# VISITOR GUIDE









# CENTRAL ARKANSAS VETERANS

HEALTH CARE SYSTEM

# John L. McClellan Memorial Veterans Hospital

4300 West 7th Street Little Rock, AR 72205 501-257-1000 800-224-8387 toll free

www.littlerock.va.gov
We are also on facebook
facebook.com/VACentralArkansas



Scan to visit /www.littlerock.va.gov LR\_Visitor\_Guide.pdf



# **Local Telephone Numbers**



Please dial the number to reach the desired department. For further assistance or information, please dial 501-257-1000 if outside of the campus, or '0' for the operator if on campus.

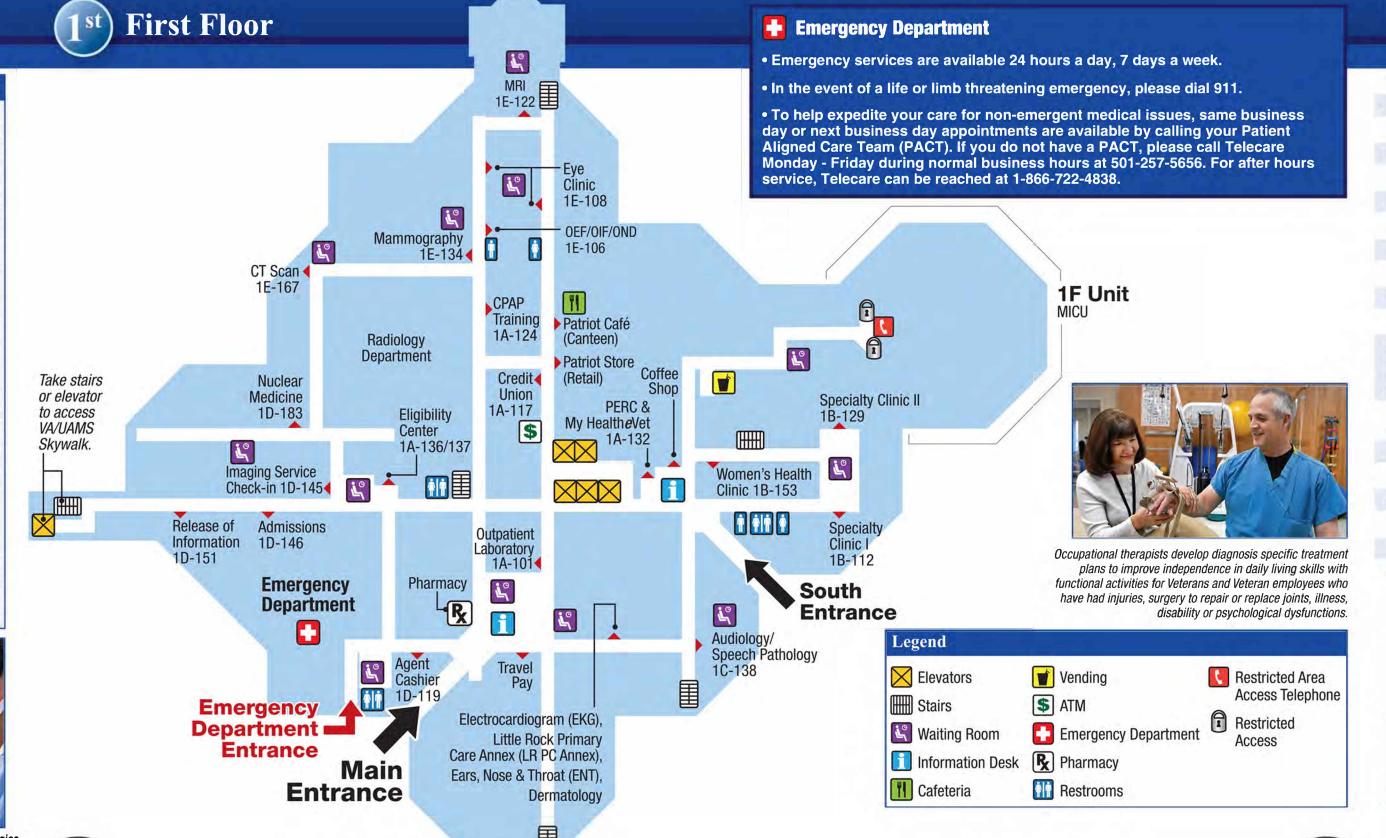
DEPARTMENT	Number
Main Hospital	501-257-1000
Mental Health Local Crisis Line	501-257-3229
To Make or Change an Appointment	501-257-5656
24 Hour Telecare	866-722-4838
Patient Advocate	501-257-5410
Police Service (Non-Emergency)	501-257-3939
Arkansas Department of Veteran Affairs	501-370-3820
Audiology & Speech Pathology	501-257-5250
Billing	501-257-2589
Chaplain Services	501-257-2151
Chronic Pain Management Program	501-257-6050
Compensation & Pension Scheduling	501-257-2620
Dental Clinic	501-257-2200
Disabled American Veterans (DAV) Transportation	501-257-6991
Disabled American Veterans	501-370-3838
Eligibility & Enrollment	501-257-5681
Eye Clinic	501-257-6781
Little Rock Lost & Found 8:00 a.m 4:30 p.m.	501-257-5505
Little Rock Vet Center	501-324-6395
Mental Health Clinic	501-257-3131
Military Order of the Purple Heart	501-370-3862
Neurology Service	501-257-6050
OIF/OEF/OND	501-257-5414
Paralyzed Veterans of America	501-370-3757
Physical Medicine & Rehabilitation Service	501-257-2992
Public Affairs Office (Media)	501-257-5393
Release of Information	501-257-5696
Telecare	501-257-5656
Veteran Day Treatment Center	501-244-1900
Veterans Identification Cards	501-257-5681
Voluntary Services	501-257-3288
Women Veterans Health Program	501-257-5662

