

# Veteran's Guide

To VA Portland Health Care System



**Thank you** for your service to our country.

**It is Our Honor** to serve you.

Bend ★ Community Resource and Referral Center ★ Fairview ★ Hillsboro ★ Lincoln City ★  
R. Kaufman Clinic (The Dalles) ★ Newport ★ North Coast ★ Portland ★ Salem ★ West Linn ★ Vancouver

[www.portland.va.gov](http://www.portland.va.gov) ★ [www.facebook.com/VAPortland](https://www.facebook.com/VAPortland) ★ 503-220-8262 or (800) 949-1004



VA Portland campus aerial view

## Message from the Director

Welcome to VA Portland Health Care System and thank you for trusting our team of committed professions to help you manage your health. Our primary goal is to honor those who answered the call to service and provide the highest quality medical care which is easily accessible and responsive to your needs. Our staff includes a comprehensive interdisciplinary team of professionals who will consistently strive to engage you in all health care decisions and ensure that your experience with us is as respectful, comfortable and as stress-free as possible.

Our approach is to provide our Veteran patients with comprehensive health care, which is focused on all aspects of your health and overall well-being, including physical, emotional, family and social concerns. Along with your physician and other health care providers, you are the most important person in managing your health. We need you to be engaged in your health and help us by:

- Talk with your provider and team about any questions you have.
- Keep in touch with your health care team if further questions arise about your health.
- Take care of your health by following the plan recommended by your team.
- Always let us know how we're doing and how we can improve.

The guidebook has been designed to assist you and your family to navigate our facility and our programs. It is a reference document to help you understand processes and program and to make navigating your healthcare easier. Please take time to familiarize yourself with this information, share with your family members and do not hesitate to ask questions when they arise. On behalf of the entire VA Portland Health Care System staff and volunteers, welcome and thanks for 'Choosing VA'.

Darwin G. Goodspeed

*Director, VA Portland Health Care System*

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### **How to reach us:**

#### **Phone**

(503) 220-8262 | (800) 949-1004 | (360) 759-1901

#### **Mail**

3710 SW U.S. Veterans Hospital Rd. Portland, OR 97239

#### **Vancouver Division**

1601 E Fourth Plain Blvd. Vancouver, WA 98661

**For questions or updates to this facility guide, please contact the Veterans Experience Office at (503) 273-5308 or ext. 55308 or email [VHAPOR-FacilityGuide@va.gov](mailto:VHAPOR-FacilityGuide@va.gov)**

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# VA Portland Health Care System



# VA Portland Health Care System



## Hours of Operation at the VA Portland and Vancouver Campus

Normal business hours are Monday through Friday from 8 a.m. to 4:30 p.m.

**Emergency Department:** The VA Portland Health Care System Emergency Department is open every day, 24 hours a day, seven days a week.

### Portland:

The doors to the main entrance of Building 100 and the Emergency Department are open from 5 a.m. to 9 p.m. 7 days a week.

Visitors may enter Building 100 after hours only through the Emergency Department front entrance. If visitors need help after hours, they can call the Administrative Officer of the day at (503) 220-8262, ext. 55424.

### Vancouver:

The doors to the main entrances are open from 5 a.m. to 9 p.m. 7 days a week.

Our facilities are closed and do not schedule appointments on the following federal holidays: New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.



## Severe or Inclement Weather

During severe weather conditions you can get operating information from the Alert Hotline or from the VA Portland Health Care System (VAPORHCS) website. Our policy is to remain open during severe weather conditions.

**VAPORHCS Alert Hotline:** (503) 721-1458 or (503) 220-8262, ext. 51458

**Outside Portland Area:** (800) 949-1004, ext. 51458 **VAPORHCS Internet Web Site:**

[www.portland.va.gov](http://www.portland.va.gov) **Facebook:** [www.facebook.com/vaportland](https://www.facebook.com/vaportland)

**Twitter:** [www.twitter.com/vaportland](https://www.twitter.com/vaportland)

# Frequently Called Numbers:

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## Pharmacy Refill and Appointment Scheduling

Pharmacy Refill	(503) 273-5201—Portland area (888) 400-8387—outside Portland area
Primary Care Clinics	(503) 220-8262 or (800) 949-1004, Option 2 for scheduling and option 2 for Primary Care
Specialty Clinics	(503) 273-5299—Portland area (800) 949-1004, ext. 55299—outside Portland area
Mental Health	(503) 273-5058 or (800) 949-1004, ext. 55058 and follow the prompts

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## Specialty Care:

Audiology	(503) 721-1434
Dental	(503) 273-5024
Imaging/Radiology	(503) 273-5126
Mental Health	(503) 273-5058
Nutrition	(503) 273-5112
Operative Care	(503) 721-7887
Prosthetics	(503) 721-1429
Administrative:	
Billing – Non VA	(855) 331-5560
Billing – VA	(866) 290-4618
Enrollment	(503) 273-5069
Patient Travel	(503) 273-5020
Purchased Care	(360) 759-1674
Release of Information (ROI)/Patient Records	(503) 273-5196
Customer Service:	
Patient Advocate/Office of Veteran Experience	(503) 273-5308
Other Key Services:	
Compensation & Pension (Comp & Pen)	(503) 906-5100

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You



# Your Appointments



## Enroll for Health Care at VA Portland Health Care System

For your convenience, enrollment offices are in Portland, Bend, Hillsboro, Salem and Vancouver. They can be contacted at (503) 273-5069 or (800) 949-1004, ext. 55069

You can also enroll online: <https://www.va.gov/healthbenefits/apply/>



## Make, Change, or Cancel an Appointment

To make, change, or cancel a **Mental Health** appointment, call (503) 273-5058 or (800) 949-1004, ext. 55058 and follow the prompts.

To make, change, or cancel a **Primary Care** appointment, call (503) 220-8262 or (800) 949-1004, option 2 for scheduling, the option 2 for Primary Care.

To make, change, or cancel a **Specialty Care** appointment, call (503) 273-5299 or (800) 949-1004, ext. 55299, and follow the prompts.



## Self-Referral Clinics

**Amputee Clinic** (503) 273-5018

**Audiology**(503) 721-1434 or (800) 949-1004, ext. 51434

**Dental** (503) 273-5024 or (800) 949-1004, ext. 55024

**Dietitian** (503) 273-5112

**Imaging/X-Ray** (503) 273-5126 or (800) 949-1004, ext. 55126

**Mental Health** (503) 273-5058 or (800) 949-1004, ext. 55058

**Podiatry** (503) 220-8262, ext. 50820

**Prosthetics** (503) 271-1429 or (800) 949-1004, ext. 55299

**Veterans Crisis Line:** Call 1 (800) 273-8255 (TALK), and press 1 for Veterans

**Wheelchair Clinic** (503) 207-5018



## Appointment Reminders

We need a current address and phone number so that you will receive reminder calls and letters. A reminder letter will come about two weeks before your appointment. An automated appointment reminder phone call will come a few days before your appointment. **Can't make your appointment?** Let us know as soon as possible so another Veteran can be scheduled. Please do not be a "no-show!"



## Your Appointment

Please arrive at least fifteen minutes before your appointment.

**Bring the following items with you when you come to each appointment:**

- ~ Medical information, such as blood pressure and blood sugar readings
- ~ Other information that you have received from non-VA providers and facilities
- ~ A list of your prescription and over-the-counter medicines. There is no need to bring the medicines, we only need a list
- ~ A list of questions you may have for your health care team
- ~ Health insurance information
- ~ Picture identification (Veterans Identification Card (VIC) or your driver's license

## Billing, Insurance, and Copayments

If you have private health insurance or use a spouse's health insurance, always bring your health insurance information and picture identification to appointments. Current insurance information and ongoing updates are required to receive VA benefits. The VA bills private health insurance companies for non-service connected care received by Veterans at VA facilities. Copayments may be charged for different services, including inpatient care, outpatient care, prescriptions, and long-term care.

Copayments can be paid online, by mail, or during designated office hours at the Portland campus Agent Cashier's office in Bldg. 100, Room 1C-200 or at the

Vancouver Campus Agent Cashier's office in Bldg. 11. If your insurance pays for some of your charges, you will receive a credit on your copay bill. If you have questions about your copay balance, call the Resource Center at (866) 793-4591.

## Veterans Transportation Program (VTP)

The VA's VTP offers Veterans many travel solutions to and from their VA health care facilities in support of VA sponsored medical appointments.

For more information visit:

[www.portland.va.gov/vtp/](http://www.portland.va.gov/vtp/)



## Beneficiary Travel (BT)

The BT program provides eligible Veterans mileage and/or common carrier (plane, train, bus, taxi, light rail etc.) reimbursement, or when medically indicated, "special mode" (ambulance, wheelchair van) transport for travel to and from VA health care, or VA authorized non-VA health care. Hours of operation are Monday through Friday 9 a.m. - 3:30 p.m., excluding Federal Holidays. Questions? Call us at (503) 273-5020, Option 1 - Travel Reimbursement & 911 Ambulance Clams, Option 3 - Special Mode Transportation (SMT) rides.

## Veterans Transportation Service (VTS)

VTS has no eligibility requirements other than a Veteran needing transportation for medical treatment and a verifiable VA medical appointment. The program operates within a 20-mile radius of the Portland campus and can transport both ambulatory and non-ambulatory (wheelchair) Veterans. VTS is in building 100, room 1D132 and operates Monday through Friday from 6:30 a.m. to 5 p.m., excluding Federal Holidays. Call VTS at (503) 273-5044 or register at [VetRide.net](http://VetRide.net) to request support.

# Your Appointments



## Disabled American Veterans (DAV) Veterans Transportation Network (VTN)

The DAV offers transportation Monday through Friday from the following Oregon cities: Albany, Astoria, Bend, Florence, McMinnville, Salem, Tillamook, Loren R. Kaufman Clinic (The Dalles), Portland (within 20 miles) and Longview, WA.

Call us at (800) 949-1004, ext. 57804 to schedule a ride. Riders must be ambulatory (vans are not wheelchair accessible). Reservations are taken on a first-come, first-serve basis. Our service is dependent on our volunteer drivers. Call Voluntary Service if you wish to become a driver at (503) 273-5042.



## Shuttle Service

The Shuttle Service operates service between the Portland and Vancouver campuses Monday through Friday from 7:20 a.m. to 6:15 p.m., excluding Federal Holidays. Pick up location in Portland is in front of the main hospital, building 100. Vancouver pick up is in the main entrance of building 11.



## Checking in for your appointment - “VetLink Kiosk”

Avoid waiting in lines!

You can use the VetLink kiosk to:

- Check in for appointments
- Update your information
- Update emergency contacts
- Review insurance information
- View and print appointments in the next 31 days
- Request travel pay
- View and print directions to your scheduled appointment (Portland and Vancouver entrance only)



Are you here for surgery? Your check in number can be used by your family to track your progress on the monitors in the surgery waiting area.

