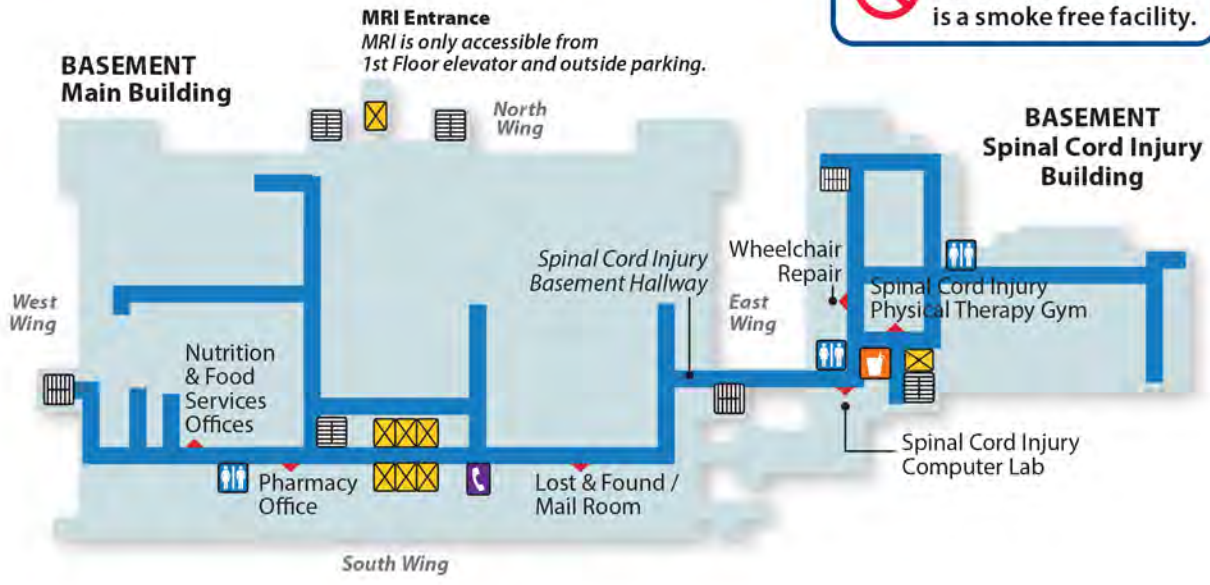
 VA San Diego
Healthcare System
is a smoke free facility.



B

BASEMENT FLOOR

 VA San Diego Healthcare System is a smoke free facility.



