

VA MANCHESTER

PATIENT GUIDE



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Manchester Healthcare System

Manchester - Brady Sullivan - Conway - Portsmouth - Somersworth - Tilton



It is my pleasure to welcome you to the VA Manchester Healthcare System. The Healthcare System is made up of the Manchester VA Medical Center and four Community-Based Outpatient Clinics (CBOCs) in Conway, Portsmouth, Somersworth and Tilton. The Medical Center offers a full range of outpatient services, including surgical care and a Community Living Center.

This Patient Guide provides a directory of clinics and patient care services, important phone numbers, detailed information about programs, and information about patient and visitor amenities.



Kevin Forrest
Medical Center Director



U.S. Department of Veterans Affairs
Veterans Health Administration
Manchester Healthcare System

VA Manchester Healthcare System Locations

**Manchester VA Medical Center**

718 Smyth Road
Manchester, NH 03104
(603) 624-4366

**Brady Sullivan Tower**

1750 Elm Street
Manchester, NH 03104
(603) 624-4366

**Conway community-Based Outpatient Clinic (CBOC)**

71 Hobbs Street
Conway, NH 03818
(603) 624-4366

**Portsmouth CBOC**

302 Newmarket Street
Pease Air National Guard Base*
Portsmouth, NH 03803
(603) 624-4366

*Background check required for initial entrance as it is on a military installation.

**Somersworth CBOC**

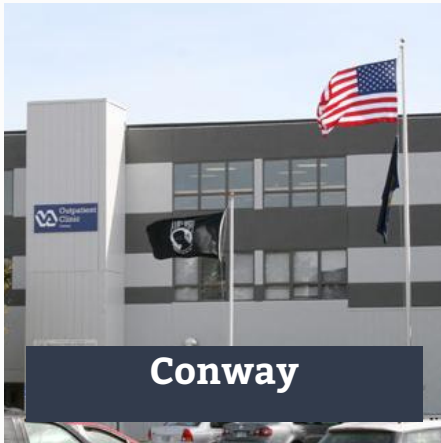
5 Terrascape Parkway
Somersworth, NH 03878
(603) 624-4366

**Tilton CBOC**

630 West Main Street
Tilton, NH 03276
(603) 624-4366



Community-Based Outpatient Clinics (CBOCs)



Services offered at Conway, Portsmouth, and Tilton Clinics:

- Primary Care
- Women's Health
- Mental Health
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation



Services offered at Brady Sullivan Tower:

- Whole Health
- Mental Health
- Social Work

Services offered at Somersworth Clinic:

- Primary Care
- Women's Health
- Infectious Disease
- Integrative Pain Care Clinic
- Mental Health
- Dermatology
- Pulmonology/Sleep Medicine
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation
- Podiatry
- Physical Therapy

Manchester Services & Phone Extensions

<u>Agent Cashier</u>	(603) 624-4366	ext. 6387
<u>Allergy</u>		2260
<u>Anesthesia</u>		1966
<u>Anticoagulation Clinic</u>		6065
<u>Audiology</u>		2175
<u>Blessed Sacrament Room</u>	2159/6185/6184	
<u>Beneficiary Travel- Mileage Reimbursement</u>		1914
<u>Beneficiary Travel - Veteran Transportation Service</u>		5132/5135
<u>Billing Clerk Office (VA billing)</u>		5803/5815
<u>Cardiology</u>		2570
<u>Caregiver Support Program</u>		6895
<u>Community Care Call Center</u>		5960
<u>Community Living Center</u>		6218
<u>Compensation & Pension</u>		6680
<u>Complementary & Integrative Health (CIH) & Well-Being Programs</u>		5046
<u>Decedent Affairs</u>		2884
<u>Dental Clinic</u>		6286
<u>Diabetes Clinic - Nutrition</u>		6753
<u>Ear, Nose & Throat</u>	1966 (MSA*)/6629 (nursing)	
<u>Eligibility</u>		6799
<u>Environmental Exposure Exams</u>		2872
<u>Gastroenterology</u>	2739 (MSA)/ 6988 and 6193 (nursing)	
<u>General Surgery</u>	1966 (MSA)/6629 (nursing)	
<u>Home Based Primary Care (HBPC)</u>		5876
<u>Homeless Outreach/Services</u>	(603) 772-1195/(603) 703-2948/(603) 782-6969	
<u>Infectious Disease</u>		2322
<u>Infusion Therapy</u>		6677
<u>Integrative Pain Care Clinic</u>	2702 (nursing)/2175 (scheduling)	
<u>Intimate Partner Violence Assistance Program</u>		6040
<u>Laboratory Services</u>		1144
<u>LGBTQ+ Veteran Care Coordinator</u>	6962/(603) 851-1552	
<u>LGBTQ+ Clinic</u>	6962/(603) 851-1552	
<u>Lung Cancer Screening Coordinator</u>		1865
<u>Lost & Found</u>		6422

