

# GUIDE TO SERVICES

*ST. CLOUD VA HEALTH CARE SYSTEM*



September 2023

**VA**



**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
*St. Cloud VA Health Care System*

All new enrollees receive a *Veterans Health Benefits Handbook* a few weeks after enrollment has been confirmed. The handbooks are for Veterans and provide detailed, updated information about VA health care benefits Veterans may be eligible to receive, such as medications, prosthetics, and dental care. An online version of the handbook is available at <https://www.va.gov/healthbenefits/vhbh/>. This *Guide to Services* supplements the *Veterans Health Benefits Handbook* by answering questions about local VA facilities and health care programs. We encourage your comments about your care. Your input will help us to continue to meet our goal of providing quality health care to Veterans.

The benefits your service has earned can support you and your loved ones in different ways throughout your life-like when it's time to go to school, get a job, buy a house, get health care, retire, or make plans for your care as you age. For further information: <https://www.va.gov/>

Whether you're just getting out of the service or you've been a civilian for years now, the VA Welcome Kit can help guide you to the benefits and services you've earned. Access the VA Welcome Kit at <https://www.va.gov/welcome-kit/> for a broad overview of the services VA can offer you.

For personal assistance with all VA benefits, you may contact your County Veteran Service Officer (phone numbers on page 67) or a service officer in a Veterans service organization.

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## **ABOUT THE ST. CLOUD VA**

The St. Cloud VA Health Care System began serving Veterans in 1924 and now delivers care to more than 38,000 Veterans annually. The Health Care System provides primary and subspecialty medical, urgent, specialty, and mental health care; acute psychiatry services; and rehabilitation and extended care services. Specialty outpatient services include audiology, dental, endoscopy, ambulatory surgery, laboratory, orthopedics, optometry, podiatry, pulmonology, radiology, urology, otolaryngology, respiratory therapy, rheumatology, hematology/oncology, cardiology, neurology, nephrology, pain clinic, whole health, nutrition and women Veterans health care.

The Health Care System also provides several special emphasis services, including residential and outpatient mental health and substance abuse programs, a Mental Health Residential Rehabilitation Treatment Program, outpatient programming for serious mental illness, homeless Veterans programs, a suicide prevention program, a Transition and Assistance Program for Returning Veterans, a Women Veterans program, an Incarcerated Veteran Program, a Veterans Justice Outreach Program, and Vocational Rehabilitation and Supported Employment programs. Rehabilitation and Extended Care services include Home-Based Primary Care, Adult Day Health Care, Memory Care, Hospice Care, Short Stay, and Nursing Home Care, including ventilator care.

The Health Care System does not maintain an inpatient medical unit. Those needs are met by authorizing care at local community hospitals and transfers to the Minneapolis VA Health Care System 80 miles to the south. Veterans can access care and services at the St. Cloud VA Medical Center and three Community VA clinics in Alexandria, Brainerd, and Montevideo.

# LOCATIONS & HOURS OF OPERATION

**St. Cloud VA Medical Center**, 4801 Veterans Dr., St. Cloud, MN 56303  
Phone: 320-252-1670 or 800-247-1739

*The Urgent Care Clinic is available in Bldg. 1 (Main Entrance) from 8 a.m. to 6 p.m., 365 days per year, including federal holidays.*

*Normal operating hours for most other services are from 8 a.m. to 4:30 p.m. Monday-Friday, closed on weekends and federal holidays.*

*Public entry points to the Medical Center are limited to the following points:*

- *Bldg. 1: Main Entrance, open 6 a.m. to 6 p.m. weekdays, 8 a.m. to 6 p.m. weekends and holidays. Veterans arriving for most outpatient appointments are encouraged to use the Bldg. 1 entrance as it offers escort and shuttle service and is convenient to most service locations.*
- *Bldg. 111: Outpatient Mental Health Clinic entrance, open 7:30 a.m. to 4:30 p.m. weekdays.*
- *Bldg. 116: Rehabilitation Center entrance via south door only, open 7:30 a.m. to 4:30 p.m. weekdays also used to access activities in bldg.. 51.*

*Other outpatient entrances include:*

- *Bldg. 3: Dental Clinic entrance, open 7 a.m. to 6 p.m. weekdays.*
- *Bldg. 95, Canteen entrance, open 7 a.m. to 4 p.m. weekdays.*

## VA Clinics

**Max J. Beilke VA Clinic**, 410 30<sup>th</sup> Avenue East, Alexandria, MN 56308  
Phone: 320-759-2640

**Brainerd VA Clinic**, 722 NW Seventh Street, Brainerd, MN 56401  
Phone: 218-855-1115

**Montevideo VA Clinic**, 1025 North 13th Str., Montevideo, MN 56265  
Phone: 320-269-2222

*All VA Clinics are open from 8 a.m. to 4:30 p.m. Monday-Friday, closed on weekends and federal holidays.*

**THE ST. CLOUD VA HCS DOES NOT HAVE AN EMERGENCY DEPARTMENT, ACUTE MEDICAL CARE SERVICES, OR AFTER-HOURS OUTPATIENT SERVICES AT ANY OF OUR LOCATIONS.**

- Call 911 or go to the nearest community hospital with an emergency department if you believe you have a serious and possibly life-threatening issue or emergency mental health needs. Upon stabilization, ensure non-VA emergency department visits are reported to VA within 72 hours at 844-724-7842 or:  
<https://EmergencyCareReporting.CommunityCare.va.gov>.
- Veterans in crisis can call the Veterans Crisis Line 24 hours a day, 7 days a week by dialing 988 and press 1.

# ENROLLING FOR CARE

## HOW TO APPLY

All Veterans must apply for enrollment in the VA health care system. Each Veteran's eligibility status is unique and is determined upon application. Veterans complete VA Form 10-10EZ to apply. These can be obtained from many places, including the Eligibility Office in Building 1, County Veterans Service Offices, or online at <https://www.va.gov/health-care/apply/>. Once the form is filled out, you can submit it several ways.

- Apply Online:  
<https://www.va.gov/health-care/application/introduction>
- By Mail (submit to one of these addresses):
  - St. Cloud VA Health Care System, Attn: Health Administration Service-Eligibility, 4801 Veterans Drive, St. Cloud, MN 56303
  - Health Eligibility Center, 2957 Clairmont Rd., Suite 200, Atlanta, GA 30329
- In Person: You can also bring the application form to the St. Cloud VA Medical Center. The Eligibility Office is located on the first floor of Building 1.
- By phone: call 877-222-8387, Mon.-Fri. between 8 a.m. and 8 p.m. (ET)

Whether mailing or bringing your application, please include the following items:

- a copy of your DD214, 'Certificate of Release or Discharge from Active Duty'
- a copy of both sides of your current insurance card (including Medicare, Medicaid, or spouse's insurance if it covers you)
- Purple Heart recipients only, bring a copy of your award letter if 'Purple Heart' is not noted on your DD214

After your application has been processed, you will receive a letter outlining your eligibility for VA health care and the resources available to you. If you need to obtain information or assistance regarding your VA health care benefits, please contact the Eligibility Office at 320-252-1670, ext. 6340.

## INSURANCE

In 1985, the U.S. Congress passed the Medical Care Cost Recovery Act. This Act requires the Department of Veterans Affairs to bill third-party health insurance for medical care provided to Veterans for treatment of their non-service-connected conditions or disabilities.

## INCOME VERIFICATION MATCHING

Public law allows the VA to compare Veteran-reported means test income data with the IRS and Social Security Administration records. If your eligibility for VA medical care is based on income, you will be asked to provide income and dependent information for yourself and your spouse. All Veterans are asked to provide health insurance and employment information. Your VA means test is based on your prior year's gross household income.



# **PATIENT ALIGNED CARE TEAM (PACT)**

Every Veteran is assigned to a Patient Aligned Care Team (PACT). PACT uses a team-based approach to health care. You are the center of the care team that includes your family members, caregivers, and a core team of health care professionals —primary care provider, nurse care manager (RN), clinical associate (LPN), and medical support assistant (MSA). Your team includes extended PACT members: social workers, pharmacists, dietitians, and Primary Care/Mental Health Integration team members.

Together, the team focuses on:

- Partnerships with Veterans
- Access to care using diverse methods
- Coordinated care among team members
- Team-based care with Veterans as the center of their PACT

## **ACCESSING CARE**

### **ROUTINE APPOINTMENTS**

Once enrolled, you may elect to receive primary care at the St. Cloud VA Medical Center or one of the VA Clinics in Brainerd, Alexandria, or Montevideo.

Primary care is your gateway to VA health care. Your PACT team can take care of most of your health care needs. To schedule an appointment, call 320-252-1670, ext. 6339.

We serve many Veterans. To increase our effectiveness for all Veterans, we need your help:

- Please check in on time.

- If you know you will be late or are unable to attend your appointment, please call 320-252-1670, ext. 7601, to cancel or reschedule.
- Bring any medical records from non-VA providers for your first visit.
- Bring a list of all prescribed and over-the-counter medications and immunization records if available.
- Contact your PACT nurse during regular business hours for any concerns instead of going to the clinic without an appointment.
- Unscheduled patients can experience long waits. In the case of an emergency, dial 911 or go to the nearest emergency room.

Annual exams are used to benchmark and track your health. Even if you feel healthy, it is important to attend annual exams.

Schedule other appointments when you need to be seen for a particular concern or notice a change in your health. Having symptoms/health changes and unsure what to do, call the Nurse Triage line at 320-252-1670, then select option 3 or dial 833-983-0492.

Life happens. **If you can't make an appointment, that's OK, but please let us know** so we can fit another Veteran into that slot.

