

James A. Haley Veterans' Hospital and Clinics

OUTPATIENT HANDBOOK



Honoring America's Veterans by providing exceptional
health care that improves their health and well-being



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Sunshine Healthcare Network (VISN-8)



**WINTER
2023-24**

13000 Bruce B. Downs Blvd.
Tampa, FL 33612
Phone: 813-972-2000

www.va.gov/Tampa-health-care/
www.facebook.com/VATampa
[Instagram.com/TampaVAMC](https://www.instagram.com/TampaVAMC)

Veterans Crisis Line

Support is available 24/7

If you or someone you know is in emotional crisis, **PLEASE** call the Veterans Crisis Line

988

or

1-800-273-TALK (8255)

Press 1 for Veterans. Someone who can help you will answer right away.

Veterans Crisis Text is available by texting 838255

**You can also chat anonymously with a counselor in real time,
online at: www.veteranscrisisline.net**

Who should call?

- Anyone needing support through a mental health crisis
- Family and friends who are concerned about a loved one
- Any Veteran interested in mental health treatment and service referrals

Reasons to call:

- Experiencing any mental health crisis
- Hopelessness
- Suicidal thoughts
- Relationship problems
- Economic problems
- Substance abuse, addiction
- Experiencing nightmares or flashbacks
- Physical illness and chronic pain
- Information on mental health or illness
- Victim of abuse or violence
- Sexual orientation issues
- To help a friend or a loved one

Ways you can get help:

- Contact the Crisis Line and ask for a referral to your VA
- Go to your local VA Mental Health Clinic
- Go to the nearest Emergency Department
- Go to the VA Emergency Department
- Call 911



For more information about resources for mental health crisis please contact the local Suicide Prevention Team at 813-972-2000 x6617. This number is not staffed at all times, but it allows you to leave messages. **Use 911 or the Veterans Crisis Line for emergency calls (988).**

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Welcome

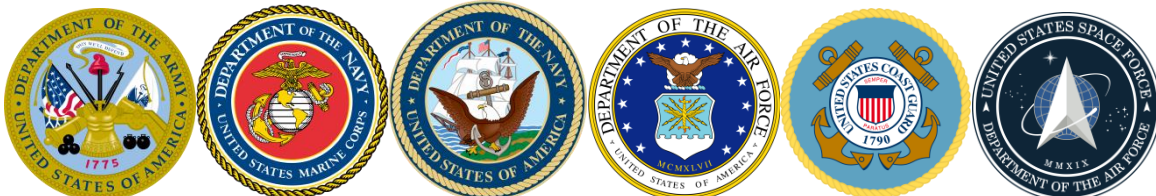
Dear Fellow Veteran,

Welcome to James A. Haley Veterans' Hospital and Clinics. More than 6,400 employees stand ready to provide the highest quality health care available to you and all the Veterans we are privileged to serve. We are continuously improving the services we provide our Veterans. We make patient safety our top priority to be a High Reliability Organization.

Please participate in our Whole Health Program. It is designed to assist Veterans and their families live their best lives. The Whole Health Program provides complementary and alternative treatments, such as yoga, tai chi, mindfulness and acupuncture. We are here for you.

This handbook contains information about the medical center and the services our staff provide for you and your family. Your input is important to us, so please complete any surveys you may receive, or contact your health care provider or other staff member if you have any questions or suggestions on how we can improve these services.

David K. Dunning
Executive Director
James A. Haley Veterans' Hospital and Clinics



Our Mission, Vision and Values

Mission

Honor America's Veterans by providing exceptional health care that improves their health and well-being.

Vision

At James A. Haley Veterans' Hospital and Clinics our vision is to honor those we serve by providing 5-star primary to quaternary health care.

Core Characteristics

- **Trustworthy:** VA earns the trust of those it serves - every day - through the actions of all employees. They provide care, benefits, and services with compassion, dependability, effectiveness, and transparency.
- **Accessible:** VA engages and welcomes Veterans and other beneficiaries, facilitating their use of the entire array of its services. Each interaction will be positive and productive.
- **Quality:** VA provides the highest standard of care and services to Veterans and beneficiaries while managing the cost of its programs and being efficient stewards of all resources entrusted to it by the American people
- **Innovative:** VA prizes curiosity and initiative, encourages creative contributions from all employees, seeks continuous improvement, and adapts to remain at the forefront in knowledge, proficiency, and capability to deliver the highest standard of care and services to all the people it serves
- **Agile:** VA anticipates and adapts quickly to current challenges and new requirements by continuously assessing the environment in which it operates and devising solutions to better serve Veterans, other beneficiaries, and Service members
- **Integrated:** VA links care and services across the Department; other federal, state, and local agencies; partners; and Veterans Services Organizations to provide useful and understandable programs to Veterans and other beneficiaries

For more information:

www.va.gov



VA Core Values

Because **I CARE** I will...



Integrity

Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment

Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy

Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect

Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence

Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

For more information: <http://www.va.gov/icare/>

Because we seek Veterans' input about their care at James A. Haley Veterans' Hospital & Clinics (JAHVH), the Veteran and Family Advisory Council (VFAC) was formed to strengthen communication among Veterans, families, and staff. The council helps find ways to improve safety, satisfaction, and quality of care from the Veteran and family viewpoints. For more information contact the Patient Advocate Office (see number in phone listing in the end of this book).

**You Served the U.S. Now Let Us Serve You!
Take the Survey!**

Veterans, we need your feedback! If you receive a customer satisfaction survey in the mail or email, please take a few minutes to complete and return it. We appreciate your input and use your feedback to make improvements. Your opinion counts!

Rights and Responsibilities of VA Patients and Residents of Community Living Centers

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 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 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.

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 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 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 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, 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 persons 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 or 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.

Health Information and Privacy

- 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 or request a copy of your own health records.
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

Partnering in Care

- 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 person(s) 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 take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, 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 speak with the Medical Center's Ethics Consultation Service for help.

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.
- Your complaint, once received, will be provided to the identified department for review by a health care professional who may contact you to better understand your concern or ask clarifying questions. After the concern is understood, someone from the identified department will contact you to provide the final resolution.
- If you believe 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 your concerns about health care quality and safety or suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244. For more information, visit va.gov/oig/hotline/.
- 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 1-800-994-6610. This does not apply to CLC Residents.

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 visitors at any time.
- You have a right to consensual sexual 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 medications and treatments.
- You and your caregivers have a right to attend treatment planning meetings and participate in household or resident council.

Department of Veterans Affairs
February 2023

We Value Your Privacy, Help Us Protect It

HIPAA gives you control over your medical records. The highlights include the following:

- We will tell you how we use your personal health information (Notice of Privacy Practices).
- You can review and request changes to your information.
- You have a choice to be included in the patient directory if you are staying in the hospital.
- Staff members have access to only the information they need to know in order to do their jobs.
- We will inform you of the complaint process if you have concerns.

When you provide your health insurance information, we can submit medical claims to your insurance company to be reimbursed for your non-service connected (NSC) visits.

Resolving Concerns and Complaints

Steps to Solve Your Concerns:

- Share your concern with a member of your Treatment Team
- If your concern is not addressed to your satisfaction, ask to speak with a Supervisor or Customer Service Liaison
- If the concern is still not resolved, a Section or Service Chief will be notified
- The Patient Advocate is available to address concerns with the Patient, family and appropriate staff if necessary

Patient Advocates

James A. Haley Veterans' Hospital has highly skilled Patient Advocates who are eager to help you with your concern in a timely manner. The Patient Advocates:

- Serve as liaisons between patients and the medical center Administration
- Act on the patient's behalf
- Help patients understand their rights and responsibilities.

James A. Haley Veterans' Hospital and Clinics is constantly striving to enhance your experience and the **Veterans Experience Officer** can help. Please share any thoughts or suggestions with Mr. Lynch who also oversees Concierges /Red Coat Ambassadors at our main campus. These programs are supported by Volunteers who donate their time to support your experience at JAHVH.

The Joint Commission on Accreditation of Healthcare Organizations

The Joint Commission addresses all complaints that pertain to patient safety or quality of care issues within the scope of their standards. The Joint Commission encourages you to first bring your complaint to the attention of the health care organization's leaders. If this does not lead to resolution, you can bring your complaint to them for review. For information on how to contact The Joint Commission, **please contact the office of the Patient Advocate (see phone number in the back of this booklet)**. You may also visit www.jointcommission.org or email complaint@jointcommission.org.

Enrollment and Eligibility

VA is required to determine eligibility for benefits. It is important to provide the intake staff with accurate demographic, medical insurance, previous year's income (applies to non-service connected Veterans without special eligibilities criteria, DD214 and any other military data that will assist in your eligibility determination. For information about Federal Benefits for Veterans, Dependents and Survivors, visit www.va.gov/opa/publications/benefits_book.asp.

There are several ways a Veteran can apply for health care benefits. Veterans can apply by using the Online Health Care Application at www.va.gov/health-care. Veterans can enroll over the phone by contacting the Health Eligibility Center (Live Enrollment) 1-877-222-VETS (8387). Veterans can mail a VA Form 10-10ez to include their DD 214 Discharge papers to their local VA. Veterans can also go in person to their local office to Enroll.

Most Veterans who are already enrolled in the system are no longer required to submit their income information. However, an updated VA Form 10-10EZR can be used to determine proper program eligibilities (copay exemption, Travel Benefits).

Recent combat Veterans (e.g., OEF/OIF/OND) are eligible for enrollment without disclosing their financial information. They will receive 5 years of free medical care for any combat related issues **from the date of discharge**. However, they can provide the information to establish their eligibility for travel reimbursement, cost-free medication and/or medical care for services unrelated to military experience.

If a Veteran is in a financial crisis or is deemed "enrollment rejected" (financial crisis is present), a complete application for a Financial Hardship consideration can be submitted. Veterans must be informed that the information provided for a hardship determination is subject to verification by the Business Office at the health care facility.

Staff members maintain current information on a Veteran's demographic, insurance, and financial information to ensure that the medical center receives the proper reimbursement from co-pays and billable insurance. For more up-to-date information on eligibility, enrollment and VA health care benefits, visit <http://www.va.gov/healtheligibility/coveredservices>.

If you have any questions, you can contact the Enrollment/Eligibility office (see phone number listed at the end of this book).

VHA uses the Department of the Treasury's Cross-Servicing program called the Debt Management Center (DMC) to encourage Veterans to satisfy their first party delinquent copayment debt with VA for non-service-connected care. Contact Debt Management Services toll free Monday through Friday, at 888-826-3127 to speak with a customer service representative.

PACT Act

The Sergeant First Class Heath Robinson **Promise to Address Comprehensive Toxins (PACT) Act of 2022** is a new law that expands VA health care and benefits for Veterans exposed to burn pits and other toxic substances. This law helps us provide generations of Veterans and their survivors with the care and benefits they've earned and deserve.

The Act expands and extends eligibility for VA health care for Veterans with toxic exposure and Veterans of the Vietnam era, Gulf War era, and Post 9/11 era, and expands eligibility for benefits for Veterans exposed to toxic substances.

Key Components of the PACT Act are:

- VA will improve the decision-making process for determining what medical conditions will be considered for presumptive status.
- Every enrolled Veteran will receive an initial toxic exposure screening and follow-up screening at least every five years. Veterans who are not enrolled but who are eligible to enroll, will have an opportunity to enroll and receive the screening.
- VA health care staff and claims processors will receive toxic exposure-related education and training.
- The Act requires research studies on mortality of Veterans who served in Southwest Asia during the Gulf War, Post 9/11 Veterans health trends, and Veteran cancer rates.
- The Act will help VA build a stronger more skilled workforce to meet the growing demand for benefits and services.
- The Act authorizes 31 new facilities across the country, providing greater access to VA health care.

What is Toxic Exposure?

There are several types of possible exposures or hazards Veterans may have experienced during their military service including:

- Air Pollutants
 - Burn pits, oil well fires, sulfur fires, sand, dust and small particles
- Chemicals
 - Agent Orange or other herbicides, burn pits, Camp Lejeune water supplies, pesticides, depleted uranium, chromium or industrial solvents
- Radiation
 - Nuclear weapons testing, x-rays, or depleted uranium
- Warfare Agents
 - Chemical warfare agents, nerve agents, mustard gas, herbicide test and storage
- Occupational Hazards
 - Asbestos, lead, fuels, industrial solvents, radiation, vibration, noise, special paint on military vehicles, and some coolants or insulating fluids.