*MSA - Medical Support Assistant

<u>Medical Foster Home (MFH) Program</u>	2607
<u>Mental Health</u>	5311 (nursing)/1825
<u>Military Sexual Trauma Coordinator</u>	3706
<u>Military2VA (M2VA)</u>	6074
<u>My HealtheVet Coordinator</u>	2291
<u>Nutrition</u>	6407/6404
<u>Occupational Therapy</u>	
<u>Oncology/Hematology</u>	2570
<u>Optometry</u>	6917
<u>Ophthalmology</u>	2175
<u>Orthopedics</u>	1966(MSA)/6629 (nursing)
<u>Patient Advocate</u>	6491
<u>Pharmacy</u>	3199
<u>Physical Therapy</u>	6268
<u>Podiatry</u>	2260
<u>Primary Care</u>	3199
<u>Privacy/Freedom of Information Act (FOIA)</u>	6700
<u>Prosthetics</u>	6358
<u>Pulmonary</u>	2260
<u>Radiology</u>	6291
<u>Recreation Therapy</u>	5044
<u>Release of Information</u>	6183
<u>Rheumatology</u>	2260
<u>Same-Day Surgery</u>	6098
<u>Same-Day Surgery Scheduler</u>	1027
<u>Sleep Study Clinic</u>	2570
<u>Speech Therapy</u>	6268
<u>Spinal Cord Injury & Disorders Services</u>	6434
<u>Substance Use Disorder (SUD) Clinic</u>	1825
<u>Telehealth - Connected Care</u>	2284
<u>Traumatic Brain Injury (TBI) Clinic</u>	6455/1960
<u>Traveling Veteran Coordinator</u>	5983
<u>Transportation</u>	5132/5135
<u>Transplant Coordinator</u>	1239
<u>Urgent Care</u>	3199
<u>Urology</u>	1966
<u>Vascular Clinic</u>	1966 (MSA)/6629 (nursing)
<u>Vascular Laboratory</u>	1966
<u>Veteran Canteen Retail Store</u>	6178
<u>Veterans Benefits Administration (VBA) Representative</u>	1-800-827-1000

<u>Veterans Experience Officer</u>	<u>6137</u>
<u>Visual Impairment Services Team (VIST)</u>	<u>6475</u>
<u>Vocational Rehab</u>	<u>6922/1825</u>
<u>Voluntary Services</u>	<u>6422</u>
<u>Wellness Center-Open Gym/Group Exercise</u>	<u>5046</u>
<u>Whole Health</u>	<u>5046</u>
<u>Whole Health Coaching</u>	<u>5046</u>
<u>Women Veterans Health Clinic</u>	<u>3199</u>
<u>Women Veterans Program Manager</u>	<u>6541</u>



GENERAL INFORMATION

MAIN PHONE NUMBER

(603) 624-4366

MAIN ADDRESS

MANCHESTER VA MEDICAL CENTER
718 SMYTH ROAD
MANCHESTER, NH 03104

HOURS OF OPERATION

Normal business hours are Monday- Friday from
8:00 a.m. – 4:30 p.m. for outpatient clinics

Urgent Care is open 7 days a week

8:00 a.m. – 4:30 p.m.

*Please note, Urgent Care is closed on
all Federal Holidays

MISSION

To be the premier, integrated academic
healthcare system in New England with a highly
engaged team, providing exceptional care to the
Veterans we serve.

SMOKE FREE CAMPUS

The Manchester VA is committed to providing a safe
and healthy environment for all who enter. Smoking
is not allowed on campus; this includes e-cigarettes.

If you would like to speak with your provider about
quitting smoking, please call (603) 624-4366 ext. 3199
and ask for a smoking cessation consult.

PATIENTS AND VISITORS

We care about our patients and visitors. We want everyone to feel safe and comfortable here. We ask you to help us by being considerate and respectful of other patients, visitors, and our staff. If you bring children with you, please supervise them. If you have a concern, ask to speak to a service level Patient Advocate.

ANIMALS

Only trained service dogs are allowed on VA property. Pets and emotional support animals are not allowed. For your animal's safety, please do not leave ANY animals in your car unattended and must be supervised by owner. Please contact our VA Service Dog Champion, at (603) 624-4366 ext. 6475 with questions.

WEAPONS

Weapons are prohibited on any VA sites; this includes leaving them in your vehicle. Please leave all guns, knives, or anything that could be considered a weapon, at home.

VA POLICE

The VA Police are members of the Federal Law Enforcement Community and are dedicated to ensuring a safe environment throughout the healthcare facility. As a patient, if you see something that is concerning, speak up! The VA police will investigate any concerns brought forward. Keeping the VA safe is team effort, and the police need your help in maintaining this environment.

LOST & FOUND

Lost & Found is in the Voluntary Services office:
Room E103, close to the Pharmacy and Lab.
Contact number: (603) 624-4366 ext. 6422
Hours: 7:30 a.m. – 4:00 p.m.

APPOINTMENT CANCELLATION - DON'T BE A NO-SHOW

If you are unable to make your scheduled appointment, please let us know as soon as possible. Other Veterans are waiting for health care and an unused appointment is a missed opportunity for us to provide care to another Veteran.

Reasons to be seen in Urgent Care

If you are unable to be seen by your Primary Care provider, you can report to Urgent Care for treatment. Here is a small list of illnesses that are generally seen in an Urgent Care.

- Colds, flu, fever
- Sore throat
- Cough
- Sinus symptoms
- Urinary tract symptoms
- Insect bites
- Diarrhea

Reasons to be seen in an Emergency Room

- Shortness of breath
- Chest pain
- Abdominal pain
- Broken Bone
- Fall
- Head Injury

Urgent and Emergency Care

Manchester VA Medical Center has an Urgent Care on site. It is not equipped to handle emergency-level situations. If you are experiencing a life-threatening emergency (e.g., chest pain, shortness of breath) call 911 or go to the closest Emergency Room.

