



Important Information Related to COVID-19 Testing

Dear Veterans,

Hospitals across the state are reaching and exceeding capacity. Changes in capacity occur frequently and our staff is committed to ensuring quality care by putting Veterans first.

If you are experiencing an emergency, don't wait. If you are not feeling well and believe your symptoms may be related to COVID-19, testing can and should be done at one of the community locations.

Delaware: [Delaware COVID-19 Testing - Delaware's Coronavirus Official Website](#)

New Jersey: [Where can I get free, public COVID-19 testing or treatment? | FAQ \(nj.gov\)](#)

Maryland: [Symptoms Testing \(maryland.gov\)](#)

Pennsylvania: [Public Testing \(pa.gov\)](#)

Prior to visiting the Emergency Department, it is strongly encouraged to contact your Patient-Aligned Care Team (PACT team) or a walk-in clinic immediately if you begin feeling ill or demonstrating symptoms of COVID-19.

Please help us stay vigilant by protecting yourself and others with the COVID-19 vaccine and booster, wearing your mask and maintaining social distancing. We thank you for your understanding.

Kim Butler

Associate Director of Operations

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.

<https://www.myhealth.va.gov/mhv-portal-web/ss20200416-upgrade-to-premium-now>

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 BTSS



The Agent Orange Updates

Recently the VA added three new conditions that are related to exposure to Agent Orange and other herbicides: bladder cancer, hypothyroidism, and Parkinsonism; information about free yoga and meditation classes; services provided by VA Environmental Health Coordinators; and more, download the latest version of the [Agent Orange Newsletter](#).



COVID-19 Information



**Get fully vaccinated by getting your
COVID-19 Booster and Save Lives.**

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Wilmington VA Medical Center

The Vaccination Clinic at the main campus is located inside the Auditorium on the Ground Floor, Monday – Friday 8:30am – 4:00pm.

The holiday season is a time of giving, sharing and caring. It is also a time when many people feel lonely, while others have a house full of guests. We are asking that you reach out to those who may be lonely and bring a little joy, and at the same time have a constructive, compassionate conversation about getting a booster shot. And, for those with a house full of guests, the conversation about booster shots is just as important to keep everyone safe. Your conversation could truly be the gift of good mental and physical health. Compassionate Conversation Tips: <https://www.va.gov/.../COVID-19-Vaccine-Booster-How-To...>

Facts about COVID-19 Booster Shots at VA: <https://www.va.gov/.../COVID-19-Vaccine-Booster-8...>

VHA Assault & Harassment Prevention Office

P.L. 116-315 Title V (Deborah Sampson Act) Section 5303 requires the Department to annually distribute to Veterans receiving a VA benefit, VA's anti-harassment/anti-sexual assault policy and educational materials. We are sharing in the event there is an increased number of reports locally. Please see the attached letter and brochure, which can also be seen on the following internet site: <https://www.va.gov/STOP-HARASSMENT/anti-harassment-sexual-assault-policy.asp>.

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 Altoona, Butler, Coatesville, Erie, Lebanon, Philadelphia, Pittsburgh, Wilkes-Barre and Wilmington.

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



Choose VA

Tele Urgent Care may be an option if:

- You live far from your VA facility
- You have health conditions that make traveling to the VA difficult
- You lack time to attend in-person appointments
- You don't require a hands-on physical examination

Tele Urgent Care uses the VA Video Connect app. To learn more and test your device, visit mobile.va.gov/app/va-video-connect.



 **Save time!**

No need to travel to a VA facility!

 **Save money!**

No co-pay needed!



VISUAL IMPAIRMENT SERVICES TEAM

The VIST program provides comprehensive case management to visually impaired and blind Veterans to ensure they have equitable access to low vision services and blind rehabilitation. Veterans with low vision have sight loss that cannot be corrected with conventional lenses and their sight loss impairs their daily functioning.

Blind rehabilitation includes assessment, low vision exam, and blind skills training using low vision devices, which can be provided on an outpatient or inpatient basis. The VIST Coordinator will make the necessary referrals based on the Veteran's unique needs. The goal of the VIST program is to improve Veteran's visual functioning and maximize their independence to accomplish their identified goals.

If you have any questions or are interested in learning more, please don't hesitate to contact me via phone, e-mail.

VIST Coordinator Contact - Susan Barton, LCSW, Blind Rehabilitation Specialist

Sue.barton@va.gov : 302-994-2511 Ext. 4733

Pharmacy alerts by text and phone!



Rx Ready will let you know by a text message when your prescriptions are ready for pick up at the pharmacy window.

The system sends text messages to you based on the cellphone number that we have on record.



Rx Refill tells you when to request a medication for refill by mail. It sends a text message or an automated phone call based on the contact choice we have on record:

- **The text** tells you to use MyHealthVet or the automated phone line to ask for your refills.
- **The automated phone call** asks you to verify your date of birth and provide **ONLY** the last four of your Social Security number (SSN). You then press **1** to renew or **2** not to renew. **VA will never ask for your full SSN or credit card information.**

To end alerts you can reply STOP to the text or call the pharmacy.

www.wilmington.va.gov
1-800-461-8262, ext. 5359

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Wilmington VA Medical Center

Stay Informed, Follow Our Social Media Channels

Follow Wilmington VA Medical Center on our social media channels @WilmingtonVAMC on Facebook, Twitter and Instagram.

Visit our new website at www.va.gov/wilmington-health-care.