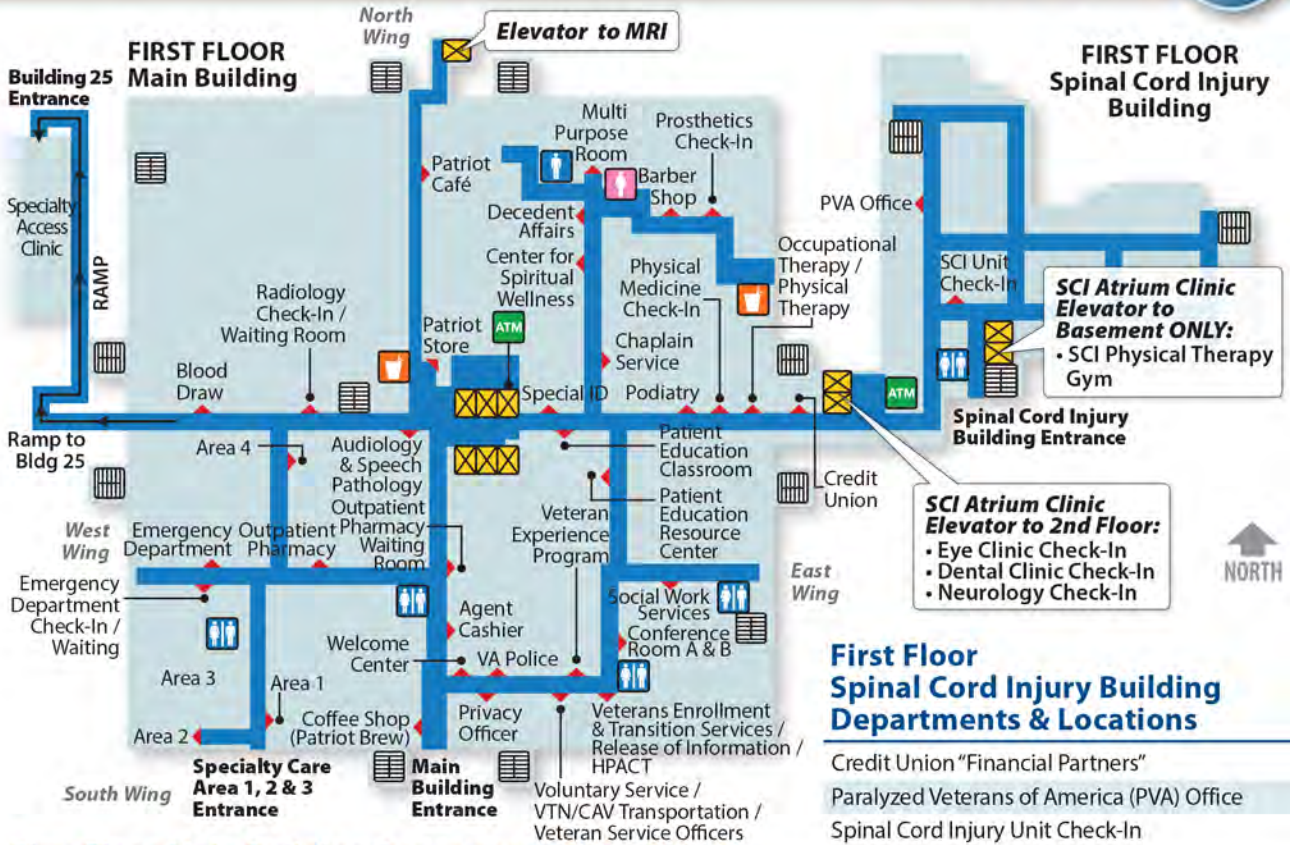
Basement Floor Main Building Departments & Locations

Lost & Found / Mail Room	East Wing, Room B232
Nutrition & Food Services Offices	West Wing, Room B126
Pharmacy Office	West Wing, Room B155
Spinal Cord Injury Basement Hallway	East Wing

Basement Floor Spinal Cord Injury Building Departments & Locations

Spinal Cord Injury Computer Lab	Room BA103
Spinal Cord Injury Physical Therapy Gym	Room BA101
Wheelchair Repair	Room BA105

- LEGEND** |  Elevator |  Stairs |  Restrooms |  Telephone |  Vending |  ATM |  Women's Restrooms |  Men's Restrooms