Urgent Care After Hours

Urgent Care is open at the Manchester VA from 8:00 a.m. - 4:30 p.m., 7 days a week. Urgent Care is closed on all federal holidays. For after hours, care on a holiday, or care closer to home, NH Veterans can utilize their Care in the Community Urgent Care benefit. Use this locator to find a participating Urgent Care close to your home.

<https://www.va.gov/find-locations/>



Emergency Care Notification

Should you require Emergency Care, please notify the VA Centralized Call Center at 1-(844)-72HRVHA or (844-724-7842) should you ever receive emergency care and/or hospitalization within 72 hours of the start of care.

Nurse Triage (Advice) Line

Nurse triage is offered 24 hours a day, 7 days a week. The Manchester Call Center manages calls during normal business hours. For after hours triage, our counterparts in Veterans Integrated Service Network (VISN) 2 will take the nursing calls.

VA Health Connect

When you call the Manchester VA during normal business hours, dial (603) 624-4366 ext. 3199 and you will be connected to the Clinical Contact Center which is staffed 24/7. Or utilize the VA Health CHAT. Learn more at: <https://mobile.va.gov/app/va-health-chat>

Services Offered:

- Schedule appointments for Primary Care
- Nurse Triage
- Cancel appointments
- Update contact information
- Relay a message to your care team
- Request medication renewals/refills

Pharmacy Services

Same day Pharmacy services are available for Urgent Care patients and newly prescribed medications. All other refilled medications are mailed to the patient. Please request a refill/renewal at least 10 before you run out of medications. This allows for processing.

Requesting a refill

Refills can be requested by phone, MyhealtheVet, VA Health Chat, and the Refill app. Refills can only be requested if there are refills left on the prescription. If you are unable to refill a prescription using the above methods, please utilize the call center or secure messaging to request a medication renewal.

- Direct automated refill line - (603) 626-6543
- Toll free - (800) 892-8384 ext. 6543 or ext. 3232



The Rx Refill mobile application (app) allows Veterans to request refills of their refillable VA-dispensed prescriptions, scan their VA prescriptions to access prescription information, track VA prescription deliveries, and view VA prescription history from the convenience of their mobile device.

Pharmacy Hours

- Location - 1st floor
- Hours: 8:00 a.m. – 5:00 p.m.

Care in the Community (Mission Act)

The Department of Veterans Affairs ended the Veterans Choice Program and now offers Veterans a program which increases their access to quality health care. This program is called the “Maintaining Internal Systems and Strengthening Integrated Outside Networks” Act (the MISSION Act).

The MISSION Act empowers Veterans to have more choices about where and when they receive their health care.

Under the MISSION Act, Veterans can:

- Still choose to have the VA provide their care at VA facilities
- Receive approved care virtually with Telehealth (health care using a telephone or a computer);
- Work with their VA health care team to see if they meet the criteria to receive their health care through approved non-VA medical providers in the community. Veterans need to be enrolled in VA health care to use community care benefits.
- For more information, please visit www.va.gov/COMMUNITYCARE/programs/veterans/GeneralCare.asp., call (844) 698-2311.



Scan Me

Care in the Community Billing

If the Veteran is receiving Care in the Community services, they may be subject to co-payments. Co-payments are based on priority groups and service connected disability. If you receive a bill, but feel it is incorrect, please call VA Health Resource Center: (866) 400-1238, Monday – Friday, 8 a.m. – 8 p.m. EST



Important to remember: You may fill Care in the Community (CIC) prescriptions using a CIC pharmacy only when seen at a CIC Urgent Care or Emergency Room and you must have the authorization number on the prescription. Use the link above to find an authorized pharmacy. If you prefer to have the VA fill the prescription, have the provider fax the prescription to (603) 626-6562.

Care in the Community Call Center

If you need assistance or have a question about your authorization, please call (603) 624-4366 ext. 5960

Billing and Insurance

If you have private health insurance, bring your health insurance information and picture identification with you to your appointment at the Manchester VA. The VA bills private health insurance companies for care received by Veterans at VA facilities. The VA has established guidelines for Veterans and their co-payments. Co-payments may be charged for different services, including inpatient care, outpatient care, prescriptions, and long-term care. Co-payments can be paid at the Manchester VA at the Agent Cashier's office in Bldg. 1 Room NW 110 or by mail. If your insurance company pays for some of your charges, you will receive a credit on your bill.

To find out more about Co-payments, visit:

[https://www.va.gov/health-care/
copay-rates/](https://www.va.gov/health-care/copay-rates/)



Beneficiary Travel Program

VA travel pay reimbursement through the Beneficiary Travel program pays Veterans back for mileage and other travel expenses to and from approved health care appointments.

Travel claims can be submitted online:

<https://eauth.va.gov/accessva/>

To find out more about beneficiary travel program:

[https://www.va.gov/health-care/get-reimbursed-for-
travel-pay/](https://www.va.gov/health-care/get-reimbursed-for-travel-pay/)



Billing (Agent Cashier)

Pay your VA bills onsite at the Manchester VA.

Location:

Room NW 110

Business hours:

8:30 a.m. - 12:30 p.m.

Telephone:

(603) 624-4366 ext. 6387

VA Health Identification Card (VHIC)

The VHIC is for identification and check-in at VA appointments. It cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities.

- To receive a VHIC, you can walk-in to eligibility, Monday-Friday 8 a.m. - 4 p.m. Please bring another form of ID, such as a passport, driver's license and documentation to confirm your home address (electric bill, voter registration card).
- ID not required; the VHIC card is not required for VA healthcare, if you do not have VHIC card, you may be asked to provide some other form of ID to verify identity.
- Photos are taken in eligibility and cards are mailed directly to the Veteran (usually within 7-10 business days).



