



Erie VA Medical Center

Visitors Guide

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Erie VA Medical Center

Welcome to Erie VAMC

Recognized as a five-star facility,
Erie VAMC proudly serves more than 22,600 Veterans throughout the tri-state area in northwestern Pennsylvania, northeastern Ohio, and western New York.

Our mission
is to improve the lives of Veterans with world class care. We are committed to ensuring Veterans and employees receive a five-star experience in quality, efficiency, and satisfaction.

Erie VAMC leads the way
as a High Reliability Organization. Our exceptional employees and volunteers are empowered to make the right decisions on behalf of patients which results in a better experience for our employees and the Veterans we serve.



Safe Care is Our Mission.



HOURS OF OPERATION

Primary Care
Monday – Friday.....8:00 a.m. to 4:30 p.m.
Evening and Saturday appointments also available

Pharmacy
Monday – Friday.....8:00 a.m. to 5:30 p.m.

Behavioral Health
Monday – Friday.....7:00 a.m. to 5:30 p.m.
Saturday.....7:00 a.m. to 12:30 p.m.

Cafeteria
Monday – Friday.....7:00 a.m. to 3:00 p.m.

Patriot Store
Monday – Friday.....8:00 a.m. to 4:00 p.m.

Patriot Brew
Monday – Friday.....7:30 a.m. to 3:30 p.m.

Urgent Care Clinic
Monday – Sunday8:00 a.m. to 8:00 p.m.

CONTACT US

Main Line – Phone Tree
814-868-8661
800-274-8387 (toll free)

Press 1 Pharmacy
Press 2 Appointments, Specialty Care Providers, & CBOCs
Press 3 Ask a Nurse Line
Press 4 Eligibility
Press 5 Billing
Press 7 Veterans Crisis Line

Connect with us Online!
Looking to stay updated on Veteran Town Halls, health fair activities, and other Veteran-related events at the VA? Sign up to receive our e-newsletters at www.erie.va.gov.



Facility Navigation

EXTERIOR



PARKING AVAILABLE
Erie VA Medical Center provides parking free of charge in convenient locations on our campus and community based outpatient clinics. Please refer to our map for locations and possible construction.



SMOKING POLICY
The Erie VA Medical Center and its facilities are smoke-free. Smoking by employees, visitors, service organization representatives, vendors, contract workers, volunteers, and patients is prohibited at the Erie VA Medical Center. There are designated smoking areas located outside of our facilities.



LANGUAGE INTERPRETATION
Telephonic language interpretation is available 24/7 on-site. Contact any staff member to assist you in obtaining an interpreter.



LOST AND FOUND
Lost and found is located in the basement room WB-33. You may contact them at extension 2209.

****NOTICE** AS OF SEPTEMBER 1, 2020:**
In response to COVID-19, the following precautions/procedures are in place at our facility in order to keep all patients and employees safe.

SCREENING:
All individuals entering our facility and VA clinics will be screened prior to entering. This includes taking your temperature and asking a series of questions about any symptoms or possible exposure related to COVID-19. Speed up your entry and answer the screening questions online – see reverse for details.

FACE MASKS REQUIRED:
All individuals are required to wear a mask or protective face covering while on-site. You may either bring your own or we will provide one to you.

NO VISITORS PLEASE:
When possible, we ask that Veterans not bring family members or visitors with them to a health care appointment. If you would like to have a family member involved, we can make other arrangements as needed. Help us keep our patients and employees safe – please respect this visitor policy.

PHYSICAL DISTANCING:
Please maintain a 6-foot distance between you and others when possible. Leaving space helps keep us safe.