Questions about VetLink? Call (503) 220-8262, ext. 58612 or 55030



## CHAMPVA and Tricare Benefits

If you have questions about CHAMPVA Benefits, visit:

<https://www.va.gov/COMMUNITYCARE/programs/dependents/champva/index.asp>

If you have questions about TRICARE Benefits, visit: [www.mytricare.com](http://www.mytricare.com)



## Non-VA Care Coordination (NVCC)

If you are admitted to a non-VA facility for emergency care and wish to use your VA benefits, tell them you are a Veteran. You or your family must report your non-VA inpatient admissions and/or emergency room visits within 72 hours of arrival at the non-VA facility to the NVCC Office at (360) 759-1674. Notifying the NVCC Office does not guarantee VA payment.

For more information: [www.va.gov/COMMUNITYCARE](http://www.va.gov/COMMUNITYCARE)



## MISSION Act (Community Care)

This program allows eligible Veterans in specific situations to receive health care from non-VA doctors and facilities in the community. If you want to take part in the Community Care program, this will not impact your existing VA health care or other VA benefit.

For more information visit us online at [www.va.gov/COMMUNITYCARE](http://www.va.gov/COMMUNITYCARE). For questions about an existing referral or if you have 'opted in' call the Community Care Admin Team at (360) 759-1674.



## Urgent Care Benefit (Community Care)

This program allows eligible Veterans to go to in-network Urgent Care or Retail facilities in the community for the treatment of minor injuries and illnesses. Additionally, Veterans may take prescriptions received from an in-network Urgent Care facility to an in-network community pharmacy for a temporary fill. For information on in-network facilities and in-network pharmacies, please visit <https://vaurgentcarelocator.triwest.com/>.



## Interpreters and Limited English Proficiency

If you need documents translated or a spoken language or American Sign Language (ASL) interpreter contact your primary care team to set up services.



## MyHealth Vet: Talk to your healthcare team

My HealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)) is a secure website that gives you access anywhere at any time to VA services. This will help you take a more active part in your care. If you get care at a VA facility and have internet access, you can instantly order refills of your active VA prescriptions.

**My Health, My Care:**



**24/7 online Access to VA**

# Your Appointments

**Want more options? Register for a premium account (this requires a visit to one of our two locations). With a premium account you can:**

- View/print/download most of your VA health record (lab results and progress notes);
- Send and receive encrypted communications to and from your VA health care teams

**We have two locations to serve you.** In Portland: Bldg.. 100, room 1D140 (pharmacy waiting area) ext. 57854 or Vancouver: Bldg.. 15, room 230C ext. 33306

For questions, call (503) 220-8262 or call the national hotline at (877) 327-0022.



## Pain Assessment

If you have pain, your health care provider will use a pain scale to assess your pain; evaluate pain's impact on various aspects of your life; ask you about past treatments for pain and give you basic information about its management. Pain may be managed not just by medications, but also non-medication options, like heat, cold, exercise, relaxation techniques, stress management and sleep hygiene.



## Primary Care and Patient Aligned Care Team (PACT)

Your primary care health care team includes physicians, nurses, social workers, pharmacists, and all members of our staff who provide care to you. Your team will partner with you on all aspects of your health with a focus on prevention and health promotion. You are at the center of the care team and your PACT providers will use a team-based approach to managing and coordinating care. You are an active partner in managing your health care. A PACT also includes your family members, caregivers, and health care professionals—primary care provider, nurse care manager, clinical associate, and administrative clerk. PACT members will inform you of options, respect your choices and strive to meet your health care goals.





## Pharmacy

### The Portland Outpatient

**Pharmacy** is in Bldg.. 100, first floor near the Portland VA Medical Center main entrance. It is open Monday, Wednesday, Thursday and Friday 7:30 a.m. - 8 p.m.; Tuesday, 9 a.m. - 8 p.m.; Weekends 8 a.m. - 6 p.m. and Holidays 8 am. - 5 p.m.



**The Vancouver Outpatient Pharmacy** is in Bldg.. 11 on the Vancouver campus, on the bottom floor. It is open Monday, Thursday, and Friday from 8 a.m. - 4:30 p.m. Tuesdays from 9 a.m. - 4:30 p.m., Wednesdays from 8:30 a.m. - 4:30 p.m., closed on weekends and Federal Holidays.

To pick up prescriptions in person in Vancouver or Portland, check in at the kiosk in the Pharmacy lobby.



## Pharmacy Telephone Care System

To order refills, call our Automated Pharmacy refill line at (888) 400-8387 or call the VAPORHCS main number and press 1. Follow the prompts to order prescription refills, renewals or to find out the status of a prescription. Order your prescription refills at least two weeks before you run out of your medicines.

**You can order refills of your active VA prescriptions on MyHealthVet as well!**



## Heritage Health for Urgent Prescriptions

If you need an urgent (same day), less than 14-day prescription from your provider and you cannot access one of our two Outpatient Pharmacies, you can ask your provider to write a prescription to get filled at a pharmacy outside the VA system. You must have a Heritage Health Voucher with the written prescription. There is no cost to you when using this program. To hear more about this program, speak with your primary care team. The VA Pharmacy Call Centers and Heritage Health Solutions Customer Care Center (1-866-265-0124) can tell you if your preferred Pharmacy is participating in the Emergency Prescription Refill Program.



## Women Veterans Health Care

Primary Care and Specialty Services are provided for women Veterans at our Portland campus and surrounding community based outpatient clinics. Our services include women's primary care, gynecology, breast health, infertility counseling, family planning, and maternity care services. Contact your primary care provider or call

(503) 402-2852 or (800) 949-1000, ext. 52852 for more information. You may also contact the National Women Veteran Call Center at (855) 829-6636 for additional services and resources.

# Information





# Information



## ATMs

Two ATMs are located in Portland in Bldg. 100. One is across the hall from the pharmacy, and the other is located on the second floor by the skybridge. In Vancouver, to the left of the main entrance of Bldg. 11.



## Billing - VA and Non-VA

VA Billing - Health Revenue Center 1 (866) 290-4618

Non-VA Billing 1 (877) 881-7618

CHAMPVA Benefits 1 (855) 331-5560



## Chapels/Religious Services

Caring, competent and respectful spiritual care is available 24 hours a day, 7 days a week from VAPORHCS Chaplains.

We are leaders in providing patient centered care. If you wish to have a personal religious leader or faith group representative contacted, we can assist in arranging those visits. We hold meditation/mindfulness services daily at each campus. We look forward to assisting you with your spiritual needs while here. If you wish to speak with a chaplain, you can call our office at 503-220-8262, extension 57021, or you can call their operator (dial 0 from in-house phone). The Portland Chapel is in Bldg. 100, 3rd floor in 3B100 and is open 24 hours/day for meditation or quiet time.

Services at Portland are each weekday at 12 p.m. Guided Meditation is Tuesday at 12:15 p.m. Jummah Prayer is Friday at 1:30 p.m. Christian worship is Sunday at 9 a.m.

The Vancouver Chapel is in Bldg. 11, room F-143.

Services at Vancouver are each weekday at 1 p.m. Guided Meditation is Wednesday at 12:15 p.m. Christian worship is Sunday at 11:15 a.m.



## Fire and Disaster Drills

Our facilities have periodic fire and disaster drills. If you hear the fire alarm, or hear an overhead announcement describing an emergency, stay calm and follow instructions.

If you have any concerns you can contact the Facilities Management Office at (503) 220-8262, ext. 56323 and they can connect you to the facilities safety officer.



## Food Court – Patriot Café and Patriot Brew Portland:

**Hours:** Monday through Friday, 7 a.m. - 5 p.m. except Federal Holidays; Christmas Eve, 8 a.m. - 1 p.m. Closed Christmas Day, New Year's Eve and New Year's Day

**Food Court:** Bldg..100, 1st Floor, near the retail store

**Dine in or to-go:** pizza, deli sandwiches, salads, hot entrées, hamburgers

**Vending:** Bldg.. 100, Room 1D-141 (outside the Food Court): 24 hours-a-day

Hot and cold beverages, food items, snacks, water, and microwave. Change machine available.



# Information



## Vancouver:

**Hours of Operation:** Monday through Friday, 7:30 a.m. - 3:30 p.m. except Federal Holidays.  
Closed Christmas Day, New Year's Eve and New Year's Day

**Retail and Food:** Bldg.. 15, Room 200

**Vending:** 24 hours-a-day



## Canteen (retail store)

The Canteen retail store is open to patients, staff, and visitors and sells products such as electronics, toiletries, snacks and clothes.

### Portland:

**Retail store:** Bldg.. 100, 1st Floor, Room 1D-146

**Hours of Operation** 8 a.m. - 4 p.m. Monday through Saturday, except Federal Holidays

**Holiday hours:** Christmas Eve, 8 a.m. - 2 p.m.

**Closed** Christmas Day, New Year's Eve and New Year's Day

### Vancouver:

**Retail and Food:** Building 15, Room 200

**Hours of Operation** 7:30 a.m. - 3:30 p.m. Monday through Friday, except Federal Holidays

**Closed** Christmas Day, New Year's Eve and New Year's Day



## Healing Garden

This Pacific Northwest native garden provides a relaxing and stress-free environment. The lush garden allows individuals of all abilities to experience nature year-round; while helping improve your health and well-being with plants to stimulate your senses, wildlife viewing, and learning about plants through botanical signage. Visit and explore the garden at your leisure to rest, enjoy nature, and find a sense of peace. The garden is open 24-hours a day to everyone and located between VA Portland buildings 100 & 101 on the 1st floor near the specialty clinics. This is a non-smoking area.





## Information Desk

The Information Desk at the Portland campus is in Bldg.. 100 in the main lobby. Staff or Volunteers are at the Information Desk Monday through Friday from 7:30 a.m. to 4 p.m. They provide information about the facility and community resources, such as local bus schedules, lodging, and restaurants.



## Library

The Medical Library has books available for checkout that provide patient education on many medical conditions, medicines, and treatments. Computers in the library can be used by Veterans for health and job information, to access the internet, including the websites for My HealthVet and MOVE! and to check email. Fiction books provided by Voluntary Services are also available and do not need to be checked out. The Library is in Bldg.. 101, Room 202 (Portland campus).

Call the Library at (503) 220-8262, ext. 55955.



## Lost and Found

If you have lost any personal items during your stay, tell your health care team. In Portland, you can also call the Mailroom at (503) 220-8262, ext. 56296. In Vancouver, call the Warehouse (360) 696-4061, ext. 31823.

If you lose or find an item at any of our VA community clinics, please contact the staff at the facility's front desk.



## Patient Escort Service

We are available Monday through Friday from 7:30 a.m. - 4 p.m. to help patients going to appointments at the Portland campus. If you require assistance, please call (503) 220-8262, ext. 55778.



## Pictures and Videos

Please do not take pictures, videos, or record other patients or our staff without their written permission.



