Welcome to the Baltimore VA Medical Center

It is my pleasure to welcome you to the Baltimore VA Medical Center, a division of the VA Maryland Health Care System. The medical center is the acute medical and surgical care facility for the health care system and offers a full range of inpatient, outpatient and primary care services.

This Visitor Guide provides a directory of clinics and patient care areas, maps of each floor of the facility, information about patient and visitor amenities, directions to the medical center, and a listing of important phone numbers.

Here at the Baltimore VA Medical Center and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate care to Veterans. As an Army Veteran, I want to thank you for allowing us to serve your health care needs.

Sincerely,

Jonathan R. Eckman, P.E.
Director, VA Maryland Health Care System

Patient and Visitor Information

Appointments
To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Call Center at 410-605-7333, Monday through Friday from 7:30 a.m. to 4:30 p.m. To schedule an acute appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 4:30 p.m. at 800-865-2441. If you have a life-threatening emergency, immediately dial 911.

Automated Teller Machine (ATM)
There is an ATM available on the 2nd floor of the Baltimore VA Medical Center in the Canteen Dining Area.

Canteen Locations & Hours
The Canteen Retail Store, Food Court, Coffee Shop and Vending Area are located on the 2nd floor of the Baltimore VA Medical Center and are open the following days and times, but may be subject to change:

<table>
<thead>
<tr>
<th>Location</th>
<th>Days</th>
<th>Hours</th>
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</thead>
<tbody>
<tr>
<td>Retail Store</td>
<td>Monday – Friday</td>
<td>7 a.m. to 5 p.m.</td>
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<tr>
<td></td>
<td>Saturday – Sunday</td>
<td>9 a.m. to 1 p.m.</td>
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<tr>
<td>Cafeteria</td>
<td>Monday – Friday</td>
<td>7 a.m. to 2:30 p.m.</td>
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<tr>
<td>Coffee Shop</td>
<td>Monday – Friday</td>
<td>6:30 a.m. to 2 p.m.</td>
</tr>
<tr>
<td>Vending Area</td>
<td>Daily</td>
<td>24 Hours a Day</td>
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</tbody>
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Chapel
The All Faiths Chapel is located on the 2nd floor of the medical center and is open 24 hours a day, 7 days a week. Religious services are conducted in the All Faiths Chapel on a daily basis. For a schedule of religious services or for more information about Chaplain Service, please call 410-605-7070.

Mass Transportation
The Baltimore VA Medical Center is a few blocks away from the Light Rail and Metro Subway Stations at Lexington Market. There are also several bus stops near the Baltimore VA Medical Center and the University of Maryland Medical Center. For more information about Light Rail, Metro Subway and bus service to the Baltimore VA Medical Center, please visit the Maryland Transit Administration website at mta.maryland.gov/.

New Patients
Veterans can apply for VA health care by visiting the Eligibility & Enrollment Center, which is located off the lobby of the medical center on the 1st floor by the Outpatient Pharmacy. The Eligibility & Enrollment Center is open Monday through Friday from 8 a.m. to 4 p.m. For information about VA health care eligibility or how to enroll for VA health care, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. or visit www.maryland.va.gov and click on “Become a Patient.”

Newspapers
A variety of newspapers are available in kiosks on the 1st floor of the medical center in the lobby area and by the front bank of patient elevators. Some newspapers are available for purchase and some are free.
Parking

**Inpatients** – Parking is not permitted for inpatients in the garage at the Baltimore VA Medical Center. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.

**Outpatients & Visitors** – There is free parking available for outpatients and visitors of Veteran inpatients in the parking garage at the Baltimore VA Medical Center, which is located off of Fayette Street. Additionally, free valet parking is available for all outpatients and visitors and is accessible from the 1st level of the parking garage. Outpatients will be required to show their VA photo ID card when entering the parking garage and visitors will be required to provide the first and last name of the Veteran inpatient they are visiting.

Photo & Video Guidance

The Baltimore VA Medical Center respects the privacy of all Veterans, patients and employees. Because of this, the following guidelines are provided when taking photos or videos inside the Baltimore VA Medical Center:

- Visitors may take a photo or video of a patient they are visiting in their hospital room with his/her consent. Do not include other patients, employees or patient identifiable information in any photos or videos.
- Visitors are asked to refrain from taking photos or videos in public areas of the Baltimore VA Medical Center to protect the privacy of our Veteran patients.

Shuttles

For the convenience of our Veterans patients, shuttles run weekdays to and from the Baltimore VA Annex; the Loch Raven and Perry Point VA Medical Centers; the Washington, DC, VA Medical Center; the Martinsburg, West Virginia, VA Medical Center; and the Cambridge, Eastern Baltimore County and Glen Burnie VA Outpatient Clinics. **Reservations are required to ride the shuttles (except for the Baltimore VA Annex and Loch Raven shuttles) and can be made by calling 410-605-7318.** For a listing of shuttle schedules, visit www.maryland.va.gov/patients/shuttle.asp.

Smoking Policy

The Baltimore VA Medical Center is a smoke-free facility. Patients and visitors may not smoke anywhere in the medical center, the parking garage or by any of the entrances.

Taxicabs

There is a taxicab phone at the Information Desk in the lobby of the Baltimore VA Medical Center on the first floor. Just press the number for the corresponding taxicab service you would like to use to schedule a ride.

Visitor Guidelines

There have been a number of visitor restrictions in place for the protection of our Veteran patients and employees as a result of the COVID-19 pandemic. These visitor restrictions change on a regular basis, so please contact a member of the treatment team for the current visitor guidelines.