## MANAGING YOUR APPOINTMENTS

### APPOINTMENT REMINDER LETTER OR POSTCARD

We don't automatically schedule routine appointments, like annual exams. You have the option to schedule a future appointment during check-out. Once an appointment is made, we send you a letter or postcard with appointment details. Here is an example letter:

*Dear Veteran:*

*We are pleased to confirm the following appointments:*

**Date/Time:** **Feb. 28, 2017 at 8:00am**

**Clinic:** **STC LAB FASTING NEW**

**Location:** **Bldg. 1 Basement Rm. 2**

**Telephone:** **320-252-1670, ext. 6339**

**Date/Time:** **Feb. 28, 2017 at 9:30am**

**Clinic:** **STC ZZ MD PACT 4**

**Location:** **Bldg. 1 1st Flr. Rm. 13**

**Telephone:** **320-252-1670, ext. 6339**

**Date/Time:** *This is the date and time of this appointment. Read your letter carefully as you may be reminded of multiple appointments on the same day or appointments on more than one date in the same letter.*

**Clinic:** *The first three letters of the clinic give the location of the appointment. STC represents the St. Cloud VA Medical Center. BRD represents the Brainerd Clinic. ALX represents the Alexandria Clinic. MTE represents the Montevideo Clinic. The name after the first three letters represents the clinic name. In this example, the first appointment is for LAB, and FASTING NEW represents what labs will be drawn.*

**Location:** The building number is shown first, then the floor, and lastly, the room number.

**Telephone:** This is the phone number of the clinic. If you need to contact the clinic for any reason regarding your appointment on this date, this is the phone number to use.

## TELEPHONE

Call 320-252-1670, then enter the appropriate extension for the appointment type you want to make or cancel:

- Primary Care, ext. 6339
- Mental Health, ext. 6322
- Audiology hearing clinic, ext. 4370
- Optometry eye clinic, ext. 5432
- Surgical and Specialty Care, ext. 6429
- Community Care, ext. 6401

## AUTOMATED PHONE SERVICE SYSTEM

This system automatically calls to remind you of upcoming appointments.

- You can also use it to find out the dates and times of your future appointments and to order prescription refills 24 hours a day, 7 days a week.
- You may also cancel or request the rescheduling of appointments.

To use the system, call 320-252-1670, ext. 7601

## MYHEALTHeVET (MHV) AND ONLINE SCHEDULING

You can use Online Scheduling in MyHealtheVet to:

- Self-schedule primary care appointments for your assigned primary care provider.
- View or cancel existing primary care and mental health clinic appointments.

- Make requests for help scheduling primary care and mental health appointments.

To use Online Scheduling, you will need a premium MyHealtheVet account. For personal assistance establishing an account, stop by the St. Cloud VA Medical Center Health Hub in Bldg. 29, Room 20, during your next visit. Health Hub hours are 8:30 a.m. to 4 p.m., Monday-Friday, closed on weekends and federal holidays.

### SECURE MESSAGING

A feature of MyHealtheVet, secure messaging enables you to send emails to your care team, safely and securely, for non-urgent, non-emergency health-related information, including requesting medical appointments. To use secure messaging, you need internet access. Go to <https://www.myhealth.va.gov> and register as a “VA patient.” You can also stop by the Medical Center Health Hub in Bldg. 29, Room 20, for assistance.

### TEXT MESSAGE REMINDERS

Our convenient text message system sends VA appointment reminders via text message.

- You can confirm or cancel an appointment with an easy text message reply.
- Reminder messages are sent seven days before and two days before the appointment.
- Veterans with multiple appointments on the same day will receive multiple reminders.
- All appointment reminder messages contain instructions on how to send messages.
- Text messaging rates may apply according to individual phone plans.

Veterans are automatically enrolled in text messaging. If you opt-out and want to restart text message appointment reminders, text “START” to a previous reminder message, and service will resume, or text “START” to 909-954-0651.

## **GETTING CARE WHEN YOU NEED IT**

Our goal is to provide Veterans with high-quality care when needed, and delivered with a positive experience.

Health care needs and services take many forms. Making sense of the type of care needed and when and where to get needed care can be confusing.

Most care needs are grouped into three priority levels: routine, urgent, or emergency needs.

Understanding the differences in these priority levels can help you get the proper care in the right place and at the right time.

### **ROUTINE CARE**

**Routine Care** includes annual physicals, health screenings, regular diabetes, blood pressure checks, medication renewals, follow-up care after an urgent care or Emergency Room (ER) visit, surgery follow-up, seeing a specialist, or completing a consult. Scheduling intervals can vary and are usually determined in coordination with your provider.

Routine care needs are provided in VA health care clinics, Community VA clinics, and community care referrals for specialized care needs. Many conditions can be met using virtual care methods such as phone calls, video visits, or text chats.

For most routine health care needs, including follow-up visits and regular screenings, contact Primary Care to make an appointment at 320-252-1670, ext. 6339.

The Outpatient Mental Health Clinic provides most routine mental health needs and can be reached at 320-252-1670, ext. 6322. However, the Primary Care-Mental Health Integration (PC-MHI) team integrates mental health care with routine medical care. You can get depression, anxiety, PTSD, and substance use services without a separate appointment. Contact PCMH at 320-252-1670, ext. 7531.

Routine specialized care is generally received following a referral from a primary care provider. However, Veterans may schedule in these specialty clinics without a referral:

- Audiology, ext. 4370
- Optometry, ext. 5432
- Nutrition, ext. 6376
- Respiratory Therapy, ext. 6606 (established patients)
- Whole Health, ext., 5401

All other clinics require a referral from your primary care provider.

Telephone Care is available at (320) 252-1670, press 3, 24 hours a day. Call and talk to a VA nurse when you have health care questions, need health care advice, are ill or injured, and are not sure if you should see your primary care provider, access urgent care, or go to the emergency room. The nurse will ask about your symptoms, answer any questions, provide patient counseling, and direct you to health care sites and services.

## URGENT CARE

**Urgent Care** is when you need immediate care for minor injuries and illnesses that are not life-threatening but which need to be addressed within 24-48 hours. Urgent Care is not emergency care. Veterans with potentially life-threatening medical conditions should call 911 or go directly to the nearest emergency room.

Urgent care is for health problems or symptoms like these:

- A sore throat or persistent cough
- Strains, sprains, or minor broken bones
- Deep cuts that are no longer bleeding a lot
- Allergies
- Mild burns
- Mild nausea or vomiting
- Urinary tract infection symptoms (like needing to urinate often or urgently, urine that looks cloudy or smells bad, pain when you urinate, or pain in your side, abdomen, or pelvic area)
- Urgent mental health or substance use concerns

Urgent care needs are provided in the St. Cloud VA Urgent Care Center in Bldg. 1 (available for walk-ins from 8 a.m. to 6 p.m., 7 days a week, including holidays) or in-network community urgent care or retail clinics for eligible Veterans.

Find community urgent care or retail clinic locations at:

<https://www.va.gov/find-locations/> or call 833-483-8669. See the Community Urgent Care Checklist on the next page for helpful information on using the VA MISSION Act Urgent Care benefit at VA's in-network community locations.



# COMMUNITY URGENT CARE CHECKLIST

## FOR VETERANS:

1. Check eligibility. You are eligible if you enrolled in the VA healthcare system and received care through VA-authorized community provider within the past 24 months. Call 844-698-2411 and select option 1, then option 3 to verify your eligibility for urgent care services, or general questions related to the urgent care benefit.

2. Find a provider. Use the VA Facility Locator to find in-network urgent care and pharmacy locations <https://www.va.gov/find-locations/>.

- Select the “urgent care” VA facility type, and the “community urgent care providers (in VA’s network) from the service type drop-down box
- Network changes do occur, so check for in-network providers before each visit
- Call the provider to confirm services and hours and to confirm the provider is an in-network VA urgent care provider.
- Bring a valid, government-issued photo ID, and ask and verify the urgent care provider/pharmacy is in the VA network
- Call 888-901-6609 for assistance if you need have difficulty receiving urgent care or filling your urgent care prescription

4. Get Urgent Care.

- After receiving care, if you need prescription medication, make sure the provider activates your pharmacy benefits under the VA urgent care benefit

- VA will pay for a 14-day supply (no refills) of prescription medication for the condition for which you are provided care (Opiates limited to seven days or less, consistent with the pharmacy locations state law)
- Prescriptions can be filled at a VA pharmacy, at an authorized in-network pharmacy, or paid out-of-pocket at an out-of-network pharmacy and filed for reimbursement
- To find an in-network pharmacy, visit <https://www.va.gov/find-locations/>
- Veterans filing claims for prescription medication reimbursement should include a copy of the prescription (pharmacy label), [VA Form 10-583](#) and receipt and mail to: OCC Claims Processing – St. Cloud, PO Box 1004, Fort Harrison, MT 59636-1004

## 5. Copayments.

- DO NOT pay a copayment during an urgent care visit or for medications. Copays are billed separately by VA
- Copays depend on your assigned priority group and how many times you use urgent care in a calendar year

## FOR PROVIDERS

- Call 888-901-6609 to confirm the Veteran's eligibility for urgent care services
- Ensure any 14-day Rx is on VA Urgent/Emergent Formulary at <https://www.pbm.va.gov/PBM/NationalFormulary.asp> if prescribing an urgent care prescription
- Make sure you have activated Veteran's pharmacy benefit by calling to check their eligibility

- File urgent care claim within 180 days with Optum
- After the visit, submit medical documentation to the Veteran's home VA medical center (VAMC) within 30 days. Find a VAMC at <https://www.va.gov/find-locations/>

#### FOR PHARMACIST

- Maximum day supply for a Veteran's initial fill is 14 days (7 days or fewer for opioids). No refills. Medication must be on VA Urgent/Emergent Formulary  
<https://www.pbm.va.gov/PBM/NationalFormulary.asp>
- Veterans SHOULD NOT be charged for dispensed medications; they should be instructed to fill prescription(s) in the same state as their urgent care visit
- Enter VA pharmacy claims using the following information:
  - Step 1: Enter BIN: 004336
  - Step 2: Enter PCN: ADV
  - Step 3: Enter Rx Group: RX4136
  - Step 4: Enter Veteran 9-digit SSN or 10-digit Veterans ID number
  - Step 5: Enter Veteran's date of birth (YYMMDD format)
- If a non-contracted pharmacy is used, Veteran must pay out-of-pocket for the prescription and then file a claim for reimbursement
- If the Veteran is not eligible for pharmacy benefits but has an urgent care prescription, please advise the Veteran to call Optum at 888-901-6609 (7 a.m.—12 a.m. ET / 7 days a week)

## EMERGENCY CARE

Emergency Care is needed whenever you think your life or health is in danger. Go to the nearest emergency room or call 911 right away.

