



Live Whole Health

Official news from VA Puget Sound Health Care System

Face masks optional, except in designated high-risk areas

Wearing a face mask is now optional while visiting VA Puget Sound Health Care System facilities in most cases. You must continue wearing a mask if you had a known COVID exposure or have respiratory symptoms. Visitors going to designated high-risk areas such as our Community Living Centers, Bone Marrow Transplant Unit, Oncology and Chemotherapy Units, Critical Care Units, Spinal Cord Injury Unit, Acute Inpatient Units and

Emergency Department must wear masks, too. There are signs at the entrances of the high-risk areas to remind visitors. Everyone entering these areas will be required to wear medical grade masks. Masks will be available for those without one. Please respect those who

choose to continue to wear masks in areas where they are not required, as VA Puget Sound still strongly encourages their use.

Think you might have COVID?

Wear a mask.

Just feeling ill?

Wear a mask.

Prefer to wear a mask?

Wear a mask.

This protects you as well as those around you!

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Observances

July

- 4: Independence Day
- 26: Americans with Disabilities Act Anniversary
- 27: National Korean War Veterans Armistice Day

August

- 4: U.S. Coast Guard Birthday
- 7: Purple Heart Day
- 26: Women's Equality Day
- 29: Marine Corps Reserve Birthday

September

- 2: V-J Day
- 11: National Day of Service and Remembrance (Patriot Day)
- 15: National POW/MIA Recognition Day
- 15-10/15: National Hispanic Heritage Month
- 18: U.S. Air Force and Air National Guard Birthday
- 30: Gold Star Mother's Day

File your PACT Act claim by August 10, 2023

While there is no deadline to file a benefits claim, Veterans are strongly encouraged to apply for Promise to Address Comprehensive Toxics (PACT) Act benefits before August 10, 2023. If you do, benefits will be backdated to August 10, 2022 – the day the bill was signed into law. You can file a new claim online, by mail, in person, or with the help of a trained professional.

Toxic Exposure Screenings

VA Puget Sound will be continuously reaching out to Veterans to schedule Toxic Exposure Screening (TES) — available to all Veterans enrolled in VA health care. The PACT Act expanded VA health care and benefits for Veterans who may have experienced certain toxic environmental hazards such as Agent Orange, burn pits, radiation or other similar exposures during their time serving the U.S. Armed Forces.

Veterans who have not yet participated in a screening, are encouraged to contact their primary care team immediately. Veterans not enrolled in primary care, should call VA Puget Sound's TES Navigation line at 253-583-2001. It only takes five to ten minutes to complete the survey. Veterans may also schedule a TES by sending a secure message using My HealtheVet to "Toxic Exposure Navigators_Puget Sound" found on the "Select a group to send the message" list. More information can be found at www.va.gov/PACT.

- File a new claim online now – www.va.gov/PACT
- Make an appointment with one of our counselors at www.benefits.va.gov/seattle
- Call Veterans Benefits Administration hotline at 1-800-827-1000 (press 8 for PACT Act)
- Work with a Veterans Service Organization or the Washington State Department of Veterans Affairs 206-341-8295.
- Call 1-800-MY-VA-411 to learn more.
- Once you've initiated your claim, contact your primary care team to schedule your toxic exposure screening if not already completed.

Did you know?

You can easily refill prescriptions and track delivery on your phone using the Rx Refill feature on My HealtheVet if you have premium account. Along with making it easier to refill prescriptions, My HealtheVet allows you to communicate securing with your doctors and nurses, to keep track of upcoming appointments and much more. A Premium account is free and gives you full access to My HealtheVet Premium features like Rx Refill. If you do not have a My HealtheVet account, take time and register today at www.myhealth.va.gov/user-registration.