Learn more about the PACT Act at: <https://www.va.gov/>

Call the James A. Haley Veterans' Hospital **Special Programs Office** to find out if you qualify. (See the phone list in the back of this book for their number.)

Checklist for New Enrollees to VA Health Care

Welcome to VA Health Care! We want to make it easy for you to get started.
Use this checklist to make sure you have all the information you need.

- ☐ Learn the name of your Primary Care PACT Team
- ☐ Register for My HealtheVet health portal at www.myhealth.va.gov
If you need assistance, see number in the back for the My HealtheVet Coordinator
- ☐ Use “secure messaging” through My HealtheVet
- ☐ Learn how to contact your Primary Care PACT Team*
- ☐ Learn how to make, change, or cancel appointments (see phone list)*
- ☐ Take an active role in your health care as a partner with your provider
- ☐ After your appointment, ask:
 - When your next appointment will be
 - If you need any lab work done before your next appointment
 - What you need to do between now and your next appointment
 - If you need to pick up any prescriptions
 - Confirm your contact information is current

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

*Please see back of handbook for VA services, locations, and phone numbers

Helpful Tips for Appointments

There are several ways to change or cancel your appointments:

- For Primary Care, call your PACT team directly (please see phone numbers in the back of this book)
- Send a secure message to your team using My HealthVet at www.myhealth.va.gov
- Call the main hospital number or the VA Connect phone number listed in the back of this book
- Use the VA Health Chat application on your computer or smart device to chat with a scheduler in real time at: [VA Health Chat | VA Mobile: www.mobile.va.gov](#)

What should I bring to my appointments?

- **Two forms of identification**, such as your VA ID card and your driver's license
- **A list of all your current medicines**, the doses, and how often you take them. Be sure to include:
 - Prescription medicines, including those prescribed by non-VA providers
 - Over-the-counter medicines
 - Vitamins, herbal remedies, supplements, teas, and other home remedies
- A list of questions you may have for your provider
- Your health insurance card
- Your home blood pressure or home blood sugar readings if you have them
- If applicable, relevant medical records to include: History & Physical, Problem List, Discharge Summary, Operative Report, Pathology, Consults, Diagnostic and Therapeutic procedure reports
- Advance Directive (if not on file or if it has been changed); see your Social Worker for more information
- A list of questions you may have for your pharmacist about medicine side effects and things you need to know when taking the medicine
- A list of all allergies you think you might have (include medicines and food)

Please remember to bring your health insurance card to ALL your visits.

Receiving treatment at the Community Based Outpatient Clinics (CBOC)

We also have primary care clinics located in Brooksville, New Port Richey, Lakeland, Lecanto, Riverview/SoHi and Zephyrhills. Ask about receiving primary care at one of these clinics if you live nearby. Not all clinics offer all services, which may require you to come to the main hospital in Tampa for specialty care. Please see the phone list in the back for Primary Care Clinic phone numbers.

All Primary Care Clinics are CLOSED on Federal holidays:

New Year's Day	Labor Day
Dr. Martin Luther King, Jr. Day	Columbus Day
Presidents' Day	Veterans Day
Memorial Day	Thanksgiving Day
Juneteenth Day	Christmas Day
Independence Day	

Visit Reminders

Plan for your appointments:

- Arrive early to allow time for parking and finding your way to the clinic to minimize delays for in-person appointments.
- Check in at the reception desk and remain in the waiting area until your name is called.
- Bring all completed forms with you.
- If you are more than 20 minutes late for your appointment, we will reschedule for a later time on the same day if an appointment is available. If we are not able to schedule for that day, we will reschedule for a future date.
- Have lab work done by appointment prior to your next clinic visit. Appointments can be made for **all laboratory locations** including the main hospital, Lakeland Outpatient Clinic, the Primary Care Annex (PCA) and others.
- Please do not arrive more than 15 minutes before your scheduled laboratory appointment.
- You do not need a laboratory appointment to drop off a specimen (ex: stool, urine, etc.) at the Main Outpatient Laboratory in Building 1. If you wish to drop off a specimen at one of the other laboratory locations, please contact the specific laboratory location to confirm with staff if your specimen can be accepted at that location.
- Follow all instructions given to you about your blood work or other tests. This may include preparing for tests by not eating or drinking overnight or by drinking special fluids. If you do not follow instructions, the test results may not be correct.
- Please confirm with your provider if any other sample besides blood may be needed for your appointment.
- **If you take medicine for blood pressure, don't forget to take your blood pressure medicine before you leave home.**
- **Don't be a no-show.** If you cannot make it to your appointment, call to cancel it or send a secure message before the scheduled time. This allows another Veteran to be seen.

To retain an active patient status in Primary Care, you must be seen every 36 months by your primary care provider.

If you receive medicines from the VA, you must be seen within 12 months by the provider who prescribes the medicines. Please schedule in advance.

Primary Care

What is PACT?

PACT is Patient Aligned Care Team. PACT is team-based primary care with you at the center. The PACT team will oversee your outpatient medical care. We want you to have the right care at the right time, in the right place, and by the right people. We have programs to help you improve your health and be active in your care. Let's work together to make and achieve your health and wellness goals.

If you feel that you have an urgent need, please call your PACT team. (See phone numbers in the back of this book.) In case of an emergency, please call 911 or visit the nearest Emergency Department.

For non-urgent needs, please use secure messaging through my HealtheVet (www.myhealth.va.gov) to communicate with your Teamlet.



Can I get primary care here and also see a private doctor?

Yes, but it is necessary for you to keep clear communication among all your providers. If you see a private care provider, your VA healthcare provider may request copies of your medical records. You or your private care provider may also request copies of your VA treatment records which can be obtained from the Release of Information (ROI) Office at James A. Haley Veterans' Hospital and Clinics. You may also retrieve your medical records by using the "Blue Button" on My HealtheVet. See www.myhealth.va.gov to also record, track and securely store your private health information anytime.

Will VA pay for care I receive from a non-VA provider?

Yes, but only if:

- The services you need are not available in VA and outside care has been approved by the VA.
- The services are available in VA, but at a great distance from your home.

Please Note: Services provided by community vendors at VA's expense must meet our quality standards and must be approved in advance. For emergency care see the Emergency Care section in this book.

What if I am traveling outside of my home VA?

You are eligible for care at any VA facility once you are enrolled in VA health care. When you plan extended travel outside of your usual VA care area or plan to permanently relocate, please inform your PACT team and pharmacy and provide them with:

- A temporary address and phone number (or new address if moving)
- The date you expect to leave and the expected date of return
- Any specific care concerns

Please request a list of your medicines and request refills **at least 14 days in advance before running out.** Routine prescription refills can be sent to your temporary address.

Your PACT Team or Specialty Care Provider will consult the **Traveling Veteran Coordinator (TVC)** to coordinate your care with the VA site closest to where you will be traveling or residing. Please see the phone listing in the back of this booklet for the phone numbers to reach the TVC.

Your PACT Team

Your PACT team works together to provide you with the best possible care. Your primary PACT team members are:

- **You – the Veteran**
- **Primary Care Physician (PCP)**
- **Registered Nurse (RN)**
- **Licensed Practical Nurse (LPN)**
- **Health Administration Services (HAS) Clerk** – The HAS clerk assists with appointment management (scheduling) and answering general questions.

You may ask for a same day or future appointment to see any of the following specialists on your PACT team:

- **Clinical Pharmacist** – A clinical pharmacist is available to meet with you and discuss medication management for chronic conditions, such as high blood pressure and diabetes, provide medication counseling, drug information, evaluate lab orders, and help you with therapy goals. The pharmacist also provides recommendations and patient education in a wide variety of areas, such as proper administration of insulin and correct use of self-monitoring devices such as glucometers or home blood pressure machines.
- **Social Worker** – Each clinic has an assigned social worker who is available to assist you in addressing psychosocial concerns. A social worker can help with:
 - Advance Directive: This is a document that includes a Living Will and Durable Power of Attorney of Health Care. The document is a means to inform your doctor and your family what treatments you wish to accept or refuse when you have a terminal or end stage illness. It also allows you to name a person to make medical care decisions if you are unable to communicate your own treatment preferences. Please confirm your wishes are documented in your electronic medical record.
 - Counseling in dealing with life stressors.
 - Education/referral for VA programs and community resources for financial assistance, housing/shelters, support groups, caregiver programs, legal aid and transportation.
 - Homeless Outreach Clinic: located at 10770 N 46th Street, Suite C-100
 - National Homeless Veterans Call Center – 1-877-424-3838
- **Clinical Health Psychologists**- Psychologists provide short-term treatment for behavioral health issues (e.g., weight loss, tobacco cessation, diabetes, stress, depression, and anxiety). They also help connect Veterans to specialty mental health clinics.
- **Dietitian** – A dietitian is available to help you make the best food choices for good nutrition for your overall health. Healthy eating helps you feel better, keep up your strength and energy, and manage your weight. Dietitians can help you select the best MOVE! Program to meet your weight management goals. A dietitian is available on each primary care team for individual and group health coaching.
- **Physical Therapist** – The Physical Therapy department provides evaluation and treatment(s) to manage physical problems involving range of motion, strength, mobility, balance, and gait in an effort to improve quality of life. Treatment may include therapeutic exercises, neuromuscular re-education, manual therapy, therapeutic activities, gait training, patient education and/or equipment prescription for mobility and activities of daily living. There are several Physical Therapy clinics serving various patient populations within the hospital, PCA and clinics. The Physical Therapy staff consists of therapists who have earned their Doctorate (DPT), Physical Therapy Assistants (PTA) and clinicians certified in the fields of Orthopedics, Neurology, Geriatrics and Manual Therapy.

Medically Related Travel Benefits

The Beneficiary Travel Self Service System (BTSSS) reimburses eligible Veterans for costs incurred while traveling to and from VA health care facilities. The BTSSS may also provide pre-approved transportation solutions and arrange Special Mode Transportation (SMT) at the request of VA. Veterans may be eligible for common carrier transportation (such as bus, taxi, airline or train) under certain conditions.

Veterans may qualify for mileage reimbursement or special mode transportation in relation to travel for VA health care if they:

- Have a service-connected disability rating of 30% or more
- Are traveling for treatment of a service-connected condition
- Receive a VA pension
- Are a POW with no other qualifying eligibilities
- Are catastrophically disabled with no other qualifying eligibilities
- Are traveling for a scheduled compensation & pension (C&P) examination
- Have income below the maximum annual VA pension rate or are experiencing a financial hardship

Special Mode Transportation (such as a wheelchair van or ambulance) is provided to eligible Veterans based on a clinical determination of need (authorization is not required for emergencies if a delay would endanger their life or health).

Mileage reimbursement of 41.5 cents per mile may be claimed to offset the expense of travel when the Veteran drove to a qualified appointment. Reimbursement for the actual cost of common carrier travel (bus, train, taxi, etc.) is available in some circumstances.

No More Standing in Line

To ensure timely processing and payment of travel reimbursement, Veterans or their surrogates may submit travel claims online by visiting [AccessVA](http://www.dvagov-btsss.dynamics365portals.us/) (www.dvagov-btsss.dynamics365portals.us/) and selecting the option to enter a Veteran travel claim. This will direct users to the Beneficiary Travel Self-Service System (BTSSS). BTSSS allows Veterans and caregivers to submit claims from a computer or mobile device. It also allows users to electronically track the status of their claim(s). Veterans who don't have computer or internet access may request to fill out VA Form 10-3542 (Veteran/Beneficiary Claim for Reimbursement of Travel Expenses) at their next VA appointment. Veterans can contact the Travel Office for more information.

Travel benefits are subject to a deductible. Exceptions to the deductible requirement include:

- Travel for a C & P examination
- Travel by an ambulance or a specially equipped van
- When annual income does not exceed certain limits

For more information on travel benefits, visit: [VA Travel Pay Reimbursement | Veterans Affairs](http://www.va.gov/health-care/get-reimbursed-for-travel-pay/)
www.va.gov/health-care/get-reimbursed-for-travel-pay/

Alternate Transportation to VA Appointments

Veterans who are eligible for VA health care benefits and have a VA-authorized appointment are eligible for transportation through the Veteran Transportation Service (VTS) program based on the availability/capabilities of transportation resources and local facility ridership guidelines. Veterans needing transportation arrangements for care can contact their Social Worker or VTS Office (see the numbers at the end of this book).

