

Baltimore VA Annex

VISITOR

GUIDE



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

Baltimore VA Annex

209 West Fayette Street, Baltimore, MD 21201

Phone: 410-605-7000 | Toll-Free: 800-463-6295

Eligibility & Enrollment: 877-222-8387

www.maryland.va.gov

Welcome to the Baltimore VA Annex

It is our pleasure to welcome you to the Baltimore VA Annex, which is a part of the Baltimore VA Medical Center and a division of the VA Maryland Health Care System. The Baltimore VA Annex is located three blocks from the Baltimore VA Medical Center and is home to a number of administrative and clinical support operations for the health care system, in addition to offering a variety of outpatient services, Veteran resource programs and clinical research activities.

This Visitor Guide provides a directory of services and patient care areas, information about patient and visitor amenities, directions to the facility, and a listing of important phone numbers.

Here at the Baltimore VA Annex and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate care to Veterans. Thank you for allowing us to serve your health care needs.

Patient and Visitor Information

Appointments

To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment 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.

Community Resource and Referral Center (CRRC)

Located on the second floor of the annex, the Community Resource and Referral Center (CRRC) is a unique walk-in program designed to assist homeless Veterans to obtain an array of VA and non-VA services and link them to a variety of community partners. The CRRC specializes in providing financial planning and assistance, employment services, primary care, mental health care, treatment for substance abuse disorders, and placement in safe and stable housing. The CRRC also offers Baltimore's homeless Veterans with basic necessities such as showers, laundry services, clothing and meals. The CRRC is open for walk-in visits Monday through Friday from 8 a.m. to 4:30 p.m. For further information about the CRRC, call **410-637-3246**.

Hours of Operation

Public: 8 a.m. to 4:30 p.m.
Employees: 6 a.m. to 6 p.m.

New Patients

Veterans can apply for VA health care by visiting the Enrollment Center, which is located off the lobby of the Baltimore VA Medical Center 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."

Parking

Outpatients – Free valet parking is available for patients with appointments at the Baltimore VA Annex in the parking garage that is located to the immediate right of the building at 213 West Fayette Street. The parking garage only provides valet parking, so patients must have their parking receipt validated at the Information Desk in the lobby of the Baltimore VA Annex. There is a pedestrian entrance from the parking garage to the Baltimore VA Annex.

Visitors – Visitor parking is available in the parking garage that is located to the immediate right of the Baltimore VA Annex at 213 West Fayette Street. The parking garage only offers valet parking and there is a fee for visitors to park in the garage. There is a pedestrian entrance from the parking garage to the Baltimore VA Annex.

Patient Advocate

At the Baltimore VA Annex and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner. If you have a problem with your VA health care services that you are not able to resolve with your treatment team, or you have a concern or a compliment about the customer service provided by any of our staff members, please contact a Patient Advocate by calling **410-605-7099**.

Shuttles

For the convenience of our Veteran patients and employees, shuttles run continuously between the Baltimore VA Annex and the Baltimore VA Medical Center Monday through Friday from 8 a.m. to 4:30 p.m. At the Baltimore VA Medical Center, there are shuttles that run weekdays to and from 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, please visit www.maryland.va.gov/patients/shuttle.asp.

Smoking Policy

The Baltimore VA Annex is a smoke-free facility. There is a designated smoking area in the courtyard next to the annex.

Telephone Care Line

Veterans who need medical advice or have questions about their medications can call the Telephone Care Line 24 hours a day, 7 days a week by dialing **800-865-2441**. Veterans who need to schedule an acute appointment can call the Telephone Care Line Monday throughout Friday from 7:30 a.m. to 4:30 p.m.

Transportation

The Baltimore VA Annex is a few blocks from the Light Rail and Metro Subway Stations at Lexington Market. In addition, the annex is within walking distance of several bus stops on Fayette and Howard Streets. For additional information about Light Rail, Metro Subway and bus services to and from the Baltimore VA Annex, please visit the Maryland Transit Administration website at www.mta.maryland.gov/ or call **410-539-5000**.