## Police Services

Police Officers are available 24/7 for emergency and non-emergency calls on the Portland and Vancouver campus and can be reached by calling ext. 51911 or (503) 808-1911.

Police Services administrative office is located on the Portland campus in Bldg.. 101, room 202a and is open Monday through Thursday from 5:30 am. - 11:30 p.m. and can be reached by calling (503) 220-8262 ext. 56982.

Parking questions or concerns can be answered by calling (503) 220-8262, ext. 51932 or stopping by the Police administrative office at the above location.

## Contraband

Drugs: Introduction, possession and/or consumption of illegal drugs and marijuana, are illegal on federal property and individuals are subject to criminal charges and the drugs being seized by VA Police.

Weapons: Dangerous weapons including firearms and knives with a blade over 3: are illegal on federal property. Individuals found in possession of dangerous weapons are subject to criminal charges and seizure of the weapon. If you have any questions about contraband, contact VA Police.



## Post Office Drop Box

A US Mail drop box is in the front of the Portland campus (near the Emergency Department entrance).



## Release of Information (ROI)/Patient Records

The ROI staff will help you obtain copies of your VA medical records. The ROI Office has the forms you need to request that your medical information is sent to and from VA and non-VA medical facilities and providers. ROI may charge for some services.

The ROI Office is at Portland campus, in Bldg.. 101, Room 123. Hours of operation are Monday, Tuesday, Thursday and Friday 9 a.m. - 3:30 p.m., Wednesday 10 a.m. - 3:30 p.m. Questions? Call (503) 273-5196.



## Service Animals

Only service dogs and authorized animal-assisted therapy (AAT) dogs which are a part of the VAPORHCS AAT program are allowed at our facilities. Please leave your pets and emotional support animals at home. At the VA, a service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.

Other species of animals, **therapy animals, companion animals, emotional support animals, pets, and service dogs in training** are not considered service animals.

Note that there are restricted areas of the hospital where all animals cannot go. Please go to our webpage at: <https://www.portland.va.gov/visitors/> and view the section on **Animals at VAPORHCS facilities** for more information.



## Telephones

Public telephones are available for Veterans and visitors to make free local calls and are located throughout the facility. A pay telephone is available in the Atrium Bldg.. 100.

Local calls (no charge): Dial 9 + the telephone number.



## Thank A Nurse – the Daisy Award

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. You can say thank you to your nurse by sharing your story of how a nurse made a difference you will never forget. To nominate a deserving nurse, fill out the submission form available at most nursing units.



## Voting

The Voluntary Service office located at the Portland campus will help Veterans complete voter registration. For more information or assistance contact Voluntary Service at (503) 273-5042.

# Programs and Services





## Anticoagulation Clinic

The Anticoagulation Clinic cares for patients taking oral anticoagulants such as warfarin, apixaban, dabigatran, or rivaroxaban, by referral from your primary care provider.

We can be reached at (503) 273-5220

Monday through Friday 7 a.m. - 4 p.m., excluding Federal Holidays.



## Audiology/Hearing Aids

Audiology evaluates and treats problems related to hearing loss. These conditions include tinnitus, balance, and processing disorders. Audiology also dispenses and adjusts VA-issued hearing aids. To schedule appointments call (503) 721-1434 or (503) 220-8262, ext. 51434

Monday through Friday 8 a.m. - 4 p.m. Veterans can schedule appointments without a consult.

Portland Campus (Bldg. 100, Rm. 1D-100 Audiology Clinic)

Vancouver Campus (Bldg. 11, 2nd Floor "D" Audiology Clinic)

Hillsboro Clinic (3rd Floor, Audiology Clinic)

Salem Clinic (Audiology Clinic)

Bend Clinic (1st Floor, Audiology Clinic)



## Health Promotion and Disease Prevention Services

### Flu Vaccine

Each fall we offer you many ways to get your flu shot. Visit our walk-in clinic at the Portland main campus or ask for a flu shot during your clinic appointment. Need more options? Ask your primary healthcare team.

### Healthy Cooking Classes

These 6 class sessions are offered in Portland to assist you in putting knowledge into practice and are taught by one of our registered dietitians. Call (503) 273-5112 for more information.



### MOVE!

MOVE! is a weight management program to help you improve your health. MOVE! will encourage healthy eating, increasing physical activity and promoting even small weight loss can reduce health risks, prevent or reverse certain diseases and improve quality of life and longevity. Interested? Contact your Primary Care team to get scheduled into the MOVE! Basics class.

Questions? Contact our program at (503) 220-3482 or send a secure message to us via MyHealthVet by selecting the MOVE program on the message drop down list.

You can also visit [www.move.va.gov](http://www.move.va.gov) for more information.

### Tobacco-Free Program

Tobacco use of any kind will no longer be permitted on any VA campus for Veterans who are inpatients, are having a procedure, or are having an outpatient appointment, and visitors.

If you use nicotine products and would like to cut back or quit, we offer a Tobacco- Free Program. For more information, look online for a schedule of classes in the Veteran Education and Group directory: <https://www.portland.va.gov/patients/patiented.asp>

# Programs and Services



## Suicide Prevention

Our Suicide Prevention staff is available to assist you Monday through Friday, from 7 a.m. - 5 p.m. excluding Federal Holidays.

If you need help, call: (503) 402-2857 or (800) 949-1004, ext. 52857

***If you are thinking of harming yourself, call for help before it is too late! We are here to help you.***



## Veterans Crisis Line

The Veterans Crisis Line is a national hotline that offers help for Veterans in emotional distress. If you are a Veteran or are concerned about one, you can call the Veterans Crisis Line 24 hours a day, seven days a week.

For more information, visit [www.veteranscrisisline.net](http://www.veteranscrisisline.net)

**Veterans Crisis Line:** Call 1 (800) 273-8255 (TALK), and press 1 for Veterans.



## Whole Health Services

What matters most to you in your life?

When you think about these priorities, ask yourself if you are doing everything you can to achieve these goals. The human body and mind have tremendous healing abilities that we can work to strengthen together. Your VA Portland Health Care team wants to support you in this journey. Take charge of your health and well-being and to live life to its fullest. Whole health care starts here. We want to partner with you in your journey towards health and well-being by focusing on what matters most and changing the conversation from disease-focused to one of whole health.

VA Portland Health Care System was awarded as a Flagship site for Whole Health. During this transformation, we will continue to add resources and support and hope to serve as a national model. The whole health model is a holistic look at the many areas of life that can affect your health – your work environment, relationships, diet, sleep patterns and more.

Your health team will get to know you as a person, before working with you to develop a personalized health plan based on your values, needs, and goals. Whether your goal is to wake up with less pain, change careers, or simply find a measure of peace, get started by having a conversation with your health care provider. Lay out your health goals, and then work together on a plan to get there.

For more information, visit [https://www.portland.va.gov/services/Whole\\_Health.asp](https://www.portland.va.gov/services/Whole_Health.asp)





## Cancer Care Navigation Team (CCNT)

The CCNT provides support for Veterans with cancer and their loved ones. Our team focuses on helping Veterans from outside the Portland area navigate their cancer journey. CCNT also runs cancer support groups and can connect you to other cancer resources. For more information call (503) 220-8262, ext. 51753.



## Caregiver Services

Our program provides many supportive services to family caregivers of Veterans of all eras. For more information, visit [www.portland.va.gov/services/caregiver](http://www.portland.va.gov/services/caregiver) or call (503) 273-5210, Monday through Friday, 8 a.m. - 4 p.m., excluding Federal Holidays.



## Centers of Excellence

VA Portland Health Care System hosts robust research and education programs, including multiple VA Centers of Excellence.

### **Mental Illness Research, Education and Clinical Center (MIRECC)**

Our mission is to improve the quality of life of Veterans by developing, evaluating and promoting effective treatments for military posttraumatic stress disorder (PTSD) and associated conditions such as mild traumatic brain injury (mTBI), substance use disorders and chronic pain. For more information, or if you have questions, call the MIRECC education office in Portland at (503) 220-3481, or visit our website <https://www.mirecc.va.gov/visn20>. Our website also has links to resources for Veterans for improving health and quality of life.

### **Multiple Sclerosis Center of Excellence (MSCoE)**

Our MSCoE is dedicated to learning more about multiple sclerosis (MS), its impact on Veterans, and effective treatments to manage MS symptoms. Our clinic is staffed by MS specialists including neurologists, nurses, and a social worker.

MS Clinic is Friday in building 104 on the first floor (Portland campus). Call the Specialty Care Clinics at (503) 220-8262, ext. 50820 or the Neurology Service Facilitator at ext. 51137 to make an appointment. Questions regarding personal care and services can be directed to ext. 57014. For general questions, call the MSCoE Administrator at ext. 53296.





# Programs and Services

## National Center for Rehabilitative Auditory Research (NCRAR)

This world-class research facility is located on the Portland campus on level P5, below the Primary Care Center. The NCRAR's research focuses on the diagnosis, prevention and rehabilitation of auditory system disorders. To learn more about possible research opportunities call (503) 220-8262, ext. 54525.

## Parkinson's Disease Research, Education, and Clinical Care (PADRECC)

Our staff provide care to Veterans with Parkinson's disease and related disorders, including Deep Brain Stimulation. The program conducts clinical research to find better ways to treat complications of Parkinson's disease, including dyskinesias, cognitive decline, and gait disorders. PADRECC also provides patient-oriented education programs, a newsletter, and education material for the entire VA system.



## Chaplain Services

We are available for spiritual support for inpatients, outpatients and via telehealth for Veterans throughout the health care system. To reach the Chaplain Office, call

(503) 220-8262, ext. 57021 Monday through Friday 8 a.m. - 4:30 p.m., excluding Federal Holidays, or non-emergent calls. For emergent calls call (503) 220-8262, ext. 0, then ask the operator to connect you to the on-call chaplain phone.

## Classes and Groups

Chaplains lead a variety of groups at the Portland and Vancouver campuses.

To learn more call (503) 220-8262, ext. 57021 or visit the Veteran education and group directory online at, <https://www.portland.va.gov/patients/patiented.asp>

Topics include: Women's Group, Mental Health Group/Residential Rehabilitative Treatment Program (RRTP), Grief and Loss, PTSD and Moral Injury

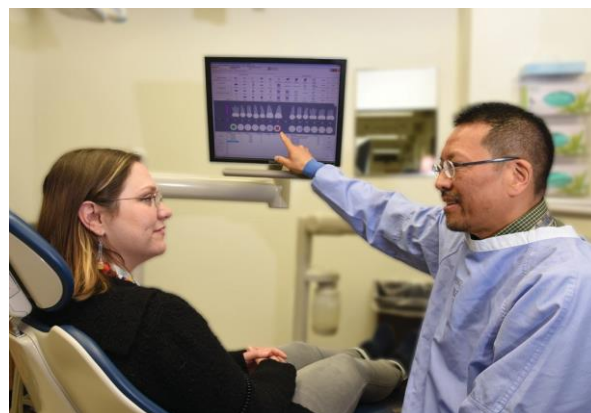
## Specialized Spiritual Care

We offer spiritual care in areas such as Home Based Care, Hospice, Palliative Care, Transplant, Substance Abuse, Pregnancy and Infant Loss, Moral Injury, PTSD and Women's Health.