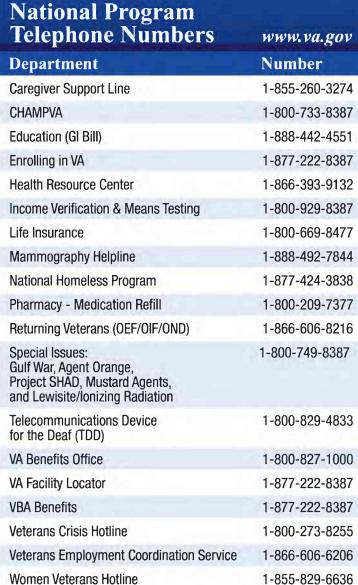
First Floor Services	
Department	Room
Admissions	1D-146
Agent Cashier	1D-119
Audiology/Speech Pathology	1C-138
Constant Positive Airway Pressure (CPAP) Training	1A-124
Credit Union	1A-117
Computed Tomography (CT) Scan	1E-167
Dermatology	
Ears, Nose & Throat (ENT)	
Electrocardiogram (EKG)	
Eligibility Center	1A-136/137
Emergency Department	
Eye Clinic	1E-108
Imaging Service Check-in	1D-145
Little Rock Primary Care Annex (LR PC Ann	ex)
Mammography	1E-134
Medical Intensive Care Unit (MICU)	1F-102
MRI	1E-122
My Health <i>e</i> Vet	1A-132
Nuclear Medicine	1D-183
OEF/OIF/OND	1E-106
Outpatient Laboratory	1A-101
Patient Education Resource Center (PERC)	) 1A-132
Patriot Café & Patriot Store	
Pharmacy	
Release of Information	1D-151
Specialty Clinic I	1B-112
Specialty Clinic II	1B-129
Travel Pay	
Women's Health Clinic	1B-153



Our Surgical teams use the most advanced techniques and technologies to ensure the best outcome for Wetterans during critical times.