Vending Machines

There are vending machines on the first floor in the lobby and on the seventh floor in the break room of the Baltimore VA Annex.

Veterans Crisis Line

The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring VA responders through a confidential toll-free hotline. Veterans and their loved ones can call **800-273-8255** and Press 1 to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

Department and Service Directory

Department/Service	Floor
Information Desk.....	1
Patient Parking Entrance.....	1
Security Desk.....	1
Senior Exercise Rehabilitation Center (SERC).....	1
Community Resource and Referral Center (CRRC).....	2
Robotics Research.....	2
Computer Training Room.....	3
Home Telehealth Program.....	3
MOVE Program.....	3
Outpatient Trauma Recovery Program.....	3
Family Intervention Team (FIT).....	4
Housing and Urban Development-VA Supportive.....	4
Housing (HUD-VASH) Program	
Mental Health Intensive Case Management (MHICM)..	4
Wellness Center – Psychosocial Rehabilitation.....	4
Recovery Center	

Department/Service	Floor
Health Care for Homeless Veterans Program	5
HUD-VASH Program	5
Mental Illness Research, Education and Clinical.....	5
Center – Research	
Neuropsychology.....	5
Acquisition & Materiel Management Service.....	6
Contracting.....	6
Human Resources Management Service.....	6
Utilization Management.....	6
Break Room/Vending Machines.....	7
Mental Illness Research, Education and Clinical.....	7
Center – Administration	
Nurse Education.....	7
Nurse Recruiting.....	7
Office of Information & Technology.....	7
Worker’s Compensation.....	7

Baltimore VA Annex – 209 West Fayette Street, Baltimore, MD 21201



Driving Directions

From Points North and South: Take Interstate I-95 toward Baltimore. Take the exit for I-395 toward Downtown/Inner Harbor. Stay straight on I-395, which will become South Howard Street. Turn right onto Baltimore Street after passing the Royal Farms Arena. Take the first left onto Park Avenue and continue for two blocks and turn left onto Fayette Street. The entrance for patient parking is on the left off of Fayette Street in the Arrow Parking Garage, which is located at 213 West Fayette Street directly adjacent to the Baltimore VA Annex.

From Points North West: Take I-83 south towards 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 at Park Avenue, the entrance for patient parking is on the left off of Fayette Street in the Arrow Parking Garage, which is located at 213 West Fayette Street directly adjacent to the Baltimore VA Annex.

From Points West: Take I-70 east towards 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 for five blocks and turn left onto Baltimore Street. Take Baltimore Street for four blocks and turn left onto Park Avenue after passing the Royal Farms Arena. Continue for two blocks and turn left onto Fayette Street. The entrance for patient parking is on the left off of Fayette Street in the Arrow Parking Garage, which is located at 213 West Fayette Street directly adjacent to the Baltimore VA Annex.

Parking Garage: The parking garage only provides valet parking, so patients must have their parking receipt validated at the Information Desk in lobby of the Baltimore VA Annex before they leave. There is a pedestrian entrance from the parking garage to the lobby of the annex.

Important Phone Numbers

Appointment Center.....	410-605-7333
Baltimore VA Medical Center & Annex.....	410-605-7000
Baltimore Vet Center.....	410-764-9400
Billing Information.....	866-393-0006
Community Resource and Referral Center..	410-637-3246
Eligibility & Enrollment	877-222-8387
Homeless Veterans Program.....	410-637-1342
Long-Term Care Information Line.....	410-642-1121
MyHealthVet	410-605-7045
Patient Advocate.....	410-605-7099

Prescription Refill Line	410-605-7395
Release of Information	410-605-7348
Returning Veterans.....	410-605-7259
State Veterans Cemeteries	410-923-6981
Telephone Care Line	800-865-2441
Toll-Free Number.....	800-463-6295
VA Benefits	800-827-1000
VA Burial Benefits	410-644-9696
Veterans Crisis Line	800-273-8255 (Press 1)
Women Veterans Services	410-605-7275