## Dental

We provide comprehensive dental services for eligible Veterans in Vancouver and Portland. Services include, but are not limited to: exams, X-rays, fillings, dentures and oral surgery. The dental clinics are open Monday through Friday, 8 a.m. - 4:30 p.m. excluding Federal Holidays. Clinic phone numbers Portland: (503) 273-5024 and Vancouver: (360) 619-5990



To determine eligibility, go to: <https://www.vets.gov/health-care/about-va-health-care/dental-care/>



## Ethics Consult

If you need help making difficult decisions about your medical treatment, ask your health care team for an Ethics consult. Ethics consultation services handle requests for consultation about a specific ethical question. Ethics can help when there is uncertainty or conflict about the right thing to do in a situation. Consultation may involve issues such as decision making capacity, staff member disagreement with care plans, end-of-life, quality of life issues, goals of care and futility. Go to pg. 45 for Healthcare Decisions information including: Advance Directives, Durable Power of Attorney for Health Care, Living Will and Physicians Orders for Life-Sustaining Treatment (POLST) info.

Integrated Ethics Program is located in Portland, Building 100, Room 2C-112 and can be reached at (503) 220-8262, ext. 55549.



## Fisher House

This “home away from home” in Vancouver is for families of Veterans and military service members who are hospitalized at the Portland VA Medical Center or who are residents of the Community Living Center or Residential Rehabilitation and Treatment Program. We also serve family and caregivers of Veterans who are receiving extended outpatient specialty care, such as oncology care, at our specialty clinics. The Fisher House allows family members to be close to their loved one when they are in the hospital by providing comfortable lodging, in a beautiful and relaxing setting in Vancouver. There is no charge for families staying at the Fisher House.

Guests must live at least 50 miles or two hours from the Portland or Vancouver Campuses. To request Fisher House lodging, please contact the Veterans Social Worker to complete a referral. Questions? Contact our Fisher House staff at (360) 567-4647 or visit us online at [www.portland.va.gov/locations/Fisher\\_House.asp](http://www.portland.va.gov/locations/Fisher_House.asp)



# Programs and Services



## Health Education

Interested in a class or group? Ready to make a healthy change? Learn what is offered at your VA Portland Health Care System. Check out the Veteran Education and Group Directory by visiting <https://www.portland.va.gov/patients/patiented.asp>

The Veterans Health Library is a one-stop source for health information to help you stay well and informed. You will find health sheets, videos and guides. Topics include those specific to Veterans. All health information is available online to Veterans, their family and the public by visiting: [www.veteranshealthlibrary.org](http://www.veteranshealthlibrary.org)



## Home Based Primary Care (HBPC)

Home Based Primary Care is health care services provided to Veterans in their home. A VA physician supervises the health care team who provides the services. Home Based Primary Care is for Veterans who have complex health care needs for whom routine clinic-based care is not effective. To assure timely care, our services to Veterans are provided out of Portland, Vancouver, Salem, and Bend clinics.



## Hospice and Palliative Care

### Palliative Care Consult Team (PCCT)

The PCCT is specialized care for Veterans with potentially life limiting illness, and their families. Palliative care focuses on treating physical symptoms of the illness as well as psychological, social and spiritual issues to maximize quality of life. The team includes a physician, social worker, psychologist, and chaplain. The Palliative Care Consult Team sees patients both in the hospital and outpatient clinic settings. A referral to the PCCT can be made by your primary or specialty care medical provider. ***The contact person for palliative care changes on a rotating basis, so it works best if Veterans request a referral through their primary care team. Location for visits will also vary.***

### Hospice Care – Community Living Center (CLC)

The CLC provides hospice care for Veterans where the treatment goals are focused on comfort rather than cure. The rooms are private and allow for families to gather and spend time with their Veteran. There is a kitchen available for family meals, a beautiful garden area for relaxation and reflection and a family room for use. Veteran must have an honorable discharge, need nursing home level of care, treatment goals focused on comfort, life expectancy of two months or less, accept hospice care and have a DNR (do not resuscitate) status.



## No Veteran Dies Alone Program (NVDA)

Volunteers are available through Volunteer Services for those Veterans on Comfort Care without family or visitors. You can also request a volunteer for times when the family cannot be present (e.g. overnight). These volunteers will sit at the bedside and can provide comfort through talking, reading, listening, therapeutic touch (e.g. hand holding). Patients and families interested in NVDA volunteer services should talk with a member of the health care team or call Decedent Affairs at (503) 220-8262, ext. 57021.



## Imaging/X-Ray Service

The Imaging Service at the Portland VA Medical Center provides comprehensive diagnostic and clinical imaging services for Veterans utilizing state of the art equipment. Studies are completed upon the recommendation of a provider at the Portland VA and timely results are transmitted electronically to that provider. Imaging is located in bldg. 100, 2nd floor and is open Monday through Friday 8 a.m. - 4:40 p.m. Questions? Call (503) 273-5126.



## LGBT Programs

Since 2013, VAPORHCS has been recognized by the Human Rights Campaign as a Leader in Lesbian, Gay, Bisexual, and Transgender (LGBT) Healthcare Equality.

We offer a wide range of services to eligible LGBT Veterans, including: enrollment in the VA, LGBT affirmative mental health services for individuals and couples, support group for gender nonconforming and transgender Veterans, support groups, cross-sex hormone therapy, pre- and post-care for gender-confirming surgery, voice retraining therapy and patient advocacy. For information on our services, call the LGBT Veteran Care Coordinator at (503) 220-8262, ext. 56237 or send a secure message via MyHealthVet to LGBT Veteran Care Coordination (via the main drop-down menu).



## Mental Health

The mental health service provides consultation, evaluation and treatment for a variety of issues that can impact your emotional and physical well-being.

For more information visit online or call: <https://www.portland.va.gov/services/mentalhealth.asp> or (503) 273-5058

**Veterans Crisis Line:** Call 1 (800) 273-8255 (TALK), and press 1 for Veterans.

# Programs and Services



## Million Veteran Program (MVP)

MVP is a national, voluntary research program. MVP is helping researchers better understand how genes affect health and illness, with the goal of improving health care for Veterans. Any Veteran enrolled in the VA Health Care System can participate. Participation includes: Filling out surveys through the mail, completing a one-time study visit to provide a blood sample for genetic analysis, permitting authorized MVP staff to access information in your medical record on an ongoing basis, and agreeing to future MVP contact. Walk-ins are welcome!

**Portland:** Monday -Wednesdays: 9:20 a.m. - 11:40 a.m. and 12:30 p.m. - 3:30 p.m.; Fri: 9:20 a.m. - 11:40 a.m. and 12:30 p.m. - 2:30 p.m.

**Vancouver campus:** 1st and 3rd Thursday of the month: 10 a.m. - 1:30 p.m.

**Salem Clinic:** 2nd and 4th Thursday of the month: 10 a.m. - 1:30 p.m.



## Minority Veterans Program

The Minority Veterans Program assists minority Veterans to access VA medical services, benefits and programs. For more information on MVP, call (800) 949-1004, ext. 52903 or visit the office located in Portland VA Medical Center, Bldg.. 100, Room 2B-147.



## Nutrition and Food Services (NFS)

NFS provides comprehensive nutritional services for Veterans. Room Service and restaurant-style meal services are provided for inpatients on the Portland and Vancouver campuses. Registered Dietitians are available for individual and classroom based nutrition education on the Portland and Vancouver campus, as well as our Fairview, Salem, and Bend outpatient clinics. To schedule a class or appointment with an outpatient dietitian, call (503) 273-5112.



## Outpatient Surgery Unit (OSU)

The Outpatient Surgery Unit specializes in the pre-and post-care for day-surgery patients. The Outpatient Care Unit provides care for approximately 14 different Surgical Services: Plastics, Ophthalmology and Eye Plastics, Orthopedics, Gynecological, ENT, General Surgery, GI, Podiatry, Pulmonary, Vascular, Neuro Surgery, North West Pain Injections, Neurosurgery Injections, Interventional Radiology and Urology. The complexity and variety of the patient surgeries requires nursing staff to be flexible and knowledgeable in many different types of specialty care to meet the needs of the specific services.



## Optical Dispensary/Eyeglasses

Eligible Veterans receive one pair of corrective eyeglasses when prescribed by a VA or fee-basis ophthalmologist or optometrist. Special features such as tint, anti-reflective coating, and transitions are authorized only if prescribed by your doctor for certain medical conditions. Scratch resistant coating is added at no cost. Repairs, adjustments or concerns about your eyeglasses? Bring your eyeglasses with you to the Optical Dispensary which is located at the Portland campus in bldg. 100, Room 8C-140 from 8:30 a.m. - 4 p.m. Veterans are served on a first come, first served basis. We also have clinics in Salem and Bend and the Vancouver campus. Questions? Call (503) 220-8262, ext. 56720.



## VA Pain Center-Center for Integrative Care (CIPC)

NW Pain Clinic is a consultation-only service for Veterans with chronic pain. It is staffed by Physicians (board certified in Pain medicine and Physiatry) and Mental Health providers (psychologists and social workers). Physicians provide medication recommendations to the referring provider and perform pain injection procedures if needed. Mental Health providers offer Chronic pain education groups, individual behavioral therapy and Biofeedback. Our clinic is in Bldg.. 104, G 106 (Portland campus). Procedures are performed in Bldg. 100, 4D Outpatient Surgery Unit (OSU). NW Pain also collaborates with Integrative Health providers who offer Healing Touch to Veterans on a limited basis.



## Pathology and Laboratory Service

Laboratory services are available at the Portland campus from 7 a.m. and 5p.m. and are in Bldg., 100, 2C-136. They can be reached at (503) 220-8262, or (800) 949-1004, ext. 56718.

Laboratory services are available at all clinics however hours will vary. Check hours before you go.



## Patient Advocate/Office of Veteran Experience

The Patient Advocate protects patients' rights, monitors patient safety, and serves as a liaison between patients, families, and the health care staff. A fundamental value is for all Veterans and their families, who are served in or through VHA facilities and clinics, to have their priorities and needs addressed in a proactive, convenient, and timely manner.

The Patient Advocate Office in Portland is in Bldg. 101, Room 123. Vancouver campus offices are in Bldg. 11, Rooms D231 and D233. Business hours are Monday, Tuesday, Thursday and Friday, 9 a.m. - 3:30 p.m., and Wednesdays from 10 a.m. - 3:30 p.m. Questions? Call (503) 273-5308 .