Women's Health Care

Women Veterans Comprehensive Health Services provides one stop for all your health care needs. Our PACT Team focuses on the total health of women Veterans, including wellness education, preventive health treatment, disease management, and emotional well-being. Our goal is to offer women Veterans quality health care in a caring and thorough manner throughout their entire life span, including family planning and perinatal care. If you are pregnant or planning to become pregnant, please notify your primary care provider of any medication changes.

Our health care services include:

- Complete gender-specific history and physical
- Menopause treatment, including whole health treatment options and hormonal therapy, if appropriate
- Family planning and contraceptive care
- Infertility evaluation and referrals for Veterans that qualify
- Maternity care coordination, community care referrals for obstetrical care, and lactation support
- Risk assessment for heart disease, high blood pressure and stroke
- Tobacco cessation counseling
- Trauma Informed Care referrals for PTSD, MST, IPV (intimate partner violence)
- Age-appropriate vaccines and annual flu vaccines
- Social work referrals
- Prosthetics referrals, including maternity care supplies. breast pumps and lactation supplies
- Medication review and education
- Complimentary and Integrative Health (CIH) referrals
- Screening for:
 - High blood pressure
 - Breast cancer
 - Cervical cancer
 - Sexually transmitted diseases (STD)
 - Colorectal cancer
 - Osteoporosis
 - High cholesterol
 - Diabetes
 - Nutrition and wellness education
 - Psychosocial issues that impact your health
- Referrals for other services as needed



Please note: All women Veterans have the option of receiving care through either the Women's Primary Care Clinic or by designated women's health providers located at all James A. Haley community-based outpatient clinics.

Post 9/11 Military2VA Case Management Program

Post 9/11 Military2VA Case Management Program provides specialized assistance and a seamless transition for returning Combat Veterans, Veterans medically separating/retiring and Career Retirees as well as their families. Veterans will receive a physical exam and have the option to meet with a mental health provider and a social worker. **Be sure to visit My HealtheVet at www.myhealth.va.gov to help manage your health needs online.**

During the initial PACT (Patient Aligned Care Team) visit, Veterans will receive the following screenings:

- Post Deployment Screen
- Traumatic Brain Injury (TBI) Screen
- Post-Traumatic Stress Disorder (PTSD) Screen
- Depression Screen
- Substance Abuse Screen
- Chronic Illness screen
- Infectious Disease Screen

Following the initial PACT visit, you will be assigned to a primary care team and, if required, referrals/consults to specialty programs or clinics.

Services may include:

- Rehabilitation Nursing Care
- Physical Therapy (PT)
- Occupational Therapy (OT)
- Speech-Language Pathology (SLP)
- Work adjustment counseling (this program offers a wide range of services)
- Compensated Work Therapy (CWT) programs
- Kinesiotherapy (KT)
- Neuropsychology
- Recreation Therapy
- Vocational Rehabilitation

Military2VA Case Management Program

- This team provides transition assistance to active-duty service members and Veterans who are referred to James A. Haley Hospital Veterans' Hospital from a military treatment facility, demobilization events, TAPS, or military coordinators and other outreach events.
- Services provided include:
 - Assistance with enrollment into VHA health care
 - Benefit assistance including compensation, pension and disability through the VBA (Veterans Benefits Administration)
 - Case management services

Pharmacy / Prescriptions



The VA provides a generous pharmacy benefits program to Veterans who are eligible to receive VA care. The Pharmacy **only** fills prescriptions for medications ordered by providers from James A. Haley Veterans' Hospital & Clinics or from a VA-authorized outside provider. Prescriptions written by private healthcare providers should be discussed with your VA provider to determine if the prescription can be provided by the VA. Your VA eligibility and service connection determines if copayments for medications are required. Please contact the Enrollment Center or visit them at the main campus (Monday to Friday) to find out if you qualify for financial assistance. Pharmacy hours and phone numbers may be found at the end of this handbook.

To fill your new prescription:

Most VA prescriptions are mailed to your home from a consolidated mail-out pharmacy (CMOP). If a prescription is needed sooner, you can request to pick up a new prescription order from one of our VA Tampa health care pharmacies. To request pick up, please call the pharmacy Clinical Contact Center (see numbers at the end of this handbook) or visit one of the outpatient pharmacies to speak to a pharmacist.

Please note: Brooksville, Lakeland, Lecanto and Zephyrhills Community-Based Outpatient Clinics (CBOC) do not have an on-site pharmacy.

To refill your prescription(s):

Please order your refills in a timely manner so that they can be processed and shipped to you, reducing your travel time and expense, and allowing our pharmacists to focus on providing care to Veterans with urgent needs and new prescriptions. Routine refills are only available online, by phone or mail:

- Online at www.myhealth.va.gov through your My HealtheVet account
- Smart device using the **VA Health Rx REFILL or VA Health Chat mobile apps**
- Computer to chat with a pharmacy provider in real time at <https://mobile.va.gov/app/va-health-chat>
- Call **the automated refill line** (*Social security and prescription numbers needed*)
- Call the Clinical Contact Center if direct contact is needed (see the phone list in this book)
- Or mail your request to: James A Haley VA Hospital Pharmacy (119) 13000 Bruce B. Downs Blvd., Tampa, FL 33612

To renew (add refills) to your prescriptions:

- Send a Secure Message to your primary care doctor through MyHealtheVet
- Call the automated refill line with your prescription number (see phone list in this book)
- Call the Clinical Contact Center, Pharmacy support line (see the phone list in this book)

Safely dispose of your medicine(s):

Drop off your expired or unwanted medicine at a MedSafe box on the main campus, New Port Richey or South Hillsborough (SoHi) clinics. Disposing of your medicines safely can help protect other people as well as the environment.

Emergency Care

If you believe that you have a life-threatening problem, please go to the nearest Emergency Department or dial 9-1-1.

Examples of life-threatening problems include:



- Trouble breathing
- Chest pain
- Allergic reactions
- Eye injury
- Broken bone
- Extreme discomfort or pain
- Uncontrolled bleeding

Call 911 if you have:

- Sudden numbness or weakness of the **face, arm**, or leg, especially **on one side** of the body.
- Sudden confusion, **trouble speaking** or understanding.
- Sudden trouble seeing in one or both eyes.
- Sudden trouble walking, dizziness, loss of balance or coordination.
- Sudden severe headache without a reason.

If you have experienced any of these symptoms, you may be having a **stroke** or a mini-stroke. Remember to act **F-A-S-T** (Face, Arms, Speech, Time to call 911). See www.stroke.org.

Please expect longer wait times for non-emergency needs. For non-emergency needs, you are encouraged to see your Primary Care Provider or PACT Team.

The JAHVH Emergency Department (ED) is open 24 hours a day, 7 days a week

- **You do not need a referral to receive care in the ED**
- **Patients are seen in the ED based on severity of symptoms, not on a first come, first served basis.**
- **Please be prepared in case you are admitted to the hospital. Let family or friends know if they may need to take care of a pet, for example, and remember to secure your residence.**
- **Do not bring any narcotics to the hospital if you are going to the ED. Instead, bring a medication list. If you are admitted to the hospital from the ED, be prepared to send you narcotics home with a caregiver or give them to the VA Police for disposal. You will be reissued your medication from the pharmacy at the time of hospital discharge based on clinical indication.**

Non-VA Emergency Care

At some time in your life, you may need emergency care. When it is not possible to go to a VA Medical Center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room.

What is an emergency?

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

How do I know my situation is an emergency?

Your situation is an emergency if you believe your life or health is in danger.

If I believe my life or health is in danger, do I need to call the VA before I call for an ambulance or go to an emergency room?

NO. Call 911 or go to the nearest emergency room right away

When should I contact the VA regarding an emergency room visit?

You, your family, friends or hospital staff should contact the nearest VA medical center **within 72 hours** of your emergency. Provide VA with information about your emergency and what services are being provided to you. Ask VA for guidance on what emergency charges may or may not be covered so you can plan accordingly. See the phone list in the back of this book for "Billing." The emergency provider should also notify the local VA through the VA Emergency Care Reporting (ECR) portal:
<https://EmergencyCareReporting.CommunityCare.va.gov>

If the doctor then wants to admit me to the hospital, do I need pre-approval from VA?

- If the admission is an emergency – **NO**, although you should contact VA within 72 hours.
- If the admission is not an emergency – **YES**

For more information on Non-VA Emergency Care, visit [Emergency Room, 911, Or Urgent Care? | Veterans Affairs \(va.gov\)](https://www.va.gov/initiatives/emergency-room-911-or-urgent-care/)
www.va.gov/initiatives/emergency-room-911-or-urgent-care/

If a VA bed is available and I can be safely transferred, do I have to move to the VA hospital?

YES, if you want VA to continue paying for your care. If you refuse to be transferred, VA will not pay for any further care.

If I am admitted to the hospital because of an emergency, how much will VA pay?

This depends on your VA eligibility. VA may pay all, some, or none of the charges. See the phone list in the back of this book for "Billing."

Here are some of the criteria that must be met for SERVICE-CONNECTED conditions:

1. Care or services were provided in a medical emergency, AND
2. VA or another Federal facility was not practically available, AND
3. VA was notified within 72 hours of admission.

Ask your local VA Medical Center's Non-VA (Fee) Care Office or Business Office for further eligibility guidance

Here are some of the criteria that must be met for NON-Service Connected conditions:

1. Veteran is enrolled in the VA Health Care System, AND
2. Veteran has received health care services from VA within the previous 24 months, AND
3. Veteran has no other health insurance coverage

Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance

Animals in the Medical Center and Clinics

We welcome service dogs, as long as facility rules are followed, and they do not disturb the health care environment. A guide or service dog is one that has been trained to perform specific tasks or provide benefit for an individual with a disability. They include Seeing Eye dogs, hearing dogs, mobility dogs, and seizure response dogs. For the health, safety and comfort of all, **only guide and service dogs are allowed**. They are only allowed in public places and must be always under the control of the handler. Two areas have been designated as “relief” areas for service animals on the main hospital grounds. Due to sterilization requirements in some clinical areas, service or eye dogs may be restricted. For more information, contact our VA Police or the Patient Advocates’ Office.

Gift Policy

Please do not give gifts or money to any of our employees or volunteers. Our staff works hard to make sure that your care is the best. It is our pleasure to go above and beyond to meet your needs. If desired, the best way to show your appreciation is through a simple **Thank You**. Instead of gifts, you may consider writing a letter to the hospital director, making a donation to the hospital through the Center for Development and Civic Engagement office (813-972-7533), or nominating an employee or volunteer for a Shining Star. Shining Star Nomination forms are in designated boxes located throughout the hospital and outpatient clinics.

Burial Benefits

Burial benefits available include a gravesite in any of our 131 national cemeteries with available space, opening and closing of the grave, and perpetual care at no cost to the family. Cremated remains are buried or inurned in national cemeteries in the same manner and with the same honors as casketed remains.

Burial benefits available for spouses and dependents include burial with the Veteran and perpetual care at no cost to the family. Eligible spouses and dependents may be buried, even if they predecease the Veteran. You should advise your family of your wishes and where your discharge papers are kept. These papers are very important in establishing your eligibility. You may wish to make pre-need arrangements with a funeral home.

For additional information, visit www.cem.va.gov or call **800-827-1000 option #5**

Organ Donations

Thousands of people need organ transplants. The need for donated organs is far greater than the number of organs donated. Please consider becoming an organ donor. There is no cost to you or your family if you become an organ donor.

If you wish to become an organ donor:

- Make your wishes known in an Advance Directives Statement (see page 14)
- Tell your closest relative or legal guardian
- List yourself as a donor on your driver’s license
- Visit: <https://www.donateliflorida.org>

If You Are Admitted to the Hospital

Bring These items

- Your personal grooming items and slippers
- Your inhaler or nitroglycerin
- Your CPAP machine or device you use for sleeping
- A **list** of **all** medicines and supplements you are currently taking (VA and non-VA)
- A cell phone charger



Do Not Bring

- Pajamas and/or a bathrobe
- Equipment (wheelchairs, canes, walkers, etc.), unless you have been told to bring them
- Medicines – only bring a **list** of your medications. Leave medication bottles at home.
- Your car – cars left in hospital parking lot for more than 48 hours may be towed away, unless the VA Police are notified
- Other valuables. The hospital cannot be responsible for any personal items you keep with you, including money. If you lose something while you are here, please file a report with the hospital police.