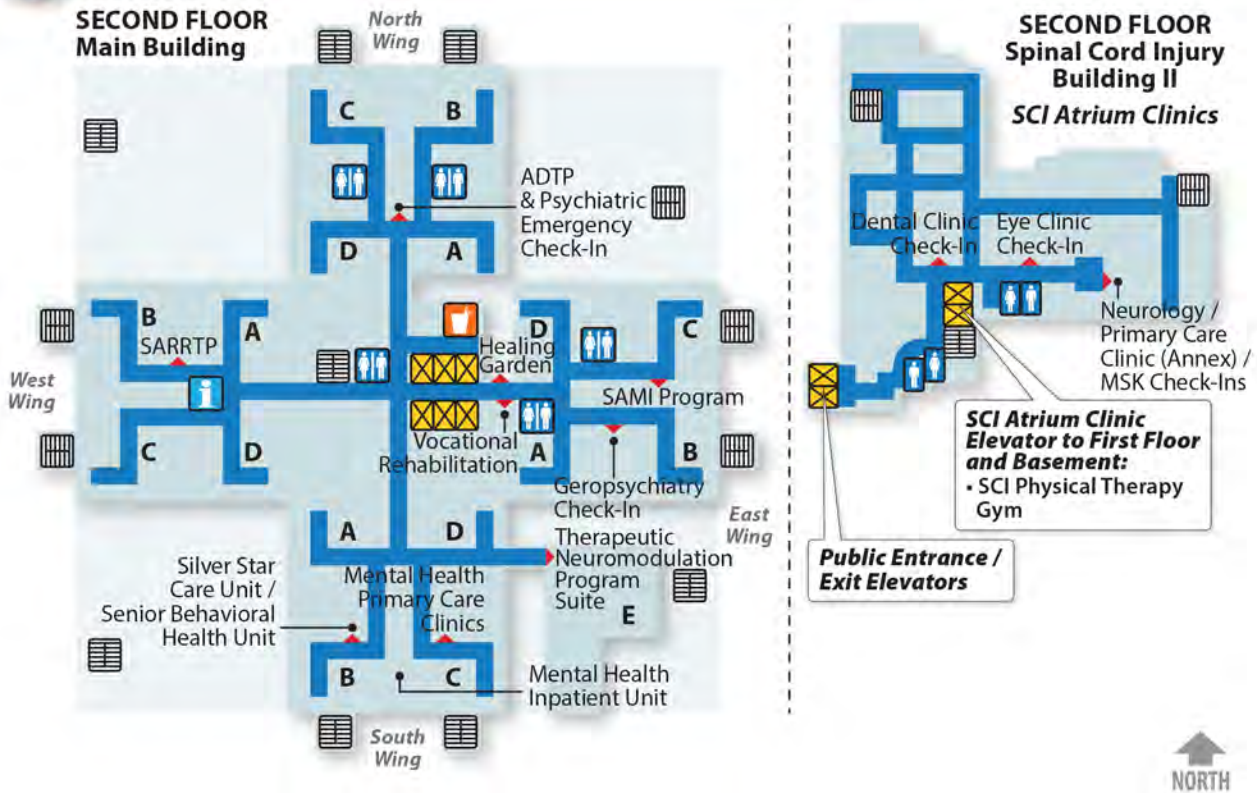


First Floor Main Building Departments & Locations

Agent Cashier	South Wing	Patriot Café	North East Wing
Area 1	South West Wing	Patriot Store	North East Wing
Area 2	South West Wing	Physical Medicine Check-In	North East Wing
Area 3	South West Wing	Physical Therapy	North East Wing
Area 4	South West Wing	Podiatry	North East Wing
Audiology & Speech Pathology	South West Wing	Privacy Officer	South East Wing, Room 1576
Barber Shop	North East Wing	Prosthetics Check-In	North East Wing, Room 1400
Blood Draw	North West Wing, Room 1220	Radiology Check-In / Waiting Room	North West Wing
Center for Spiritual Wellness	North East Wing, Room 1414	Social Work Services	South East Wing, A Pod, Room 1538
Chaplain Service	North East Wing, Room 1436D	Special ID	North East Wing, Room 1433
Coffee Shop (Patriot Brew)	South West Wing	Specialty Access Clinic	West Entrance
Conference Room A & B	South East Wing, Room 1525	VA Police	South East Wing
Decedent Affairs	North East Wing	Veteran Experience Program (Patient Advocate)	South East Wing, Room 1510
Emergency Department	South West Wing	Veterans Enrollment & Transition Services / Release of Information / HPACT (Homeless PACT)	South East Wing, Room 1589
Emergency Department Check-In / Waiting Room	South West Wing	Voluntary Service / VTN/DAV Transportation / Veteran Service Officers	South East Wing, Room 1525
Multi Purpose Room	North East Wing	Welcome Center	South Wing
Occupational Therapy	North East Wing		
Outpatient Pharmacy	South West Wing		
Outpatient Pharmacy Waiting Room	South East Wing		
Patient Education Classroom	South East Wing, Room 1493		
Patient Education Resource Center	South East Wing, D Pod, Room 1493		