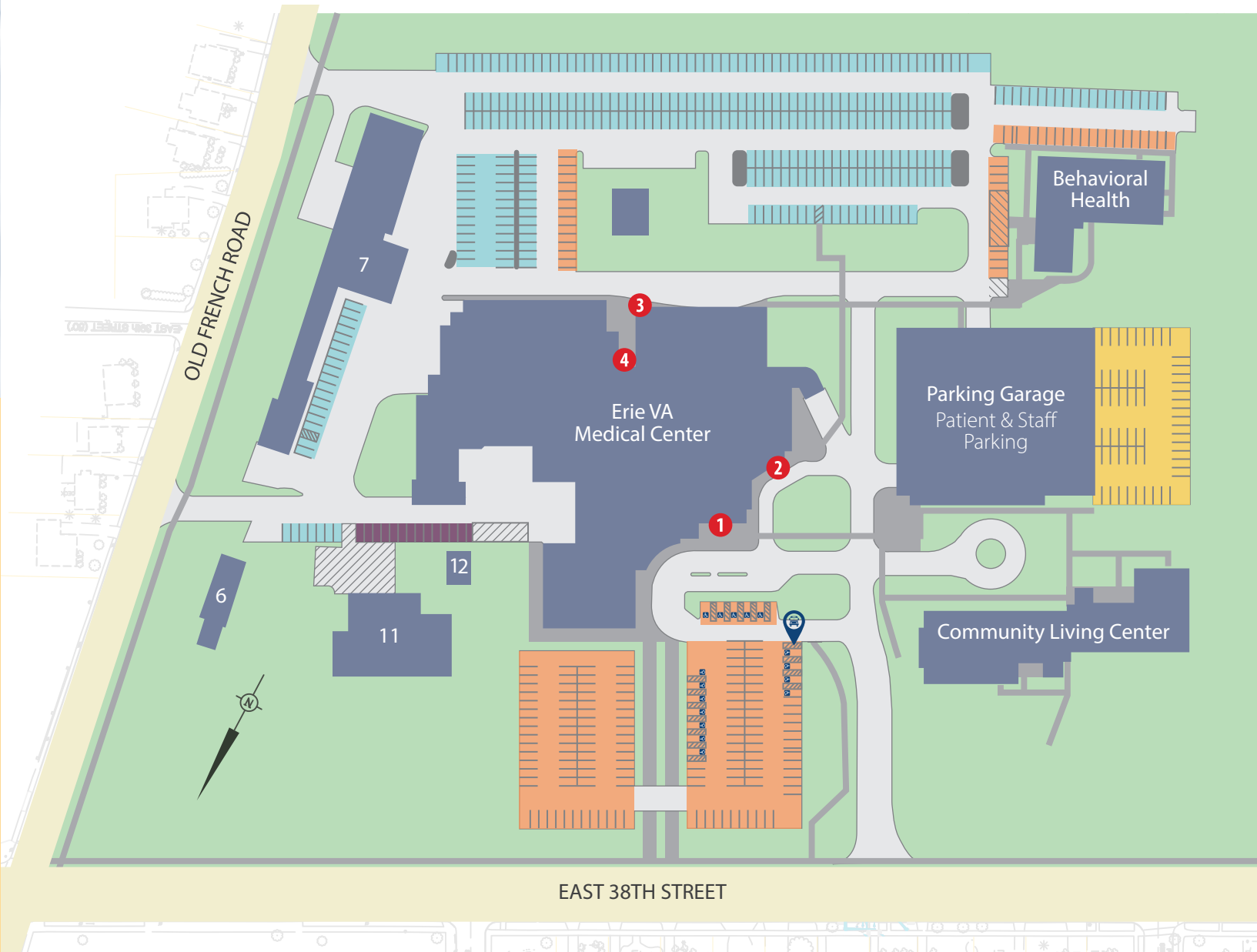


SECURITY
Erie VA Medical Center has a Police Service. Our officers provide 24-hour patrols of the facility and parking lots. For general police assistance, please dial 2277. In case of emergency, dial 911. Report all suspicious or criminal activity, vehicle accidents, and personal property losses to the VA Police while on the facility grounds as soon as possible. Because Erie VA Medical Center is federal property, all persons and bags are subject to search. In addition, no weapons, alcohol, or illegal drugs are permitted.

ERIE VAMC
135 E 38th Street | Erie PA 16504

Lat Long
42.102280, -80.063530

GPS Coordinates
42° 6' 8.208" N
80° 3' 48.708" W



- ENTRANCES**
- 1 Main Entrance
 - 2 Urgent Care Center/Police
 - 3 Surgery Center
 - 4 Second Floor Entrance
This entrance is currently closed. To enter the main facility, please use main entrance (1).