Going Home

- Make sure you get written instructions for your self-care at home and that you understand all the information you are provided.
- Pick up any money or valuables left with the Admissions Clerk or the Patient Funds Clerk.
- Return all hospital property, such as wheelchairs and other equipment. They may not be taken home unless you have received permission to do so.
- Sign a release of information if you want information sent to your private health care provider.
- Double-check your follow-up appointments for date and time. They are usually scheduled within four weeks of your discharge.

Please Note:

If you are receiving primary care services at James A. Haley Veterans' Hospital, you will receive a follow-up phone call within 48 hours of discharge. Before you leave the hospital, please notify the ward clerk of a phone number where you can be reached within 48 hours of discharge

Specialty Clinics

Specialty Clinics

The Specialty Clinics provide health care for patients with unique needs and are made based on a referral by your Primary Care Provider or another specialty provider. Specialty clinic health care providers will share findings with your PACT team.



The following specialty services are available by referral:

- Allergy
- Audiology
- Cardiology
- Dermatology
- Diabetes
- Endocrinology
- Gastroenterology
- Hand Clinic
- Hematology
- Infectious Disease
- Intravenous Infusion
- Neurology
- Neurosurgery
- Nursing Intervention
- Oncology
- Organ Transplant
- Pulmonary
- Rehabilitation
- Renal
- Rheumatology
- Speech pathology
- Surgery
 - Colorectal
 - General
 - Neurosurgery
 - Orthopedic
 - Plastic
 - Thoracic
 - Urology
 - Vascular

Many of these clinics are located on 1CN and 1CW (first floor of the main hospital). Check the location of your specialty clinic before your appointment. There are many other specialty services provided at JAHVH that are not listed. Your Primary Care Team can assist you if you need additional specialty services.

Patient Parking

Please allow extra time when coming to appointments to find parking and the location of your appointment. See the map at the back of the book for parking locations.

Visitor and patient parking are clearly marked and located:

- The South side of the hospital at the four-way stop on Richard Silver Way in the Pearl Lot.
- Main Hospital: In front of Building 36: Polytrauma-Spinal Cord Injury Center (SCI) in the Emerald Lot for those with handicap permits.
- Main Hospital: A parking garage is behind the hospital near the Spinal Cord Injury/Polytrauma Center. Patients and visitors may park on Levels 1, 2, 4 and the ramp on the 3rd floor. There is elevator access on all floors. Handicap parking is available on all levels. A courtesy tram stops in front of the pedestrian walk-way exit / entrance and provides rides to and from the hospital entrances. The garage is designed for one way in and one way out, exiting into the Pearl lot continuing to Richard Silver Way.
- General parking lots are available at all JAHVH clinic locations.



Valet Parking

Valet parking is free and available at the main hospital at the SCI/Polytrauma entrance, except holidays and weekends. Confirm times that valet services end when dropping off your vehicle, as keys must be picked-up at the Administrative Officer of the Day (AOD) after hours. The AOD is at the desk near the Emergency Department. Valet employees cannot accept tips. Valet parking is also available at the Primary Care Annex.

Shuttle Service

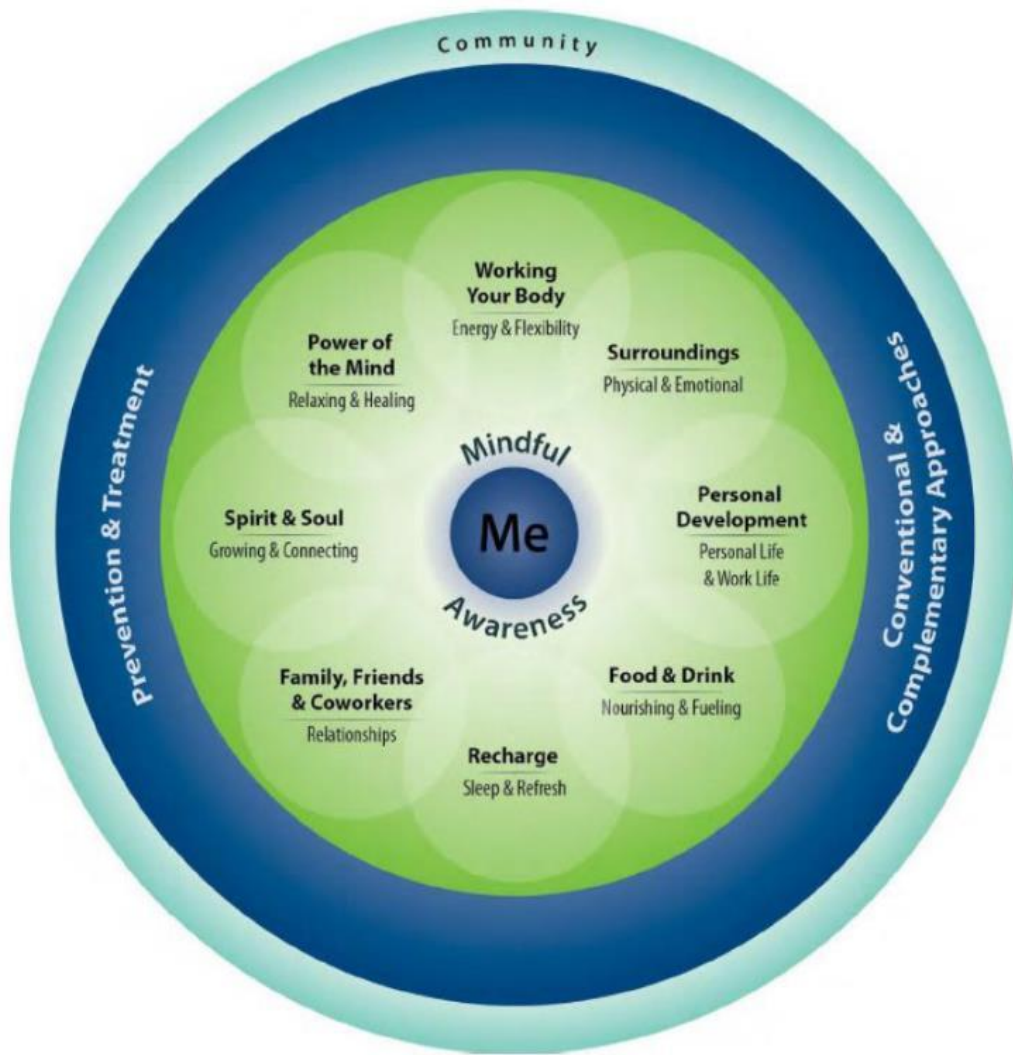
This information is subject to change due to COVID-19 and other circumstances. See Shuttle/Tram Schedule page 47.

Shuttle service is available between the main hospital and various satellite clinics. Shuttle service is not available on weekends and Federal holidays.

Public Transportation

HART (Hillsborough Area Regional Transit) bus service stops near the main hospital on 131st street and at Hidden River Corporate Park near the PCA.

**Whole Health is not
“What’s the matter with you?”
It’s about
“What matters most to you?”**



Whole Health Matters!

Contact your PACT team and ask for a Whole Health referral today!



For Your Safety



Safety is everyone's business

We strive to create a safe and caring setting for our Veterans and their families. If you or your family see or hear something that does not seem right, please alert a staff member.

Know your medicines

Keep an up-to-date list of all your medicines, the doses, and how often you take them. Ask your pharmacist about medicine side effects and other important information you need to know when taking the medicine.

Follow directions during fire and disaster drills

Each facility has fire and disaster drills. If you hear the emergency bells, stay calm and follow the directions given to you by the staff members in your area.

Help stop the spread of germs that cause illness

- Avoid close contact with people who are sick.
- Cover your mouth and nose when coughing or sneezing.
- Wash your hands often and before touching your eyes, nose, or mouth after using the restroom, and when you are sick or caring for someone who is sick.
- Take a bath or shower daily using soap to kill germs that live on the skin.
- You may ask your care providers to wash their hands.

A Few Simple Rules to Live by:

- Drugs, opioids, alcohol, knives and other dangerous weapons, ammunition, or hazardous materials such as flammable liquids are not permitted on federal property.
- Use of audio and/or video recording devices in or on the grounds of the facilities is forbidden without the consent of all parties involved. Includes using cell phones as recording devices.
- Please ask permission to use cell phones, as they may interfere with care.
- Everyone entering buildings on VA grounds may be subject to inspection, to include all packages, luggage, and containers in their possession.
- To help prevent accidents and falls:
 - Please be aware of your surroundings – watch for yellow caution signs
 - Open doors slowly and go around corners slowly
 - Drive scooters or power wheelchairs at walking speed

Smoking

- Smoking or use of electronic cigarettes (e-cigarettes) is not allowed anywhere on JAHVH grounds, in clinics, or VA transport vehicles.
- Ask your healthcare team for resources to help quit smoking.
- Ask to speak with a counselor to assist with quitting tobacco.
- Call 1-855-QUIT-VET (1-855-784-8838), Monday-Friday 9 a.m.-9 p.m.
- Use the **Stay Quit Coach 2.0** App at <https://mobile.va.gov/app/stay-quit-coach>

COVID-19 (Coronavirus) Information

Infection Prevention

For the most current information about COVID-19, please visit:

- Centers for Disease Control and Prevention website www.cdc.gov/coronavirus/2019-ncov/index.html
- VA Public Health website: www.publichealth.va.gov/n-coronavirus/index.asp

What you Need to Know

The COVID-19 (Coronavirus) causes respiratory illness. Symptoms range from mild to severe. Symptoms can be similar to the cold and flu and may include:

- Fever
- Cough
- Shortness of breath
- Loss of taste and/or smell
- Fatigue
- Sputum Production (thick mucus coughed up from the lungs)



If You Develop Symptoms

Veterans who are concerned they may have symptoms of COVID-19 (Coronavirus), flu or cold **should contact VISN 8 VA Health Connect www.visn8.va.gov/ccs.asp at 1-877-741-3400 (toll free) before coming to a VA facility.** Clinical staff are available to provide 24/7 virtual care and support, including nurse advice and triage. This service is available at no cost to Veterans enrolled for care in the VISN 8 VA Sunshine Healthcare Network.

Please contact your local VA Medical Center before visiting for further instructions if you think you have symptoms of COVID-19.

Prevention & Treatment

Follow these steps to help prevent spread of any respiratory illness

- Flu and COVID-19 vaccines are available in your PACT Clinic
- Wear a mask per CDC guidelines
- Wash your hands often with soap and water; alcohol-based hand cleaners work, too
- Cover your nose and mouth with a tissue when you cough or sneeze—throw it away immediately after you use it
- Cough or sneeze into your upper sleeve if you don't have a tissue
- Avoid close contact with people, especially those who are sick or possibly ill
- Try not to touch your eyes, nose, or mouth—germs often spread this way

Disaster Plan

JAHVH coordinates with County, State and Federal disaster preparedness officials and groups. JAHVH has a plan to deal with natural or manmade disasters including hurricanes and terrorist attacks. This plan is reviewed frequently, especially during hurricane season

When a disaster plan is activated, actions may be taken that impact patients, such as:

- We cancel all non-urgent outpatient clinics to help keep you safe at home
- We cancel all elective (chosen at the patient's request) surgery cases
- We admit patients who are dependent on electrical power to maintain their health or life
- We schedule dialysis patients either sooner or later than their usual times
- We make as many hospital beds as possible available for disaster victims. If you are a patient in the hospital and are well enough to go home, we may discharge you early.

Once the Disaster Plan starts it will remain active until the danger has passed. Normal hospital functions will resume as soon as possible. We will reschedule any cancelled appointments or surgeries.

To stay informed during a disaster, please visit our web page (www.va.gov/tampa-health-care/), and stay tuned to the local news, radio, or newspaper. Contact your county's emergency service for any details specific to your residence.