The St. Cloud VA does not have an emergency department, acute medical care services, or after-hours outpatient services at any of our locations. If you need emergency care, you don't need a VA referral or approval to go to a non-VA emergency room in your community!

Get emergency help right away for any symptoms like these:

- Head injury or trouble breathing
- Falling without a known cause
- Cuts that won't stop bleeding
- Severe burns or wounds that won't close
- Stroke symptoms (like slurred speech, sudden numbness, or weakness in a part of your body, loss of balance or vision, or a drooping face)
- Chest pain or discomfort (like pressure, squeezing, or a feeling of fullness in your chest)
- Severe allergic reaction symptoms (like swelling lips or trouble swallowing or breathing)
- Vaginal bleeding or abdominal pain during pregnancy
- Severe dizziness or losing consciousness (passing out)
- A headache that keeps getting worse or won't go away
- Vomiting or nausea that won't stop
- A high fever with a headache or stiff neck
- Seizures
- Dilated pupils, trouble waking up or staying awake, or clear fluids draining from the nose or ears after a head injury
- Thoughts of suicide or harming yourself or others

These symptoms aren't all the signs of an emergency. If you feel your life or health is in danger, get help immediately.

### ***Thoughts of suicide or harming yourself or others?***

*Call the Veterans Crisis Line at 988 and press 1, text 838255, chat online at VeteransCrisisLine.net, call **911**, or go to the closest community hospital emergency department.*

## **EMERGENCY CARE QUICK-FACTS**

### **REPORTING EMERGENCY EPISODES OF CARE**

- To facilitate treatment and claims payment, emergency care episodes must be reported to VA within 72 hours. Veterans and family members should remind community hospitals and providers to report emergency visits to VA using the VA Community Care portal at: <https://emergencycarereporting.communitycare.va.gov> or by phone at 1-844-72HRVHA or (844-724-7842). Reporting emergency admissions helps your VA team arrange additional care or transfer to a VA facility.
- VA payment authority for emergency care is normally limited to the point-of-stabilization only. VA authorization is required to engage in any additional treatment or follow-on care at community hospitals, rehabilitation centers, or other care sites.

### **EMERGENCY CARE CLAIMS**

- In most cases, providers will submit a claim directly to VA or the Third-party Administrator-Optum Health Service, and the Veteran will not have to take further action.
- For emergency care claims assistance, Veterans can call 877-881-7618.

### **BILLING AND PAYMENT**

- VA has specific legal authorities to purchase emergency care. VA can pay for care an eligible Veteran receives from a

community emergency department in certain circumstances and under specific conditions.

- Once a claim for emergency treatment is received by VA, the claim will be administratively reviewed to determine eligibility. If the Veteran meets administrative eligibility criteria, the treatment documentation will be reviewed by VA clinical staff to determine if the treatment received meets the clinical criteria necessary for VA to pay for the care.

## FAQ: EMERGENCY CARE IN NON-VA FACILITIES

When you need emergency care, go to the nearest hospital that has an emergency room or call 911. If you go to the hospital in an ambulance, the paramedics will usually take you to the closest emergency room.

### **What is a medical emergency?**

A medical emergency exists when an injury or illness is so severe that the injury or illness threatens your health or your life without immediate treatment.

### **How do I know if I have a medical emergency?**

Use your best judgment. If you believe you are suffering from an emergency, call 911 or go to the nearest emergency room.

### **Do I need to call the VA before I obtain emergency care?**

No. Call 911 or go to the nearest emergency room. If you are admitted, ensure non-VA emergency visits are reported within 72 hours at 844-724-7842 or: <https://emergencyCareReporting.communityCare.va.gov>

### **Does my enrollment in the VA health care system change my coverage for emergency care at VA expense?**

Yes, it may. You may reach the Community Care billing department at 1-877-881-7618.

**Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?**

Yes, it may. You may reach the Community Care billing department at 1-877-881-7618.

**Will VA pay for emergency care if I am in jail?**

No. Usually, the jail is responsible for providing you with medical care.

**Will VA pay for emergency care received outside the United States?**

The VA will pay for emergency care if you are outside the United States and being treated for a service-connected condition. The VA will not pay for emergency care related to non-service-connected conditions. Contact the VA Health Administration Center at 303-331-7590 for more information, or go to [www.va.gov/purchasedcare/](http://www.va.gov/purchasedcare/).

**How long do I have to file a claim for reimbursement for emergency medical care?**

Please file your claim quickly with the nearest VA health care system or Medical Center. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as possible. Time limits usually apply. Contact the Community Care billing department at 1-877-881-7618, for an explanation of these limits.

**Will I have to pay for any part of my emergency care?**

It is possible. Sometimes co-pays are required based on your VA enrollment. Sometimes the extent of health care services reimbursable by the VA is limited by federal law.

The VA may be able to arrange and pay for the health care of eligible Veterans outside of VA medical facilities – but only in certain, limited circumstances:

- When the Veteran meets eligibility criteria
- When there is a medical need

- When VA medical facilities (or 'sharing agreement' facilities) are not available
- The VA's ability to pay for the medical care of Veterans provided by the community is regulated by federal law

### **How much will VA pay if I am admitted to the hospital because of an emergency?**

This depends on your VA eligibility. The VA may pay all, some, or none of the charges. Contact the Community Care billing department at 1-877-881-7618, about what is allowed under non-VA emergency care programs:

- For service-connected conditions
- For non-service-connected conditions

You can get more answers to your questions on the Veterans Health Administration Community Care website at:

<https://www.va.gov/communitycare/>.

You may also contact the St. Cloud VA Community Care Center at 320-252-1670, ext. 6401, for details about your specific situation.



## CO-MANAGED CARE

As an advocate for your health, your VA provider continually reviews your treatment plan, including medications, treatments, and diagnostic tests, to ensure you receive the best and most effective health care. If you are a Veteran who is seeing both a VA provider and a community provider, your care needs to be coordinated.

For your health and safety, you need to:

- Inform your community provider of the treatment received by a VA provider and
- Inform your VA provider of the care you received in the community

During your care, you may have recommendations for medications, treatments, and diagnostic tests from your community provider that you wish to receive through the VA.

For your request to be reviewed, you need to give your VA provider copies of the following information from your community provider's office:

- The name, address, and phone number of your community provider
- Copies of office visit notes and diagnostic tests supporting the treatment recommendations
- Copies of prescription(s)

You can supply these copies to your VA provider by either:

- Bringing copies with you to your next scheduled VA appointment
- Requesting your community provider to fax information to your PACT Team.
  - PACT 1: 320-654-7662

- PACT 2: 320-255-6419
- PACT 3: 320-255-6419
- PACT 4: 320-255-6481
- PACT 5: 320-654-7670
- Alexandria VA Clinic: 320-759-2023
- Brainerd VA Clinic: 320-725-1302
- Montevideo VA Clinic: 320-269-8929

Mailing information to:

Triage Clerk (PM-136A)  
VA Medical Center  
4801 Veterans Drive  
St. Cloud, MN 56303

Medications, treatments, and diagnostic tests can only be ordered after your VA provider has reviewed the recommendations and decided which are appropriate, effective, and necessary.

If you receive a prescription from your community provider and you need to start it right away, you will need to purchase a 30-day supply from your pharmacy while your VA provider reviews the recommendations. VA cannot reimburse you for medications you purchase at a community pharmacy.

Information on VA co-managed pharmacy benefits:

- Your VA provider needs to follow and review your health by seeing you for a physical at least once a year. VA cannot be used only as your pharmacy.
- VA providers can only prescribe medications and supplies listed on VA's approved list (formulary). You and your community provider can see this list at:  
<http://www.pbm.va.gov/apps/VANationalFormulary>

- The list includes drugs from all major categories. If the drug prescribed by your community provider is not on the list, your VA provider may prescribe a closely related medication.
- Some medications are only available after approval by a VA specialty service or other criteria are met.
- The VA prefers to do complete lab work for medications that require special monitoring unless circumstances such as geographic distance or physical immobility create a hardship.
- Your VA health care provider cannot prescribe high-risk medications that need special monitoring (e.g. medications used to treat cancer, prevent blood clots, regulate heart rhythm or lithium) in the co-managed care program.
- Controlled substances prescribed by a community provider will not be reviewed or filled in the co-managed care program.
- Acute infection medications will not be reviewed or filled in the co-managed care program.
- Prosthetic devices or equipment can only be issued by the VA if ordered by your VA provider.
- Unnecessary, inappropriate, or harmful medications or supplies will not be prescribed.

# PHARMACY SERVICES

Each time you meet with your provider, bring a list of all medications you are currently taking. This includes medications you are receiving from the VA, prescriptions from another pharmacy, over-the-counter medications, and any herbal supplements you may be taking. After every provider visit when new medications are ordered, you must visit with a pharmacist before you leave to go home. Stop by Pharmacy Check-in, where a pharmacist will educate you on the new medications, and we can process your prescriptions to be mailed, put on hold, or processed for you to pick up at that time. If you do not stop at Pharmacy Check-in your new prescriptions and the renewals the provider ordered will automatically be mailed to you, and any applicable copay(s) will apply.