## Prevention of Amputations in Veterans Everywhere (PAVE)

Prevention of Amputations in Veterans Everywhere (PAVE) is a program for Veterans who are at risk for lower extremity amputations. Collaborating physicians from Infectious Disease, Podiatry, Vascular and Wound Care services work to promote foot health and reduce amputation rates in the Veteran population.

Early intervention is important to the healing process. If you notice a wound on your foot, contact your primary care provider for an appointment to see them. Discuss with your primary care provider whether a foot care specialist (Podiatry, Vascular or Wound Care) should see you for your foot wound management.

# Programs and Services



## Prosthetics and Orthotics

We have a wide array of assistive devices with the latest medical technology for those who may need a little extra help. From shoes and socks to canes and walkers, the Prosthetics Service is here to help. Be sure to speak to your Primary Care Provider if you think you may need assistance from the Prosthetics Service. Located on the Portland campus in Bldg. 100, 1C-175. Our hours are Monday - Friday, 8 a.m. - 4:30 p.m. Questions? Call (503) 721-1429.



## Rehab Medicine Service

Our team is here to provide comprehensive rehabilitation care with the goal to help you improve function and quality of life. Members of the team include our physical therapists (PT) and PT assistants, occupational therapists, physiatrists, psychologists, medical support assistants, social workers and nurses. We support clinics and classes ranging from Spinal Cord Injury, Polytrauma, Amputation and Complex Bracing clinics to back class, falls class and wellness offerings such as yoga! Our clinics are located at the Portland and Vancouver campuses and Bend, Salem and Metro area clinics. We are open 7:30 a.m. to 4 p.m. Please contact your primary care doctor for a consult if you think you could benefit from services by the Rehab Medicine team.



## Rehabilitation – Veterans Recovery House, a Residential Rehabilitation Treatment Program (RRTP)

Our inpatient program provides behavioral healthcare services to Veterans who are homeless and/or want substance abuse treatment. The program has services in the facility ranging from clinical groups, individual sessions, and recreational activities. Located at the Vancouver campus, we provide a 24 hour, 7 day-a-week program in a safe and therapeutic community setting. The length of stay is 45 to 120 days.

Call the Intake Coordinator at (503) 220-8262, ext. 33621 for more information. Your VA provider can also submit a consult to refer you to the program.



## Speech-Language Pathology

Speech-language pathology evaluates and treats a wide range of cognition, communication, voice, speech, language, and swallowing disorders. Inpatient and outpatient speech-language pathology services are provided at both our Portland and Vancouver locations:

- Portland Campus: Bldg.. 100, Rm. 1D-100 Audiology & Speech Pathology Clinic
- Vancouver Campus: Bldg.. 11, 1st Floor “E” Speech Pathology Clinic

Initial appointments require a consult from your primary care provider. Once your provider has submitted a consult for evaluation, call (503) 721-1434 or

(503) 220-8262, ext. 51434, between 8 a.m. - 4 p.m. to schedule an appointment.



## Substance Abuse Treatment Program (SATP)

SATP provides outpatient substance abuse treatment and offers a variety of levels of care up to and including Intensive Outpatient Treatment. Access is easy with both scheduled and walk-in opportunities. Clinic hours are Monday to Friday 8 a.m. to 4:30 p.m. and Thursday evenings for Aftercare. Questions? Call (503) 220-8262, ext. 31841 or (360) 690-1841.



## Telehealth Services

Our services allow you to connect to a VA hospital from a remote location. Telehealth devices are set up to be able to collect vital signs and other information about your health for your provider, from the comfort of your own home.



It is also possible to have face-to-face check in with your provider.

There are opportunities for telehealth care in areas such as: eye, mental health, epilepsy, COPD, heart failure and diabetes. Veterans interested in Telehealth should contact their provider for information and availability.



## Transition and Care Management (TCM)

Our team is dedicated to help coordinate your transition to VA healthcare for former and sometimes current Post 9/11 Active Duty, National Guard and Reserve members. For more information visit us online: <https://www.portland.va.gov/services/returning>

Our program is in the Portland campus, Bldg. 101, Room 107. Walk in hours are Monday through Thursday 8 a.m. - 4 p.m., Friday by appointment only.

Call (503) 220-8262, ext. 53062





## Transplant Services

Our multi-disciplinary program provides life-saving solid organ transplants to Veterans suffering from end-stage liver and kidney disease. The outpatient clinics are in Bldg. 100 on the 1st Floor in Area A and on the 8th floor, C Wing. More services are on the 7th Floor of the Portland campus, Bldg. 100 Monday through Friday 7:30 a.m.- 4 p.m., in rooms 7C-105 for Kidney Transplant and 7C-106 for Liver Transplant. Call (503) 721-7860 between 7:30 a.m. - 4 p.m. After-hours urgent issues, call (800) 949-1004 for the on-call transplant coordinator.



## Traveling Veteran Coordinator

We can assist you with getting care coordinated while you travel or transition when you move. To get started, you will need to provide the following information to your primary care provider: travel destination, temporary address at least 4-6 weeks prior to traveling, new permanent address if moving, contact telephone number, arrival and departure dates, and care concerns. Your health care team works with the Traveling Veteran Coordinator to manage your care at the alternate VA facility.



## Voluntary Service

To volunteer to help our Veterans and staff, or to donate approved items for our Veterans use, call the Voluntary Service at (503) 273-5042 or (800) 220-8262, ext. 55042.

The office is located at the main Portland campus in Bldg. 101, Room 115.

Visit [www.portland.va.gov/giving](http://www.portland.va.gov/giving) for information on volunteering and about the donations we accept.

# Your Stay ~ Inpatient Information



# Programs and Services



## Visitation Policy

You may have visitors whenever you choose, if the visit does not impact other Veterans. Some units may have specific requests for visitors.

During flu season or during health outbreaks, visitation may be restricted to children under the age of 15. Children under the age of 18 must always be supervised by a responsible adult.

For the safety of our Veterans, visitors, and staff, here are some ways to reduce the spread of influenza and other sicknesses:

- clean your hands often
- cover coughs and sneezes
- stay at home when sick
- get your flu vaccine as soon as possible
- ask for a mask



## Critical Care Unit (CCU)

Critical Care visiting hours are flexible and are driven by the individual patient needs.

We ask that family refrain from calling or visiting between the hours of 5:00 and 6:00 both a.m. and p.m. This is when our nurses change shifts. Our nurses use that time to share important information about their patients with the oncoming shift.



## Mental Health – Inpatient Unit (5C)

Call before you come to check in with the Veterans and nursing staff about the best time for you to visit. We ask that family refrain from calling or visiting 5:00 - 6:00 a.m. and p.m. due to nurses changing shifts. We can be reached at (503) 220-8262, ext. 56105.



## Community Living Center (CLC)

Your friends and family are welcome to visit whenever it is convenient for both you and them. Children under the age of 18 must always be supervised by a responsible adult. Please respect the right of privacy for all residents. If the staff feels a need to limit visits or visitors, you will be notified.



## Agent Cashier and Patient Funds Office

If you are admitted to an inpatient unit, you will be asked to deposit all cash over \$100.00 with the Agent Cashier. Ask for and keep your receipt(s).

To withdraw funding, contact the Enrollment Office during business hours Monday to Friday, 9 a.m. - 4 p.m. You will get a “receipt to withdraw.” Take this to the Agent Cashier’s office to get your funds as cash or a check.

The Portland Agent Cashier is in Bldg. 100, room 1C-200, near the Specialty Clinics. The office is open Monday through Friday from 8 a.m. - 4:30 p.m., excluding Federal Holidays. The Vancouver Agent Cashier is available by appointment only. For Portland and Vancouver services call: (503) 220-8262, ext. 55280.



## Calling Your Nurse

A nurse-call button is located at your bedside. If you need help, press the button to notify the staff at the nursing station. For your safety, use your call light for help getting out of bed. During your stay, you may be on new medications that could cause side effects such as dizziness, or you might be attached to devices like the IV pole. Being in the hospital increases your risk of falling.



## Discharge Procedures

Your health care team will help you plan for your discharge. Make sure they are aware of any needs or concerns that you have. If you want a “Return to Work” statement, discuss this with your health care team before you leave the hospital.

### Make sure you have:

- Supplies and equipment that you will need at home
- A way to get home and a way to return for your follow-up clinic appointments
- Information including how to contact your health care team
- One or more friends or family members who can help you with your care at home
- Medicines and/or prescriptions for medicines you need to take
- Healthy food to eat at home



## Identification (Admission)

During the admission process, an identification (ID) band is placed on your wrist. Please make sure the information on your ID band is correct. You must wear it always so that we can verify your identity and appropriately treat you. Your ID band could save your life in an emergency. Please tell your nurse if your ID band becomes damaged.



## Meals – Nutrition and Food Service (NFS)

NFS provides comprehensive nutritional services for Veterans. Room service and restaurant-style meal services are provided for inpatients on the Portland and Vancouver campuses. Your healthcare team will give you more information about your meal options. See page 18 for Patriot Café, Patriot Brew, Canteen (retail store) and vending information. Dial 5-meal (56325) to order meals



## Medications from Home

Any prescription, over-the-counter medications, or controlled substances must be given to family members or a representative to take home, otherwise they will be disposed of by hospital staff. We are not allowed to store these medications when you are an inpatient.



## Medications at Discharge

Your provider may give you prescriptions to take at home after you are discharged. These prescriptions will be filled for you and can be picked up at Outpatient Pharmacy during business hours: Monday, Wednesday, Thursday and Friday,

7:30 a.m. - 8 p.m.; Tuesday, 9 a.m. - 6 p.m.; Weekends, 8 a.m. - 6 p.m. and Holidays,

8 a.m. - 5 p.m. If you are being discharged when Outpatient Pharmacy is closed, ask your healthcare team about pick up from the Inpatient Pharmacy, which is open 24 hours a day, seven days a week.

**Inpatient Pharmacy** does not regularly provide refills of medications once Outpatient Pharmacy is closed, unless you are seen in the Emergency Department. Visit Outpatient Pharmacy during their normal business hours.



## Pain

Managing pain is important to the healing process. If you have pain, your health care team will ask you to rate your pain on a pain scale. Tell your healthcare team where and how much you hurt. It may not be possible to relieve all the pain. Your healthcare team will work with you to try to achieve an acceptable pain level.



### **Tell your healthcare team about your pain and your health history. Be sure to:**

- Mention all the medications you take. This includes any bought over the counter. Mention any herbs, teas, or vitamins you take, too.
- Mention any pain relief techniques you use, such as massage or meditation.
- Measure pain as directed.
- Be an active participant in your treatment plan. Tell your healthcare team if your treatment plan is working for you or if modifications to the plan may be helpful.



## Patient Directory

During the admission process, you can choose to be listed in the Patient Directory. This allows you to receive visitors and telephone calls. If you change your mind about being listed in the Patient Directory, please tell your health care team. If you opt out, we will not be allowed to send any visitors or telephone calls to you including those from your spouse or deliveries.