Prepare for an emergency:

- Gather personal self-care items including **medicines**
- Place in a waterproof bag or container: copies of **picture ID, VA medical card**, and list of medications, passport, bank account numbers, insurance policies, birth and marriage certificates, and proof of residence (i.e., utility bill)
- Have a battery-powered **radio** and extra **batteries** available
- Keep your **cell phone** charged and have a car charger handy
- Keep a **flashlight** and **whistle** nearby
- Keep a 3-day supply of **water** (1 gallon per person, per day)
- **Ready to eat food** (canned, no-cook, packaged snacks) and a can opener
- **Cash** (in case an ATM is not working) change and a credit card
- Fill your car's **gas** tank
- To create a plan to manage a disaster, visit www.ready.gov

For the Federal Government's disaster information, visit: www.fema.gov/

For local disaster information, visit your county's web page, such as:

Hillsborough County:

www.hillsboroughcounty.org/residents/public-safety/emergency-management

Pasco County:

www.pascocountyfl.net/310/Disaster-Preparedness

Polk County:

www.polk-county.net/public-safety/emergency-management/

Hernando County:

www.hernandocounty.us/departments/departments-a-e/emergency-management

Veteran access to care is especially vital in emergencies.

Virtual care tools at the U.S. Department of Veterans Affairs can play a key role during emergencies and disasters. Consider incorporating the following tools into VISN and facility emergency management plans.



VA Virtual Tools for Emergencies and Disasters

Video Telehealth



During emergencies, facilities can offer Veterans the option of a video visit using the **VA Video Connect** app to maintain continuity of care. Video visits can enable evacuees to connect with their VA care team remotely and keep Veterans out of dangerous situations, such as traveling to a facility during a natural disaster.

My HealtheVet



My HealtheVet, VA's online patient portal, enables Veterans to securely contact their VA care teams, request VA prescription refills, download their VA health records, and access their VA appointments online.

VA Apps



Annie: Facilities can use the Annie broadcast function to send automated text messages to large groups of Veterans.



COVID Coach: Veterans can access COVID-19 information, tools to manage stress and other mental health symptoms, and resources for crisis support.



My VA Images: VA care teams can request images and videos from Veterans to assess their condition and environment.



PFA Mobile: Responders who provide psychological first aid (PFA) can use this app as part of a response effort.

Learn More About VA Virtual Care
connectedcare.va.gov

Office of
**CONNECTED
CARE**

VA

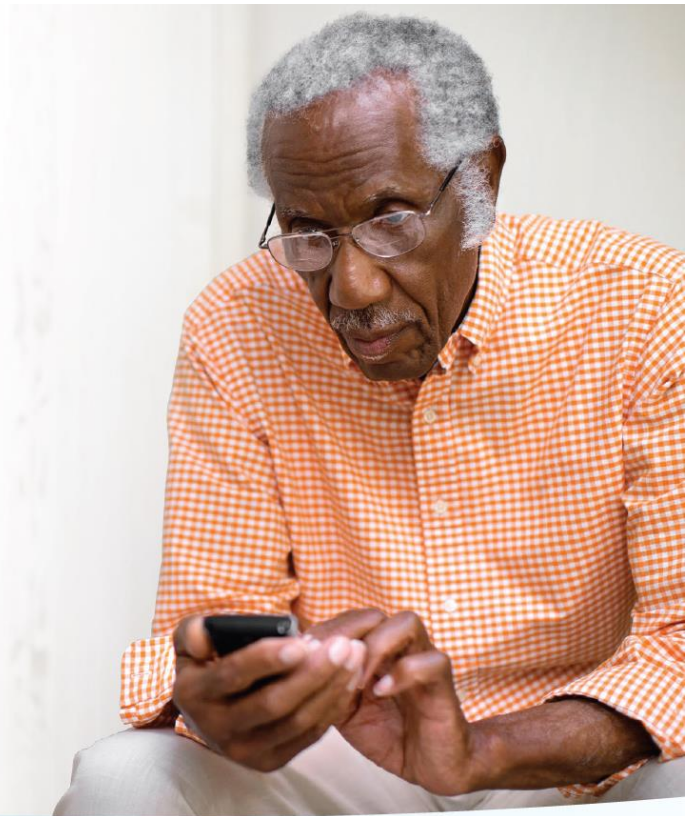


U.S. Department
of Veterans Affairs

Last Updated: January 2022

Other Resources

- **American Red Cross:** [Redcross.org](https://www.redcross.org) provides expert advice and information, including severe weather warnings, disaster mitigation tips, and everyday first aid.
- **CDC:** The CDC shares guidance on keeping yourself and your loved ones safe and healthy in a disaster at [emergency.cdc.gov/protect.asp](https://www.emergency.cdc.gov/protect.asp).
- **FEMA:** FEMA's mobile app provides alerts and information to help people stay safe before, during, and after disasters. To learn more, visit [fema.gov/mobile-app](https://www.fema.gov/mobile-app).
- **Ready:** [Ready.gov](https://www.ready.gov) is a national public service campaign website designed to help people prepare for, respond to, and mitigate emergencies and disasters.



Veteran Disaster Hotline

The Veteran Disaster Hotline is available 24/7 during declared emergencies and disasters.

Veterans: 800-507-4571

VA staff: 866-233-0152

For more information about disaster resources available to Veterans, visit
disasterassistance.gov/information/veterans.

Office of
**CONNECTED
CARE**

VA



U.S. Department
of Veterans Affairs

Last Updated: January 2022



Talk with your provider about using VA Video Connect if:



You live far from your VA facility or have limited access to VA facilities.



You have health conditions that make traveling to the VA specialist you need difficult.



You lack time to regularly attend in-person appointments.



You don't require a hands-on physical examination.

- Use your cellphone, tablet, or computer with webcam for many different types of appointments.
- Learn more at www.mobile.va.gov/app/va-video-connect
- Self test your device by any of this options:
 - Texting "V" to 83293

or scan the QR code below with your cellphone



For assistance call:
813-972-2000 x8021

Patient Education Resource Center Libraries

The Patient Education Resource Center Libraries (PERCs) are located in our outpatient centers and the main hospital. They provide convenient access to health information resources, such as MyHealtheVet (www.myhealth.va.gov).

Health Education

- Books, DVDs, magazines, online sources
- Consumer health
- Veteran-specific health information
- Health information provided for both inpatients and outpatients.



Recreational Resources

- Audio books
- Fiction
- DVDs
- Newspapers
- Magazines

Computer Access

- Accessing VA websites such as myHealtheVet, travel, eBenefits, VA.gov
- Job searches to include USA Jobs
- Creating resumes

My HealtheVet (MHV)

Library staff can assist with:

- Creating a new account
- Guidance on resetting passwords
- In-person authentication for Premium access to enable secure messaging and access to personal health records
- Navigating the site to refill prescriptions and view appointments
- Demonstration of Veterans Health Library resources

*Now open for telephone, video,
and in-person appointments!*

Virtual Health Resource Center

The Tampa Virtual Health Resource Center (VHRC) is available to help VA staff, Veterans, their families, and their caregivers use VA tools and technologies, including My HealtheVet, VA Mobile, and telehealth.

The VHRC can help you:

- Register for a My HealtheVet Premium account
- Use VA-issued tablets and many other smart devices
- Get started with VA Mobile apps
- Connect to VA care teams using VA Video Connect
- Annie Health Subscriptions
- Use VA's Connected Devices Program, which includes Fitbit and Apple Watches
- And more!

The VHRC is open from for in-person
Tuesday to Thursday, 8 a.m. – 3:30 p.m.
at the Riverview Clinic and Primary Care Annex

Use the number or email below to connect with us today!

Tampa Virtual Health Resource Center

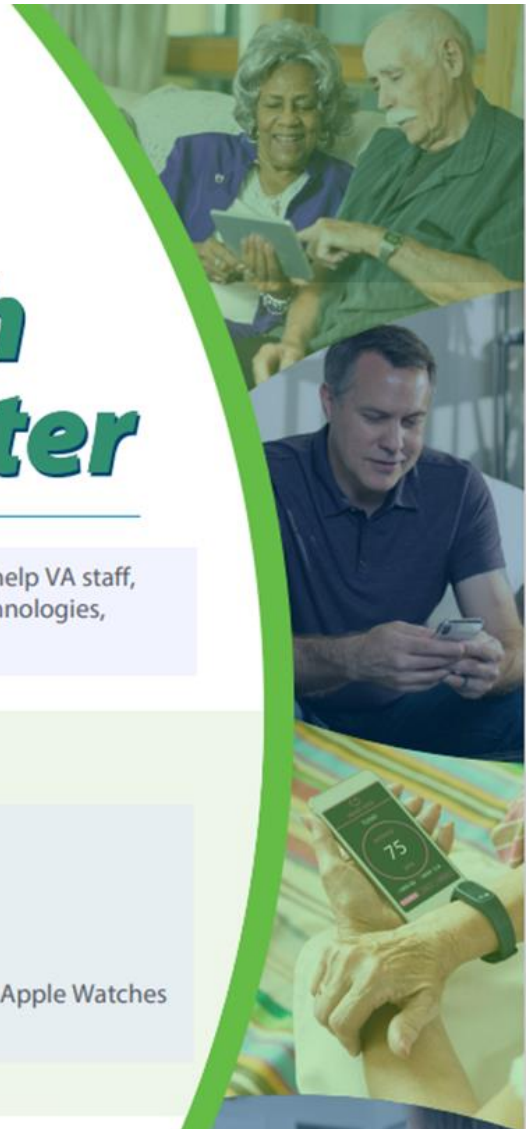
813-972-2000 x8021

vhatamVHRC@va.gov

Need additional help?

Office of Connected Care Help Desk

866-651-3180 | 24/7



@TampaVA



@James A Haley
Veterans' Hospital



@TampaVAMC

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
James A Haley VA Hospital & Clinics

Primary Care Annex (PCA)



**13515 Lake Terrace Lane
Tampa, Florida 33637
(Hillsborough County)**

In the Hidden River Corporate Park near east Fletcher Avenue, next to Interstate 75, about 4.8 miles east of James A. Haley Veterans' Hospital

813-998-8000

Brooksville Community Based Outpatient Clinic (CBOC)

**14540 Cortez Boulevard
Brooksville, Florida 34613
(Hernando County)**
352-597-8287
866-716-8287

From the Sunshine Parkway, take State Road 50 west, 0.4 miles. Turn left on Grove Road and turn right into the Pinebrook Medical Complex. Parking is free on premises



Lakeland Community Based Outpatient Clinic (CBOC)

**4237 South Pipkin Road
Lakeland, Florida 33811
(Polk County)**

Located in the Parkway Corporate Center near the Polk Parkway in Lakeland

863-701-2470
866-838-4400

Lecanto Community Based Outpatient Clinic (CBOC)

**2804 West Marc Knighton Court
Lecanto, FL 34461
(Citrus County)
352-746-8000**



New Port Richey Outpatient Clinic (OPC)



**7900 Little Road (new location)
New Port Richey, Florida 34654-
5405**

(Pasco County)

The New Port Richey VA Outpatient Clinic is located off Little Road, north of State Road 54 and south of State Road 52.

727-869-4100

Dental Clinic 727-372-1481

5138 Deer Park Dr., New Port Richey, FL 34653-7027

The Dental clinic is located approximately 3 miles south of the NPR main clinic.

The Dental clinic plans to move to the main location (above) after December 2023.

Call to confirm the location of your appointment.

Pasco County Veterans Service Office 727-834-3282

8620 Galen Wilson Blvd., Port Richey, FL 34668

Travel about 1.3 miles north on Little Road, turn left on Ridge Rd and then right on Galen Wilson Blvd.

South Hillsborough Outpatient Clinic (SoHi)

**12920 Summerfield Crossing
Blvd., Riverview, FL 33579**

Located at the corner of U.S. 301 and
Summerfield Crossing Blvd.