Freshening up and reimagining food service

Our Veterans provided feedback and VA Puget Sound listened! After much work and collaboration, VA Puget Sound’s Nutrition and Food Services has launched a brand-new menu for inpatient dining at American Lake and Seattle campuses. With a focus on Veteran choice and the “all foods fit” model, this menu provides a wide range of tastes and flavors for all diets. From new offerings like flank steak with chimichurri sauce (pictured on left) and blackened salmon to classics like chicken pot

pie and BBQ brisket, this menu has something for everyone. The food service team is also placing special emphasis on quality and presentation, so all inpatient Veterans can enjoy incredible meals during their stay!

Facility improvements

VA Puget Sound provides comprehensive care to more than 155,000 Veterans enrolled at one of its care sites across Western Washington—from Mount Vernon to Olympia. Care sites include two main campuses at American Lake and Seattle. We have seven community outpatient clinics (located in Edmonds, Everett, Mount Vernon, Olympia, Port Angeles, Puyallup and Silverdale), a Community Resource & Referral Center Seattle’s Georgetown neighborhood and a Homeless Primary Care Team in Renton.

Along with our virtual care appointment options, VA Puget Sound continues its expansion of primary and specialty care to conveniently serve our Veterans.

The Mount Vernon clinic is moving to a newer, state-of-the-art location in 2026. We will replace our existing clinic in Olympia with a larger, more centralized multi-specialty clinic in 2026. And VA Puget Sound’s next new community clinic locations will be in Auburn and Northeast King County.

Expansion at American Lake includes a Specialty Care Building (201) expected to open in 2028. It will create more capacity for primary and specialty care programs and services in the Tacoma area. In preparation, VA Puget Sound continues work on our new parking area there which is expected to be completed by the end of the year.

Enhancements in Seattle include a new South Parking Lot fence to provide greater security for staff and visitors alike was completed in May.

COVID-19 Bivalent boosters still available

COVID-19 Bivalent boosters can be scheduled during regularly scheduled primary and specialty clinic appointments at all care sites.

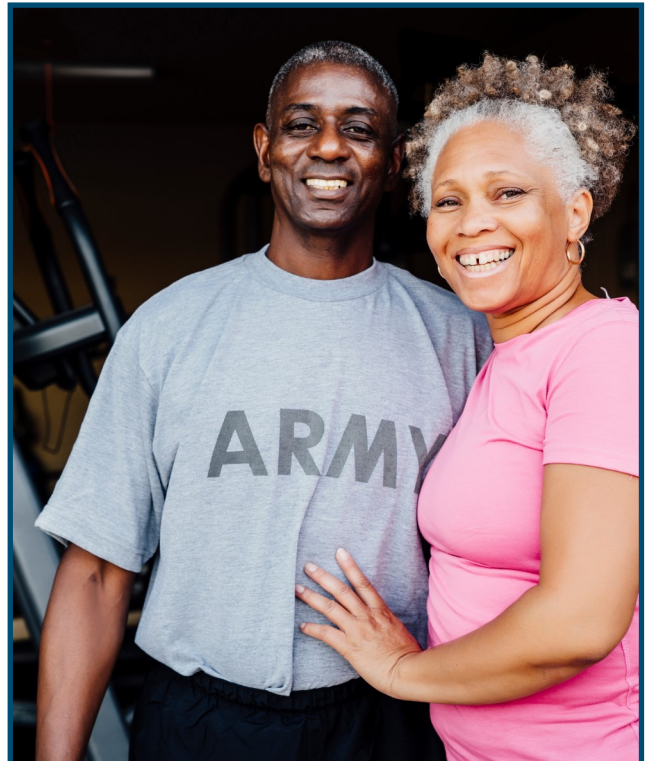
Live Whole Health app

VA's Live Whole Health app is a free, easy to use tool created for Veterans and others who are ready to take the next step in their Whole Health journey. Whole Health is VA's holistic approach to care that supports health and well-being. Whole Health centers care around what matters to each Veteran, not what is the matter with each Veteran. With this app, individuals can fill out their personal health inventory, set goals, and learn more about Whole Health.

