

# Lebanon VAMC

## NEWSLETTER

### *Lebanon VA Medical Center Announces COVID-19 Vaccine Available For All Veterans, Their Spouses and/or Their Caregivers*

Douglas A. Etter - Chief Communication Officer



- 2 Get Answers Fast with Tele Urgent Care
- 3 Veteran with MS Completes Ironman and Credits VA
- 4 Veterans Try These Convenient Virtual Treatment Clinic Options
- 5 Bring Your Bud, Get a Mug
- 6 Covid-19 Questions
- 7 Employee News
- 8 Service Locations and Contacts

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lebanon.va.gov

Lebanon VA Medical Center (Lebanon VAMC) announced that SAVE Lives Act of 2021 expanded eligibility for the COVID-19 vaccine to include: all Veterans (defined as - anyone who served in the U.S. military regardless of VA enrollment status, activation or discharge); spouses of Veterans which includes marriage, same-sex and common-law marriages, a widow or widower of a Veteran and eligible caregivers including a family member or friend who provides care to the Veteran, helps the Veteran with personal needs like feeding, bathing, dressing or who assists the Veteran with tasks like shopping or transportation.

Lebanon VA is vaccinating all enrolled Veterans and SAVE Lives Act individuals. Please do not delay getting the vaccine. All vaccinations are scheduled by appointment unless otherwise indicated. Veterans, their spouses or caregivers should call 717-228-5965 or 717-272-6621 extension 5965 to schedule a COVID-19 vaccine appointment. A vaccine appointment will be scheduled at the Lebanon VAMC Vaccine Clinic (Building 24) or closest VA Community Clinic having available vaccine. Once SAVE Lives Act individuals are scheduled, a VA enrollment specialist will contact them to complete pre-registration.

Veterans, caregivers, spouses, and CHAMPVA beneficiaries, newly eligible under the law, may also go to this link, [www.va.gov/health-care/covid-19-vaccine](http://www.va.gov/health-care/covid-19-vaccine) to indicate their interest in receiving a vaccine from VA. Signing up will also give users regular updates about VA's vaccine rollout process.

"I am proud of our team here at the medical center and our community clinics and their ability to safely provide one of the authorized vaccines for this expanded group of Veterans, spouses or caregivers of Veterans", said Robert W. Callahan, Jr., the director and CEO of Lebanon VAMC and its five community clinics.

Individuals are requested to arrive at the time and location specified for their appointment. Early arrival is not necessary as a vaccine is matched to scheduled appointment times. A registration form will be completed upon arrival for the appointment. SAVE Lives Act individuals will need to indicate if they are not enrolled in VA healthcare, the spouse of a Veteran or caregiver of a Veteran. Spouses and caregivers will also need to provide the full name of their Veteran to complete the registration process. Additional information on the expanded eligibility nationally is available at : [www.va.gov/opa/pressrel/pressrelease.cfm?id=5649](http://www.va.gov/opa/pressrel/pressrelease.cfm?id=5649)

# Get Answers Fast with Tele Urgent Care

By Douglas A. Etter - Chief Communication Officer



*Veteran Richard Rauch from Lebanon, PA talks remotely over VA Video Connect with a clinician in the VISN 4 tele urgent care clinic.*

U.S. Army Veteran, Richard R. Rauch, knew something wasn't quite right. He couldn't pinpoint it, but he thought he should get checked out sooner rather than later. The Cold War soldier decided to call the VISN 4 Tele Urgent Care phone number on what he describes as "a whim". He wasn't sure what to expect or how things would go.

Much to his relief, a registered nurse was able to connect him to the tele urgent care team who quickly determined what he needed and secured it for the former Fort Dix basic trainee in less than a day. Although he says he's always been pleased with the health care he receives at Lebanon VA Medical Center, he thought this experience was exceptional. Rauch encourages other Veterans who may also need or want a quick answer to use tele urgent care.

"There's nothing to be skeptical about," says Rauch. "Try it. Take advantage of it. It's a futuristic experience. It's so easy."

Veterans receiving healthcare at VA medical centers throughout VISN 4 can obtain care with the ease of a video chat or phone call with a licensed health care provider. VISN 4 Tele Urgent Care uses VA Video Connect to conduct appointments privately and securely in a virtual medical room from anywhere using the camera on your smart phone, computer or tablet.

Tele Urgent Care can help treat many common conditions including: minor cuts, scrapes, rashes and skin irritations, tick, insect and spider bites, common cold, cough and flu symptoms, headaches, sprains, back pain and joint pain/stiffness, pink eye, urinary tract infections, upset stomach and constipation.

Tele Urgent Care is available from 8 a.m. to 8 p.m. EST, 365 days per year,  
and there are NO copayments!