813-998-8985





Zephyrhills Community Based Outpatient Clinic (CBOC)

37827 Eiland Blvd
Zephyrhills, Florida 33542
(Pasco County)
(813) 780-2550
(866) 730-2550

Table 1: Outpatient Services by Location

Services by Location	PCA	Brooksville	Lakeland	Lecanto	New Port Richey	South Hillsborough (SoHi)	Zephyrhills
Audiology	•	•	•		•	•	•
Dental	•				•		
Laboratory (Labs)	•	•	•	•	•	•	•
Mental Health	•	•	•	•	•	•	•
Nutrition	•	•	•	•	•	•	•
Optometry					•		
Pharmacy					•	•	
Pharmacist	•	•	•	•	•	•	•
Physical Therapy					•	•	•
Podiatry	•	•	•		•	•	•
Prosthetics					•	•	
Radiology	•		•		•	•	
Social Work	•	•	•	•	•	•	•
Women's Health	•	•	•	•	•	•	•

VA Services, Locations & Phone Numbers

- **James A. Haley Veterans' Hospital main phone number: 813-972-2000 (888) 716-7787 (toll-free within the state of Florida)**
- **James A. Haley Veterans' Hospital Call Center 813-816-7150**
- **VA Health Now – Your clinical contact center 877-741-3400**
- **Please be aware that changes occur on a regular basis.**

Below is a list of some of the most often used services:

Table 2: VA Services, Hours of Operation, & Phone Numbers

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Appointments/ Scheduling VA CONNECT (24/7)	To <u>schedule</u> or <u>cancel</u> an appointment... Monday – Friday: 7:30 AM - 6:00 PM	813-903-3600, Option 2 888-811-0107, Option 2
AudioCare (automated line)	Scheduling line.....	813-903-3650
Spinal Cord Injury (SCI)	To <u>cancel</u> an existing appointment..... Monday – Friday: 8:00 AM – 4:00 PM	866-737-6842 888-281-5463 813-972-7670
Audiology Hearing Evaluation, Hearing Aids, Tinnitus Management 14020 N. 46 th St. Tampa FL, 33613 (Off of Fletcher & N. 46 th St.) JAHVH 2 nd floor (Main Hospital) Brooksville CBOC Lakeland CBOC New Port Richey CBOC South Hillsborough (SoHi)	**Veterans may call between 8:00 AM and 4:00 PM, Monday through Friday to schedule appointments for hearing examination and/or hearing aid repairs without physician referral. **Direct scheduling is limited to hearing exams and VA hearing aid checks. Earwax removal is managed by Primary Care. Balance and cochlear implant exams require physician referral.	**Hearing Exams and Hearing Aid Repairs Tampa 813-903-2473 Brooksville CBOC 352-597-8287 Lakeland CBOC 863-701-2470 NPR OPC 727-869-4260 South Hillsborough Ext. 8622
Billing	Billing: For questions about a VA bill	866-793-4591
Debt Management Center (DMC) (VHA Cross-Servicing Program)	Speak with a DMC representative Monday-Friday 7:30 AM-7:00 PM CST	888-826-3127
Non-VA Care	Non-VA Care: To notify VA of Non-VA hospital admissions	813-903-4275 866-972-8201 Fax 813-631-3140 866-400-1238 or

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Non-VA Care Claims Customer Service Non-VA Care Veterans	To submit a claim for consideration within 72 hours of visit to a Non-VA emergency facility. For help with co-payment debt visit: www.va.gov/healthbenefits/cost/ Claims: For claims related to care received by Non-VA providers Monday-Friday 8:00 AM- 3:30 PM	888-826-3127 844-724-7842 866-972-8201 opt 1 813-903-4275 opt 1 866-972-8201 opt 2 813-903-4275 opt 2 866-606-8198 opt 1
Burial Benefits	www.cem.va.gov http://explore.va.gov/memorial-benefits	800-827-1000 813-972-2000 Ext. 6589
Call Center for James A. Haley Veterans' Hospital & Clinics (JAHVH)	Call Center for some clinics: Primary Care in Tampa, some specialty clinics and some physical therapy clinics Monday-Friday 7:30 AM-4:00 PM	813-816-7150
Canteen Services Located on the 1st Floor, new bed tower, (bldg. 100)	Patriot Store: Open 7 days a week Monday-Friday: 7:30 AM-7:00 PM Saturday: 8:00 AM-3:30 PM Sunday: 8:00 AM-3:30 PM Food Court/Patriot Café (Canteen) Monday – Friday: 6:30 AM-4:00 PM	813-972-2000 Ext. 6577 813-972-2000 Ext. 6572
Caregiver Support Line	Monday – Friday: 8:00 AM - 8 PM https://www.caregiver.va.gov/	855-260-3274
Center for Development and Civic Engagement (includes Lost & Found) Second Floor, Room 2A-215L, building 1	Formerly known as Voluntary Service Sponsors many services and programs such as the parking lot shuttle service, includes Lost & Found Monday – Friday: 7:30 AM - 4:00 PM	813-972-2000 Ext. 7533
Community-Based Outpatient VA Clinics (CBOC) See pages 33-35 for clinic location and information	New Port Richey..... Brooksville..... Lakeland..... Lecanto South Hillsborough/Riverview (SoHi).....	727-869-4100 877-353-1107 352-597-8287 866-716-8287 863-701-2470 866-838-4400 352-746-8000 813-998-8600

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
	Zephyrhills.....	813-780-2550 866-730-2550
Compensation & Pension	Mon, Tues, Thur, Fri 7:30 AM – 4:00 PM 14020 N. 46 th St. (North clinic) 2 nd floor 10770 N. 46 th St. (South clinic) Suite A-200	813-972-7013
(VA) Crisis Line Available 24/7	For anyone needing support through a mental health crisis or for family and friends who are concerned	988 800-273-8255, Option 1 Local, non-emergency: 813-972-2000 Ext. 6617
Decedent Affairs 4th floor, Room 4A-433 at Main Hospital	Tampa VA contact to report outpatient Veteran deaths	813-972-2000 Ext. 7576 Fax: 813-978-5858
Dental Care PCA Annex (2 nd floor)	Monday-Friday: 7:00 AM-4:30 PM Or visit http://www.va.gov/dental Non-service connected Veterans, see: http://www.va.gov/healthbenefits/vadip/	813-998-8000 Ext. 7511 Delta Dental: 1-855-370-3303 MetLife Dental: 1-888-310-1681
Dermatology Located in the Outpatient Pharmacy building: 12210 Bruce B. Downs Blvd. Tampa, FL 33612	Appointments Required Monday – Friday 8:00 AM – 4:40 PM Hours vary by doctor	813-972-2000 Ext. 5801
Disabled American Veterans (DAV) 2 nd Floor, Room 2A-240 at Main Hospital	No appointments, call for information or walk-in Monday-Thursday: 8:30 AM-1:00 PM (afternoons are reserved for inpatients)	813-972-2000 Ext. 6596 Ext. 6597
The Enrollment Center Main Hospital, bldg. 100, 1 st floor PCA South Hillsborough New Port Richey	Enrollment, Eligibility and Veterans' VA ID cards Monday – Friday: 7:30 AM – 4:30 PM	813-972-2000 Ext. 5902 or 1710 888-716-7787, Option 4 813-998-8000, Option 4 813-998-8000, Option 4 727-869-4100
(VA) Eye Clinic (Eyeglasses) 10770 N. 46 th Street, Building F	Provides corrective eyeglasses at no charge when prescribed by a VA or fee-basis ophthalmologist or optometrist. Eyeglasses can be repaired by walk-in.	813-816-7150, opt. 3 Optical Shop: 813-979-3542

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Tampa, FL 33617	<i>Appointment Hours:</i> Monday – Friday: 8:00 AM-3:45 PM Saturday: 8:00 AM-2:45 PM <i>Clinic Hours:</i> Monday-Friday: 7:30 AM- 6:30 PM Saturday: 8:00 AM-4:30 PM Low-Vision Clinic, VIST Program Services for blind or low-vision Veterans	813-972-2000 Ext. 2441
Florida Veteran Legal Helpline		(866) 486-6161
GI Bill information	www.benefits.va.gov/gibill/	888-GIBILL-1 888-442-4551
Home Based Primary Care (HBPC)	HBPC is for Veterans over 70 years of age who are frail, chronically ill and require primary healthcare team services in their home. The goal is to maximize function, avoid institutionalization, and maintain a quality of life which honors the Veteran’s goals. Ask for a consult from your primary care provider. Monday-Friday 8:00 AM -4:30 PM	813-903-3611 or 813-903-3612
Homeless Veterans Program	National Homeless Veterans Call Center H-PACT www.va.gov/homeless/	877-424-3838
Information Desks	Main Lobby, near the Emergency Department, and SCI/Polytrauma entrance, PCA entrance, South Hillsborough/Riverview (SoHi)	Main Hospital: 813-972-2000 Ext. 7287 or 2115 PCA: 813-998-8000 Ext. 8072/8073/8074 SoHi: 813-998-8980 8840 or 8841
Intimate Partner Violence (IPV) Coordinator Annie Trognitz, LCSW		813-399-2551
James A. Haley Veterans’ Hospital & Clinics	Main hospital phone number Toll-free within the State of Florida	813-972-2000 888-716-7787

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Interpreter	Provides services for the language (non-English speaking) and hearing impaired. This service can be arranged prior to your appointment.	Ask your primary care team. 844-723-6288 PIN: 11916416#
Main Laboratory (Outpatient Lab) 1D-181 (near main elevators) (1 st floor, bldg. 1)	For outpatient blood drawings. Appointment required. Monday – Friday: 6:15 AM -5:00 PM Saturday: 7:00 AM – 12:00 PM	Main Laboratory 813-972-2000 Ext. 7898/5340
Brooksville Clinic	Monday – Friday: 7:00AM – 12:50PM	Brooksville: (352)-597-8287 Ext.4118
Lakeland Clinic	Monday – Friday: 6:45 AM – 2:45 PM	Lakeland: 863-701-2470
Lecanto Clinic	Monday – Friday: 7:45 AM – 1:45 PM	Lecanto: 352-746-8000
New Port Richey	Monday- Friday: 7:00 AM – 3:15 PM	New Port Richey: 727-869-4100
Primary Care Annex (PCA)	Monday – Friday 6:30 AM – 3:45 PM Saturday 7:45 AM – 11:00 AM	Primary Care Annex: 813-816-7150 Option 1
South Hillsborough (SOHI)	Monday – Friday 7:00 AM – 3:45 PM Saturday 7:30 AM – 11:00 AM	SOHI: 813-998-8600 Ext 8985
Zephyrhills	Monday – Friday 7:15AM – 11.45AM	Zephyrhills: 813-780-2550
LGBT Veteran Care Coordinator Matthew Studstrup		(813) 894-4245
Library- Patients' Library & Patient Education Resource Center (PERC) Library	Veterans and family members may use our facilities to borrow books, request information on health topics, use computers for online programs such as My HealtheVet, travel, USA Jobs, eBenefits and email. Monday – Thursday: 8:00 AM – 3:00 PM	813-972-2000 Ext. 7531, 6571
Lost & Found Room 2A-215L, bldg. 1	Located in Center for Development and Civic Engagement (formerly	813-972-7533

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
	known as Voluntary Service), 2 nd floor near the Auditorium.	
Mental Health Clinic 10770 North 46 th St., Building E Tampa FL 33617-3442 Moving to: 8451 Temple Terrace Hwy., TT 33637 January 2024	Provides consultation, evaluation, and treatment for a variety of issues that can impact emotional well-being.	813-631-7100/7123 Veterans Crisis Line: 988 800-273-8255
Military Sexual Trauma Coordinator (Tampa) Amber Hudspeth, PsyD	Every VA healthcare facility has an MST Coordinator who can answer questions you might have about VA's MST services.	813-631-2583
MOVE! Weight Management Program	Veterans new to the Nutrition Department must first attend Mission Nutrition orientation class. During the class you will have the opportunity to sign up for an individual appointment with your team dietitian to discuss enrolling in the MOVE! Program.	Call your PACT team to learn more about Mission Nutrition or for specific questions about MOVE!
My HealtheVet www.myhealth.va.gov For questions, contact Local Coordinator	Assists with registration of your health information and answers questions about the online program that allows Veterans to take an active role in their health care. Monday – Friday: 7:30 AM – 4:00 PM	813-972-2000 Ext. 4107, 8021 PCA: 813-998-8000 Ext. 2985
Patient Advocate (Patient Representative) 2 nd Floor, 2B-201, bldg. 1 Also available at the PCA, New Port Richey, and SoHi clinics Veterans Experience Officer (Robert M. Lynch)	Helps you resolve concerns with your care or any other issues with your visit, if your concern or issue could not be resolved at the service level. Calls: Monday – Friday: 8:00 AM – 4:00 PM Share your thoughts and suggestions with JAHVH's Veterans Experience Officer. See page 7 of Outpatient Handbook under "Resolving Concerns and Complaints" for further information.	813-978-5856 or 813-972-2000 Ext. 5757 Veterans Experience Officer 813-972-2000 Ext. 6783
Pharmacy (Outpatient) 12210 Bruce B. Downs Blvd. You can also request refills online at www.myhealth.va.gov	Lobby Hours: Monday – Friday: 8:00 AM – 6:00 PM Weekends & Holidays: 8:00 AM-5:30 PM Drive Thru Hours: Monday – Friday: 8:00 AM – 7:45 PM Weekends & Holidays: 8:00 AM – 5:30 PM New Port Richey and South Hillsborough	813-972-2000 Ext. 6767 Automated Line: 813-903-4885 888-281-5463 Pharmacy Call Center: 813-972-7630