2ND

SECOND FLOOR



Second Floor Main Building Departments & Locations

Alcohol Drug Treatment Program (ADTP) Check-In	North Wing
Geropsychiatry Clinic	East Wing, B Pod, Room 2271
Healing Garden	East Wing Patio
Mental Health Inpatient Unit	South Wing, B & C Pods
Mental Health Primary Care Clinics	South Wing, D Pod, Room 2222
Psychiatric Emergency Clinic Check-In	North Wing
Silver Star Care Unit / Senior Behavioral Health Unit	South Wing, A Pod
Substance Abuse / Mental Illness (SAM) Program	East Wing, C Pod, Room 2305B
Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)	West Wing, A & B Pods
Therapeutic Neuromodulation Program Suite	South Wing, E Pod, Room 2500
Vocational Rehabilitation	East Wing, Room 2243B

Second Floor Spinal Cord Injury Building Departments & Locations

Dental Clinic Check-In	Room 205
Eye Clinic Check-In	Room 203
Neurology / Primary Care Clinic (Annex) / Musculoskeletal Clinic (MSK) Check-Ins	

LEGEND

- Elevator
- Stairs
- Restrooms
- Women's Restrooms
- Men's Restrooms
- Vending
- Information

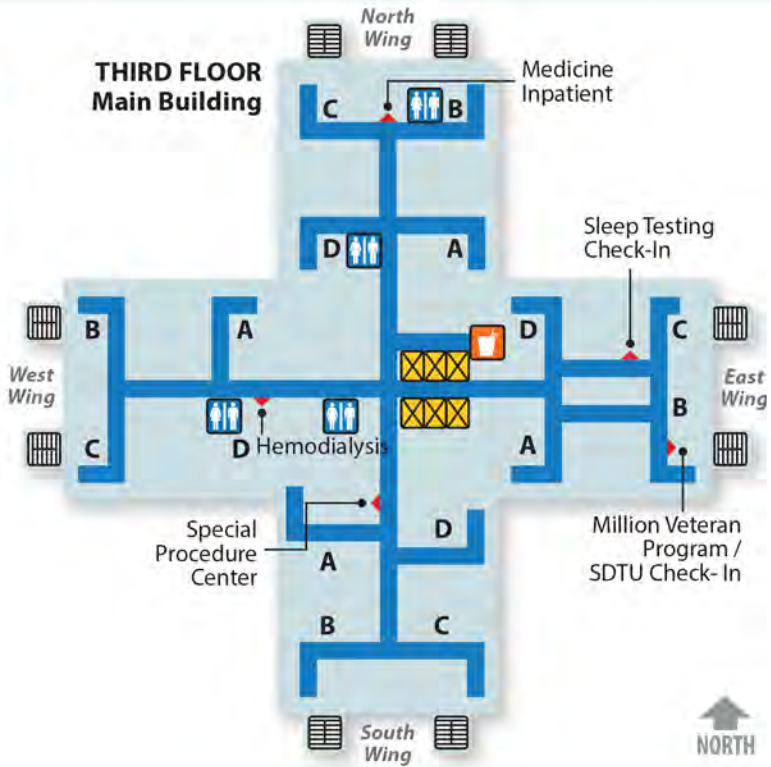
3RD THIRD FLOOR

Third Floor Main Building Departments & Locations

Hemodialysis	West Wing, D Pod
Medicine Inpatient	North Wing, B & C Pods
Million Veteran Program / Special Diagnostic Treatment Unit (SDTU) Check-In	East Wing, Room 3237
Sleep Testing Check-In	East Wing, C Pod, Room 3285
Special Procedure Center:	South Wing, Room 3118
• Dermatology / Mohs Laser Procedure	
• GI / PULM Procedure	
• Infusion / Chemotherapy	