- PARKING**
- For easy access to our main facility, Veterans and visitors may park in the 280+ space parking garage or in our front parking lot.
- | | | | |
|------------|------------------------|-------------|--------------------------|
| Light Blue | Patient & Staff | Yellow | Government Vehicles Only |
| Orange | Patient & Visitor Only | Dark Purple | Temporary Parking Only |

Facility Navigation

INTERIOR

Basement

- Patriot Café
- Patriot Store
- Service Organizations
 - American Legion Benefits*
 - Disabled American Veterans Benefits*

*Theses offices are run by a community Veteran Service Organization. This reference does not necessarily constitute or imply its endorsement, recommendation, or favoring by the United States Government.



Second Floor

- Audiology
- Caregiver Support
- Chapel
- Conference Rooms 2A - 2C
- Coumadin Clinic
- DAV Transportation
- Intimate Partner Violence
- Library
- My HealtheVet
- Nutrition Clinic
- Occupational Therapy
- Pain Clinic
- Physical Therapy
- Prosthetics
- Social Work
- Surgery Center
- Voluntary Services
- Volunteer Lounge
- V-Tel Sleep Clinic
- Women's Veterans Health Program
- Social Work/Caregiver Support



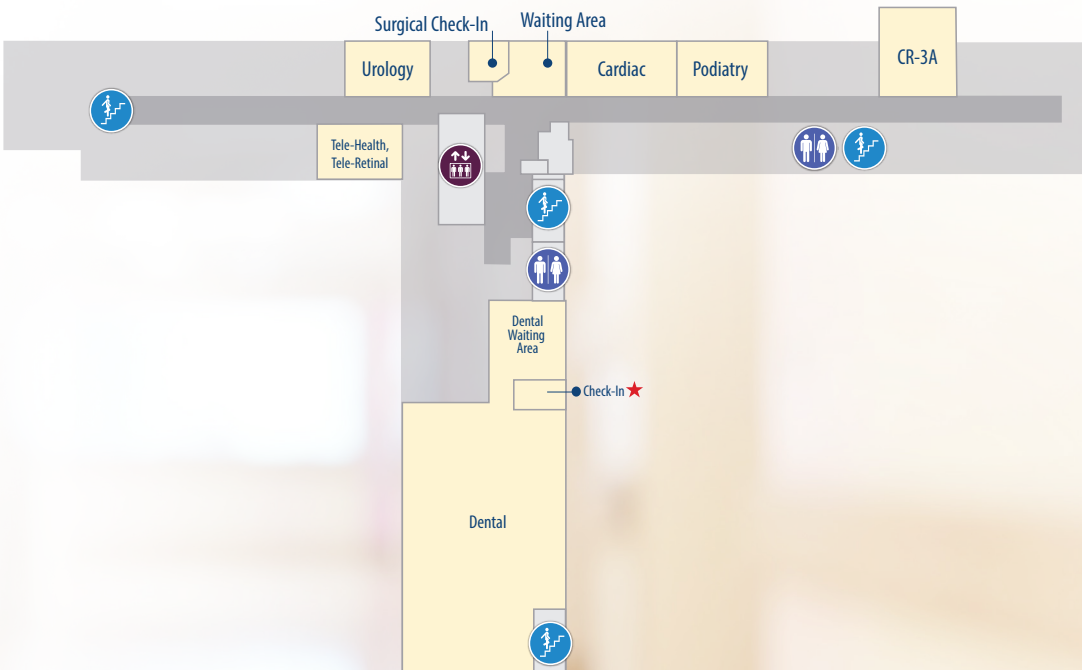
First Floor

- Agent Cashier
- Compensation & Pension
- Eligibility, Travel, & Release of Information
- Eye Clinic
- Human Resources
- Lab
- Oncology
- Patient Education Room
- Patriot Brew (Starbucks)
- Pharmacy
- Primary Care
- Radiology
- Respiratory
- Transition & Care Management
- Urgent Care Center
- VA Police
- Women's Health Service
 - Gynecology



Third Floor

- Cardiac Clinic
- Conference Room 3A
- Dental Clinic
- Surgical Clinics
 - Podiatry
 - Urology
- Tele-Health
- Tele-Retinal



Fifth Floor

- Community Living Center


Sixth Floor


- Mental Health Residential Rehabilitation Treatment Program
- Whole Health Services


Seventh Floor

- Board Room
- Conference Rooms 7A & 7B
- Executive Suite

135 East 38th Street | Erie, PA 16504 | 1-800-274-8387

 www.erie.va.gov

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