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
	Hours: Monday – Friday: 8:00 AM – 4:30 PM	After hours, weekends, holidays: 877-741-3400 South Hillsborough: 813-972-2000 Ext. 8788
Physical Therapy Inpatient Physical Therapy (Main Campus)	Inpatient Physical Therapy Days/Hours: Monday-Friday: 7:30 AM-4:00 PM	Inpatient @ Main Hospital: 813-972-2000 Ext. 7955
Outpatient VA Physical Therapy Clinic 14530 North 42 nd St. Tampa, Florida 33613 Off-site Physical Therapy Days/Hours: Monday-Friday: 7:00 AM-4:30 PM	Outpatient @ Main Hospital 813-816-7150 Off-site Physical Therapy Clinic: 813-816-7150
Podiatry Main Hospital, Bldg. 1, Rm. 1B-102 Podiatry Clinics: PCA-Bravo Team Clinic (2 nd floor), Brooksville, Riverview, New Port Richey, Lakeland, Zephyrhills	Appointment Required Main Hospital: Monday-Friday 7:30 AM-4:00 PM Appointment Required PCA: Monday-Friday 8:00 AM- 2:40 PM Brooksville Riverview/SoHi..... New Port Richey..... Lakeland Zephyrhills	Main Hospital 813-972-2000 Ext. 6694 PCA Podiatry: 813-816-7150, Option #1 352-597 8287, Option #4 813-998-8600, Ext. 8980 727-869-4260 863-701-2470, Option #4 813-780-2550
Post Deployment Primary Care (T-81 or 4W, bldg. 1) – Foxtrot Team Transition & Care Management Team	Information about VA benefits, care management services, and priority health care for returning combat Veterans.	Post Deployment: 813-816-7150, Option 1 Transition & Care Team: 813-972-2000 Ext. 5443,5566,7495
Prosthetics & Sensory Aids Polytrauma Bldg. 38	Main Campus Prosthetics Days/Hours: Monday – Friday: 8:00 AM-4:00 PM Main Campus RMS Orthotics by appointment:	Main Campus Prosthetics 813-972-7508

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
2 nd floor, Area A	Monday-Friday: 8:00 AM to 12:00 PM; 1:00 to 4:00 PM	Main Campus RMS Orthotics: Ext. 3726 South Hillsborough 813-998-8600 Ext. 8809
Primary Care Clinics (PACT Teams) Primary Care Annex (PCA) 13515 Lake Terrace Lane Tampa, Florida 33637 These clinics are located at the main hospital campus: 13000 Bruce B. Downs Blvd. Tampa, FL 33612	Monday – Friday: 7:00 AM – 4:30 PM Saturday: Call for appointment times Alpha Team Bravo Team Charlie Team Delta Team Women’s Clinic Fox Trot Team and TPA PACT PCC-F HOM (Trailer 81) Golf Team (Trailer 83) Geriatrics, CLC, B floor	813-816-7150 Option 1 PCA (Annex)/Fox Trot /Golf 813-972-2000 Ext. 7166
Privacy Officer	Monday – Friday: 7:30 AM to 4 PM Please let staff know if you would like to discuss something in private.	Ext. 6629, 4831, 5857
Release of Information (ROI) Main hospital, Ground Floor Room GA-027, bldg. 1	Helps you obtain medical records from other facilities and send information to third-parties (e.g., insurance companies, employers, etc.) Monday – Friday: 8:00 AM – 3:30 PM View Tampa ROI site online at: http://www.tampa.va.gov/patients/roi.asp	813-972-2000 Ext. 6140/6157 888-716-7787 Records also available through My HealtheVet, www.myhealth.va.gov
Spinal Cord Injury (SCI)	Including SCI Primary Care	813-972-2000 Ext. 7670
Social Work Service	Helps with Advance Directives. Can arrange for home care and obtaining community resources based on eligibility Monday – Friday: 8:00 AM – 4:30 PM	813-972-2000 Ext. 7534
Specialty Clinics at the main hospital campus: 13000 Bruce B. Downs Blvd. Tampa, FL 33612	1B south/west Monday – Friday: 8:00 AM – 4:30 PM Clinics specialists vary from day-to-day and morning and afternoons	813-972-2000 Ext. 6188, 6199

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Special Programs Office	PACT Act Registry	813-972-2000 Ext. 7545, 5869
	PACT Act Claims	Ext. 6589
Speech Pathology Room 2A-233, bldg. 1	Evaluation and treatment of speech/language problems	813-903-2473
Suicide Prevention Team	This number is not staffed at all times, but it allows you to leave messages.	813-972-2000 x6617 Use 911 or the Veterans Crisis Line for emergency calls (988).
Surgery Clinic Extensions	Supervisor..... Service..... Breast Clinic..... Cardio-Thoracic..... Eye Surgery (Ophthalmology)..... ENT/Otolaryngology..... General Surgery..... Hand..... Neurosurgery..... Orthopedic..... Plastic Surgery..... Podiatry..... Urology..... Vascular.....	Ext. 1764 Ext. 4537 Ext. 1735 Ext. 6536 Ext. 7513 Ext. 7518 Ext. 1761 Ext. 2026 Ext. 5909 Ext. 6180 Ext. 6506 Ext. 6694, option 2 Ext. 5512, 5515, 4088 Ext. 4993
Travel First Floor, near 1C/North Wing (located near Specialty Clinics), bldg. 1	Main Campus Travel Hours: Monday-Friday: 8:00 AM - 4:00 PM For travel reimbursement or to arrange special mode travel services (wheelchair, stretcher or legally blind)	813-816-7150 Option # 6
Traveling Vet Coordinator (TVC)	Notify your healthcare team or TVC for any extended travel plans. (See Primary Care section for more information)	Tampa TVC: 813-910-3005 Ext. 8299
VA Health Now VISN 8 Clinical Contact Center	Provides 24/7 virtual urgent care for Veterans enrolled for VA health care in Florida, South Georgia, Puerto Rico, US Virgin Islands. Speak with a nurse, doctor or pharmacist. There are no copays for this service	1-877-741-3400 (not for emergency care) For emergencies, call 911
Vet Center (Tampa) 9206 King Palm Drive Tampa FL 33619 www.vetcenter.va.gov	Services include individual and group readjustment counseling, MST, marriage & family, bereavement, and active-duty counseling. Offers employment assistance to qualified Veterans and educational resources. May facilitate with VA forms.	Tampa Vet Center: 813-372-0400 Fax: 813-849-9976

SERVICE	DESCRIPTION AND HOURS OF OPERATION	PHONE NUMBER
Pasco Vet Center 5139 Deer Park Dr. New Port Richey 34653	Monday through Saturday with extended hours on certain days. Call to confirm hours.	Pasco Vet Center: 727-372-1854 Fax: 727-372-7921 Off hours and holidays number: 1-877-WAR-VETS 1-877-927-8387
Veterans' Benefits Services <i>Florida Department of Veterans' Affairs (VBA)</i> Building 41, 2 nd floor, Room 242	Provides counselors to help you with VA benefits such as government life insurance, home loans, and both service-connected and non-service connected benefits. See www.benefits.va.gov or http://floridavets.org	813-972-2000 Ext. 6589, 6590 800-827-1000 Monday, Tuesday, Thursday, Friday 7:30 AM-3:30 PM Wednesday 9:30 AM-3:30 PM
Virtual Health Resource Center (VHRC) Primary Care Annex and SoHi for walk-ins	Provides On-Site technical experts to assist you with learning, support, and troubleshooting virtual care tools and programs (Video telehealth, VA Video Connect, VA-loaned iPads, VA mobile apps, Annie App, MyHealthVet, etc.).	813-972-2000 x8021 Tuesday-Thursday 8:00AM- 3:00PM
Vocational Rehabilitation Polytrauma building 38 3 rd floor, Area C-343	Helps if you are out of work, need to change jobs or need job training. See this site for further information: https://www.vets.gov/employment/	813-816-7150 Opt 2 Monday-Friday: 8:00 AM-4:30 PM
Voluntary Service Second Floor, Room 2A-215L, bldg. 1	See Center for Development and Civic Engagement Also point of contact for Lost & Found	813-972-2000 Ext. 7533
Women Veterans Call Center	Provides support and education to women Veterans. about eligibility, benefits, health care, and other services and resources	1 855-829-6636 Monday – Friday: 8:00 AM -10:00 PM Saturday: 8:00 AM - 6:30 PM Sunday: CLOSED

Useful Websites

- Beneficiary Travel/VA Travel Pay Reimbursement: www.va.gov/health-care/get-reimbursed-for-travel-pay/
- CHAMPVA: www.va.gov/COMMUNITYCARE/programs/caregiver/index.asp
- Connected Care www.connectedcare.va.gov
- Veterans Benefits: www.benefits.va.gov/benefits/
 - Claims appeals process
 - Tricare
 - VA Healthcare and other insurance
 - E-benefits www.ebenefits.va.gov/ebenefits/homepage
 - Education; GI Bill www.benefits.va.gov/gibill/
 - Enrollment/Eligibility
 - Employment
- COVID-19 Resources:
 - CDC: www.cdc.gov
 - www.publichealth.va.gov
 - FTC: <https://www.ftc.gov/coronavirus/scams-consumer-advice>
- Florida Department of Veteran's Affairs: www.FloridaVets.org
- James A. Haley Veterans' Hospital, Tampa, FL: www.va.gov/tampa-health-care/
- Patient Education Resources
 - MedlinePlus: www.medlineplus.gov/
 - Veteran's Health Library: www.veteranshealthlibrary.va.gov
 - www.publichealth.va.gov
 - MOVE! Weight Management Program: www.move.va.gov
 - National Center for Health Promotion and Disease Prevention: www.prevention.va.gov/
- Mental Health and stories of recovery: www.maketheconnection.net
- Milconnect military service and health records: milconnect.dmdc.osd.mil/milconnect/
- Mission Act: www.missionact.VA.gov
- My HealtheVet: www.myhealth.va.gov/
- OEF/OIF/OND: www.va.gov/post911veterans/
- [The PACT Act And Your VA Benefits | Veterans Affairs](http://www.va.gov/resources/the-pact-act-and-your-va-benefits/) www.va.gov/resources/the-pact-act-and-your-va-benefits/
- Prosthetics: www.prosthetics.va.gov
- VA: www.va.gov
- VA App Store (VA Video Connect): mobile.va.gov/appstore/veterans
- VA Homeless Programs www.va.gov/homeless/
- VA Polytrauma System of Care: www.polytrauma.va.gov/
- VA Regional Office, St. Petersburg, FL: www.benefits.va.gov/stpetersburg/
- VISN 8 VA Sunshine Healthcare Network: www.visn8.va.gov/
 - Clinical Contact Center: www.visn8.va.gov/ccs.asp
- Whole Health: www.va.gov/wholehealth/
- Women Veterans: www.va.gov/womenvet/

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SCI/Polytrauma (Building 38)

SCI GROUND FLOOR

The map illustrates the layout of the SCI Ground Floor. It features several wings: SCI E Wing (top left), SCI F Wing (top center), SCI D Wing (middle left), SCI B Ventilator Bed Wing (bottom left), and SCI Dining Rooms (center). Other areas include the Aquatic Therapy pool (bottom left), USO Dayroom (center), and Radiation Therapy (right). Numbered locations 1 through 11 are marked throughout the building. A north arrow is located in the bottom left corner. A legend on the right side defines the icons used for Rest Rooms, Elevator, Stairs, Waiting Room, Vending, ATM, Coffee Shop, and Changing Table. An arrow points towards the Main Hospital (Building 1) from the right side of the map.