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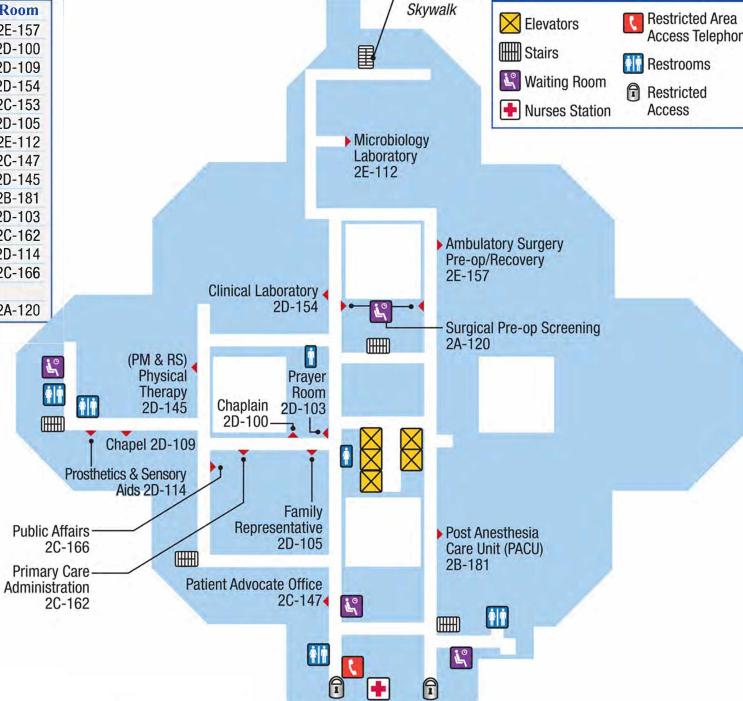
CAVHS partners with each Veteran to create a personalized, proactive strategy to optimize health and well-being ensuring a world class health care experience.



# **Fourth Floor**



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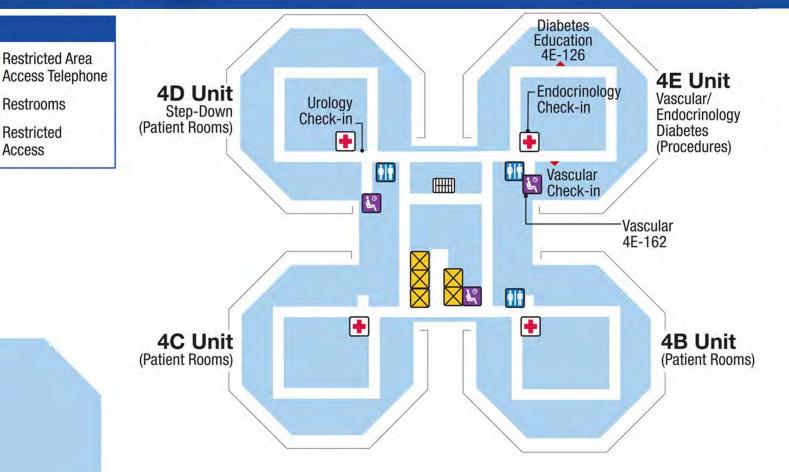
Surgical

Intensive Care

Unit (SICU)

Legend

-To VA/UAMS



As a nationally funded research facility, we continue to push for advancements in aging, cancer, cardiac surgery, infectious disease and diabetes research.

Increasing Veterans' independence through advanced prosthetic devices, sensory aids and programs.