## Telephones for Inpatients

Telephones are located at the bedside in our inpatient units (Bldg. 100 and in the Community Living Center). Your healthcare team will provide you with the phone number to your room.

### To use the bedside telephone:

Local calls (no charge): Dial 9 + the telephone number.

Other calls, contact the operator: Dial 0



## Television Channels and Videos

We offer a Closed-Circuit Television (CCTV) system with select channels and health education videos for you to watch at no charge. Please call the Medical Media department ext. 56992 if you need help with the CCTV system or videos. Your healthcare team can provide you with the channel guide.

### Get Well Network

The Get Well Network is an exciting technology offered to Veterans and family members in our inpatient care setting. This system provides health videos, TV programs, movies and internet access directly from the television in your room. Utilizing the Get Well Network will help you take an active role in your care by completing education modules that will help you understand your medical condition, learn about medications, safety concerns, and help prepare you for discharge. During your stay you may be prompted to engage in a learning module that has been chosen by your health care team. You will also receive requests to provide feedback regarding your satisfaction with your care and hospital environment. Please take this opportunity to provide feedback to your health care team.



## Voluntary Service Programs for Inpatients

Voluntary Service offers many programs and resources for our inpatients. Volunteers try to visit all patients Monday through Friday (hours vary) to offer personal care or comfort items including books, magazines, cards, or word puzzles. We have Volunteers who would be happy to visit with patients as well.

Tell your nurse if you would like a Volunteer to visit you, or call (503) 273-5042 or ext. 55042 for more information.



## Wi-fi

Patient and public wi-fi is available. Ask your healthcare team for more information.

# Patient Safety and Education





## Infection Prevention

### Hand Hygiene

Clean hands save lives! Germs are everywhere, including on our bodies, animals, and furniture. Hand hygiene is key to infection prevention. There are two ways to do hand hygiene to prevent spread of germs.

**1. Wash hands with soap and water when they look or feel dirty.** At a sink, wet hands, add soap, and scrub all surfaces of hands for 15 to 20 seconds. Rinse hands and dry them with a paper towel. Use a paper towel to turn off water in public places.



**2. If hands are not visibly dirty, an easy way to do hand hygiene is with alcohol hand rub.** Dispensers are located at hospital entries, check-in areas, and entrances to patient care rooms. To use the hand rub, place enough product in palm to cover all surfaces of hands, rub hands together to spread product over all surfaces of hands. Rub briskly until hands dry.

**Clean your hands often and well, especially before and after:**

- Eating and preparing food
- Taking medicine
- Going to the bathroom
- Visiting or caring for the sick, including when entering and exiting a patient's room
- Touching cuts, wounds, blood, or body fluids
- Touching or blowing your nose
- Touching garbage or dirty items

Make sure your healthcare staff, family, and visitors clean their hands before they visit you or take care of you.



## Prevent the Spread of Infections

- Cough and sneeze in sleeve, or cover mouth and nose with a tissue. Discard tissue after use. Clean your hands with soap and water. If a sink is not near, clean hands with an alcohol based hand rub.
- If you are sick with a respiratory illness like a cold or flu, avoid public places. If you need to go out in public, stay at least six feet away from other people and always cover your cough. Ask for a mask so it covers your nose and mouth.
- If near people who are coughing or sneezing, stay at least six feet away from them.
- If staying in the hospital, please ask visitors who are ill to call instead.
- Influenza changes nearly every year and can make people very ill. Get a flu shot every year and ask friends and family to do the same!



# Patient Safety and Education



## MDROs (Multi-drug resistant organisms)

Multi-drug resistant organisms (MDROs) are germs that many common antibiotics do not kill. Special antibiotics are used to treat MDRO infections. MDROs can live on people, animals, and surfaces for weeks. MDROs can sometimes cause serious infection and death. Clean hands and good hygiene can help prevent the spread of MDROs.

People at risk for getting MDROs include those who have recently taken antibiotics and/or have frequent contact with healthcare environments (hospital, nursing home, ED, clinics). MDRO carriers have an MDRO living in or on their body, and they can pass it to patients, staff, and their environment.

Many precautions are used to prevent the hospital spread of MDROs, such as placing patients with an MDRO in a private room (or in a room with other people having the same MDRO), wearing gowns and gloves, extra cleaning, and educating patients and staff.

Methicillin-Resistant Staphylococcus Aureus (MRSA) is an example of an MDRO. We test all patients for MRSA upon admission to the hospital. Our staff tests for MRSA by rubbing a cotton swab in the patient's nose. If positive, staff will care for you using "Contact Precautions." Contact precautions include hand hygiene, gloves, and gown. Please remember to clean your hands with either alcohol hand rub or soap and water when leaving your room and ask your visitors to do the same. This helps to prevent the spread of all MDROs.



## Preventing Falls

We know patients in the hospital are often surprised by how hard it is to do simple things such as get out of bed, get to the bathroom in a hurry, reach for objects, or even get dressed! Trying to do these things by yourself can lead to a fall, which may cause a serious injury.

This is true for people of all ages — and it's true for people who have had only a small problem or procedure, or who feel just fine.

### **You may be at risk for falling because:**

- Medicine you are taking may make you fall more easily.
- Surgery and/or a procedure can put you at risk for falling.
- Medical equipment and/or furniture in your room may make you trip and fall.

### **To help prevent falls:**

- Make sure your call light is within reach and you know how to use it.
- Call for help when you need to get out of bed or need help in your room.
- Wear the hospital slipper socks and/or shoes when walking around.
- Work with the team to keep your room free of clutter.
- Do not use the over-bed table or furniture to stand; it could move and cause a fall.
- Call for help if you need something that you cannot reach.
- Use your eye glasses, hearing aids, and personal assistive devices, such as canes and walkers.
- Pause for a few seconds when changing positions (such as lying down to sitting or sitting to standing) to allow your body time to adjust to the change.



## Safety – We Care About Your Safety

Our Patient Safety Program’s goal is to prevent harm to patients. This is accomplished by cultivating faith and trust in the healthcare system and by incorporating behaviors designed to increase safety. The Patient Safety Program reviews all reported adverse events and close calls to identify underlying causes. We then make changes to reduce the chance of recurrence. The focus of our program is break the link in the chain of events that can create a recurring problem. We don’t target individuals and we don’t support a “name and blame” culture. VAPORHCS values safety and our leaders make this a top priority. If you have concerns about your safety and care, please let your healthcare team know.



## Tobacco Use and Your Hospital Stay

While in the hospital, you will not be able to leave the unit to smoke. We can help you manage your nicotine cravings. Talk to us about your options (e.g. a nicotine patch).

**How does tobacco cause a problem?** All forms of tobacco use are harmful. Smoking while in the hospital can be especially dangerous. It can increase your risk for infection, slow healing or cause heart or lung problems. Smoking while using oxygen or near oxygen is never safe. Do not smoke if you are using a nicotine replacement. It will give you an unsafe amount of nicotine.

**Thinking about quitting?** Quitting tobacco can make a difference. Within days of quitting, your blood pressure, circulation, heartbeat and breathing patterns can go back to normal.

**How can I quit?** Use your time in the hospital to get started. Write down all your reasons for quitting. Tell your family and friends you want to quit, and ask for help. Throw your cigarettes or tobacco away. Try chewing gum. Keep your hands busy – ask a volunteer for a craft project. Go for walks and practice deep breathing to relax. Think of all the money you’re saving! For other ways to help you quit, talk with your healthcare provider. The VA can provide medications, tips, tools, counseling and support. VA has a quit line for Veterans (855) QUIT VET or (855) 784-8838 (Monday through Friday, 5 a.m. to 7 p.m.) SmokefreeVET: Text the word “VET” to 47848 from your mobile phone for the text messaging system.

Online visit: [www.smokefree.gov/veterans](http://www.smokefree.gov/veterans)

# Patient Safety and Education



## Alcohol Use And Your Health

**Why are we asking questions?** VA providers and nurses are required to screen for alcohol use. Excess drinking can cause health problems and impact your care during your stay. Our goal is to prevent complications or problems that are associated with alcohol use.



## How Can Alcohol Cause A Problem?

Drinking alcohol can cause a problem if you are taking certain medicines. Many medications interact with alcohol. Some medical conditions are made worse by alcohol, such as liver disease. You may have had problems with drinking too much or too often in the past.

### How much alcohol is too much?

**For women** – more than 7 drinks\* each week or 3 drinks each event

**For men** – more than 14 drinks\* each week or 4 drinks each event

\*One drink is 12 ounces of beer or wine cooler; 5 ounces of wine; 1.5 ounces of liquor Too much alcohol use can lead to higher risk of health problems.

**How do I get help?** If you have concerns, please talk with your healthcare team about treatment options such as individual counseling, group treatments, medications to reduce craving or prevent relapses and inpatient or residential treatment.

VA Substance Abuse Treatment Program contact: (503) 220-8262, ext. 31841 For more information: VHA National Center for Health Promotion and Disease Prevention  
[https://www.prevention.va.gov/MPT/2017/April\\_2017.asp](https://www.prevention.va.gov/MPT/2017/April_2017.asp)



## Safe Patient Handling Program

Our program strives to provide safety for you and healthcare staff in moving, walking, or transferring to or from a bed, exam table, or chair. We want you and your family to feel safe and comfortable with your care, and we have a variety of equipment available for any level of mobility assistance needed. Using safe patient handling equipment can keep both you and healthcare staff free from injury.





## Family Activated Safety Team (FAST)

The FAST team is a dedicated response team deployed to your bedside for rapid assessment. This team consists of a Critical Care Unit (CCU) nurse and a respiratory therapist. This team is available 24 hours per day.

**Let your nurse or nursing assistant know if you are worried about a change in your medical condition.**

- Use your call light to call for assistance.
- If you do not feel that your concerns were heard or that the response was appropriate, please ask to speak to the charge nurse.

**If you think emergency medical attention is needed call the FAST TEAM.**

- To activate the FAST TEAM: Dial \*22
- Be prepared to speak with the operator.

**The operator will need to know:**

- The patient's name and room number
- Your name and relationship to the patient



## Pressure Ulcer Injury Prevention

Even if you have healthy skin, problems may occur when a person spends two or more hours lying or sitting in the same position. When this happens, pressure from body weight on a surface such as a bed or chair, may result in a pressure ulcer/injury.

**You may be at risk for a pressure ulcer/injury if you have:**

- Decreased activity (even in bed)
- Diabetes, obesity, smoking, poor circulation, and spinal cord injury
- Increased sweating or moisture on your skin
- Poor nutrition

Older adults are more at risk for a pressure ulcer/injury. So are those who slide down in the bed. Sliding down causes friction that may tear skin.

**What Can You Do to Help Prevent a Pressure Ulcer/Injury?**

- Shift your weight or change positions frequently
- Ask for help to change your position
- Make sure your skin stays clean and dry
- Look at your skin daily for wounds or sores
- Report any changes in your skin (pain, redness, swelling, wounds/open sores)
- Stop smoking and eat a healthy diet & maintain a healthy weight

# Health Care Decisions





## Advance Directives

Advance Directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an Advance Directive can help your doctors and family understand what you want.

