Virtual Veteran Town Hall

Virtual Veteran Town Hall February 24, 2022  1 - 2 p.m.

Our Virtual Veteran Town Halls are designed to better engage with our Veterans to obtain feedback to better serve the Veteran community.

You will be able to ask questions directly through the Chat Box at any time during the town hall. We will do our best to open phone lines at the end of the town hall to take questions over the phone.

Microsoft Teams Meeting Link : https://bit.ly/35g0oWm

Scan the QR code below from your Smart Phone or call in (audio only)

+1 872-701-0185,,289105775# United States, Chicago Phone Conference ID: 289 105 775#
Upcoming Changes to Appointment Reminders

To reduce the no-show rates for medical appointments, new & improved Appointment Reminder Notices will be sent to our Veterans beginning February 7, 2022, keep an eye out for your postcard.

For more information, suggestions, or questions, please contact your Patient Advocate at 302-994-2511 x5436 or x4330.
Upcoming changes to appointment reminders

Our nation's Veterans deserve the very best in patient care, with that in mind the VA has partnered with strategic vendors to deliver a patient-reminder system that includes appointment reminder cards and reminder calls. This system replaces the prior appointment letters which did not have the quality of information our Veterans requested.

This system connects nearly 1.3 million patients with personalized communications regarding appointments, wellness classes, primary physician assignments and flu shot availability with personalized postcards featuring time, place and instructions. This patient-reminder system helps the VA and taxpayers save money by reducing mailing costs, double insertion of letters and redundant mail. Real savings are realized when patients are reminded of their appointments and do not become a "No Show" by missing appointments. These savings are just a small part of how the VA is improving healthcare needs for our nation's Veterans.

For more information, suggestions or questions, please contact your Patient Advocate at 302-994-2511 x5436 or x4330.
Important Information Related to COVID-19 Testing

Dear Veterans,

Visitation Guidelines Effective 1/11/2022

Due to the rise in the COVID-19 positivity rate in our communities, the Wilmington VA Medical Center (WVAMC) has returned to more restrictive visitation at its facilities to protect the health and safety of our Veterans and staff. Scan the qr code below or visit our website for more information on our visitation guidelines: VA Wilmington Health Care | Veterans Affairs : COVID Visitor Guidelines v3.pdf (va.gov)

Wear a mask.
Wash your hands.
Social distance.
Get Vaccinated.

Thank you for being a partner in your care. If you have questions, please speak with your nurse or a member of our care team.
Counterfeit Coronavirus 19 (COVID-19) Home / Self-Test Kits

This purpose of this memorandum is to ensure awareness that counterfeit COVID-19 home / self-test kits, also known as over-the-counter tests, are now present in the commercial marketplace. Counterfeit COVID-19 test kits increase the risk of unknowingly spreading COVID-19 or that a Veteran or staff member will not receive timely and appropriate treatment.

The demand for COVID-19 home / self-test kits is straining existing manufacturing capacity in the United States and worldwide. As happened in 2020 and 2021 with N95 respirators, the gap between supply and demand resulted in an increase in opportunistic scammers entering the marketplace. Veterans Affairs Medical Centers (VAMC) seeking COVID-19 home / self-test kits at the local or regional levels are advised to:

- Check the FDA list of fraudulent COVID-19 products and companies to ensure the tests kit and company are not on the list (see https://www.fda.gov/consumers/health-fraud-scams/fraudulent-coronavirus-disease-2019-covid-19-products).
- Validate purchase sources, especially on-line sources, including searching the internet for the seller of the home test kits and including words such as “scam,” “complaint” and “review.”

VHA will continue to provide national contracts for Cepheid, Abbott IDNOW and Abbott BinaxNOW COVID-19 test kits and Veterans Integrated Service Network (VISN) and VAMCs shall not use local or regional contracts for these products. VISNs and VAMCs will continue using the National Contingency Response Tool (https://ncrt.va.gov/#/1/) to request and receive distribution for those products from the East Coast Regional Readiness Center. We are developing and will implement an acquisition strategy for national contract(s) for home / self-test kits and will provide updates as that strategy progresses.