## ORDERING MEDICATIONS

### BY MAIL:

When you receive your medications, there will be a refill slip with a barcode. As soon as you receive this slip, you can mail it in, and when it is time for your next refill, we will mail it to you. Send refill slips to:

VA Health Care System  
Attn: Pharmacy-119  
4801 Veterans Drive  
St. Cloud, MN 56303

If you prefer not to mail in the refill slip, we have a mailbox in Pharmacy Intake that you may come in and drop your refill slips into.

### BY PHONE:

Call: 855-560-1724

## USE THE INTERNET:

[www.myhealth.va.gov](http://www.myhealth.va.gov)

My Health<sup>e</sup>Vet is a free, online personal health record that you can access 24/7 and request your medication refills.

## REFILL INFORMATION

Most VA prescriptions mailed from the St. Cloud VA come from a filling center in Kansas or Tennessee. It usually takes between 7 and 10 days by mail for that medication to arrive to you. Please **request your refills 2-3 weeks** before you run out.

Refills for regularly used medications can be requested as early as desired. Once requested, the refill will be added to our computer records, and when the time comes, it will be filled and mailed to you.

We **DO NOT** have an “auto-refill” system that automatically sends out your next refill to you. **You must request every refill.** If you run out of refills, you may contact the pharmacy at 320-252-1670, ext. 6991, and we will contact your provider for you!

## PAYING FOR CARE

### COPAYMENTS

Actual copay charges will vary depending on service-connection, priority group, and financial information submitted on your health care applications or means test/copay test. There is no copay requirement for preventive services such as screenings and immunizations.

### OUTPATIENT SERVICES

Only Veterans from priority groups 6, 7, and 8 are charged copays for outpatient services. The copay amount for outpatient care is limited to

a single charge per visit, regardless of the number of health care providers seen. The copay amount is based on the highest level of services received:

- Basic care services, \$15/visit
- Specialty care services, \$50/visit

## MEDICATIONS

As of Feb. 27, 2017, VA established copays for three classes of outpatient medications identified as Tier 1, Preferred Generics; Tier 2, Non-Preferred Generics including over-the-counter medications; and Tier 3, Brand Name. Copayment amounts for each tier are fixed and vary depending on the outpatient medication tier:

- \$5 for a 30-day or less supply - Tier 1 outpatient medication
- \$8 for a 30-day or less supply - Tier 2 outpatient medication
- \$11 for a 30-day or less supply - Tier 3 outpatient medication

These copays apply to Veterans without a service-connected condition or Veterans with a disability rated less than 50 percent who are receiving outpatient treatment for a non-service-connected condition and whose annual income exceeds the limit set by law. Medication copayments do not apply to former Prisoners of War, catastrophically disabled Veterans, or those covered by other exceptions as established by law. Copayments stop each calendar year for Veterans in Priority Groups 2-8 once a \$700 annual cap is reached.

Billing service representatives are available in Bldg. 5, Room 121, Monday through Thursday, from 9 a.m. to Noon. Please note that assistance is available for Veterans with billing issues for VA care only. You can also call the Veterans Health Resource Center at 1-866-347-2352, Monday to Friday, from 7 a.m. to 7 p.m.

For assistance with Community Care claims, 1-877-881-7618.

# TRANSPORTATION

## VETERANS TRANSPORTATION NETWORK (VTN)

VTN offers van transportation to and from appointments for ambulatory Veterans who do not have other means of transportation due to financial or medical hardship. Veterans must be able to independently get in and out of a vehicle. This service is available for Veterans who live within 50 miles of the St. Cloud VA Medical Center and within 20 miles of the Brainerd VA Clinic. Call 800-247-1739, ext. 6676, to schedule. The Veterans Transportation Network is a collaborative effort between the Disabled American Veterans (DAV) and the Voluntary Service program at the St. Cloud VA Health Care System.

## VETERANS TRANSPORTATION SERVICE (VTS)

The Veteran Transportation Service offers free, safe, and reliable transportation to and from St. Cloud VA-authorized appointments. VTS services are available on a first-come, first-served basis and specializes in non-ambulatory Veterans, wheelchair-bound Veterans who use oxygen, and those who need assistance getting in and out of a vehicle. This service is available for Veterans and caretakers who live within 50 miles of the St. Cloud VA Medical Center. Rides can be arranged from 8 a.m.-3:30 p.m. daily by calling 320-252-1670, ext. 7622.

# BENEFICIARY TRAVEL

VA has a Beneficiary Travel Program to help reimburse travel costs to medical appointments for eligible Veterans.

## ELIGIBILITY

You may qualify if you meet any of the following:

- You have a service connected (SC) rating of 30% or more
- If less than 30% SC and you are traveling for treatment of a SC condition
- You receive a VA pension
- Your income does not exceed the maximum annual VA pension rate
- You are traveling for a scheduled compensation and pension examination
- Call 320-252-1670, ext. 6226, if you have questions about your eligibility.
- Beneficiary Travel can be reached at 320-252-1670, ext. 6442 with questions.

## CLAIMS

You can file a claim online through the Beneficiary Travel Self Service System (BTSSS). Go to <http://access.va.gov> or use the QR code below to begin.





# OBTAINING MEDICAL RECORDS

Your records are available anytime via MyHealtheVet. Visit the Medical Center Health Hub in Bldg. 29, Room 20 to set up an account.

Need help? Customer service representatives are available in the Medical Center Bldg. 5, Rm 121 for records requests and inquiries, Monday to Friday from noon to 3 p.m. Phone inquiries may be made by calling 320-252-1670, ext. 6336, from 8 a.m. to 4:30 p.m., Monday to Friday. Simply leave a message with your name, last 4 of SSN, and a contact phone number. A Release of Information (ROI) representative will return your call by the next business day.

## LODGING

### TEMPORARY LODGING

The St. Cloud VA Health Care System (SCVAHCS) may procure temporary lodging resources through local vendors to provide overnight accommodations for eligible Veterans in certain limited circumstances.

Temporary Lodging Criteria (must meet at least one criterion listed)

- Veterans who travel more than 100 miles or a two-hour drive for an outpatient appointment or Compensation & Pension (C&P) exam scheduled prior to 10:00am.
- Veterans discharging from an inpatient treatment program who do not have immediate follow-on transportation and there is an immediate need for lodging.
- Veterans admitting to or discharging from inpatient services and using public transportation who, through no fault of their own, have itineraries with layovers due to the scheduled routes, delays, or cancellations.

Temporary lodging requires prior coordination as well as administrative and clinical approval.

The Veteran must call or present to the Eligibility department between 8 a.m. and 4 p.m. on the day of the requested lodging. Reservations are not accepted. Veterans can present in the Bldg. 1 Eligibility office or call 320-255-6340 to determine if lodging is available.

If temporary lodging is deemed appropriate and a voucher is available, the Eligibility staff member will coordinate with the local vendor for reservations and payment.

## GORECKI HOUSE

The St. Cloud Hospital Gorecki (Go-ret'-ski) Guest House welcomes Veterans and family members of patients who are receiving medical care in the St. Cloud community. The house offers a comfortable, homelike atmosphere that allows families the opportunity to stay close to their loved ones. Veterans traveling to St. Cloud for medical appointments or procedures may find the house a comfortable alternative to early morning commutes.

The Gorecki Guest House is conveniently located across the street from the St. Cloud Hospital, at 1309 Sixth Avenue North, in St. Cloud. The Gorecki Guest House does not provide medical care or assistance on site.

For more information, call 320-251-2700, ext. 51774, or visit [www.centracare.com/patients-visitors/gorecki-guest-house/](http://www.centracare.com/patients-visitors/gorecki-guest-house/).

# COMMUNITY CARE

Veterans may be eligible to receive care in the community based on eligibility and availability of services. Your primary care provider will enter a referral for care that is needed. Please ensure your care is authorized, so don't make any community appointments until you have been contacted by a St. Cloud VA Community Care scheduler or referral coordination nurse.

## WAIT-TIME ELIGIBILITY

If you can't be seen in a timely manner at VA you may be eligible for community care. When scheduling an appointment, the scheduler will inform you if you have the option to potentially be seen in the community due to wait time. Please note that if the service is offered at the Minneapolis VA or a nearby VA Clinic, you will be appointed there before being reviewed for a community care visit.

## DRIVE TIME ELIGIBILITY

If you are requesting primary or mental health care and have a drive of more than 30 minutes, or greater than 60 minutes for specialty care, you may be eligible to be seen in the community. A scheduler or nurse from the referral coordination team will inform you if you are eligible.

## SERVICE UNAVAILABLE

If the service you need is not offered at the St. Cloud VA, it will be reviewed first for access at the Minneapolis VA. If they are unable to provide the care it will be reviewed for community care. A St. Cloud Community Care department member will contact you to assist in scheduling in the community.

# TRAVELING VETERAN PROGRAM

Many Veterans take extended travel and need care coordination during their travels. Contact your PACT if you are expecting to travel and need to arrange care.

## IN AN EMERGENCY

Go to the nearest VA health care facility. If more immediate care is required, go to the nearest emergency room, and contact the nearest VA as soon as possible.

## MEDICATIONS

- Take a supply of medications for the whole trip if possible.
- If your prescriptions expire during your trip, ask your home primary care provider to extend them.
- For extended stays, change the medication mailing address with your home pharmacist or primary care team. Refills will come directly to you during your travel.
- Update your address two weeks in advance of your appointment.

# CUSTOMER SERVICE

The St. Cloud VA Health Care System takes pride in providing the highest quality of care and outstanding customer service. We recognize there may be times when a patient or family member has a concern that requires our attention. Because the best time to let us know of any issue or question is when it happens, please use any of the following ways to resolve your concern.

## CONTACT STAFF IN EVERY AREA

No matter which service you visit, you should always be able to find a staff member to assist you in resolving your issue. We encourage Veterans and their families to speak up when they have concerns. If necessary, ask to speak to the supervisor.