Room

4E-126

4D Unit

4E Unit

4E-162

**Fourth Floor Services** 

Department

Step-Down Unit

Vascular Unit

Vascular

**Urology Check-in** 

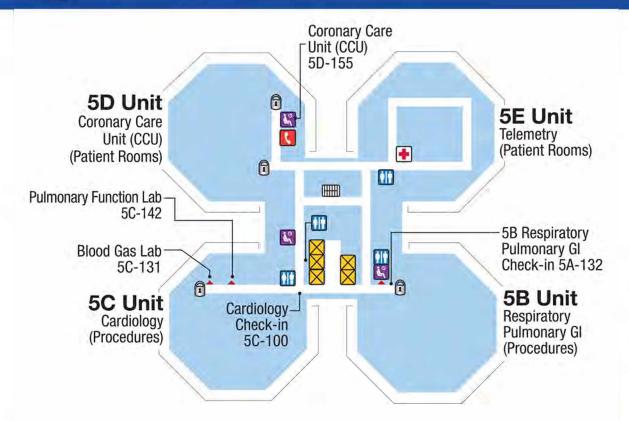
Vascular Check-in

**Diabetes Education** 

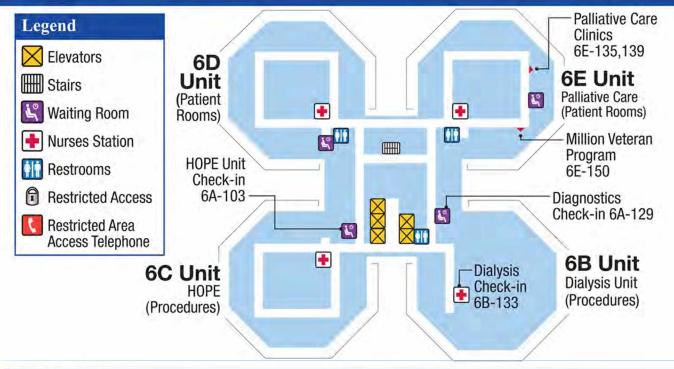
**Endocrinology Check-in** 



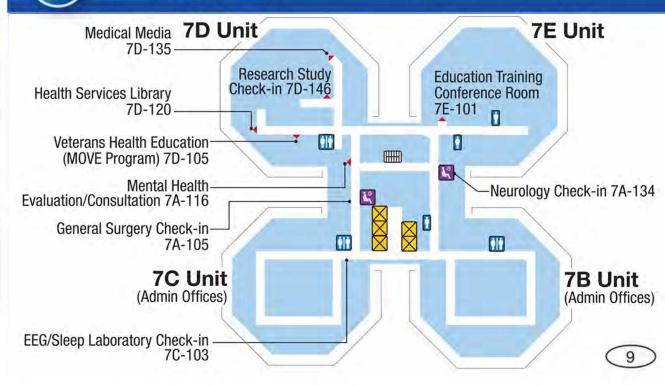




Department	Floor	Room	Department	Floo	r Room
Blood Gas Lab	5	5C-131	HOPE Unit Check-in	6	6A-103
Cardiology Check-in	5	5C-100	Medical Media	7	7D-135
Cardiology Unit	5	5C Unit	Mental Health Evaluation/Consultation	7	7A-116
Coronary Care Unit (CCU)	5	5D-155	Million Veteran Program	6	6E-150
Diagnostics Check-in	6	6B-129	Neurology Check-in	7	7A-134
Dialysis Check-in	6	6B-133	Palliative Care	6	6E Unit
Dialysis Unit	6	6B Unit	Palliative Care Clinics	6	6E-135, 139
<b>Education Training Conference Room</b>	1 7	7E-101	Pulmonary Function Lab	5	5C-142
EEG/Sleep Laboratory Check-in	7	7C-103	Research Study Check-in	7	7D-146
General Surgery Check-in	7	7A-105	Respiratory Pulmonary Gl Check-in, 5	B 5	5A-132
Health Services Library	7	7D-120	Telemetry Unit	5	5E Unit
Hematology, Oncology, Palliation Education (HOPE)	6	6C Unit	Veterans Health Education (MOVE Program)	7	7D-105



# (7th) Seventh Floor



# John L. McClellan Memorial Veterans Hospital Veteran Information & Services

# About John L. McClellan Memorial Veterans Hospital

# Chaplain & Pastoral Care

The Chapel is located on the Second Floor in room 2D-109. The Prayer Room, room 2D-103, is open for prayer and meditation 24 hours a day. Please contact one of the VA chaplains at 501-257-2151 for spiritual needs.

### Disabled American Veterans (DAV) Van Network\*

The volunteer DAV Van network is a **FREE** transportation service operated by our Voluntary Service. Take advantage of the free transportation to and from Central Arkansas VA facilities. For more information please contact Voluntary Services at 501-257-3288.

\*To ride the van, Veterans should call their local respective County Veteran Service Officer (VSO) for a van appointment.

### **Emergency & Disaster Responses**

During natural disasters and other emergencies, Veterans and their families may call 1-800-507-4571 (toll-free) for information and assistance about VA facilities. For local information, please visit our website www.littlerock.va.gov or dial 501-257-1000 for additional information.

# **Eligibility & Enrollment**

All Veterans honorably discharged from military service are eligible to apply for VA health care. To enroll and find out more information, please visit the Eligibility Center located on the First Floor in rooms 1A-136/137 or call 1-877-222-8387 (toll-free). You can also learn about eligibility and health benefits on-line at www.va.gov/healthbenefits.

## Lost & Found

For lost items, please contact Lost & Found at 501-257-5505.

Hours of operation are:

Monday-Friday, 8:00 a.m.-4:00 p.m.

For after-hours inquiries, call VA Police at 501-257-3939.

### My HealtheVet

The My Healthe Vet office is located in the Patient Education Resource Center (PERC). The program coordinator can be reached at 501-257-5621. More information about My Healthe Vet can be found on-line at www.myhealth.va.gov.