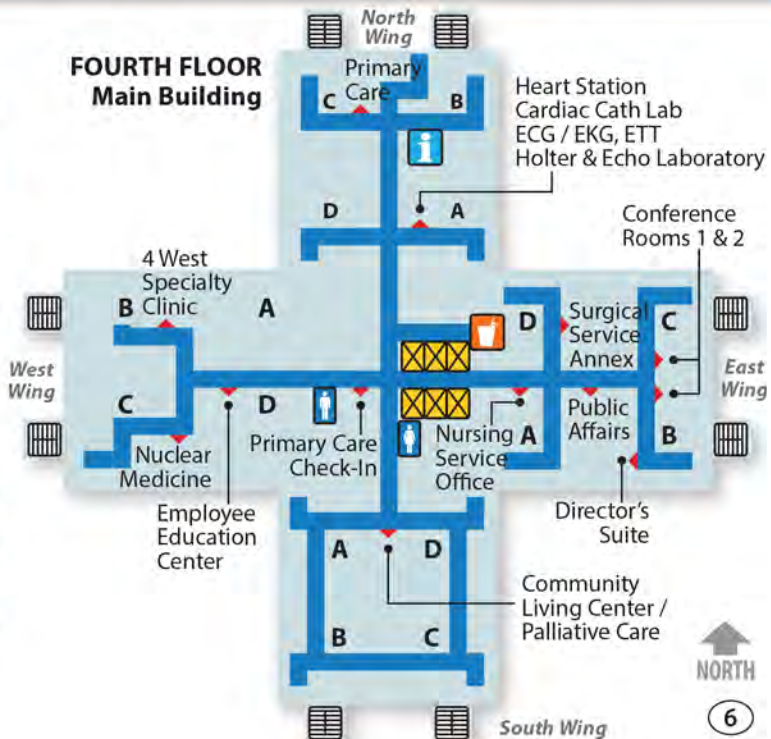
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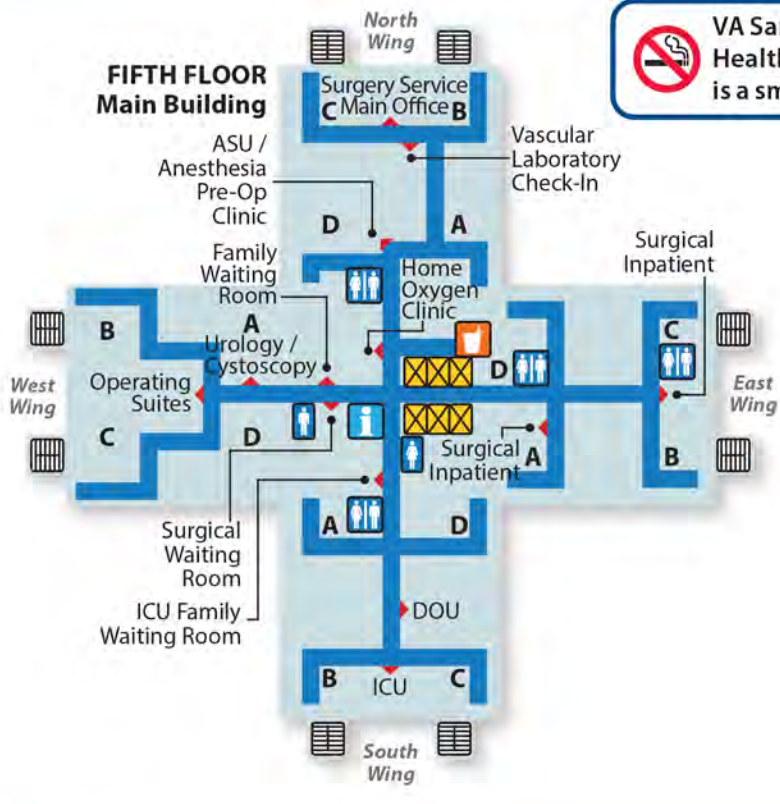