## PATIENT ADVOCATES – LOCATED IN BUILDING 48, ROOM 237 AT 320-252-1670, EXT. 6353

The Patient Advocate and Veteran Experience Program promotes positive experiences for all our Veterans. Skilled Patient Advocates are available to help you with your concern. The Patient Advocates serve as liaisons between patients and the medical service areas, acting on the patient's behalf to resolve their concerns, and ensuring that patients understand their rights and responsibilities.

## PATIENT FEEDBACK TOOLS

Various feedback tools allow you to provide information about the care and service you receive. Please take time to use these feedback tools.

- Comment Card Boxes are located throughout clinic areas.
- Press Ganey Survey – A few days after your clinic visit, you may receive a satisfaction survey that asks about your visit with your health care provider.

- Survey of Health Care Experience of Patients – After your visit, you may receive a confidential questionnaire asking you about your most recent outpatient or inpatient treatment at one of our facilities.
- Periodic Special Interest Questionnaires – Occasionally, when we consider making changes, you may receive a short questionnaire at your clinic visit. These surveys help us understand how Veterans feel about the change we are considering and help improve service.

## **PATIENT RIGHTS & RESPONSIBILITIES**

Employees must respect and support your rights as a patient. If you would like more information about your patients' rights, please talk with your VA treatment, team members or if necessary, a Patient Advocate. VA Patient Rights and Responsibilities are available at: <https://www.va.gov/health/rights/patientrights.asp> and are posted in outpatient and inpatient areas. If you have not received a copy of your Rights and Responsibilities, please contact the Patient Advocate at 320-252-1670, ext. 6353, to obtain a copy.

If you need more help after talking to your care team and the managers in the area where you receive care, contact the Patient Advocate Office at 320-252-1670, ext. 6353. Patients also have the right to contact the Medical Center's accrediting agency (Joint Commission) if their concerns cannot be resolved by working with Medical Center management.

# SPEAK UP

We encourage Veterans to become involved in their health care.

## **Speak Up**

- If you have questions or concerns, ask.
- If you don't understand, ask again.
- Don't be afraid to talk to your health care provider if you are unsure about something regarding your care.

## **Pay Attention**

- Tell your nurse, provider, lab technician, or health technician if something doesn't seem quite right.
- Make sure you get the proper tests, treatments, and medications from the right health care professionals.
- Don't assume anything.

## **Educate Yourself**

- Gather information about your diagnosis, medical tests, and treatment plan.
- Write down important facts your provider tells you.

## **Ask For Help From Those Close To You**

- Have a trusted family member or friend with you when talking to healthcare workers.
- Make sure this person understands your preferences for care.

## **Know Your Medications**

- Medication errors are the most common health care mistakes.
- Ask why you take a medication.
- Report any food or drug allergies.
- If you are taking more than one medicine, ask if it is safe to take those medications together. This includes vitamins, herbal supplements, and other over-the-counter drugs.
- If you do not recognize a medication, ask about it.

## **Use Common Sense**

- If something doesn't make sense, ask about it.
- If you need more information before deciding, get it.

## **Participate**

- You are the most important member of the health care team.
- Be involved in all decisions about your treatment.

# CONNECTED HEALTH

VA is working on expanding how we interact with our Veterans beyond brick-and-mortar buildings. Connected Health (sometimes referred to as Virtual Care) encompasses My Health $e$ Vet, VA.gov, VA Video Connect, and VA Mobile Apps such as Annie and Online Scheduling.

## HEALTH HUB

St. Cloud VA's Health Hub is our one-stop shop for Veterans to get hands-on assistance learning about and registering for Connected Health features (My Health $e$ Vet, Secure Messaging, and Mobile apps). The Health Hub is in Building 29, Room 20, just down the ramp from the Canteen services. Knowledgeable volunteers and employees staff the Health Hub 8:30 a.m. to 4 p.m., Monday-Friday, closed on weekends and federal holidays. Veterans are encouraged to stop in before, after, or in-between their appointments to learn what virtual health care options best suit them.

## MY HEALTH $e$ VET - ONLINE PERSONAL HEALTH RECORDS

Once enrolled, Veterans can sign up for MyHealth $e$ Vet, a secure online service that enables Veterans to refill prescriptions online, view lab results, and appointments, see VA notes and participate in Secure Messaging with their health care team.

To access My Health $e$ Vet, go to [www.myhealth.va.gov](http://www.myhealth.va.gov) and follow the instructions on registering. To fully access your My Health $e$ Vet Personal Health Record, complete an In-Person Authentication (IPA) at any St. Cloud VA HCS clinics. This will allow you to access all My Health $e$ Vet features, such as:

- Activity & Food Journals
- Healthy Living Centers
- Log Your Military Health History
- Trusted Health Information



- VA Benefits & Services
- VA Prescription Refills
- Health Information Tracking & Graphing
- View Lab Results
- View Appointments
- View VA notes
- View Admission & Discharge Summaries
- View VA Allergies
- View VA Immunizations
- And much more

## SECURE MESSAGING - ONLINE PERSONAL HEALTH COMMUNICATION

You can now utilize online communication with your VA health care teams. Secure Messaging, a feature of the My HealthVet website, is a safe and secure, electronic mail system that allows you to communicate **non-urgent, non-emergency** health-related information with your VA health care team.

Some uses of Secure Messaging include:

- Getting test results and health information
- Requesting medical appointments
- Resolving hearing aid issues
- Prescription questions

Secure Messaging does not replace the telephone; rather, it complements the telephone and helps increase communication opportunities between patients and health care teams.

You can access your My HealthVet Premium account to take advantage of Secure Messaging. If you have questions, contact the St. Cloud VA Health Hub at 320-252-1670, ext. 7271.

## TELEHEALTH

Telehealth allows you to travel a minimal distance to your VA clinic close to home to get the same care you would receive at a larger medical center. Telehealth benefits include quicker access to some specialty services and shorter distances to drive.

Veterans are encouraged to check with their care team about adding telehealth as part of their care.

Telehealth is used in many clinical settings at the St. Cloud VAHCS. Four of the most used types of telehealth are:

- **Clinical Video Telehealth (CVT)** is a live video connection with providers making it possible for the Veteran to travel to the closest VA location and connect to a specialist at a distant location. In some circumstances, technology can be sent to the Veteran's home, enabling the Veteran to remain in their home for visits.
- **Home Telehealth (HT)** provides equipment in the Veteran's home to assist with health status monitoring. This data is sent to the Veteran's care team daily and helps the Veteran in self-managing their disease processes.
- **Store and Forward Telehealth (SFT)** is a technology that acquires data or images and then forwards this information to a specialist at another VA location.
- **VA Video Connect (VVC)** allows Veterans to stay in the comfort of their home or wherever they are located and receive the same care as a face-to-face visit. Using video technologies, the Veteran can use any mobile device from any location. The mobile device must have a microphone, camera, and high-definition connection to the internet. The video connection is simple, secure, and allows online connection with your health care team.

## VETERANS HEALTH LIBRARY

The Veterans Health Library (VHL) offers Veterans, family members, and caregivers 24/7 access to comprehensive, Veteran-focused health information. The library is a one-stop source for health information to help Veterans stay well and well-informed. All health information is available to Veterans, their family, and the public, no matter where the Veteran receives care. Visit the library at:  
<https://www.veteranshealthlibrary.va.gov/>.

## CHAPEL SERVICES

The VA Chapel is open Sunday through Friday from 8 a.m. to 4 p.m. Services are held daily except for Saturdays.

### SCHEDULE OF SERVICES

#### MONDAY THROUGH FRIDAY:

- Morning Devotions: 8:30 a.m.
- Roman Catholic Mass: 11:30 a.m.
- Confession on request

#### SUNDAY:

- Protestant Worship: 9:00 a.m.
- Roman Catholic Mass: 10:30 a.m.
- Confession on request

### SPIRITUAL CARE SERVICES

Spiritual care is available to all Veterans, regardless of religious or spiritual backgrounds and beliefs. Please contact the Chapel at 320-252-1670, ext. 6386 for assistance.

# **PATIENT & VISITOR INFORMATION**

## **DIRECTIONS & MAPS**

A map of the St. Cloud VA Medical Center can be found at the Building 1 information desk, or request your PACT Team to mail you one.

## **SIGN LANGUAGE & LANGUAGE INTERPRETER ASSISTANCE**

If you need a sign language interpreter or an interpreter of a language other than English to assist you in communicating with your VA provider or to assist your spouse/significant other or caregiver in communicating with us regarding your care, please notify staff so arrangements can be made as soon as possible. Service is provided at no cost to you.

## **PARKING**

Parking is available for visitors in designated areas around the facility. Cars that are improperly parked in handicapped or no parking zones will be issued a courtesy violation or a United States District Court violation.

## **VISITING HOURS**

Visiting hours and procedures are established by the individual patient care units. Visits to patients by family members, friends, or persons considered significant in a patient's life are encouraged. The presence of visitors is a patient's choice unless the visitor's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated. In support of our commitment to patient-centered care, the St. Cloud VA HCS will provide a welcoming environment, and patients will be allowed to decide whom to involve in their care and whom to call for emotional or social support. The St. Cloud VA HCS prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

## **SUPERVISION OF CHILDREN**

St. Cloud VA does not offer childcare facilities or services. In general, young children should not accompany patients into exam rooms, therapy areas, or other procedure rooms. There may be instances when the presence of a child does not hinder the delivery of health care services. In these instances, children may be allowed into health care areas at the discretion of the patient, the provider, and any other persons involved with the health care visit. The presence of children who accompany a patient cannot interfere with the delivery of health care services to patients. Additionally, staff and volunteers cannot accept responsibility for supervising children accompanying patients.

## **ST. CLOUD VA HEALTH CARE SYSTEM – A SMOKE-FREE FACILITY**

The St. Cloud VA Health Care System is a smoke-free facility. Please safely extinguish all smoking materials in ashtrays in your privately-owned vehicles before entering the facility.