### **Parking**

Veteran/visitor parking is available on the West side of the hospital. Parking signs are located throughout the parking lot for eligible Handicap parking. Parking is prohibited in fire lanes or reserved areas as indicated by signs or curb coloring. For questions about parking, please call the VA Police at (501) 257-3939.

## Patient Education Resource Center (PERC)

The Patient Education Resource Center (PERC) is located near the South Entrance on the First Floor. There are reference books, videos, models and charts to answer common patient and consumer questions. Internet-access computers are also available. For more information about patient education, please call the Patient Education Resource Center (PERC) at 501-257-4504.

# Patient Travel/Agent Cashier/EFT

Patient Travel and the Agent Cashier are located on the First Floor near the Main Entrance. Eligible Veterans should present a Veteran Identification Card to receive benefits. Sign-up for Electronic Funds Transfers/Direct Deposits (EFT) at the Agent Cashier window for reimbursement of beneficiary travel expenses.

# **Smoking Areas**

Smoking is only permitted in designated smoking areas. The designated smoking areas around the hospital are found outside the Main and South Entrances; and outside the Southwest Employee Entrance.

## **Shuttle Information**

Take advantage of the free transportation to and from local CAVHS facilities for your appointments. Shuttle rides are available Monday-Friday outside the Main Entrance. For more information on shuttle schedule, visit our helpful information desks near the Main and South Entrances.

# **Veterans Canteen Service Operating Hours**

Dining, snacks and the retail store are located on the First Floor. Vending areas are available throughout the hospital.

Patriot Café: Monday-Friday.... 6:30 a.m. - 3:30 p.m.

Saturday/Sunday...Closed

Patriot Store: Monday-Friday.....7:30 a.m. -4:30 p.m.

Saturday/Sunday...9:00 a.m.-1:00 p.m.

Coffee Shop: Monday-Friday.....7:00 a.m.-5:00 p.m.

Saturday/Sunday...7:00 a.m.-Noon

# Visiting a Veteran

Family and friends are encouraged to visit anytime for emotional support during the course of a Veteran's hospitalization. Visitors may be asked to interrupt or delay visitation for brief periods when medical evaluations or procedures are in progress.

# Women Veterans Program

Our Staff is committed to meeting the unique needs of women Veterans by delivering the highest quality health care to each woman, while offering her the privacy, dignity, and sensitivity to gender-specific needs that she deserves. For more information, please contact our Women Veterans Program Manager at 501-257-5662.



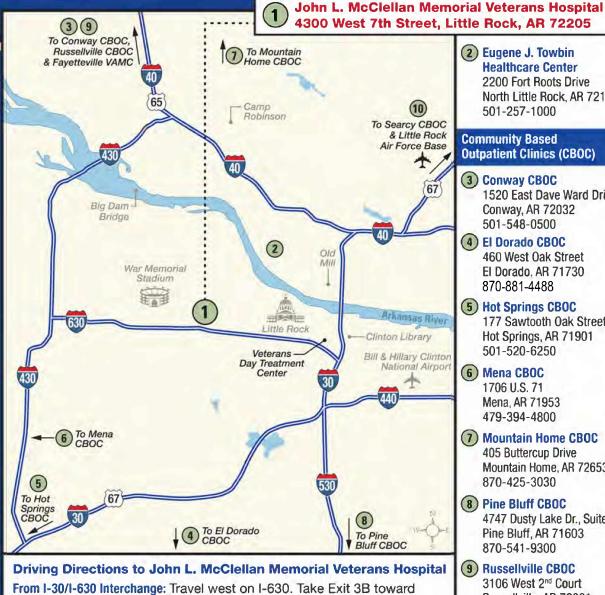
# History

John L. McClellan (February 25, 1896 – November 28, 1977) was a Veteran of World War I and a true champion for the causes of Veterans of military service. Following basic training, he was commissioned a Lieutenant in the U.S. Army Aviation Section of the Signal Corp. Following honorable discharge, John McClellan was elected Prosecuting Attorney of the Seventh Judicial District and subsequently served two terms in the House of Representatives before being elected to the U.S. Senate in November, 1942. The Veterans of Arkansas

were always strong supporters of John McClellan in his many political campaigns. He took pride in his record on behalf of Veterans, which included voting for every increase in military and retirement benefits passed into law. During his 35 years in the Senate, John L. McClellan introduced 1,150 Bills, 140 of which were signed into law. He achieved the highest Senate Committee position attained by an Arkansan, that of Chairman of the powerful Appropriations Committee. In December 1945, Senator McClellan announced the approval of a 500-bed hospital for Veterans to be built on Roosevelt Road in Little Rock, Arkansas. Throughout his term in office, he continually sought to improve health care and benefits for our nation's Veterans. Among his last major achievements were his successful battles to secure appropriation and approval for this hospital, The John L. McClellan Veterans Administration Hospital.