Make your call today at **1-833-TELE-URGENT** (1-833-835-3874).

To learn more, visit [www.visn4.va.gov/tele-urgent](http://www.visn4.va.gov/tele-urgent)

# Veteran with MS Completes Ironman and Credits VA

By Angela King-Sweigart, Public Affairs Specialist



*Stephen Glaus, Army Operation Iraqi Freedom Veteran, completes an Ironman.*

Stephen Glaus proudly served in 2011 with the U.S. Army military intelligence in Iraq supporting Operation Iraqi Freedom. After his service, he landed his 'dream job' as a drone operator with a private company. While on a business trip in 2018 to Japan his foot suddenly went numb. "So for the first 24 hours I thought that it was really funny and kind of just laughed it off. But when that lingered for the next 48 to 72 hours to the entire week, I realized that wasn't normal and something might be going on," Glaus said.

He went to the VA in Long Beach, California, where a doctor there diagnosed him with Multiple Sclerosis (MS). Multiple Sclerosis impacts the central nervous system and causes scar tissue on the nerves, according to the VA's website. It causes a broad range of symptoms including trouble with mobility, bladder function and more. Many of these symptoms Glaus experienced. The doctors tried to remain optimistic, Glaus said. "But honestly my prognosis, especially with how aggressive my MS was, didn't look good and doctors expected that I would probably be wheelchair bound."

Glaus and his family relocated to Pennsylvania where he enrolled for health care at Lebanon VA Medical Center. He began having back problems and was referred to Kevin Long, Doctor of Chiropractic, at the facility for assistance. Both patient and provider recall their first meeting. "...So I'm hobbling around with my cane and he calls me back to his office...then he stops for like maybe ten seconds, almost like an awkward pause. He just looks and he says 'I want to help you'."

Kevin Long, Doctor of Chiropractic and a Navy Veteran said about their first meeting, "I mean, he was hurting very bad. He can barely walk. He was using a cane. And he was distraught...His function wasn't very good and we're just trying to figure out what we can do to help." Prior to being stricken with MS, Glaus had been very active. He had been considering doing a half Ironman,

in spite of his diagnosis. An Ironman Triathlon requires a 2.4-mile swim, 112-mile bike ride and a 26.2-mile run. They can take upwards of 16 hours to complete. When Glaus had shared his vision with others, many said he was 'crazy'. But Long, who had completed several Ironmans himself, said to Glaus, "Only a half? Why are you selling yourself short?"

After that first meeting, both were motivated and inspired to have Glaus reach his goal of completing a full Ironman. According to Long, the medical center adopted a holistic approach to look at his "function and not his pain." Glaus worked closely with the chiropractor, as well as, the physical therapist and other departments. Long began with ensuring that Glaus could walk and then moved on with his treatment from there. "He would do an awesome adjustment," said Glaus, "but at the same time he'd be there as like a coach and a mentor."

Just as Glaus registered to participate in the Ironman and after training for months, COVID-19 began, and all events were cancelled. Fortunately, the Ironman event opted to implement a virtual version and Glaus was able to compete using that platform in the fall of 2020. Glaus met his goal and completed the full Ironman. "You know, I know he gives me credit for it, but I didn't run one step, I didn't take one stroke in the water for him. I didn't ride one mile for him. He did all of it... the guy is amazing," said Long.

Glaus is happy with the treatment he received here. "I'm just thankful that there's a team here that cares. Not just about me and my health, but as Dr. Long is a great example of, cares about my development as a person, my character and my goals

*Continued on page 4...*



*Stephen Glaus (left), Army Operation Iraqi Freedom Veteran, was able to complete an Ironman with the mentorship of a chiropractor, Kevin Long (right) at Lebanon VA Medical Center.*

and my ambitions," he said. Glaus intends to continue to participate in Ironmans in the next several years and his ultimate goal is to become the first person in the world with MS to ever swim across the English Channel.

Long is continuing to treat Veterans at Lebanon VAMC. "The Veterans here can get everything they need in one stop and all of the physicians talk to each other. It is the only place that I know where it is such a collaborative effort to really help the Veterans not only get out of their pain, but to get better. To get stronger. To get back to being normal health human beings again," he said. "I absolutely love my job."

A woman is shown in profile, holding a mug, while a doctor in blue scrubs is visible on a laptop screen. The background is a soft-focus indoor setting.

**VA**

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

Veterans Health Administration  
Lebanon VA Medical Center

**Flu Symptoms?**

A man wearing a red jacket and a red cap is looking off to the side. A large tick is shown on his shoulder. The background is a blurred outdoor scene with trees.