## **CELL PHONES**

Please do not turn on or use cell phones in any patient care area as they may interfere with hospital equipment.

## **FOOD AND BEVERAGES**

The Veterans Canteen Service (VCS) provides retail, food, and vending services to Veteran patients, their families, caregivers, VA employees, volunteers, and visitors. Its operating vision is simple: become an integral part of the VA and deliver exceptional quality and value merchandise and services in an environment consistent with high levels of satisfaction and comfort. Sales taxes are not charged on VCS products and services.

## **PATRIOT STORE & CAFE**

Open Monday through Friday from 7 a.m. to 4 p.m. and located in Building 95. VCS offers a large variety of items found at any major retailer, such as LED/LCD TVs, iPods, men's & women's fragrances, Military apparel, giftware, and snacks and much more. The Patriot Café is open Monday through Friday from 7 a.m. to 3 p.m. VCS offers hot breakfast and lunch and includes a variety of menu choices to suit anyone's taste buds, including a selection of Smart Choice healthy options.

## **VENDING MACHINES**

Vending machines are located throughout the St. Cloud campus.

## **ATM MACHINE**

An ATM is in Building 5, near the Pharmacy.

# SERVICE DOGS

PETS MUST STAY HOME--ONLY FULLY TRAINED SERVICE DOGS ARE PERMITTED.

We strive to deliver the best possible care to all Veterans, and under VA regulations, service animals are allowed on VA-owned or leased property. Only dogs that are individually trained to do work or perform tasks for the benefit of an individual with a disability are considered service animals. There are no restrictions on the breeds of dogs that may be regarded as service animals.

All other animals are prohibited in VA facilities unless expressly allowed as an exception under regulations for activities such as animal-assisted therapy programs or other reasons such as law enforcement purposes.

**Emotional support animals, companion or comfort animals, and pets are not considered service dogs, and should not be brought to the VA.**

Service dogs must always be under the control of the handler and are allowed in all common areas of the VA except for:

- areas where staff wear protective clothing, such as surgical areas—including operating rooms, most procedure areas, and isolation rooms
- fitness/gym areas where they could be injured by equipment
- food preparation areas

Of special note are certain designated surgical procedure areas. While not operating rooms, the procedures performed in these areas require significant infection control measures and service dogs are not allowed in them. At the St. Cloud VA, these areas generally include areas such as the dental clinic, oral surgery, podiatry, urology, wound care, and

procedures such as endoscopies and colonoscopies. Patients undergoing such procedures should make advance arrangements for someone to care for their service dog. It is permissible to bring an alternate handler with you who can control the service dog while the owner undergoes a procedure. Patients arriving with service dogs and no plan to control and care for the dog will need to be rescheduled.

Additionally, leaving any animal in a car is not advisable and is not a feasible alternative to caring for a dog while attending appointments. Owners of animals left in automobiles on VA property will be contacted and asked to take care of the animal.

**A service dog is individually trained to do work or perform tasks for the benefit of an individual with a disability.**

A service dog at work must:

- Be on a leash or harness
- Appear neat and well-groomed
- Be focused on the handler (versus distracted by surroundings)
- Be obedient to commands
- Be current on vaccinations

Thoroughly trained service dogs do not:

- Urinate and defecate indoors
- Jump up on people or objects without command to do so
- Sniff or lick people
- Growl or otherwise show aggression to people or other dogs
- Pull on their lead

If an animal is not a service dog and is not under the control of its Veteran or an alternate handler, it will be denied access to or removed from VA property. This includes not being housebroken or if the animal exhibits behavior or other signs that it poses a risk to the health or safety of individuals or other service animals while on VA property. Such signs may include biting, snapping, growling, baring its teeth,



lunging, or external signs of parasites, or other external signs of disease or bad health.

VA understands the vital role that service dogs perform for Veterans and other visitors to VA facilities and welcomes them as partners in care for our Veterans. All other animals should remain at home.

## **MENU OF SERVICES**

### **PRIMARY & SPECIALTY MEDICINE**

Primary and Specialty Medicine is your medical home and helps Veterans through the management of the acute and chronic diseases. Care is provided in an outpatient setting and includes a variety of services and programs:

- General Preventive Health Care
- Management of Chronic Diseases
- Depression Management
- Oncology Consultations
- Hematology Consultations
- Rheumatology Consultations
- Educational Programs on Prescribed Medications, Diabetes Management, Smoking Cessation, and Weight Control
- Retinal Scanning (digital pictures of the eye)
- Respiratory Therapy Services (includes pulmonary testing, oxygen, and CPAP therapies)
- Pulmonary Consultations
- Cardiology Consultations
- Neurology Consultations
- Nephrology Consultations
- Pain Clinic
- Telephone Care Program (Nurse Advice Line)
- Urgent Care Services

- Home Telehealth
- Compensation and Pension Exams
- Environmental Exams
- Women’s Health Clinic
- Social Work Services
- Infusion Clinic
- LGBTQ+ Care Coordination

THE FOLLOWING SERVICES ARE ALSO AVAILABLE IN PRIMARY CARE CLINICS:

- Psychological Evaluation and Treatment
- Behavioral Health Interventions
- Mental Health Medication Consultation

### MAKING PRIMARY CARE APPOINTMENTS

- Routine clinic appointments are scheduled by calling **320-252-1670, ext. 6339**. You may also call this number to reschedule an appointment. If you require an interpreter or translator, please notify the appointment desk.
- After appointments are made, you can use our Automated Phone Service System to manage them. Call **320-252-1670, ext. 7601** to find the dates and times of future appointments. You may also use this system to cancel or to request rescheduling of an appointment. If you submit a request to reschedule using this system, you can allow us to reschedule for you, or you may call **320-252-1670, ext. 6339** to reschedule.
- Online appointments using a web-based app known as VA Online Scheduling are also available. You can self-schedule primary care appointments for your assigned primary care provider, view or cancel existing clinic appointments; and make requests for help scheduling primary care and mental health appointments, all online.

## TELEPHONE CARE

For assistance with medical questions or concerns that may arise between visits, we encourage you to call Telephone Care at **320-252-1670 press 3**. Telephone care is staffed by registered nurses (RNs) who will assist you. After the nurse reviews your problem, he/she/they may refer you to your local emergency room, make an appointment with your doctor, or give instructions to follow for self-care.

## SURGICAL AND SPECIALTY CARE

The St. Cloud VA Health Care System currently provides the following Surgical and Specialty Care Services.

- Audiology (for eligible Veterans)
- Colonoscopies
- Dentistry (for eligible Veterans)
- Optometry
- Orthopedics
- Podiatry
- Outpatient Surgery
- Specialty Referrals to the Minneapolis VA Health Care System
- Urology
- Wound Care
- Oral Surgery
- Ophthalmology
- Otolaryngology
- Plastic Surgery (limited)
- General Surgery
- Endodontics

Outpatient surgical procedures are performed in our state-of-the-art Ambulatory Surgery Center (ASC).

Your primary care provider will offer a referral to most Surgical and Specialty Care services. Call 320-252-1670, ext. 6429, with questions. Veterans can self-refer to the following specialties to schedule a routine appointment without needing a consult:

- Optometry, ext. 5432
- Audiology, ext. 4370
- Nutrition & Food Services, ext. 6376
- Wheelchair/Mobility & Amputee Clinic
- Whole Health, ext. 5401

## MENTAL HEALTH

Mental Health Services provides treatment for mental, emotional, and substance use issues in inpatient and outpatient settings.

### ACUTE INPATIENT TREATMENT

This 15-bed unit provides a safe, supportive learning environment for Veterans who require hospitalization during an acute phase of their illness.

Services include:

- Psychiatric Intensive Care Unit
- Psychiatric Evaluation and Treatment
- Assessment & Treatment of Withdrawal from Alcohol/Chemicals
- Behavioral Interventions
- Supportive Counseling
- Health Education
- Medication Management
- Pastoral Care
- Recreation Therapy
- Discharge Planning

### OUTPATIENT CLINIC & TREATMENT

The Mental Health Outpatient Clinic (Bldg. 111) provides:

- Psychiatric Evaluation and Treatment
- Care Coordination
- Individual and Group Therapy
- Health Education
- Medication Management

*OUTPATIENT CLINIC SCHEDULING:*

If your call is urgent, please let us know.

Monday-Friday (except Federal holidays), from 8 a.m. to 4:30 p.m., please call **320 252-1670, ext. 6322** for Mental Health.

Urgent Care Clinic hours are 8 a.m. to 6 p.m. daily, including weekends and federal holidays.

The Veterans Crisis line is available 24/7. Dial 988 then press 1, chat at [VeteransCrisisLine.net/Chat](https://www.VeteransCrisisLine.net/Chat), or text 838255 to receive crisis support.

**HOMELESS PROGRAM**

The Homeless Program offers the following services:

- Street and Shelter Outreach
- Grant & Per Diem Transitional Housing
- Contract Residential Care
- Department of Housing and Urban Development/VA Supportive Housing (HUD-VASH)
- Veteran's Justice Outreach (VJO)
- Health Care for Re-entry Veterans (HCRV)

If you are experiencing a homelessness crisis: **Call 877-424-3838** (877-4AID-VET).

**RESIDENTIAL REHABILITATION TREATMENT PROGRAM**

This 148-bed program provides treatment in a residential setting to Veterans with mental illnesses and with or without a substance use disorder. The program includes:

- Treatment of individuals who have mental illness, substance use, or a combination of these disorders

- Treatment of a variety of mental health issues such as depression, bipolar disorder, or anxiety
- Post-Traumatic Stress Disorder (PTSD) treatment for Veterans with combat trauma or non-combat related trauma
- Independent Living Skills Program focusing on community re-entry

Veterans may self-refer. For admission information call **320-252-1670, ext. 6390**.