Ethics Consultation

Ethics consultation is a service provided by specially trained VA staff. When there is uncertainty or conflict about the right thing to do, ethics consultants work with patients, families, and staff to help them make good decisions to resolve these concerns. Ethics consultants will not investigate complaints or allegations of misconduct. These are handled by the Patient Advocate Office.

Who can request an ethics consultation?

- Anyone can ask for an ethics consultation.

What does an ethics consultation cost?

- Ethics consultations are free. You will not be billed for an ethics consultation.

How do I request an ethics consultation?

- Phone: (603) 624-4366 ext. 3622/6185

Ethics Team

Phone: (603) 624-4366
ext. 3622/6185

Environmental/Agent Orange Exposure Exams & Registry

Veterans who may have been exposed to a range of chemical, physical, and environmental hazards during military service. VA's health registry evaluation is a free, voluntary medical assessment for Veterans who may have been exposed to certain environmental hazards during military service.

The evaluations alert Veterans to possible long-term health problems that may be related to exposure to specific environmental hazards during their military service.

VA has established several health registries to track and monitor the health of specific groups of Veterans.

The registry data helps VA understand and respond to these health problems more effectively.

You may be eligible to participate in one or more of these health registries:

- Agent Orange Registry
- Airborne Hazards and Open Burn Pit Registry
- Gulf War Registry (includes Operations Iraqi Freedom and New Dawn)
- Ionizing Radiation Registry
- Depleted Uranium Follow-Up Program
- Toxic Embedded Fragment Surveillance Center

Use the chart below to help determine your eligibility.







MILITARY EXPOSURES CLASSIFICATIONS

PERIOD OF MILITARY SERVICE	AGENT ORANGE	AIRBORNE HAZARDS AND OPEN BURN PIT	DEPLETED URANIUM FOLLOW-UP	GULF WAR	IONIZING RADIATION	TOXIC EMBEDDED FRAGMENTS
1940s–1950s					●	
1960s	●				●	
1970s	●					
1990s		●	●	●		
2000s–Present		●	●	●		●

COMPENSATION & PENSION EXAM, TOXIC EXPOSURE SCREENING, AND REGISTRY EXAMS

WHAT'S THE DIFFERENCE?

With the new toxic exposure screening required by section 603 of the Sergeant First Class Heath Robinson Honoring our Promise to Address Comprehensive Toxics Act of 2022 (the PACT Act), Veterans may have some questions about which exams and screenings they need, when they need them, and what purposes these exams and screenings serve. This comparison chart breaks down some key differences:

EVALUATION TYPE	PURPOSE	DESCRIPTION
 Compensation and Pension (C&P) Exam	Part of the claim decision process to help determine service connection and rate a disability for purposes of compensation.	<ul style="list-style-type: none">» Exams administered as part of the VBA claims process but performed by VHA or contracted providers.» Enrollment in VA care is not required to receive VA benefits, but the exams may provide a basis for eligibility to enroll in VA care.
 Toxic Exposure Screening	Helps identify Veterans with exposure concerns and advises them how to connect with benefits, resources, and services. Not part of the VA benefits claims process.	<ul style="list-style-type: none">» VA must offer the toxic exposure screening to all enrolled Veterans as required by section 603 of the PACT Act.» The screening will be repeated at least once every 5 years.» Screenings will take 5-10 minutes.» If a Veteran has exposure concerns, VA staff will provide them with additional information and resources and advise them on next steps.
 Registry Evaluation	Information collected is used for research and quality improvement purposes and is not for clinical care, nor to determine eligibility for health care or benefits.	<ul style="list-style-type: none">» VA has six registries: Agent Orange, Airborne Hazards and Open Burn Pits, Depleted Uranium, Gulf War, Ionizing Radiation, and Toxic Embedded Fragments.» VA's health registry evaluations are free, voluntary medical assessments for Veterans who may have been exposed to certain environmental hazards during military service.» There is no requirement to be enrolled in VA health care or receive other VA benefits to participate in a registry.» Exams take approximately 60 minutes and are performed by a VA or military health provider. Veterans can contact the nearest local VA medical facility Environmental Health Coordinator about getting a registry evaluation.
 Million Veteran Program (MVP)	Information collected is used for research, not for clinical care or to determine eligibility for health care or benefits. No direct, in-person toxic exposure screening is involved.	<ul style="list-style-type: none">» VA will use information to learn how genes, lifestyle, and military experiences and exposures affect health.» Participants provide informed consent, a blood sample, and secure access to their health records with MVP.» There is no requirement to be enrolled in VA health care to enroll in MVP. Participation is entirely voluntary.» Join online at mvp.va.gov or call 866-441-6075 to schedule an appointment.

Intimate Partner Violence

Intimate Partner Violence (IPV) is a specific type of domestic violence that refers to physical, verbal, emotional, and sexual abuse, as well as stalking between intimate partners. An intimate partner can include anyone with whom an individual has had an intimate relationship – including current or former spouses; boyfriends or girlfriends; and romantic, dating, or sexual partners. Intimate partners may or may not be sexually intimate or live together. Intimate Partner Violence occurs in both heterosexual and same-sex relationships and can affect anyone of any age, including older adults. For more information: <https://www.socialwork.va.gov/IPV/Index.asp>

National Domestic Violence Hotline at 1-800-799-7233 (SAFE)



Military Sexual Trauma

VA uses the term Military Sexual Trauma (MST) to refer to sexual assault or harassment experienced during military service. MST includes any sexual activity that you are involved with against your will.