It is up to you to decide if you want an Advance Directive. Your decision will not affect your access to health care or other Veterans Health Administration (VHA) services. There are two types of Advance Directives: Durable Power of Attorney for Health Care, and a Living Will.

In the VA, these two types can be completed in one form. You may complete neither, one, or both. To download the form go to: <https://www.va.gov/vaforms/medical/pdf/vha-10-0137-fill.pdf>



## Durable Power of Attorney for Health Care

In this type of Advance Directive, you name a person as your Health Care Agent. If you are not able to make your own health care decisions, your health care team will contact your Health Care Agent to make those decisions for you.



## Living Will

In this type of Advance Directive, you state your preferences about treatments you want or do not want in different situations when you cannot make treatment decisions yourself. A Living Will helps your Health Care Agent or other people know which treatments you would choose.

Advance Directives are important documents that we recommend you have in your medical records. Ask our staff for more information or for help in filling out an Advanced Directive.

### Your Rights:

- You have the right to accept or refuse any medical treatment.
- You have the right to complete a Durable Power of Attorney for Health Care.
- You have the right to complete a Living Will.

### Your Responsibilities:

- If you have an Advance Directive, it is important to give VA Portland a copy for your health record. Provide this form to your Patient Aligned Care Team (PACT) Social Worker. If you do not have a PACT Social Worker go to the Chaplain/Social Work office located on the 3rd floor of Bldg. 100 in Portland.



## POLST

POLST is a medical order that stands for Physicians Orders for Life-Sustaining Treatment. It directs your care in a medical crisis. POLST orders give seriously ill or frail people control over the treatments they do or do not want to receive in a medical crisis.

A POLST order is printed on white card stock with bright pink border in Oregon and bright green border for Washington and signed by your physician after a discussion with you.

POLST forms are available throughout the facility.

# Healthcare Decisions



## Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans, and to the nation, we are committed to improving healthcare quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In these activities, our employees will respect and support your rights as a patient or resident of a Community Living Center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions, or would like more information about your rights and responsibilities.

### 1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment, free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that the VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the Community Living Center, you may keep personal items, and you are expected to wear your own clothes. As an inpatient, you may wear your own clothes, depending on your medical condition.
- You have the right to keep and use personal items, as long as they are safe and legal.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center, or in the Community Living Center.

- You have the right to communicate freely and privately. You will have access to public telephones, and the VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, the VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (for example, biologically or legally), and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any people you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients and CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## **2. Information Disclosure and Confidentiality**

- Your privacy will be protected.
- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization, unless permitted by law. An example of this is state public health reporting. You have the right to have access to, and to request a copy of your health records.
- Please respect the privacy of other patients and CLC residents, and do not reveal any of their health information that you may become aware of, or information that you may overhear.

## **3. Participation in Treatment Decisions**

- You have a right to express your preferences concerning future medical care in an Advance Directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.
- You, and any people you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care, but you each take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, prescription medicines, over-the-counter medicines, and medical history. Share any other information that affects your health.
- You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.



- You will be given, in writing, the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or CLC resident. This includes your participation in decision making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain, and if the treatment is working.
- As an inpatient or CLC resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in any research project.
- Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. If you have ethical issues or concerns, you may ask the Medical Center's Ethics Council for help.

#### **4. Concerns or Complaints**

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused, or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact The Joint Commission's Office of Quality Monitoring at (800) 994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at (800) 488-8244, or e-mail [vaoighotline@VA.gov](mailto:vaoighotline@VA.gov).

## **5. Additional Rights and Responsibilities of Community Living Center Residents**

- Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:
  - Staff will knock on your bedroom door prior to entry.
  - You have the right to receive care from the same staff member every day, to the extent that consistent assignment is possible.
  - You may have visitors at any time of the day or night, provided visitors are respectful of you, your need for privacy, and the privacy of others. You may refuse to have visitors at any time.
  - You have a right to conjugal visits, and you have a right to privacy during those visits.
  - Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area, and you will have access to those activities that contribute to meaningful use of time.
  - In preparation for being discharged to your own home, you and/or your caregiver may be invited to participate in activities that prepare you to go home, such as self-administration of medicines and treatments.
  - You and your caregivers have a right to attend treatment-planning meetings, and to participate in household or resident councils.

### **Notification to Patients of The Joint Commission Standards Modifying Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)**

- In accordance with requirements from The Joint Commission, the VA has added the following statement to visitation policies for all hospitals throughout the system.
- “The Medical Center respects the patient’s right to make decisions about his or her care, treatment, and services, and to involve the patient’s family in care, services, and treatment decisions, to the extent permitted by the patient or surrogate decision-maker. ‘Family’ is defined as a group of two or more persons united by blood, or adoptive, marital, domestic partnership, or other legal ties.
- The family may also be a person or persons not legally related to the individual (such as a significant other, friend, or caregiver) whom the individual considers to be family. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity. The Medical Center allows a family member, friend, or other individual to be present with the patient for emotional support during the course of a stay.

- The Medical Center allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.
- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have any problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

### **Rights and Responsibilities of Family Members of VA Patients and Residents of Community Living Centers (CLC)**

- The Veterans Health Administration (VHA) is pleased to provide health care to Veterans. We will provide personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make the experience as positive and pleasant as we can. As part of our service to Veterans and to the nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support the rights of patients and residents of community living centers (CLC), as well as your rights as a family member. This document outlines the basic rights and responsibilities of family members. Please talk with the VHA treatment team or a patient advocate if you have any questions, or would like more information about these rights and responsibilities.

#### **1. Nondiscrimination and Respect**

- Our staff will create a treatment environment based on dignity, compassion, and respect. Consistent with federal law, VA policy, and accreditation standards of The Joint Commission, Veterans and their family members will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- We seek to honor the cultural and personal values, beliefs, and preferences of all patients, CLC residents, and their families. When a loved one is involved in support and care of a VA patient or resident, the VA considers a patient or resident's family to include anyone related to the patient or resident in any way (for example, biologically or legally), and anyone whom the patient or resident considers to be family.
- Please help us offer care in a safe and respectful manner by treating patients, CLC residents, other family members, and staff with respect, and by following the facility's rules. Family members are not allowed to do things that threaten the care of patients, or interfere with our staff members' ability to do their job.

## **2. Keeping Health Information Private and Secure**

- The Veteran's private health care information will be protected to the fullest extent authorized by law. Information about the Veteran may be disclosed to you if the Veteran authorizes the release, or if you are the Veteran's personal representative.
- Please respect the privacy of patients, residents, and other family members, and do not reveal private health care information that you may become aware of, or may overhear.

## **3. Partnering in Care**

- Families are valued members of the VA health care team. As members of the health care team, we encourage you to:
  - Share your insights, opinions, and observations about the Veteran's care and progress.
  - Let the nursing staff know right away if you feel that the Veteran's condition has changed.
  - Tell us right away if you are worried about the Veteran's care or treatment. Please ask questions if you do not understand the purpose of any part of the Veteran's care.
  - If you are a family member of a CLC resident, you have a right to participate and share your voice and opinions in family, resident, or household councils.

## **4. Family Members' Role in Treatment Decisions**

- Veterans have a right to make their own health care decisions, as long as they are able to understand and tell their doctor and health care team what they want. Veterans have a right to include or not include others, such as family members or friends, in decisions about their care.
- Veterans have a right to express their preferences about future medical care in an Advance Directive. This includes the right to name a health care agent who will make health care decisions on their behalf if they can no longer communicate for themselves. We will respect these preferences.
- If you are asked to make health care decisions for a Veteran in VHA, the treatment team will offer you:
  - Treatment options based on the Veteran's unique medical circumstances and needs
  - Information you can understand about the benefits and risks of these treatment options
  - An interpreter or assistive device, if needed, to help you understand the Veteran's medical circumstances and treatment options

- As the health care decision maker, you generally have the same rights and responsibilities that the Veteran would have in making treatment decisions.
  - You may agree to or refuse any treatment option offered by the treatment team. Refusing treatment will not affect the Veteran's right to future care.
  - Your decision about whether to accept or refuse treatments must be based on what you know the Veteran would want. If you do not know what the Veteran would want, the treatment team is available to help you consider what decisions are in the Veteran's best interest.
- When you are the health care decision maker, please:
  - Share accurate and complete information about the Veteran's medical history to help us develop the best treatment plan.
  - Take part in discussions and decisions about the Veteran's care.
  - Help the treatment team understand how they can provide care that takes into account the Veteran's cultural and personal values, beliefs, and preferences.
  - Talk with the treatment team when you think the Veteran's treatment plan may need to be changed.
  - Let the treatment team know if you are not willing or able to follow the treatment plan. If the treatment team understands why the plan may be a problem, they may be able to make changes that address your concerns.
  - Help us plan for the Veteran's move to the next level of care.

## **5. Visiting the Veteran**

- Family visits can help you support the Veteran as he/she copes with illness or injuries. Schedule your visit to meet the Veteran's medical and emotional needs. For example, many patients get tired easily, so short visits may be better.
- VA Community Living Centers have unrestricted visiting hours.
- On VA acute care inpatient units, medical staff may need to restrict visiting hours, or place other visiting restrictions if medical or safety concerns require it. You will be promptly informed about any visitor restriction and the reason for it.
- Please keep a close eye on your children for their own safety and the safety of others. Children should never be left unattended.
- At times, patients or CLC residents may not wish to have visitors, or may wish to set other limits on visits. We will respect the Veteran's wishes for visits.

## 6. Concerns or Complaints

- If you need advice on how to resolve an ethical concern about the Veteran's care, you may speak with the Medical Center's Ethics Council.
- You are encouraged and expected to seek help from the VA health care treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process in your preferred language.
- Any privacy complaints will be addressed by the facility Privacy Officer. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or the Veteran have been neglected, abused, or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you have concerns about the quality of the health care that the Veteran is receiving, you may contact the VHA Office of the Medical Inspector at (800) 634-4782.

If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact The Joint Commission's Office of Quality Monitoring at (800) 994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at (800) 488-8244 or e-mail [vaoighotline@VA.gov](mailto:vaoighotline@VA.gov).



## The Joint Commission (TJC)

VA Portland Health Care System is accredited by The Joint Commission (TJC) and is regularly inspected to make sure patient safety, quality of care, and environmental issues meet TJC standards.

If you have a safety or quality of care concern or complaint, you may report it to

### The Joint Commission:

Online: [www.jointcommission.org](http://www.jointcommission.org)

E-mail: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Mail:

Office of Quality Monitoring The Joint Commission  
One Renaissance Boulevard Oakbrook Terrace  
Illinois 60181

# Offices that Serve Veterans

## Offices that Serve Veterans

These offices provide Veterans with information on benefits and services, including compensation and pension, home loans, jobs, eligibility, and burial benefits.