4TH FOURTH FLOOR

Fourth Floor Main Building Departments & Locations

4 West Specialty Clinic	West Wing, Room 4040
Community Living Center / Palliative Care	South Wing
Conference Room 1	East Wing
Conference Room 2	East Wing
Director's Suite	East Wing
Employee Education Center	West Wing, Room 4078
Heart Station Cardiac Cath Lab ECG / EKG, ETT Holter & Echo Laboratory	North Wing, Room 4299
Nuclear Medicine	West Wing, C Pod
Nursing Service Office	East Wing
Primary Care	North Wing
Primary Care Check-In	Core
Public Affairs	East Wing, Room 4207
Surgical Service Annex	East Wing





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Fifth Floor Main Building Departments & Locations

Ambulatory Surgery (ASU) / Anesthesia Pre-Op Clinic	North Wing, D Pod
Direct Observation Unit (DOU)	South Wing, D Pod
Family Waiting Room	Room 5021
Home Oxygen Clinic	Room 5019
Intensive Care Unit (ICU)	South Wing, B & C Pods
Intensive Care Unit (ICU) Family Waiting Room	South Wing, A Pod
Operating Suites	West Wing
Surgery Service Main Office	North Wing, Room 5309
Surgical Inpatient	East Wing, A, B & C Pods
Surgical Waiting Room	Room 5004
Urology / Cystoscopy	West Wing, A Pod
Vascular Laboratory Check-In	North Wing, Room 5321

LEGEND |  Elevator |  Stairs |  Restrooms |  Women's Restrooms |  Men's Restrooms |  Vending |  Information

FUTURE SAN DIEGO VA MEDICAL CENTER



ABOUT VA SAN DIEGO HEALTHCARE SYSTEM (VASDHS)

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

We are affiliated with the University of California, San Diego School of Medicine and provide training for 1,376 medical interns, residents and fellows, as well as 573 other teaching affiliations for nursing, pharmacy, dental and dietetics. VASDHS has one of the largest research programs in the VA nationally, with a budget of \$44.3 million (FY2019), 211 principal investigators, and 676 projects.

SERVICES AVAILABLE

Health Benefits & Enrollment (Member Services)

Room 1589 • (858) 552-7523

Monday – Friday, 7:00 a.m. – 4:00 p.m.

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

Appointments

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

Women's Health Care Program

(858) 642-3676

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

VCS Food Service / Retail Store

Patriot Café

Monday – Friday6:30 a.m. – 2:00 p.m.

Saturday & SundayClosed

Heroes Internet Café (Free Internet Access)

Monday – Friday7:00 a.m. – 2:00 p.m.

Coffee Shop / Patriot Brew

Monday – Friday6:30 a.m. – 3:00 p.m.

Patriot Store

Monday – Friday7:00 a.m. – 5:00 p.m.

Saturday8:00 a.m. – 4:00 p.m.

Sunday8:00 a.m. – 2:00 p.m.

All VCS Facilities are closed on holidays.

Visiting Hours

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

ICU/DOU (open daily, with exceptions below)

Closed daily from.....7:30 a.m. – 8:00 a.m.

& 7:30 p.m. – 8:00 p.m.

Geriatric Psychiatry Unit (A Pod)

Open daily from.....11:00 a.m. – 8:30 p.m.

Visiting Hours continued in next column

Visiting Hours continued

Admission / Step Down Unit (B Pod / C Pod)

Monday – Friday7:30 p.m. – 8:30 p.m.

Saturday & Sunday / Holiday2:00 p.m. – 3:00 p.m.

& 7:30 p.m. – 8:30 p.m.

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

Agent Cashier

Room 1504 • Monday - Friday, 8:30 a.m. – 4:00 p.m.

The agent cashier is available to Veterans who wish to make co-payments or deposit funds while admitted to inpatient care.

VA Medical Needs Transportation

(858) 552-7572

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

Smoking

Smoking is prohibited on the VA medical center and community clinics campuses.