If you are having current difficulties related to MST, VA is here to support you in whatever way will help you best — from simply learning more about how MST affects people, to treatment that helps you cope with how MST is impacting your life currently, or if you prefer, treatment that involves discussing your experiences in more depth.

If you experienced MST, talk with your primary care provider about a consult to receive MST related counseling services.

For more information:

<https://www.mentalhealth.va.gov/mentalhealth/msthome/index.asp>



Post-9/11 Military 2VA (M2VA)

The M2VA team can connect you with the appropriate VA health care and resources you need to help ease your transition from active duty to Veteran status. If you are a recently separated Veteran, please call (603) 624-4366 ext. 6074 or [Returning Service Member Care](#)

Program provides the following services:

- Case management
- Links to community resources
- VA care and benefits assistance
- System navigation
- Access to VA health care
- Veteran advocacy



Social Work

Social workers assist Veterans, their families, and caregivers by assessing and providing support and assistance in various areas of care coordination. They connect Veterans with resources, services and programs to meet their current needs and address issues related to access to care, psychological status, economics, functional status, housing, social support, and help Veterans complete Advance Directives.

Social workers are embedded in services across the medical center. This includes Primary Care, Geriatrics and extended care, services for Veterans experiencing homelessness, Caregiver Support Services, Mental Health, and other specialty services such as the Spinal Cord Injury Clinic, Traumatic Brain Injury Clinic, Oncology, Intimate Partner Violence (IPV) services, Pain Clinic, and the Visual Impairment Services Team.

If you are interested in meeting with a social worker, please contact your provider and ask them to make a referral.

Veteran Health Education

Veterans can access health care education 24/7 on
<https://veteranshealthlibrary.va.gov/>



Women Veterans Program Manager

Women Veterans Program Manager addresses the health care needs of women Veterans and works to ensure that timely, equitable, high-quality, comprehensive health care services are provided in a sensitive and safe environment at VA health facilities nationwide. We strive to be a national leader in the provision of health care for women, thereby raising the standard of care for all women.



Traveling Veteran Coordinator

If you are planning to travel longer than 2 weeks, please reach out to your patient Aligned Care Team (PACT) team to make them aware. If care is needed at another VA facility, your PACT will work with the Manchester traveling veteran coordinator (TVC).

The TVC will help you pre-plan needed care when you travel extended periods of time. The TVC will then contact you to set up your care at the nearest VA facility to your travel location. You do not have to be assigned to Primary Care at that facility to receive care there. Only Veterans who meet certain medical criteria are able to have assigned Primary Care providers at two different facilities. The TVC will help you get registered at this VA so they can view your medical records. This helps with your care coordination.

Before you start traveling, please:

Let your Primary Care Team and/or specialty care provider(s) know you plan to travel. Give them the dates you are leaving and returning.

- Give them your temporary address and a contact telephone number. Ask that this information be put in your record as a “temporary address.”
- Talk with them about any care coordination that will be needed while you are away.

Examples of care that needs to be pre-planned:

- Regular monthly or bi-weekly injections or infusions
- Follow-up lab tests because of changes in medicines, etc.
- Anticoagulation monitoring

Make sure you have enough medicines and/or refills to last you for the entire time you are gone. Routine medicines are provided by the Manchester VAMC Pharmacy and can be mailed to your temporary address. Request your refills by:

- Using MyHealtheVet
- Calling the Manchester Pharmacy Line at (603) 624-4366 ext. 6595

If you run out of, or lose your medication, a VA near you can provide a temporary supply (usually 10-14 days) until your refills from Manchester VAMC arrive. You may have to travel to the closest main VA facility to pick them up as smaller VA facilities do not have a Pharmacy. The TVC will be able to give you the location and telephone number of the VA facilities near your travel location.

Advance Directives

Planning for the Future

More Information

Talk with your primary care provider about a social worker consult. Every Primary Care team has an assigned social worker who can help guide you through the process.

Contact

Make a request through secure message or leave a message for your provider through the Call Center. (603) 624-4366 ext. 3199

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

It is up to you to decide if you want an Advance Directive. Your decision will not affect your access to health care or other Veterans Health Administration (VHA) services.

There are two types of Advance Directives: Durable Power of Attorney for Health Care, and a Living Will. In the VA, these two types can be completed in one form. You may complete neither, one, or both of the following:

Durable Power of Attorney for Health Care

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

Living Will

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

Advance Directives are important documents that we recommend you have in your medical records. Ask our staff for more information.

Your Rights:

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

Your Responsibilities:

If you have an Advance Directive, it is important to give the Manchester VAMC a copy for your health record.

Chaplain Services

The VA Manchester Chaplain Service is committed to serving both religious and non-religious Veterans. Our team of chaplains is committed to providing pastoral care and support to anyone who requests to meet with a VA Chaplain at our facility and Community-Based Outpatient Clinics (CBOC). Chaplain coverage is available 24-hours a day, seven days a week, particularly in urgent situations or emergencies. Our chapel and Blessed Sacrament Room is located on the second floor of the main building and are open 24-hours a day, seven days a week for Veterans and their family members. Religious literature may be available in the chapel and Blessed Sacrament Room. The religious literature is made available to all patients without charge. The views expressed and the religious content within this literature are those of the donor, author, and/or publisher – not of the U.S. Department of Veterans Affairs.