1. MRI Check-in/Women's Imaging Center
2. SCI Pharmacy
3. SCI Outpatient Check-in
4. SCI Patient Education Classroom
5. Adaptive Sports
6. Recreational Therapy
7. Paralyzed Veterans Association (PVA)
8. Pain Management and Urodynamics
9. Physical Therapy Gym
10. Independent Living
11. American Heroes Cafe

THIS WAY TO:
Main Hospital
(Building 1)

Rest Rooms
Elevator
Stairs
Waiting Room
Vending
ATM
Coffee Shop
Changing Table

- # SCI GROUND FLOOR
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8. Pain Management and Urodynamics
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10. Independent Living
11. American Heroes Cafe
- THIS WAY TO:**
Main Hospital
(Building 1)
- Legend:**
- Rest Rooms
 - Elevator
 - Stairs
 - Waiting Room
 - Vending
 - ATM
 - Coffee Shop
 - Changing Table

SCI GROUND FLOOR

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10. Independent Living
11. American Heroes Cafe

THIS WAY TO:
Main Hospital
(Building 1)





Legend:


- Rest Rooms
- Elevator
- Stairs
- Waiting Room
- Vending
- ATM
- Coffee Shop
- Changing Table

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- THIS WAY TO:**
Main Hospital
(Building 1)
- Legend:**
- Rest Rooms
 - Elevator
 - Stairs
 - Waiting Room
 - Vending
 - ATM
 - Coffee Shop
 - Changing Table

SCI SECOND FLOOR

1. Prosthetics
2. Recreational Therapy
3. Vocational Rehab
4. Kids Play Area






 Rest Rooms
 Elevator
 Stairs
 Waiting Room








Main Street

Outside Patio





Overlook to Ground Floor


- ## SCI SECOND FLOOR
- 1. Prosthetics**
2. Recreational Therapy
3. Vocational Rehab
4. Kids Play Area
-  Rest Rooms
 Elevator
 Stairs
 Waiting Room
- 
- Main Street
- Outside Patio
- Overlook to Ground Floor

- # SCI SECOND FLOOR
- 1. Prosthetics**
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- Main Street
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SCI SECOND FLOOR

1. Prosthetics
2. Recreational Therapy
3. Vocational Rehab
4. Kids Play Area

 Rest Rooms
 Elevator
 Stairs
 Waiting Room







Main Street


Outside Patio

Overlook to Ground Floor

SCI SECOND FLOOR

1. Prosthetics
2. Recreational Therapy
3. Vocational Rehab
4. Kids Play Area





 Rest Rooms
 Elevator
 Stairs
 Waiting Room




The map shows the layout of the SCI Second Floor. A central corridor, labeled 'Main Street', runs horizontally. To the left of this corridor are four green star icons. To the right of the corridor are four numbered rooms: 1 (Prosthetics), 2 (Recreational Therapy), 3 (Vocational Rehab), and 4 (Kids Play Area). Room 1 is at the bottom right, Room 2 is above it, Room 3 is above Room 2, and Room 4 is to the left of Room 2. To the right of Room 1 is an 'Outside Patio'. To the right of Room 2 is a 'Waiting Room' icon. To the right of Room 3 is a 'Waiting Room' icon. To the right of Room 4 is a 'Waiting Room' icon. To the right of the 'Outside Patio' is an 'Overlook to Ground Floor'. There are also 'Rest Rooms' icons near Room 1 and Room 2, and 'Elevator' icons near Room 3 and Room 4. Stairs are indicated by a staircase icon near Room 3 and another near Room 4.

SCI SECOND FLOOR

1. Prosthetics
2. Recreational Therapy
3. Vocational Rehab
4. Kids Play Area

 Rest Rooms
 Elevator
 Stairs
 Waiting Room

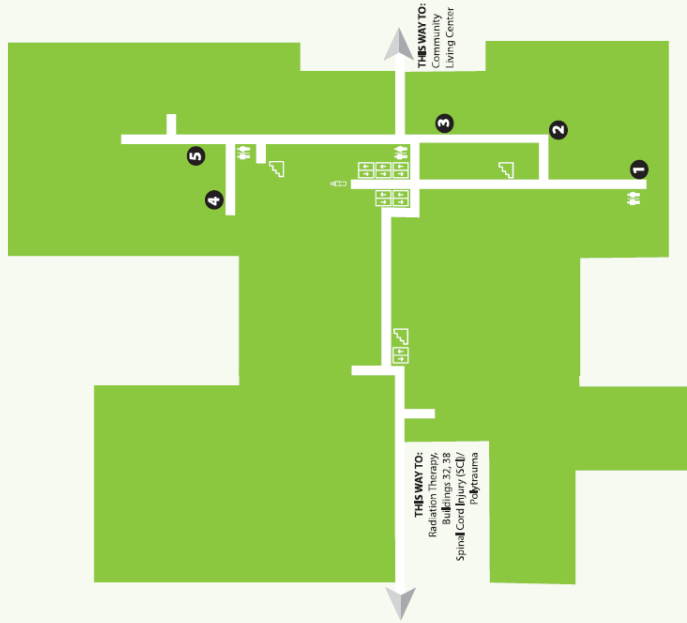


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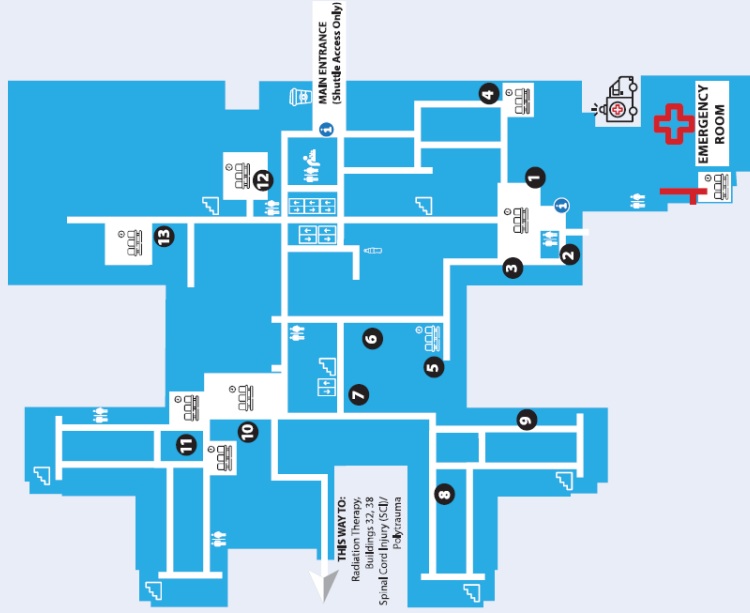
James A. Haley Veterans' Hospital Main Hospital Map (Building 1)

Updated November 2019

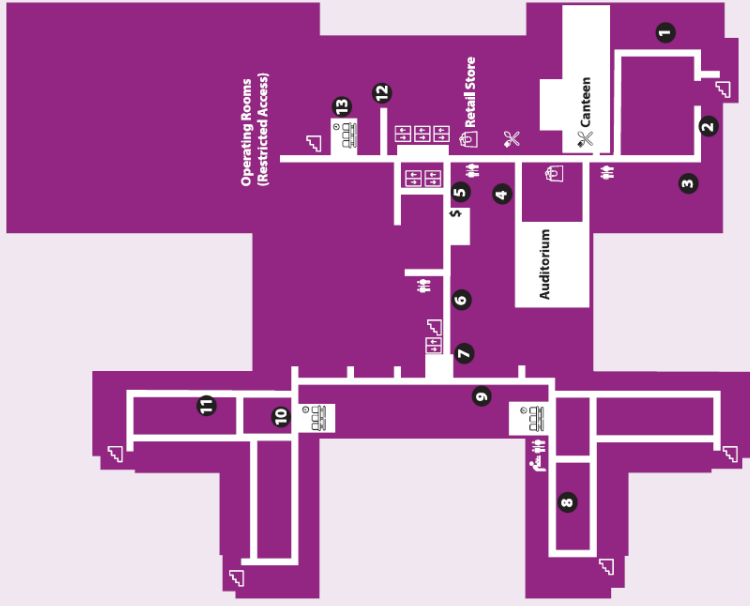
GROUND FLOOR



FIRST FLOOR



SECOND FLOOR



LEGEND

Rest Rooms
Elevator

Information Desk
Waiting Room

Stairs
Vending

Coffee Shop
ATM

Canteen
Retail Store

Changing Table
Lactation Rooms: Floors 4 and 7 (Rm 4A-442a, Rm 7b-706)

1. Release of Information/Billing

2. Simulation Lab
3. Suicide Prevention
4. Barber Shop
5. Credit Union

1. Urgent Care

2. VA Police
3. Orthopedics
4. Gen Psych and EKG
5. Podiatry
6. Ear, Nose and Throat (ENT)
7. Whole Health

8. Hematology/Oncology Check-In

9. Pulmonary/Respiratory Check-In
10. Agent Cashier and Patient Travel
11. Specialty Clinics and Interventional Radiation Check-In
12. Lab and Dental Check-In
13. X-Ray/Radiology/CT/Ultrasound

1. Chapel

2. Speech Pathology/Audiology/Hearing Aid Repair
3. Patient Library
4. Volunteer Services/Lost and Found
5. Disabled American Veterans (DAV)
6. Patient Advocate

7. CPAP Supplies

8. Dialysis Check-in
9. Veterans Health Education Center
10. Pre-Anesthesia and Pre-Op
11. Ambulatory Surgery Check-in
12. Surgical ICU
13. OR Waiting Room

James A. Haley Veterans' Hospital Campus Map



1 MAIN HOSPITAL	38 SCI/POLYTRAUMA	30 COMMUNITY LIVING CENTER	OTHER BUILDINGS
Emergency Department Intensive Care Units Medical And Surgical Units Specialty Clinics - 1 Release of Information - G GI Procedures - 3 N Decedent Affairs - 4 Cardiology/Stress Test - 6 N Vascular/Sleep Clinics - 7	Prosthetics - 2 Pain Management - 3 G Aquatics Center Ground Floor: Radiation Therapy Unit Women's Imaging Center MRI	Geriatrics Tropical Island Treasure Island Paradise Island Flamingo Way BED TOWER Canteen - Ground Floor	36 Neurology 41 Enrollment & Eligibility - 1 41 Human Resources - 1 41 Social Work - 1 41 Privacy Office - 2 41 FL Dept of Veterans Affairs - 2 56 PET Scan 68 Physical Medicine T-80 GI Clinic T-81 Foxtrot Clinic T-83 Golf Clinic & Internal Medicine
Numbers indicate Building Floor	Numbers indicate Building Floor		Numbers indicate Building Floor

James A. Haley Shuttle Routes

James A. Haley is proud to offer weekday shuttle service from the main hospital to other clinics. New cleaning and social distancing procedures have been put in place to ensure your safety.

Thank you for riding with us!

For Passenger and Staff Safety:

- The number of passengers per shuttle has been reduced to 5 per trip.
- All passengers are required to wear masks when on the shuttle. Drivers will have additional Masks & Hand Sanitizer available.
- Drivers will wear Masks and Eye Protection when transporting passengers.
- Drivers will sanitize the shuttle at the Freedom Lot or at the next stop if necessary.



Shuttles run from 0715-1730

**For questions or concerns, please call
813-972-2000 ext 7079 or 1614**

BROWN ROUTE - Garage to Main Entrance back to Garage

PURPLE (North) ROUTE - PCA

Shuttle Stop	Arrival Time - Monday through Friday						
Parking Garage	0715	0840	1045	1205	1315	1440	1610
Audiology/Com & Pen / Screener	0730	0900	1100	1215	1330	1445	1620
PCA / Screener	0745	0930	1130	1230	1400	1530	1645

ORANGE (South) ROUTE - 46th St. and Pharmacy

Shuttle Stop	Arrival Time - Monday through Friday						
Parking Garage	0715	0840	1045	1205	1315	1440	1610
OP Pharmacy / Derm / Screener	0730	0900	1100	1215	1330	1445	1620
46th Street Eye Clinic / Screener	0745	0930	1130	1230	1400	1530	1645

If you miss a shuttle from 0800-1645, call for the Red "Float" Shuttle (4 passengers per trip).

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