### VOCATIONAL REHABILITATION SERVICES

Vocational Services assists with identifying and achieving vocational goals. This includes exploring and planning for training or education, securing and maintaining employment. Vocational programming includes:

- Vocational Counseling
- Transitional Work
- Supported Employment

For more information, please request a consult from your provider or contact Vocational Rehabilitation Services at **320-252-1670, ext. 6313**.

### OCCUPATION THERAPY

Occupation therapy is a Veteran-centered outpatient program that provides psychosocial skills groups and therapeutic media to promote growth in the ability to manage mental health recovery better and enhance the quality of life.

### MENTAL HEALTH INTENSIVE CASE MANAGEMENT

Mental Health Intensive Case Management provides community-based intensive case management services to clients with a diagnosis of severe and persistent mental illness, a severe functional impairment, and who live within 40 miles of the St. Cloud VA Health Care System.

## PSYCHOSOCIAL RECOVERY AND REHABILITATION CENTER

The Psychosocial Recovery and Rehabilitation Center (PRRC) – Building Bridges provides out-patient services for Veterans who experience serious mental illness that interferes with accomplishing their personal mission and vision, and general life satisfaction.

## REHABILITATION AND EXTENDED CARE (REC)

Rehabilitation and Extended Care Services provides quality care for Veterans in need of long-term and short-term skilled nursing services in a residential setting, and transitional rehabilitation in both residential and outpatient settings. REC operates the Community Living Center (CLC, or nursing home) and provides specialized services including Home & Community Based Care and Adult Day Health Care.

### **Contact & Admissions Information:**

- Main Number (Operator) 320-252-1670
- TDD (320) 255-6450
- Admissions Coordinator: ext. 6414
- Community Health Nurse: ext. 6369
- Rehabilitation: ext. 6303
- Adult Day Health Care: ext.6363
- Home Based Primary Care: ext. 7056
- Home Based Memory Care: ext. 7056
- Home & Community Based Services: ext. 6369
- Palliative & Hospice Care: ext. 7339

### RESIDENTIAL SERVICES

- Skilled Nursing Care
- Ventilator Care
- Community Living Center

- Infusion Therapy
- Rehabilitation
- Palliative & Hospice Care
- Respite Care
- Dementia Care
- Geropsychiatry
- Social Work Services

## REHABILITATION SERVICES

- Speech Pathology
- Occupational Therapy
- Physiatry (Physical Medicine)
- Physical Therapy
- Pastoral Care
- Low Vision Services
- Wheelchair Prescriptions
- Spinal Cord Injury/Disorders (SCI/D) services
- Visual Impairment Services Team (VIST)
- Traumatic Brain Injury (TBI) services
- Electromyography/Nerve Conduction Studies

## ADULT DAY HEALTH CARE

- Rehabilitation
- Medical Appointment Assistance
- Activities & Socialization
- Noon Meal
- Personal Care Assistance

## HOME AND COMMUNITY CARE PROGRAMS

- Contract Nursing Homes
- Community Adult Day Care
- In-home Skilled Nurse Program
- Home Health Aid/Homemaking Services



- In-home Respite Care
- Home Hospice Care
- Home Based Primary Care
- Home & Community Based Services
- Home Based Memory Care
- Home Telehealth

## SUPPORTING SERVICES

The HCS also offers full-service Laboratory and Imaging services, including MRI, CT, Ultrasound, DEXA Scans and Fluoroscopy studies.

## VA CLINICS

A VA Clinic is a health care site that is geographically distinct or separate from the parent medical facility. St. Cloud VA HCS operates VA Clinics in Alexandria, Brainerd, and Montevideo. Services available at the VA Clinics include:

- Primary Care
- Specialty Care Referrals
- Mental Health Services including individual, group and family counseling
- Psychological Assessment and Testing
- Medication Management
- Social Work Services
- Clinical Pharmacy Services
- Home-Based Care
- Tobacco Cessation Counseling
- Prescription Processing
- Laboratory Blood Drawing Services
- Chronic Disease Management

- Care Coordination for Home Telehealth
- Telehealth Classes (diabetes and weight loss)
- Diabetes and Weight Management Education
- LGBTQ+ Care Coordination

Additionally, the Brainerd VA Clinic provides Podiatry services.

# **SPECIAL PROGRAMS & OTHER SERVICES**

## **Post 9/11 Transition and Care Management Program**

Kristin Kvaal, Program Manager 320-252-1670, ext. 6546  
Mary McIntyre, Program Support 320-252-1670, ext. 6453

## **Suicide Prevention Coordinator**

Ann Fleming and Jinae Plumhoff 320-252-1670, ext. 7925 and ext. 6719

## **Patient Advocates**

Karen Harrison, Jessica Pappenfus, and Melissa Kelly, 320-252-1670, ext. 6353

## **Homeless Program Manager**

Denis McGuinness, 320-252-1670, ext. 7489

## **Veterans Justice Programs**

Mike Mynczywor, 320-252-1670, ext. 7205

## **Military Sexual Trauma Program Coordinator**

Rena Lockery, 320-252-1670, ext. 6398

## **Intimate Partner Violence Coordinator**

Voni Hovland, 320-252-1670, ext. 7729

## **Caregiver Support Team**

Jessica Behrends, Program Manager, 320-252-1670, ext. 7283

## **Women Veterans Program Manager**

Rachel Moehn, 320-252-1670, ext. 6655

## **Polytrauma Support Clinic Manager**

Shawna Geving, 320-252-1670, ext. 6460

**Vision Impairment Services Team Manager**

Erin Bruntlett, 320-252-1670, ext. 7235

**Spinal Cord Injury & Disorders Program Manager**

Heidi Ampe, 320-252-1670, ext. 7235

**Former Prisoners of War Advocate**

Joshua Goudge, 320-252-1670, ext. 7300

**LGBTQ+ Veterans Care Coordinator**

Dr. Stephany Himrich, 320-252-1670, ext. 7298

**Disabled American Veterans (DAV) Representative**

320-252-1670, ext. 6676

Building 8 (Monday – Friday from 8 a.m. to 4:30 p.m.)

**Minnesota Department of Veterans Affairs**

Veterans Service Officer

Building 48, Room 237

Call 320-249-7439 to schedule an appointment

**Veterans Benefits Administration Advisor**

Building 48, Room 237 (Tuesdays)

Call 320-252-1670, ext. 6353, to schedule an appointment

**Veteran Voting**

Contact Voluntary Service Office, Building 8 (Auditorium)

Call 320-252-1670, ext. 6365, or contact the Recreation Therapist assigned to your unit.

**Privacy Officer**

Kari Harrum, 320-252-1670, ext. 6408

# VOLUNTARY SERVICE

Voluntary Service is overseen by the Center for Development and Civic Engagement (CDCE) and supplies donations and volunteers to supplement the care of Veterans through the St. Cloud VA Health Care System. Our health care system depends on the good will of our benefactors and volunteers who want to give something back to America's Veterans. To donate to benefit Veterans of the St. Cloud VA Health Care System or to volunteer, contact the St. Cloud VA CDCE office at 320-252-1670, ext. 6365, or [vhastcvavsstaff@va.gov](mailto:vhastcvavsstaff@va.gov).

## VOLUNTEER

Volunteer opportunities are available for adults and students who are at least 14 years old. Groups and individuals are welcome. Volunteers can work on many assignments with patients to help the VA run smoothly.

## GIVE

- Support programs, projects, and activities with monetary donations.
- Sponsor or help with bingo, picnics, or other parties.
- Donate new clothing, shower shoes, reading glasses, twin-size quilts, gift cards to local grocery stores or restaurants, or bus tokens/passes.

# St. Cloud VA Health Care System (HCS)

Edition 3, June 2023



## Yellow Pages

In an emergency:

- Call **911** or go to the closest community hospital with an emergency department if you believe you have a serious and possibly life-threatening issue or emergency mental health needs. The St. Cloud VA does not have an emergency department, acute medical care services, or after-hours outpatient services at any of our locations.
- Upon stabilization, ensure non-VA emergency department visits are reported to VA within 72 hours at 844-724-7842 or: <https://EmergencyCareReporting.CommunityCare.va.gov>

Veterans in crisis can call the Veterans Crisis Line 24 hours a day, 7 days a week.



*Published by the Patient Advocate Office, Veteran and Community Service Department, St. Cloud VA HCS. Direct inquires, comments or adjustments to the Yellow Pages to 320-252-1670, ext. 6353.*

## Tips to get the quickest service for most routine matters

*We apologize. We use call centers in high volume areas so our health care staff can see Veterans, and this means in most cases we can't connect you with care team members directly. Here are some tips to get the quickest service for most routine matters.*

1. Use the automated system for routine needs without having to hold:

- To request a prescription refill or order status, Press 1 then Option 2 (ext. 7601, or dial direct (toll free) at 855-560-1724)

- To cancel or request rescheduling of an appointment, Press 2 then Option 1 (ext. 7601, or dial direct (toll free) at 855-560-1724)

2. Find the right call center number before you call. See page 4 for call center clinic groupings.

3. Use the main number: 320-252-1670, and either use the call tree prompts or simply dial the 4-digit extension (listed on phone tree) after the auto-attendant answers.