# **About Central Arkansas Veterans Healthcare System (CAVHS)**

The Central Arkansas Veterans Healthcare System (CAVHS) is a Department of Veterans Affairs (VA) healthcare provider. CAVHS is one of the largest and busiest VA medical centers in the country and was recognized nationally in 2010 with the Robert W. Carey Trophy Award - the highest honor a VA facility can receive for quality achievement and service excellence. Its two hospitals, John L. McClellan Memorial Veterans Hospital in Little Rock and Eugene J. Towbin Healthcare Center in North Little Rock, use advanced technology to provide a broad spectrum of inpatient and outpatient healthcare services, ranging from disease prevention and primary care to complex surgical procedures and extended rehabilitative care. Comprehensive healthcare is provided through primary, tertiary, and long-term care in areas of medicine, surgery, mental health, physical medicine and rehabilitation, neurology, dentistry, ophthalmology, geriatrics and extended care, and women's health. CAVHS has 280 operating hospital beds on both campuses as well as a 119-bed Domiciliary Residential Rehabilitation Treatment Unit that provides long-term rehabilitative care and a 152-bed Community Living Center (formally Nursing Home Care Unit) on its North Little Rock campus. CAVHS reaches out to Veterans across central Arkansas through its eight Community-Based Outpatient Clinics (CBOCs) in Conway, Hot Springs, El Dorado, Mountain Home, Mena, Pine Bluff, Russellville and Searcy, Arkansas. A Veterans Day Treatment Center is operated in downtown Little Rock, a Home Health Care Service Center is based in Hot Springs and a Vet Center is located in North Little Rock. CAVHS serves as a teaching facility for more than 1,500 students and residents enrolled in more than 65 educational programs; its principal affiliate is the University of Arkansas for Medical Sciences, CAVHS is accredited by many independent organizations to include: the Joint Commission for Accreditation of Healthcare Organizations, the American Heart Association, the Commission on Cancer, and the American College of Radiology Committee on Mammography.



Cedar Street and stay to the right. Continue on West 7th Street. The Veterans/visitor parking entrance is on the west side of the hospital.

From I-430/I-630 Interchange: Travel east on I-630. Take Exit 3B toward Cedar/Pine Street. Turn left onto South Pine Street and cross the bridge. Turn left onto 7th Street. The Veterans/visitor parking entrance is on the west side of the hospital.

(2) Eugene J. Towbin **Healthcare Center** 2200 Fort Roots Drive North Little Rock, AR 72114

# **Community Based Outpatient Clinics (CBOC)**

- (3) Conway CBOC 1520 East Dave Ward Drive Conway, AR 72032 501-548-0500
- (4) El Dorado CBOC 460 West Oak Street El Dorado, AR 71730 870-881-4488
- (5) Hot Springs CBOC 177 Sawtooth Oak Street Hot Springs, AR 71901 501-520-6250
- Mena. AR 71953 479-394-4800
- 7) Mountain Home CBOC 405 Buttercup Drive Mountain Home, AR 72653 870-425-3030
- (8) Pine Bluff CBOC 4747 Dusty Lake Dr., Suite 203 Pine Bluff, AR 71603 870-541-9300
- (9) Russellville CBOC 3106 West 2nd Court Russellville, AR 72801 479-880-5100
- (10) Searcy CBOC 1120 S. Main Street Searcy, AR 72143 501-207-4700

### Please Remember...

- Arrive early for your appointment (15-30 minutes).
- Call your clinic if you cannot make your appointment.
- Don't be a "No-Show" another Veteran can use your time slot.
- Please bring a list of medications you are taking.
- Don't wait until you run out of medication to order a refill. You can always plan ahead and order refills through 1-800-209-7377 or www.myhealth.va.gov. Contact your primary care team when you receive the last refill on your prescription.
- Always ask your providers questions about your care.