Should a facility, despite its best efforts, receive counterfeit or fraudulent COVID-19 home / self-test kits, there is a duty to report to the VA Office of the Inspector General, at 1-800-488-8244 or email the VA OIG Hotline at vaioghotline@va.gov.

Please direct questions regarding this guidance to VHA LOG OPS Center at vhalogopscenter@va.gov
Travel Pay

Eligible for travel pay? A My HealtheVet Premium account grants access to the BTSSS travel pay system, Secure Messaging with your care provider, and online appointment scheduling. Upgrade to a Premium Account to use a single username and password.


Combining electronic filing with direct deposit is the fastest way to get your beneficiary travel payment. While you may still file a paper claim or receive a paper check, paper methods will take longer for staff to process. Here’s how to speed up your claims processing:

1. Sign up for Direct Deposit.

2. Add your banking information to your Beneficiary Travel Self-Service System (BTSSS) profile.

3. File a travel claim electronically with BTSSS
Tele Urgent Care

Veterans receiving health care at VA medical centers throughout VISN 4 can now obtain care with the ease of a video chat or phone call. 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

Veterans are now able to participate in a secure video or phone appointment with a VA tele urgent care provider.

A registered nurse will give you advice and guide your care for prompt service if tele urgent care is right for you.

1-833-TELE-URGENT
(1-833-835-3874)

Or dial the main number of your local VISN 4 VA medical center and press option #3

Available to Veterans receiving care at VA medical centers in VISN 4 including Abington, Butler, Coatesville, Erie, Lebanon, Philadelphia, Pittsburgh, Wilkes Barre and Wilmington.

Learn more at www.visn4.va.gov/tele-urgent

Choose VA

Veterans receiving health care at VA medical centers in your area can now obtain care with a video chat or phone call.

1-833-TELE-URGENT
(1-833-835-3874)

Our Tele Urgent Care staff can advise you about your care and also help treat many common conditions including:

• minor cuts, scrapes, rashes and skin irritations
• tick, insect and spider bites
• common cold, cough and flu
• headaches
• sprains, back pain and joint pain/stiffness
• pink eye
• urinary tract infections
• upset stomach and constipation

Learn more at www.visn4.va.gov/tele-urgent

Scan me
Outdoor Program for Veterans

You may not be aware of the Guardian Project which is a program within the 501c3 White Heart Foundation. Guardian Project recently received a grant through the VA for the work they are doing with getting Post-9/11 Veterans outdoors and in small groups to overcome serious issues like PTS, MST, suicide, depression, etc.

This year they are able to host 4 trips, (2) in WY and (2) in CO where Veterans will have the opportunity to white water raft, rock climb, horseback trail ride and more with a focus every evening around a fire where they are taught skills on how to overcome the above issues and how to reintegrate into civilian society.

They have these awesome trips available, but what they do not have is a large pool of Veterans who need something like this who they can invite to the trips and that is where you can come in! If you have any questions about the program, email Jed Morgan at jed@whiteheart.org or call 514-227-3919.
VantagePOINT: For Veterans and Military Personnel
- DRAWING & PAINTING

This course is designed for beginners and beyond. You will explore a variety of drawing and painting materials while discovering your inner creative style. Lose yourself in finding your unique point of view. Free up your mind, embrace “mistakes” and move forward without any expectations. We will delve into Realism and play with the visual language of Abstract Expressionism. Looking for a few good men and women for some serious play!

**FRIDAYS - Mar 4 - Apr 22**

**ALL LEVELS - REGISTER HERE**

1 pm – 2 pm

Instructor: Jane Quartarone

Members: Free

Non-Members: Free

This program is supported, in part, by a grant from the Delaware Division of the Arts, a state agency, in partnership with the National Endowment for the Arts. The Division promotes Delaware arts events on www.DelawareScene.com.

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