



# COMPASS

News and Information from your VA Medical Center  
Central Arkansas Veterans Healthcare System

## Vaccinations underway at CAVHS

### Front-line staff, CLC, vulnerable populations first



Central Arkansas Veterans Healthcare System has received three shipments of the Moderna COVID-19 vaccine. We are still in the initial round of vaccinating our front-line workers and our long-term Community Living Center residents.

With the latest shipments, CAVHS has begun vaccinating vulnerable populations such as Veterans 75 and over, those on dialysis, undergoing chemotherapy, have had a transplant, and/or are homeless. **A CAVHS staff member will contact each enrolled Veteran when it is time to schedule his or her vaccination.**

CAVHS is following the CDC and Veterans Health Administration prioritization protocols for vaccine distribution. Homeless and at-risk Veterans at the CAVHS Day Treatment Center in downtown Little Rock are scheduled next for their initial vaccination.

Both the Moderna and Pfizer vaccines require two rounds. Once a staff member or Veteran receives the first dose, the second dose is scheduled for approximately 28 days later.

Vaccines will be available beginning January 8 at the Hot Springs, Conway and Pine Bluff CBOCs to Veterans 75 and over who have had an appointment in the last year. A staff member will contact you to schedule an appointment if you qualify.

More announcements will be made as more vaccine is made available.

## VA 'Keep Me informed tool'

VA is working to get COVID-19 vaccines to Veterans as quickly and safely as possible based on CDC guidelines and vaccine availability. Due to limited supply, we can't afford to waste a single dose. But strict storage and handling requirements make distribution complex.

### THE SOLUTION

A digital COVID-19 vaccine communications mini-hub and tool allow Veterans to get the latest information from one source, sign up for ongoing updates, and share their current level of interest in getting a vaccine. Click the graphic below to sign up.



### Veteran benefits

- Offers Veterans a first tangible step in their vaccine journey—and connects them to a source of truth for ongoing (potentially personalized) updates.
- Gives Veterans eager to get the vaccine an easy way to express their interest—and helps them



*103-year-old Veteran Herman Higgs receives his first of two COVID-19 vaccinations, administered by Sharonda Randle, DPN RN, as Dr. Margie Scott, Medical Center director provides comfort.*

stay connected while they wait.

- Meets Veterans hesitant about the vaccine where they are—and helps them learn more so they can make informed decisions.

Click the graphic below for more information.

#### COVID-19 vaccines at VA

We're working closely with the Centers for Disease Control and Prevention (CDC) and other federal partners to provide COVID-19 vaccines to Veterans and VA health care personnel. We know you have a lot of questions, and information is changing quickly. Please check back often for updates. We'll continue to update this page as we have new information to offer.

## Veterans — avoid COVID-19 vaccine scams

Now that the COVID-19 vaccine is becoming available, scammers are calling, texting and emailing Veterans with promises of vaccine availability and early access to vaccines.

These promises are lies. The people sending these messages are identity thieves. They are after your sensitive personal information, such as your Social Security Number, and your money.

How can you know if the message you receive about a vaccine is a real VA message or a scam? Here are some tips on how to avoid scams and how to tell the difference.

### Here's how VA will contact you

VA is beginning contact with Veterans to offer and administer COVID-19 vaccinations. You can sign up for vaccine updates by visiting <https://www.va.gov/health-care/covid-19-vaccine/stay-informed>. This is a valid and reliable source of information about VA's COVID-19 vaccine response.

Plus, individual VA medical facilities will soon start contacting Veterans about the vaccine. Outreach will most likely come through the VA.gov website, VEText, MyHealtheVet or VA emails. VA may also reach out to you via the US Postal Service through letters and postcards. Or you may get a phone call.

### What VA will never do

No matter how we contact you, VA will *never* request money or your full Social Security Number through phone, email, or text message.

VA will *never* ask for your full Social Security Number or personal health information through a vaccination request call.

VA will *never* include hyperlinks in texts or emails that will take you to unofficial or non-secured web pages that ask you to provide personal information. Non-secured sites look like this: “http://.” Secured sites look like this: “https://.”

VA will *never* require payment in exchange for providing the vaccine early and will not require payment to become eligible for the vaccine.

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## VA 4th Mission saves life of non-Veteran

As COVID-19 cases continue to rise and stretch thin Arkansas’ medical system, VA’s Fourth Mission has brought Central Arkansas Veterans Healthcare System’s resources and skills to bear in saving the life of a non-Veteran.

Angela Crouch, a resident of Stuttgart, Arkansas, was brought to John L. McClellan Memorial Veterans Hospital on December 13 in dire condition. Following emergency surgery and admittance to the Surgical Intensive Care Unit, she has improved and is able to walk under nurse supervision.

“Y’all saved her life,” said her brother Roger from his home in Carlisle, Arkansas. “You were the only place that could take Angela, so you guys saved her life!”

“The quality of communications has been off the charts,” said Mr. Crouch, “I’m amazed at the amount of expertise, care and concern she’s getting.”

In times of national emergency, VA can provide care to non-Veterans under an assignment issued by the Federal Emergency Management Agency (FEMA), based on a request for assistance from the state government. The State of Arkansas submitted a request to FEMA December 1 requesting acceptance of up to five non-ICU and up to five ICU patients who are not enrolled Veterans to VHA health care. Non-Veteran patients are admitted under the “humanitarian” category for COVID-19 or non-COVID-19 care.

CAVHS accepts such assignments when they do not negatively impact Veteran care. Non-Veterans should not directly seek care at CAVHS facilities.

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## Arkansas DAR annual Shoe Box campaign donates to Veterans at CAVHS

National Society Daughters of American Revolution (NSDAR) Annual Shoe gift Box Campaign spread some cheer to Little Rock Veterans.

**More than 1,700 Gift boxes** were provided to Veteran patients at Little Rock, North Little Rock, Veterans at the North Little Rock State Veterans Home, Home Based Primary Care, the Day Treatment Center Veterans Without Homes Program, Mental Health Intensive Case Management, North Little Rock Domiciliary, Community Living Centers and Community Based Outpatient Clinics.

NSDAR also dropped off more than 100 shoe box gifts at the Women Veterans Clinic to share with Women Veterans. We thank members of the Community and Publishing Concepts, Inc. in West Little Rock for serving as Collection Location in support of this magnificent program! Anyone wanting to learn more about Volunteering and Donating may contact Voluntary Services 501-257-3288...  
<http://www.volunteer.va.gov/apps/VolunteerNow/>

Pictured are Junelle Mongno, past Arkansas NSDAR State Regent, Jacki Armstrong NSDAR, Dawn West Rosado Women Veterans Program Manager and Michael Dobbs Chief Voluntary Services. Not pictured due to emergency Ms. Kathy Balkman NSDAR who coordinated planned and implemented with members of VAVS team the Annual Shoe Box Gift Program.





Shoe box gift boxes donated by the National Society Daughters of the American Revolution are collected and carted to Veteran patients at CAVHS facilities. More than 1,700 gift boxes were donated through CAVHS' Voluntary Services program.

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration

*Central Arkansas Veterans Healthcare System*

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