Anyone with an Android device, iPhone or iPad can access Live Whole Health by following these steps: 1. Go to Google Play or Apple App stores— search for Live Whole Health. 2. Tap name of the app in the search results. 3. On the app's page, tap Install (Android) or Get (Apple) to download the app. 4. From device's home screen, tap the app icon to open the app. 5. The first time the app is opened, create profile and the app opens to a dashboard with access all the app's full suite of resources and information.

Do you accept the Whole Health challenge?

VA Puget Sound is challenging every Veteran to fill out the Personal Health Inventory (PHI) to capture what's important in their lives and health, and to join forces



Have an appointment? Check in with your smartphone

- 1 Text **check in** to **53079**

OR scan this code with your camera.

To:
53079
Message:
check in



- 2 Wait until you get a text back with a link. This should only take a few seconds.

- 3 Tap on the link to start your check-in. Data charges may apply.

Can't scan the QR code? Text us instead

Need to update your information? Check in with a staff member instead



with their health care team to head towards that goal.

VA Puget Sound would like to know: What matters most to each Veteran? What is one thing VA Puget Sound can do for each Veteran to help move them closer to what matters most to them?

Think about these types of questions by completing the PHI form found (https://www.va.gov/WHOLEHEALTH/docs/PHI_Jan2022_Final_508.pdf) or through the Live Whole Health app. Complete the form and bring it to your next medical visit (if not completed online or using the Whole Health app) to have it entered in your chart.

Self-schedule community care

VA Puget Sound is making it much easier for Veterans to schedule medical appointments with an in-network community provider for Veterans who are eligible for community care. Self-scheduling allows Veterans to contact an in-network community provider to schedule an appointment. The goal is to minimize scheduling delays by empowering Veterans the ability to coordinate their community care appointments.

Scheduled appointments can be viewed at www.myhealth.va.gov. Find in-network community providers using the VA facility locator at www.va.gov/find-locations/.

Visitor Guidelines

Screening

Self-screening at our facilities is required.

- Those with pending COVID test results are asked to not come to the facility.
- Visitors in quarantine or isolation, or who have been in close contact with anyone who has tested positive for COVID in the last 14 days are also asked to stay home.

Visitors

Emergency Room	1	visitor children case-by-case
Inpatient Rooms	0	children under 18
	1	visitor at a time
	2	hours at a time
Outpatient	1	visitor children under 18 permitted, must remain with accompanying adult

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Puget Sound Health Care System

Message from our Director

VA Puget Sound Veterans,

Honor, courage, commitment, service, devotion: These are words used in one or more of our U.S. military core values or their descriptions. But one word is mentioned in all of them – respect. As Veterans, we lived these values for a time in our lives.

At VA Puget Sound, we embrace treating others the way we want to be treated—something that extends to staff and the Veterans we care for.

Respect for someone is a first step and begins before you know anything about that person next to you. It means we treat others the way we want to be treated. Respect is acting when others are mistreated verbally or physically. We will meet people throughout our lives that we may not agree with for a variety of reasons. That’s okay. But respect is letting that person be who they are without reproach.

To help with this, VA offers Bystander Intervention Training for Veterans, which provides us with the tools to stand up for others. The training increases your confidence to recognize and respond when witnessing harassment and will equip you with the knowledge and skills to prevent those situations from getting worse. This free, online training (www.veterantraining.va.gov/bystandertraining/) is an opportunity for Veterans to learn ways where they can contribute to a healthy and safe environment where everyone is treated with dignity and respect.



Thomas Bundt, PhD., FACHE
VA Puget Sound Health Care System Executive Director



Did you Know?

VA Puget Sound has the VA’s the largest human subjects R&D program. VA Puget Sound’s research reflects its commitment to innovations that promise new ways to prevent diseases and illnesses, diagnose and treat not only the Veterans it serves, but the greater public. With about 700 active project underway at any time, VA Puget Sound R&D principal investigators represent virtually every major clinical department within the healthcare system, and include research areas, such as traumatic brain injury, multiple blast exposures, memory improvement, Alzheimer’s disease, post-traumatic stress disorder, deployment health, Parkinson’s disease, diabetes, cancer, substance abuse, lower limb prosthetics, genomics and health services.