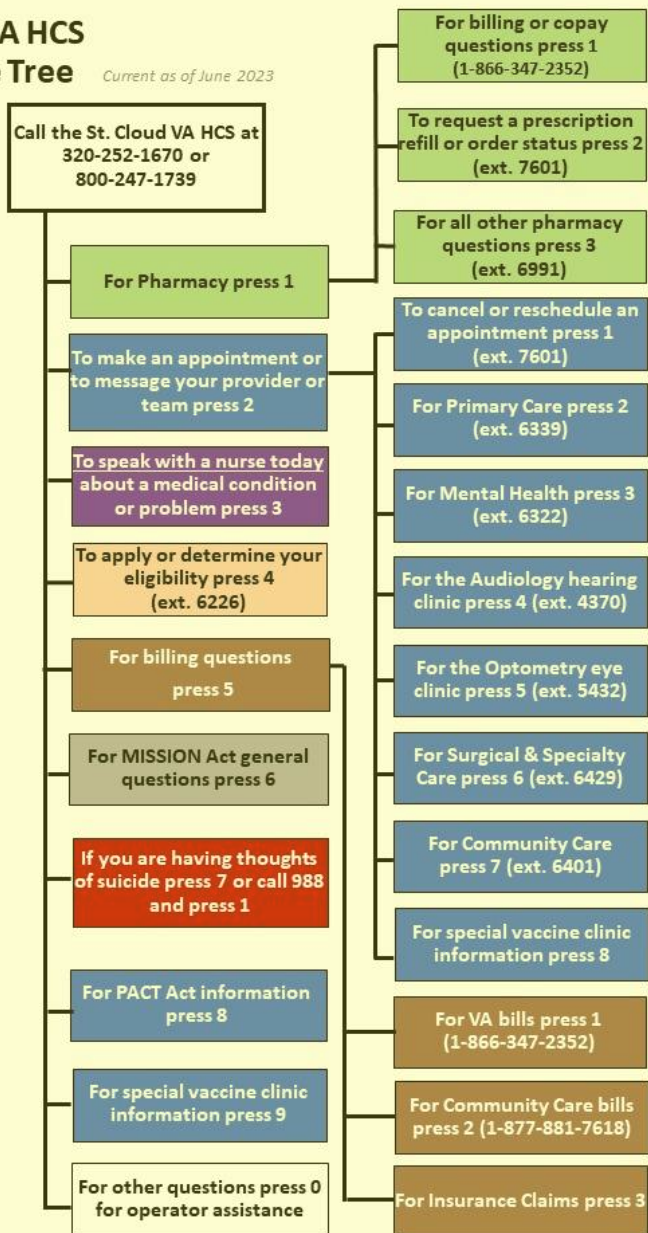
4. To get a message to a clinic or care team, Press 2 then select the correct appointment call center option number or dial the extension listed.

5. To speak to a nurse about a medical condition or question today Press 3 (24 hours a day), or dial 833-983-0492.

6. For other pharmacy matters, call ext. 6991.

# St. Cloud VA HCS Telephone Tree

*Current as of June 2023*





***Find the right call center number before you call!***

**Clinic Groupings within Call Centers**

**AUDIOLOGY** (ext. 4370) includes hearing tests and hearing aids

**COMMUNITY CARE** (ext. 6401) includes consults and referrals to community providers (non-VA) which have been previously entered by a VA provider

**MENTAL HEALTH** (ext. 6322) includes these clinics:

Acute Psychiatry; Homeless Program; Mental Health Intensive Case Management; Outpatient Mental Health; Psychosocial Recovery and Rehabilitation; Vocational Rehabilitation Services

**OPTOMETRY** (ext. 5432) includes eye exams and eyeglasses, and Ophthalmology

**PRIMARY CARE** (ext. 6339) includes these clinics:

Patient Aligned Care Teams (PACT); Cardiology; Infusion; Hematology; Nephrology; Neurology; Oncology; Pain Clinic; Pulmonary; Rheumatology; Respiratory Therapy; Urgent Care; Women's Health

**REHABILITATION** (ext. 6303) includes these clinics:

Physical Therapy (PT); Occupational Therapy (OT); Speech Therapy; Amputee Clinic and Traumatic Brain Injury (TBI) Clinic

**SURGICAL & SPECIALTY CARE** (ext. 6429) includes these clinics:

Colonoscopy/Endoscopy; Ear, Nose, and Throat (ENT)/Otolaryngology; General surgery; Orthopedics; Outpatient surgery; Podiatry; Urology

**St. Cloud VA HCS Phone Number  
for all extensions or menu options listed is  
320-252-1670 or 800-247-1739, TDD User 320-255-6450;  
direct dial toll free numbers listed.**

To make appointments or send a message to care teams

Audiology Clinic*	ext. 4370
Community Care Referrals	ext. 6401
Dental Clinic	ext. 6373
Mental Health	ext. 6322
Nutrition Clinic*	ext. 6376
Optometry Clinic*	ext. 5432
Primary Care Clinics	ext. 6339
Rehabilitation Clinics	ext. 6303
Respiratory Therapy Clinic*	ext. 6606
Surgical & Specialty Care Clinics	ext. 6429

*\*Veterans may direct schedule into these clinics; other clinics require a referral from your primary care provider prior to scheduling.*

To speak to a Nurse TODAY 320-252-1670 Press 3 or dial 833-983-0492

To refill a prescription 855-560-1724(automated system) or ext. 7601

For other Pharmacy questions ext. 6991

To cancel or request reschedule of an appointment and not hold, 855-560-1724 (automated system) or ext. 7601.

**Main St. Cloud VA HCS Phone Number  
for all extensions listed is 320-252-1670 or 800-247-1739,  
TDD User 320-255-6450; direct dial toll free numbers.**

**Directory**

Appointment cancellations	855-560-1724
Audiology	ext. 4370
Billing:	
VA Care	866-347-2352
Community Care	877-881-7618
Pharmacy billing or copays	866-347-2352
Beneficiary Travel Office	ext. 6442
Caregiver Support Team	ext. 7283
Center for Development & Civic Engagement	ext. 6365
Chaplain Service	ext. 6386
Community Care Referrals	ext. 6401
VA Clinics	
Brainerd VA Clinic*	218-855-1115
Max J. Beilke (Alexandria) VA Clinic*	320-759-2640
Montevideo VA Clinic*	320-269-2222

*\*When volumes are high, calls transfer to schedulers in St. Cloud*

Dental Clinic	ext. 6373
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Discrimination Complaints	ext. 6304
Eligibility	ext. 6226/6340
Former POW Program	ext. 7300
LGBTQ+ Veteran Care Coordinator	ext. 7298
Mental Health	ext. 6322
Military Sexual Trauma (MST)	ext. 6398
Intimate Partner Violence Assistance	ext. 7729
Nurse Line (24 hours a day) Press 3	
Nutrition Clinic	ext. 6376
Optometry Clinic	ext. 5432
Patient Advocate	ext. 6353
Pharmacy Refill Line	855-560-1724
Post 9/11 Military to VA (M2VA)	ext. 6546
Primary Care Clinics	ext.6339
Privacy Officer	ext. 6408
Public Affairs Office	ext. 6353
Release of Information (Medical Records)	ext. 6336
Rehabilitation Clinics	ext. 6303

Respiratory Therapy Clinic	ext. 6606
Spinal Cord Injury Disorder (SCI/D) & Amyotrophic Lateral Sclerosis (ALS) Clinic	ext. 7235
Suicide Prevention Program	ext. 7925/6719
Surgical & Specialty Care Clinics	ext. 6429
Transportation	ext. 7622
Veteran Justice Outreach Program	ext. 7205
Vision Impairment Services	ext. 7235
VA Police	ext. 6355
Whole Health	ext. 5401
Women Veterans Program	ext. 6655

## ***Stop waiting on the telephone!***

**Use your computer or smart phone as much as possible!**

**Get a MyHealthVet account!** For personal assistance establishing a MyHealthVet account or using VA apps, stop by the St. Cloud VA Health Hub in Bldg. 29, Room 20, during your next visit or call 320-252-1670, ext. 7271. Check it out at:

<https://www.myhealth.va.gov/>

- **Online Scheduling** in MyHealthVet allows you to self-schedule primary care appointments and view or cancel existing primary care and mental health clinic appointments.
- **Secure Messaging** in MyHealthVet enables you to send emails to your care team, safely and securely, for non-urgent, non-emergency health related information, including requesting medical appointments. To use secure messaging, you need internet access. Go to <https://www.myhealth.va.gov> and register as a “VA patient.”
- MyHealthVet also offers other self-service options like prescription refill requests and medical records.

**Text Reminders** allow you to confirm or cancel out of an appointment with an easy text message reply. If not using already, “START” to 909-954-0651.

Use **VA Health Chat** for immediate answers when you need medical advice for a minor injury or illness. Download at:

<https://mobile.va.gov/app/va-health-chat>

Visit the **VA App Store** to download apps to help you manage your care and stay in touch with your VA care team. Find the VA app store at: <https://mobile.va.gov/appstore/veterans>

# COUNTY VETERAN SERVICE OFFICE PHONE LIST

<i>County</i>	<i>Phone Number</i>
Aitkin	218-927-7320
Benton	320-968-5044
Big Stone	320-839-6398
Cass	218-947-7531
Chippewa	320-269-6419
Crow Wing	218-824-1058
Douglas	320-762-3883
Grant	218-685-4801
Isanti	763-689-3591
Kanabec	320-679-6380
Kandiyohi	320-231-6226
Lac Qui Parle	320-598-3445
McLeod	320-864-1268
Meeker	320-693-5445
Mille Lacs	320-983-8208
Morrison	320-632-0290
Pope	320-634-7846
Redwood	507-637-4034
Renville	320-523-3763
Sherburne	763-765-3100
Stearns	320-656-6176, Melrose office 320-256-1435
Stevens	320-208-6555
Swift	320-842-5271
Todd	320-732-4419
Wadena	218-631-7617
Wright	763-682-7325
Yellow Medicine	320-313-3037

## STAY IN TOUCH

Visit our website: <https://www.va.gov/st-cloud-health-care/>

Like us on Facebook:

<https://www.facebook.com/StCloudVAHCS>

**Sign up for our automated email service.** Visit the St. Cloud VA website at: <https://www.va.gov/st-cloud-health-care/> and on the right-hand side of the page is a request to sign up for email updates. Enter your email address and you are automatically signed up to receive email updates from our web page and our monthly newsletter. There are also options presented to sign up for updates from other government sites.