**Tick Bite?**

## Veterans Try These Convenient Virtual Treatment Clinic Options

If you are having flu symptoms, get a same day virtual appointment with no copay!

If you have been bitten by a tick, utilize our copay-free Virtual Treatment Clinic!

Call **717-272-6621** and press #3. Monday through Friday, 8 a.m. to 4:30 p.m.

Tele Urgent Care for a variety of common conditions is also copay free and available during these times by calling and selecting option #3!

# VETERANS SUPPORTING VETERANS

## BRING YOUR BUD, GET A MUG!



Lebanon VA Medical Center and its community clinics will give currently enrolled Veterans a free coffee mug\* when they bring a Veteran who enrolls in VA health care and makes a primary care appointment. Veterans applying to enroll in VA health care should bring a copy of their DD-214, last year's federal tax return and a list of their medical expenses. For more information, call 717-228-6000.

\*Limit one per Veteran

**VA**



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

Veterans Health Administration  
Lebanon VA Medical Center

Lebanon VA Medical Center | 1700 South Lincoln Avenue | Lebanon, PA 17042

717.272.6621 | 1.800.409.8771

[www.lebanon.va.gov](http://www.lebanon.va.gov) | [www.facebook.com/VALebanon](https://www.facebook.com/VALebanon)

# Thinking about getting a COVID-19 vaccine but still have questions?



**It's OK to ask your health care team about the benefits and safety of the vaccine based on your medical history.  
Contact your provider today to learn more.**

# Kudos From One Lebanon Employee To Another

Angela King-Sweigart, Public Affairs Specialist



From Melissa Monk, PACT RN Care Manager - "I really wanted to take my gratitude to the next level, but didn't know how. Here is my story about a chance encounter with kindness. I met Rich Hubbard incidentally this morning when I got stuck in the snow in an unplowed parking lot outside Building 1. There was not a parking space to be found in front of building 1 and I have an AWD SUV that

can typically get through anything, so I expected to have no issue when pulling into the lot. There were only a handful of cars parked there and not all were SUV's so I was confident I would have no issue. I took a chance because I was actually a little early arriving to work today. As I pulled next to a car, apparently going too slow, I got stuck. My tires were spinning as I put the car in forward and reverse. I got out of the car and realized I was stuck and could not make traction and get out of the space. Rich was almost to the parking lot edge when he turned around to help me. I couldn't believe I was stuck. I had to manually remove the snow from the tires with my sneakers. There was no one around... except Rich. I want to acknowledge his kindness and willingness to be tardy getting to work to help me. He pushed my car from the front several times. I was in scrubs and sneakers and he was dressed professionally in dress pants and a button-down shirt, with dress shoes. I am ever so thankful for his help. When I finally got out of the spot, I high tailed it to the edge of the snow-covered parking lot, frustrated and never looking back, until I realized I didn't even know who this kind man was. After thanking him profusely, I asked him his name. I am ever so appreciative of his assistance. It is supposed to snow today and I realized it was a blessing in disguise that I got stuck in the morning, as who knows what the forecast will actually do later today. Unsure of the reason for the lot not being plowed, but because of Rich, it made me realize how grateful I am for kind people. I am so thankful for him."

# Medical Support Assistant Connects Suicidal Veteran With Resources

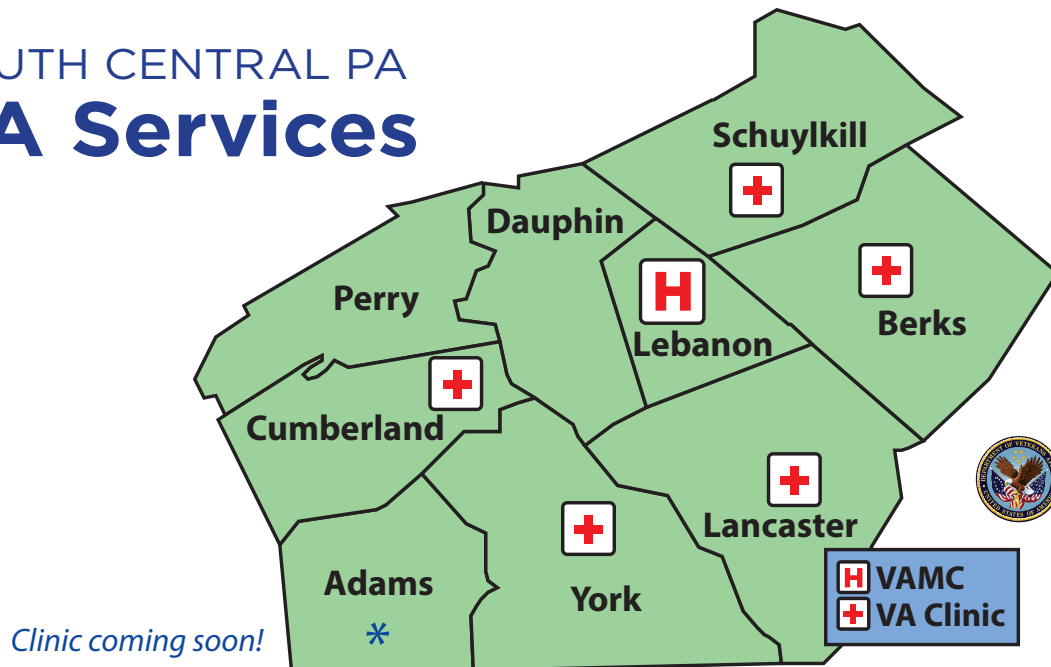
Angela King-Sweigart, Public Affairs Specialist