Lost & Found

(858) 646-2888

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

Parking

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

SERVICES AVAILABLE

Patient Education Resource Center

Room 1493D • (858) 552-7401

Monday – Friday, 9:00 a.m. – 3:00 p.m.

The center strives to promote healthy lifestyles, support self-management of diseases, and encourage you to be actively involved in your health care. Patient Health Library staff members will assist you with a wide range of learning opportunities.

Chaplain / Pastoral Care

Room 1436A • (858) 642-3496

Our chaplains are on duty seven days a week, visit the units daily, and are available for private consultation. All spiritual and religious preferences can be accommodated. If you desire a special visit, please ask your unit staff to call the Chaplain Service to make arrangements.

LOCAL PHONE NUMBERS

Department	Number	Ext.
24-Hour Telecare Hotline	(858) 552-4343	
Admissions	(858) 552-8585	5575
Billing	(866) 802-6381	
Call Center	(858) 552-7475	
Chaplain Service	(858) 642-3496	
Community Care	(858) 623-1879	
Eligibility and Enrollment	(858) 552-7523	
Health Care for Homeless Veterans	(858) 552-8585	3236
Human Resources	(858) 642-3401	
Lost and Found	(858) 646-2888	
Mental Health Call Center (Make/Change/Cancel Appointments)	(858) 642-3391	
Military Sexual Trauma Counseling	(619) 400-5189	
Veteran Experian Office (Patient Advocate)	(858) 552-4392	
Patient Care Call Center	(858) 552-8585	
Patient Travel	(858) 552-7572	
Police Service (Non-Emergency)	(858) 642-3931	
Prescription Refill	(858) 552-4390	
Release of Information	(858) 642-3661	
Social Work Service	(858) 552-3500	
Veterans Transportation Network	(858) 552-7470	
Voluntary Service	(858) 642-3267	
Veteran Centers		
• Chula Vista	(877) 618-6534	
• San Diego	(858) 642-1500	
• San Marcos	(760) 744-6914	
Women's Veterans Program	(858) 642-3676	

NATIONAL PHONE NUMBERS

Department	Number
Caregiver Support Line	(855) 260-3274
Education (GI Bill)	(888) 442-4551
Enrolling in VA	(877) 222-8387
National Cemetery Administration	(800) 535-1117
Special Issues	(800) 749-8387
• Agent Orange / Ionized Radiation Mustard	
• Agents and Lewisite / Ionized Radiation	
VA Benefits Office	(800) 827-1000
Veterans Crisis Line	(800) 273-8255
VHA Health Care Benefits	(877) 222-8387



1 San Diego VA Medical Center
3350 La Jolla Village Dr.
San Diego, CA 92161 | (858) 552-8585

2 VA Chula Vista Clinic
353 H Street
Chula Vista, CA 91910 | (619) 409-1600

3 VA Escondido Clinic
815 East Pennsylvania Avenue
Escondido, CA 92025 | (760) 466-7020

4 VA Imperial Valley Clinic
1115 South Fourth Street
El Centro, CA 92243 | (760) 352-1506

5 Rio Clinic
8989 Rio San Diego Drive, Suite 360
San Diego, CA 92108 | (619) 228-8000

6 VA Mission Valley Clinic
8810 Rio San Diego Drive
San Diego, CA 92108 | (619) 400-5000

7 VA Oceanside Clinic
1300 Rancho del Oro Drive
Oceanside, CA 92056 | (760) 643-2000

8 VA Sorrento Valley Clinic
10455 Sorrento Valley Road
San Diego, CA 92121

9 Chula Vista Vet Center
180 Otay Lakes Road, Suite 108
Bonita, CA 91902-2439
(877) 618-6534 or (858) 618-6534

10 San Diego Vet Center
2790 Truxtun Road, Suite 130
San Diego, CA 92106 | (858) 642-1500

11 San Marcos Vet Center
One Civic Center Dr., Suite 150
San Marcos, CA 92069 | (760) 744-6914



DRIVING DIRECTIONS TO SAN DIEGO VA MEDICAL CENTER

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

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

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