### **VISN 20: Northwest Network**

1601 4th Plain Blvd Building 17, 4th Floor, Suite 402 Vancouver, WA 98661

Phone: (360) 619-5925

Fax: (360) 737-1405

### **Willamette National Cemetery (NCA)**

11800 SE Mt. Scott Blvd. Portland, OR 97086-6937

Phone: (503) 273-5250

Fax: (503) 273-5251

### **Portland Regional Benefits Office (VBA)**

100 SW Main Street, Floor 2

Portland, OR 97204

Phone: (800) 827-1000

## **Vet Centers**

Vet Centers provide many services to Veterans, including readjustment counseling and outreach services.

### **Central Oregon Vet Center**

1645 NE Forbes Rd. Suite 105

Bend, OR 97701

Phone: (541) 749-2112 or (877) 927-8387

Fax: (541) 647-5282

### **Portland Vet Center**

1505 NE 122nd Ave.

Portland, OR 97230

Phone: (503) 688-5361 or (503) 688-5361

Fax: (503) 688-5364

### **Salem Vet Center**

2645 Portland Road NE, Suite 250

Salem, OR 97301

Phone: (503) 362-9911 or (877) 927-8387

Fax: (503) 364-2534

# Clinic Services and Locations

## VA Portland Health Care System – Clinic Services and Location

### VA Portland Health Care System

Services Offered: All services provided to include emergency service

#### Vancouver campus

Services Offered: Audiology; Community Living Center; Dental; Enrollment, Eye; Hand Clinic; Imaging/X-Ray; Lab Services; Liver Transplant Lodge; Low Vision Clinic; Mental Health Services; Physical Therapy; Podiatry; Primary Care; Prosthetics; Substance Abuse Treatment; Vocational Rehab

#### Bend Clinic

Services Offered: Audiology; Clinical Pharmacist; Enrollment: HUD/VASH; Lab Services; Mental Health Services; Optometry/Eye; Physical Therapy; Primary Care; Sleep Studies; Tele-Specialty Services

#### Community Resource and Referral Center (CRRC)

Services Offered: Housing placement; Mental Health; Primary Care; Social Work

#### Fairview Clinic

Services offered: Enrollment, Lab Services; Mental Health Services; Pharmacy Counseling; Primary Care

#### Hillsboro Clinic

Services Offered: Audiology; Compensation And Pension Exams; Enrollment, Imaging/X-Ray; Lab Services; Mental Health Services; Primary Care; Tele-Specialty Services



#### Lincoln City Clinic

Services Offered: Primary Care; Lab Services

#### Loren R. Kaufman Clinic (The Dalles)

Services Offered: Lab Services; Primary Care; Tele-Specialty Services Including

#### Dermatology And Mental Health

Services Offered: Transition And Care Management Program

#### Newport Clinic

Services Offered: Lab Services; Primary Care; Tele-Mental Health Services

#### North Coast Clinic

Services Offered: Lab Services; Primary Care; Tele-Mental Health Services

#### Salem Clinic

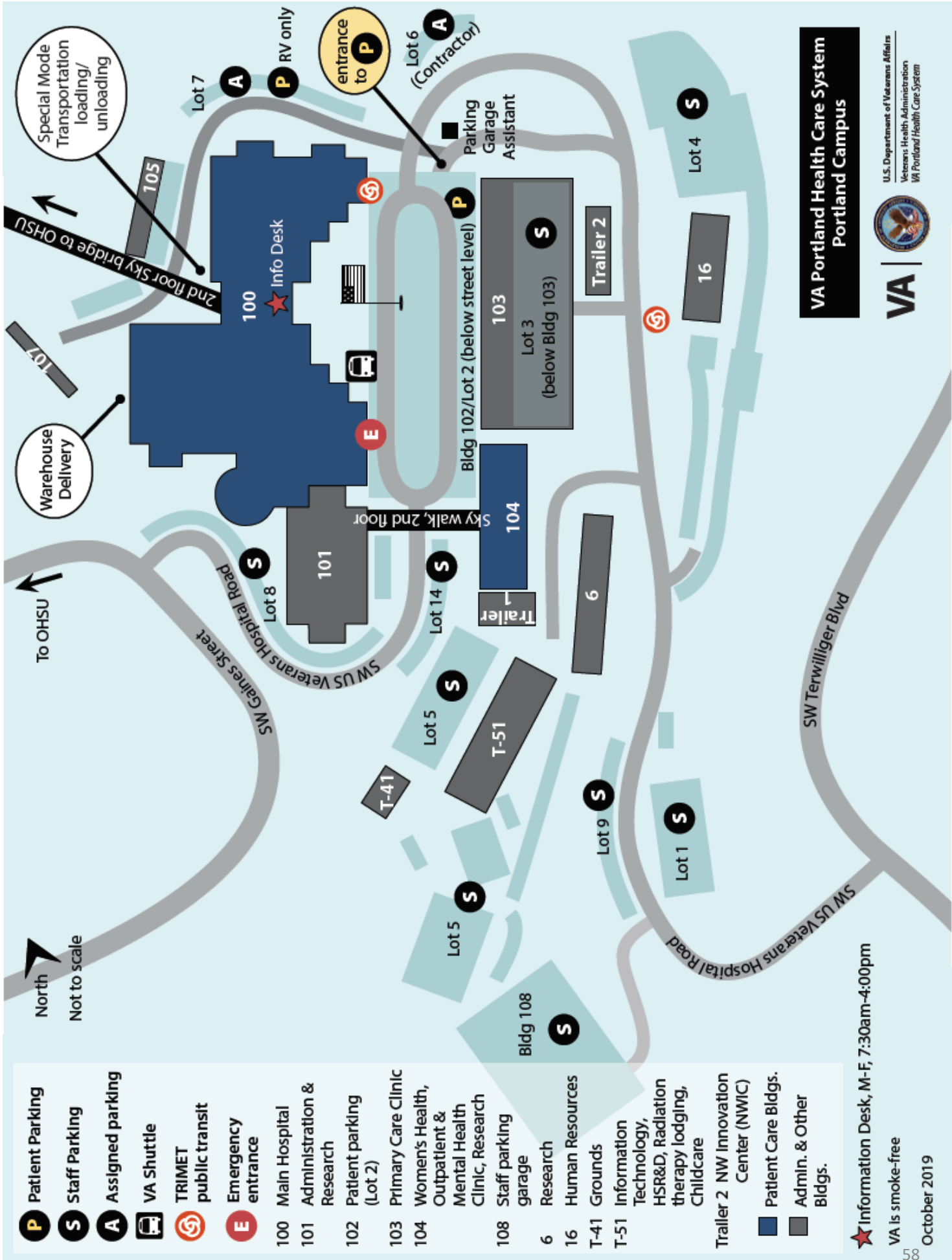
Services Offered: Enrollment: Mental Health Services; Lab Services; Ophthalmology; Optometry; Physical Therapy; Plastic Surgery; Podiatry; Primary Care; Tele-Specialty Services

#### West Linn Clinic

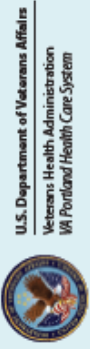
Services Offered: Enrollment; Lab Services; Mental Health Services; Primary Care; Tele-Specialty Services







**VA Portland Health Care System  
Portland Campus**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Portland Health Care System

★ Information Desk, M-F, 7:30am-4:00pm

VA is smoke-free

October 2019

# VA Portland Health Care System Vancouver Campus



Not to scale



- P** Patient Parking
- S** Staff Parking
- NO VA Parking
- VA Shuttle
- C** C-TRAN public transit
- 1 Community Living Ctr. (CLC)
- 2 Logistics
- 3 Boiler plant
- 4 Maintenance
- 5 Grounds
- 11 Barnes Bldg., X-ray, Pharmacy, PT/OT, Mental Health, Speech Pathology, Audiology
- 12 RRTP
- 14 Fitness center - Gym
- 15 Canteen, HCBS, VSO, Admin., Dental, MyHealthVet
- 16, 19, 22 Storage
- 17 CCH, VISN 20, Specialty Care, Geriatrics, Podiatry, Dermatology, Plastics/Hand, Ophthalmology, Optometry
- 18 The Lodge, VOC Rehab, CRS
- 20 Dental, Primary Care, Enrollment
- 21 Community Care
- 24 Primary Care, Lab
- 25 Fisher House
- 26 Freedom's Path
- 28 Imaging
- Patient Care Bldgs.
- Admin. & Other Bldgs.



★ Information Desk, Bldg. 11, 2nd floor entrance, M-F, 8:00am-2:00pm

# VA Portland Health Care System



**1 Portland VA Medical Center (PVAMC)**  
Includes **Center for Women Veterans Health**  
3710 SW US Veterans Hospital Road  
Portland, OR 97239

**2 Bend Clinic**  
2650 NE Courtney Dr  
Bend, OR 97701

**3 Community Resource & Referral Center (CRRC)**  
308 SW 1st Ave  
Portland, OR 97204

**4 Fairview Clinic**  
1800 NE Market Dr  
Fairview, OR 97024

**5 Hillsboro Clinic**  
1925 NE Stucki Ave, Suite 300  
Hillsboro, OR 97006

**6 Lincoln City Clinic**  
4422 NE Devils Lake Road, Suite 2  
Lincoln City, OR 97367

**7 Loren R. Kaufman Clinic (The Dalles)**  
704 Veterans Dr  
The Dalles, OR 97058

**8 Newport Clinic**  
1010 SW Coast Highway  
Newport, OR 97365

**9 North Coast Clinic (Camp Rilea)**  
91400 N Neacoxie St, Bldg 7315  
Warrenton, OR 97146

**10 Salem Clinic**  
1750 McGilchrist St SE, Suite 130  
Salem, OR 97302

**11 West Linn Clinic**  
1750 SW Blankenship Rd, Suite 300  
West Linn, OR 97068

**12 Vancouver Division & Fisher House**   
1601 E 4th Plain Blvd  
Vancouver, WA 98661

## Hours of Operation:

Monday - Friday, excluding Federal Holidays

**Clinics:** 8 a.m. - 4:30 p.m.

**CRRC:** Walk ins, 8 a.m. - 3 p.m.; Thursdays, 10 a.m. - 3 p.m.

**Fisher House:** By referral and appointment only

## To make, cancel, or reschedule an appointment:

**Primary Care:** Contact your care team via MyHealthVet Secure Messaging or call 503-220-8262 or 1-800-949-1004, option 2, prompt 2

**Automated info for appointment status:** 503-273-5201

**Specialty Care:** Contact your care team via MyHealthVet Secure Messaging or call 503-273-5299

**Mental Health:** 503-273-5058

**Veterans Crisis Line:** 1-800-273-8255, press 1 for Veterans

**Pharmacy:** 503-273-5183

For services offered at each clinic, refer to page 55