Chaplains are part of the health care team. They are trained to help with the religious, spiritual, psychological, and social needs of patients, families, and hospital staff. Chaplains work in health care settings such as hospitals, clinics, and nursing homes. Board Certified Chaplains (BCC) have gone through years of education and hands-on experience. They have more training and experience in health care than clergy who work in the community. Chaplains are often connected with a particular faith, yet they work with anyone regardless of their beliefs.

The primary role of VA Chaplains include:

- Pastoral counseling
- Family support
- Communication with your caregivers
- Individual pastoral care
- Grief Support - see the Whole Health handout [“Coping with Grief Following a Death \(PDF\)”](#) for more information
- Assistance with ethical concerns
- Help with Advance Directives - you can learn more about advance care planning at the following VA website: [https://www.va.gov/geriatrics/guide/longtermcare/advance Care Planning.asp#](https://www.va.gov/geriatrics/guide/longtermcare/advance%20Care%20Planning.asp#)
- Support end-of-life decisions
- Help with decision-making
- Spiritual and religious services such as Baptisms, Communion, and funerals

Contact

VA Manchester Chaplains can be contacted at: (603) 624-4366 ext. 2159/6184 and 6185. Also available on MyhealtheVet

Connected Care

Going Beyond Face-to-Face Appointments

More Information

Talk with your Primary Care provider team about utilizing connected care services.

New: Telehealth Emergency Care or Tele-EC, call the VISN 1 Clinical Contact Center at 1-800-892-8384.

Connected Care (Telehealth)

Connected Care focuses on improving health care through technology by engaging Veterans and care teams outside of traditional health care visits.

VA Telehealth Services:

Improves convenience to Veterans by providing access to care from their homes or local communities when they need it. Telehealth technologies provide clinical care in circumstances where distance separates those receiving services and those providing services.

Services include:

- Remote patient monitoring
- VA video connect – appointments in the comfort of your own home
- Contact Ralph Beaman at (603) 624-4366 ext. 6929 for any VVC/CVT/HUB issues, Rachel Rojas at ext. 2284 for iPad issues or, Deb Scotton ext. 2285 for any Remote Patient Monitoring issues.

VA Mobile:

VA Mobile develops mobile apps that offer safe and secure access to VA records from a mobile device. VA apps are developed for both Veterans and health care professionals to allow them to access information on demand when they need it most, making it easier for Veterans to be more actively involved in their health care and provides VA care teams true mobility of patient data for the first time.

For more information, visit: <https://mobile.va.gov/>



Contact

To sign up for a MyHealthVet account contact our MyHealthVet Coordinator: (603) 624-4366 ext. 2291

MyHealthVet:

MyHealthVet is VA's web-based Personal Health Record for Veterans. With MyHealthVet, Veterans have access to VA online tools to help them track their health information and appointments, refills prescriptions, download information from their VA health records through VA Blue Button, communicate with their VA care team through Secure Messaging and access other resources to help them lead healthier lives.

For more information, visit: <https://www.myhealth.va.gov/mhv-portal-web/home>



Home Based Primary Care

Home Based Primary Care (HBPC) is health care services provided to Veterans in their home who have complex health care needs for whom routing clinic-based care is not effective. A VA physician supervises the health care team who provides the services.

The program is for Veterans who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities. Veterans may have difficulty making and keeping clinic visits because of the severity of their illness and are often homebound, but that is not required.

This program is also for Veterans who are isolated, or their caregiver is experiencing burden. Home Based Primary Care can be used in combination with other Home and Community Based Services.

What services can I get? HBPC provides a team of experienced health care professionals. Together, they review the Veteran's health care needs and offer treatments and support for the Veteran and his/her caregivers. Services available in HBPC include:

- Primary care visits at home by a physician, nurse practitioner or physician's assistant
- Care management through a nurse practitioner, physician assistant, or nurse
- Social work
- Occupational Therapy for safety evaluations and Durable Medical Equipment (DME)
- Psychology
- Nutrition
- Pharmacy

If you are interested in Home Based Primary Care, talk with your Primary Care provider about your eligibility.



Gender Affirming Care

Serving ALL Who Served

VA Manchester is committed to providing top quality care to all Veterans including lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ+) Veterans, and Veterans with related identities. In support of this care and to protect your rights, we have policies including but not limited to the following:

- Discrimination based on sexual orientation or gender identity is prohibited.
- Same-sex partners are recognized as the patient's family, even if the partners are not legally married.
- Your name in the medical record will reflect your legal name.
- Veterans are encouraged to use the bathrooms that best align with their gender identity.
- Your sex at birth is listed in your medical record and gender identity can be updated by the Veteran at any time along with preferred name through your provider or VA.gov.
- You have the right to request that name and sex are updated as appropriate.
- Transgender Clinic providing gender affirming care in a private location. Contact information is below for more information.

For medical or mental health questions:

Jessie Tustin, LICSW

Jessie.Tustin@va.gov

603-851-1552

or

603-624-4366 ext. 2484

For questions related to benefit claims, vocational rehab,
or discharge upgrades:

Edward Kelley

Edward.Kelley@va.gov

603-222-5834



Scan Me

Medical Specialty Clinics

Contact

To reach the Cardiology, Oncology, and Sleep Study clinics located in the basement call (603) 624-4366 ext. 2570.

All other medical specialty clinics can be reached at (603) 624-4366 ext. 2260.