Veterans Crisis Line: 988 (press 1)
or 1-800-273-8255 (press 1)

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Important Phone Numbers

Main phone:

- All care sites: 800-329-8387 (press 0 for operator)
- Seattle (S): 206-762-1010
- American Lake (AL): 253-582-8440

Appointments—Primary/Specialty Care

Make, change or cancel:

- All care sites: 800-329-8387
- S: ext. 62306
- AL: ext. 71234

Then press 1 for primary care or press 2 for specialty care

Chaplains: 206-764-2023

After-hours 800-329-8387 (press 0 for operator, and ask to leave message for on call chaplain)

Community Care

800-329-8387 ext. 64545 (multiple choices based on your care needs)

Community Outpatient Clinics

Edmonds 206-716-5858; Everett 800-329-8387; Mount Vernon 360-848-8500; Port Angeles 360-565-7420; Olympia 253-583-2621; Puyallup 253-583-3821; and Silverdale, 360-307-6920

Community Resource & Referral Center

Homeless primary care, social work, housing, laundry, showers: 206-764-5149

Dental

206-764-2324 (S), 253-589-4005 (AL)

Enrollment and Eligibility Office

206-277-1469

Eye Clinic

206-764-2020 (S), 253-583-1232 (AL)

Mental Health Addiction Treatment

206-764-2457 (S)

253-583-1759 (AL)

Mental Health Outpatient: 800-329-8387

ext. 62007 (S) or ext. 71759 (AL)

Nurse Advice Line 24/7

- 800-329-8387 (press 3)
- After-hours: 206-762-1010 (press 3)
- Billing: 800-329-8387, ext. 64545 (press 1)

Patient Advocates

206-764-2160 (S), 253-583-2585 (AL)
PUGPatientAdvocateGroup@va.gov

Pharmacy: 800-329-8387 (press 1)

206-277-4000 (S), 253-583-3000 (AL)

Prosthetics

206-764-2064 (S), 253-589-4014 (AL)

Police

206-764-2899 (S), 253-589-4019 (AL)

Social Work: 206-277-6866

Travel Office Call Center: 206-764-2120

Veterans Benefits Administration

Seattle Office: 800-827-1000

Women's Health Program: 206-764-2441





U.S. Department of Veterans Affairs

Veterans Health Administration
VA Puget Sound Health Care System

Official news from:

VA Puget Sound Health Care System
Office of Public Affairs, MS S-00-PA
1660 S. Columbian Way
Seattle, WA 98108
206-277-1711

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Central Appointments: 800-329-8387

American Lake
9600 Veterans Dr.
Lakewood, WA 98493



Main Campuses



Seattle
1660 S. Columbian Way
Seattle, WA 98108



Edmonds
21616 76th Ave. West,
Suites 107 and 112

Outpatient Clinics

Port Angeles/North Olympic
1114 Georgiana St.
Port Angeles, WA 98362



Everett
220 Olympic Boulevard
Everett, WA 98203



Olympia
Memorial Medical Plaza
500 Lilly Rd. NE, Suite 201,
Olympia, WA 98506

Puyallup
Sunrise Medical Center
11216 Sunrise Blvd. East
Bldg. 3, Suite 209
Puyallup, WA 98374



Mount Vernon
307 S. 13th St.
Suite 200
Mount Vernon, WA 98274

Silverdale
9177 Ridgetop Blvd. NW
Silverdale, WA 98383



Community Resource & Referral Centers

Community Resource
& Referral Center
305 S. Lucile St.
Seattle, WA 98108
206-764-5149



Community Resource
& Referral Center
419 South 2nd Street
Suite 2
Renton, WA 98057
425-203-7201

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Story ideas?

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