WiFi Internet Access

Free WiFi Internet access is available in the following locations throughout the Baltimore VA Medical Center:

- **1st Floor:** Lobby, Primary Care Waiting Area and the Emergency Department Waiting Area
- **2nd Floor:** Lobby Balcony, Dining Area and Oncology
- **3rd Floor:** 3A and 3B Inpatient Units and the Waiting Area
- **4th Floor:** Cardiac and Medical Intensive Care Units and the Waiting Area
- **5th Floor:** 5A Surgical Clinic Waiting Area, and the Surgical Intensive Care Unit and Waiting Area
- **6th Floor:** 6A Inpatient Unit
**Basement Floor**
Radiation Oncology

**First Floor**
Agent Cashier  
DAV Transportation  
Eligibility & Enrollment Center  
Emergency Department Check-In  
Emergency Department Waiting  
Information Desk  
Lab Check-In  
MyHealtheVet  
Pharmacy  
Police Desk  
Primary Care Check-In 1  
Primary Care Check-In 2  
Primary Care Waiting  
Radiology Check-In  
  - CT  
  - DEXA  
  - Interventional Radiology  
  - Mammography  
  - MRI  
  - Nuclear Medicine/PET/CT  
  - Ultrasound  
  - X-ray  
Radiology Waiting  

**Legend:**
- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access
Second Floor
2nd Floor Clinic Check-In
Audiology & Speech Pathology
Auditorium
Automated Teller Machine (ATM)
Centralized Check-In
Chapel
Chaplain Service
Coffee Shop
Decedent Affairs
Dental Clinic
Dermatology
Diabetes
Dining Area
Endocrinology
ENT
Eye Clinic
Flow Center
Food Court
Occupational Therapy
Oncology
Optical Shop
Patient Education
Physical Therapy
Police Service
Retail Store
Women’s Health Clinic

Third Floor
3A Inpatient Unit
3B Inpatient Unit
GI Lab
Multi-Purpose Room
Pulmonary
Release of Information

Legend:
- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access
Fourth Floor
4A Clinic
4A Clinic Check-In
4B Clinic
4B Clinic Check-In
Beneficiary Travel
Cardiac Cath Lab
Cardiology
CICU
Consumer Relations
EKG
MICU
MICU/CICU Waiting
Neurology Service Administration
Prosthetics

Fifth Floor
5A Clinic Check-In
5A Surgical Clinic
5A Surgical Clinic Waiting
5B Inpatient Unit
Anesthesiology Pre-Op
Hemodialysis Unit
Medical Service Administration
Operating Room (OR) Waiting
Same Day Surgery Check-In
SICU
SICU Waiting
Surgical Pre-Op Check-In
Surgical Pre-Op Waiting
Surgical Service Administration
Vascular Lab Check-In

Legend:
Information Elevators Stairs Waiting Area Restrooms Vending Nurses Station Restricted Access
Driving Directions

From Points North and South: Take Interstate I-95 toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street through the first traffic light and the entrance to the medical center’s parking garage is a block down on the left past the intersection with Greene Street.

From Points North West: Take I-83 south toward Baltimore. Prior to reaching the Inner Harbor, turn right onto Fayette Street. Take Fayette Street across town toward the campus of the University of Maryland at Baltimore and the University of Maryland Medical Center. After crossing the intersection with Greene Street, the entrance to the medical center’s parking garage is a block down on the left off of Fayette Street.

From Points West: Take I-70 east toward Baltimore. Merge onto I-695 south via Exit 91A toward I-95 south/ Glen Burnie. Take I-695 south to Exit 15A for US-40 east toward Baltimore. Take US-40 to Baltimore City and turn right on North Greene Street/MD-295 south. Take North Greene Street four blocks and turn right onto Fayette Street. The entrance to the medical center’s parking garage is a block down on the left off of Fayette Street.

From the Eastern Shore: Take Route 50 West toward Annapolis/Baltimore. After crossing the Bay Bridge, take the exit for I-97 North. Continue on I-97 North for approximately 18 miles and merge onto I-695 West (Baltimore Beltway) toward Baltimore/Towson. Continue on I-695 West for approximately six miles and merge onto I-95 North toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street through the first traffic light and the entrance to the medical center’s parking garage is a block down on the left past the intersection with Greene Street.

Important Phone Numbers

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<tr>
<td>Baltimore VA Medical Center</td>
<td>410-605-7000</td>
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<tr>
<td>Baltimore Vet Center</td>
<td>410-764-9400</td>
</tr>
<tr>
<td>Billing Information</td>
<td>866-393-0006</td>
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<tr>
<td>Eligibility &amp; Enrollment</td>
<td>877-222-8387</td>
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<tr>
<td>Long-Term Care Information Line</td>
<td>410-642-1121</td>
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<tr>
<td>Medical Records/Release of Information</td>
<td>410-605-7348</td>
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<tr>
<td>MyHealtheVet</td>
<td>410-605-7045</td>
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<tr>
<td>Patient Advocate</td>
<td>410-605-7099</td>
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<tr>
<td>Prescription Refill Line</td>
<td>410-605-7395</td>
</tr>
<tr>
<td>Returning Veterans</td>
<td>410-605-7259</td>
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<tr>
<td>State Veterans Cemeteries</td>
<td>410-923-6981</td>
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<tr>
<td>Telephone Care Line</td>
<td>800-865-2441</td>
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<tr>
<td>Toll-Free Number</td>
<td>800-463-6295</td>
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<td>VA Benefits</td>
<td>800-827-1000</td>
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<td>VA Burial Benefits</td>
<td>410-644-9696</td>
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<tr>
<td>Veterans Crisis Line</td>
<td>800-273-8255 (Press 1)</td>
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<tr>
<td>Women Veterans Services</td>
<td>410-605-7275</td>
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