VA Manchester offers a variety of specialized care. Receiving your specialized care within VA allows for consistent care and communication with the Primary Care team. Specialists from the following clinics are available:

Allergy- diagnosis and treatment of allergic and immunologic conditions. Allergy testing and administration of allergy extracts to desensitize allergic reactions.

Continuous Positive Airway Pressure (CPAP)- management and education of CPAP equipment.

Cardiology: Diagnosis and treatment of cardiac related conditions, cardiac device monitoring, stress testing, and echocardiograms.

Dermatology- diagnosis and treatment of skin conditions.

Endocrinology- diagnosis and treatment of conditions related to the endocrine system. Diseases such diabetes, hypothyroidism, and more.

Gastroenterology: Diagnosis and treatment of GI related conditions, liver disease, preventive and diagnostic endoscopy procedures.

Gynecology: Diagnosis and treatment of conditions related to women's reproductive organs and provision of well woman care.

Home Oxygen- management of patients who require supplemental oxygen in the home.

Infectious Disease- treatment and management of infectious diseases that require lifelong management.

Infusion Clinic- infusions services for chemotherapy and blood products.

Neurology- diagnosis and treatment of disorders such as gait disturbance, tremor, stroke, syncope, migraines and more.

Oncology/Hematology- diagnosis and treatment of cancer and blood disorders.

Orthopedics-the branch of medicine concerned with the correction or prevention of deformities, disorders, or injuries of the skeleton.

Pulmonology- diagnosis and management of lung disorders.

Pulmonary Function Testing- testing of the lungs that provides the Pulmonologist with vital information related to lung functioning.

Rheumatology- treatment and management of disorders that affect the joints.

Sleep Medicine- treatment of common sleep disorders such as sleep apnea.

Transplant Coordinator- assists Veterans with navigating the transplant process and post-transplant follow-up care coordination.

Urology-diagnosis and treatment of disorders that affect the urinary system.

Mental Health

Contact

(603) 624-4366
ext. 1825

We believe every Veteran is a unique, worthwhile individual who should be treated with compassion, dignity, and respect, and that our success in providing optimal mental health care is based on: our shared goals and commitment; our versatility and flexibility; the high expectations we have of ourselves; our openness to new ideas; and our ability to work as a cohesive and comprehensive care line.

The Manchester Mental Health Service Line provides Outpatient Mental Health Treatment for all eligible Veterans.

Services Include:

- Individual Psychotherapy
- Marriage and Family Therapy
- Group Therapy
- Medication Management
- Substance Use Disorder individual and group programming
- Medication Assisted Treatment for Substance Use Disorders
- Military Sexual Trauma Individual
- Primary Care-Mental Health Integration
- Homeless Services
- Veterans Justice Outreach Services
- Peer Support Specialists
- Therapeutic Work Employment Services
- Recovery Case Management Program

If you would like for VA Manchester to host a suicide prevention or S.A.V.E training at your business or organization, please email us at: VHASPCNH-608MANSuicidePreventionTeam@va.gov.

Also, we have gun locks available at our facilities and medication mail away bags provided by the Pharmacy.

If you are experiencing a Mental Health Emergency, the Veterans Crisis Line is available 24/7.



Patient Advocacy Program

Contact

If you've experienced any problems you haven't been able to resolve by talking with your care team, please visit the Patient Advocate at your Manchester VA Medical Center.

Call 603-624-4366 ext. 6491 or contact through MyHealtheVet Secure Messaging to the Patient Advocate team.

The Patient Advocacy Program is for all Veterans and their families who receive care at the Manchester VA Medical Center, Community Based Outpatient Clinics, and through VA Community Care.

If you have a compliment, suggestion, or concern regarding your care, first speak with your treatment team. Your treatment team includes your doctor, nurse, social worker, dietitian, pharmacist, chaplain, therapist, and other professionals associated with your medical care. If you feel your concerns are not being addressed by your treatment team, you may contact a VA Patient Advocate. A Patient Advocate is an employee who is specifically designated at each Veterans Health Administration (VHA) facility to manage the feedback received from Veterans, family members, and friends. The Patient Advocate works directly with management and employees to facilitate resolutions.

Clinical Decision Appeal Process - There may come a time when you do not agree with your provider about the care that you are or will be receiving. Should this occur, discuss your concerns with your provider. If you still have concerns, we can have a second-level review from your provider's supervisor or the chief of the service line. If your concern is still unresolved, please contact the Patient Advocate who can assist you, if appropriate, in filing an appeal for a review of your concern.

Surveys - After your visit, you may receive a confidential questionnaire in the mail or an electronic survey to your email asking you about your satisfaction with recent outpatient or inpatient treatment at our medical center. Please use the survey to let us know of any concerns, complaints, or questions you have about your care. We also appreciate compliments about what we are doing right. Each Veteran's survey is used to help VA identify opportunities for improvement and to note positive trends — locally, regionally, and nationally.

Patient Rights and Responsibilities - Employees must respect and support your rights as a patient. Patient Rights and Responsibilities are posted in outpatient and inpatient areas. If you have not received a copy of your Rights and Responsibilities, please contact the Patient Advocate who can provide you with a copy.

Primary Care

Your Primary Care Provider and Care Team:

At VA Manchester, we take a team approach to health care—with you at the center. Research shows this kind of approach leads to better quality care, more satisfied patients, and fewer hospital visits.

Who will provide care for me at VA?

After you sign up for VA health care and choose your main VA location, we'll assign you to a health care team called a Patient Aligned Care Team (or PACT). Your team will be made up of you, those who support you (like your family members and caregivers), and your health care providers.