Amanda Vargas, a lead medical support assistant in the group practice management staff, was working on a Saturday. During her shift, she received a call from a distraught Veteran. The 77 year old Veteran told her that he was suicidal, sad and depressed. He was crying; his voice was shaking. Amanda was very concerned about him and talked with him for more than 20 minutes calming him and encouraging him to seek help. After the call, she still didn't feel good about the situation, so she called a social worker who reached out to the patient.

The patient was admitted to 1-3B and told the social worker that he got help because "the young lady encouraged me to do so." Amanda's genuine concern is a great reflection upon her, all of our MSAs and our medical center as a whole. It's a reflection of positive values found in a high reliability organization.

# SOUTH CENTRAL PA VA Services



**Choose** 

## HEALTH CARE SERVICES

### VA HOSPITAL

#### LEBANON VA MEDICAL CENTER

1700 South Lincoln Avenue  
Lebanon, PA 17042  
717-272-6621 / 1-800-409-8771  
[www.lebanon.va.gov](http://www.lebanon.va.gov)

### VA CLINICS

#### ADAMS COUNTY VA CLINIC

\*Stay tuned – coming soon!

#### BERKS COUNTY VA CLINIC

2762 Century Boulevard  
Wyomissing, PA 19610  
484-220-2572

#### CUMBERLAND COUNTY VA CLINIC

5070 Ritter Road  
Mechanicsburg, PA 17055  
717-590-1525

#### LANCASTER COUNTY VA CLINIC

212 Willow Valley Lakes Drive, Suite 208  
Willow Street, PA 17584  
717-740-4434

#### SCHUYLKILL COUNTY VA CLINIC

1410 Laurel Blvd., Suite 2  
Pottsville, PA 17901  
570-628-5374

#### YORK COUNTY VA CLINIC

2251 Eastern Blvd.  
York, PA 17402  
717-840-2730

### OUTREACH CLINIC

#### FORT INDIANTOWN GAP VA OUTREACH CLINIC

Bldg. 4-114 (Hawkins Road)  
Fort Indiantown Gap  
Annville, PA 17003  
717-272-6621 ext. 5105 for scheduling  
*Hours limited to Wednesdays and Fridays,  
managed by Lebanon VAMC Primary Care*

***Thank you for choosing VA!***

## OTHER VA SERVICES IN OUR SERVICE AREA\*

### VET CENTERS

#### Readjustment Counseling Services

*Learn more at [www.vetcenter.va.gov](http://www.vetcenter.va.gov)*

#### LANCASTER VET CENTER

1817 Olde Homestead Lane  
Suite 207  
Lancaster, PA 17601  
717-283-0735

#### HARRISBURG VET CENTER

1500 North Second Street  
Suite 2  
Harrisburg, PA 17102  
717-782-3954

### VA NATIONAL CEMETERY

#### INDIANTOWN GAP NATIONAL CEMETERY

Indiantown Gap Road  
Annville, PA 17003  
717-865-5254

*Learn more at [www.cem.va.gov](http://www.cem.va.gov)*

*\*These VA services/facilities are not managed by  
Lebanon VAMC*

*The Best Care Anywhere... The Best Employees Anywhere.  
Quality care at seven locations in South Central PA.*



## Lebanon VA Medical Center

1700 South Lincoln Avenue  
Lebanon, Pennsylvania 17042

**717-272-6621 • 1-800-409-8771**

**[www.lebanon.va.gov](http://www.lebanon.va.gov)**

## COMMON LEBANON VAMC CONTACTS

**717-272-6621 / 1-800-409-8771**

Appointment Line	x 5105
Telephone Nursing Care	x 6041
Pharmacy Center	x 6009
Auto Med Refill / Acct & Appt Info Line	x 5991
Enrollment / Eligibility	x 6000
VETERANS CRISIS LINE	1-800-273-8255 Press 1