Your team will include a:

- Primary care provider (your main doctor, nurse practitioner, or physician's assistant)
- Clinical pharmacist (a pharmacist who works with you and your primary care provider to make sure you're taking the medicines that are right for you and your overall health)
- Registered Nurse (RN) care manager (a nurse who makes sure your care is coordinated across all providers and services, and meets your health goals and your plan for care)
- Licensed Practical Nurse (LPN) or medical assistant and clerk (team members who help to support you and the other health care providers on your team)
- Social Worker (PACT Social Worker) provides care coordination, psychosocial assessments and vital linkages to VA and Community Resources to support and promote Veteran Centered Care.

Your team will:

- Build a partnership with you. You'll be an active member of the team, and you'll work with your team to plan and make decisions to meet your personal health goals. Your team will offer wellness care, education, and lifestyle coaching to help you stay healthy.
- Provide or arrange for preventive care, such as immunizations (like flu shots) to prevent illness and screenings to help find diseases like cancer in their earliest stages when treatment is most likely to be successful.
- Coordinate your care. Team members will meet often to talk with you, and each other, about your progress and goals. And, they'll coordinate any care you may need from specialists outside the team.

Contact

Interested in signing up for a primary care provider? Call (603) 624-4366 ext. 3199.

Sensory and Rehabilitation Services

Audiology, (603) 624-4366 ext. 2175:

Caring for Veterans through the prevention, diagnosis, and treatment of hearing disorders to include hearing loss, balance impairment, and tinnitus. VA audiologists counsel patients and families regarding good hearing health practices and advise them on appropriate management strategies. Tele-audiology services, including hearing exams and hearing aid fittings/adjustments are available at Tilton and Conway Community-Based Outpatient Clinics (CBOCs).

Occupational Therapy (OT), (603) 624-4366 ext. 6268:

With a focus on the activities that make a person uniquely “You,” occupational therapy serves to restore function & offer solutions to engage in everyday activities. From eating a meal and completing self-care to returning to work or resuming a beloved hobby, an occupational therapist will work alongside Veterans to achieve their goals. OT is often involved in home evaluations, durable medical equipment, and family training – all while tailoring solutions to fit Veterans where they’re at.

Physical Medicine, (603) 624-4366 ext. 6268:

The goal of the Physical Medicine Clinic is to provide medical care to patients with weakness, numbness, and loss of activity, and in doing so, maximize their functional independence. This clinic can also recommend exercise programs, review possible adaptive equipment, and complete Electromyography (EMG) for Carpal Tunnel Syndrome (CTS), neuropathies, or radiculopathy assessment, if indicated. Also offered is the Botox/Dysport Clinic, which provides relief from a variety of ailments including, but not limited to migraines, spasmodic torticollis, limb spasticity, focal dystonias, and primary axillary hyperhidrosis.

Physical Therapy (PT), (603) 624-4366 ext. 6268:

Physical Therapy team works with Veterans to improve physical function and reduce pain by optimizing mobility, strength, flexibility, endurance, balance, and coordination. Develops self-care programs for management of painful or limiting musculoskeletal conditions, and to help patients maintain independence.

Sensory and Rehabilitation Services

Recreational Therapy (RT), (603) 624-4366 ext. 5044:

Recreation Therapy utilizes recreation and goal-based interventions to address the needs of Veterans with illnesses and/or disabilities. Through recreation therapy Veterans can enhance their quality of life, physical health, mental health, and overall well-being.

Speech-Language Pathology (SLP), (603) 624-4366 ext. 6268:

Speech-language pathology provides comprehensive evaluation and treatment of swallowing and cognitive-communication disorders, including disorders of speech, language, voice, and cognitive function. Speech-language pathology also provides evaluation and training in the use of augmentative and alternative communication (AAC) and assistive technology to support communication.

Spinal Cord Injury and Disorders (SCI/D), (603) 624-4366 ext. 6434/1839:

The mission of the Spinal Cord Injury and Disorders (SCI/D) Clinic is to promote the health, independence, quality of life, and productivity of Veterans with spinal cord injuries and disorders (SCI/D). We provide coordinated life-long services to Veterans with SCI/D diagnoses.

Traumatic Brain Injury (TBI)/Polytrauma, (603) 624-4366 ext. 1960/6455:

The TBI program provides comprehensive assessment and treatment for Veterans with traumatic brain injury. Veterans will benefit from a coordinated case management approach, which includes providing patient and family education and training, psychosocial support, and connecting Veterans to necessary supports and services. Referrals can also be made to the Botox/Dysport Clinic, which provides relief from a variety of ailments including, but not limited to migraines, spasmodic torticollis, limb spasticity, focal dystonias, and primary axillary hyperhidrosis.

Visual Impairment Services Team (VIST), (603) 624-4366 ext. 6475:

VIST helps blind and visually impaired Veterans be as independent as possible in all areas of day-to-day functioning. Low-vision exams can be provided through the Eye Clinic. Devices, training, support, and case management are provided to Veterans in the VIST program.

Surgical Services

VA Manchester offers a variety of specialized surgical care. Receiving your care within VA allows for consistent care and communication with the Primary Care team. In addition, surgical care within the VA system has been shown in the literature to be as good or better than care at other non-VA facilities. Face-to-face as well as telehealth visits available. We have specialists in the following fields:

Anesthesia: Pre-surgical evaluation to determine treatment for surgery and Anesthesia for procedures.

Clinical Resource Hub (CRH): Coordination of treatment and management of surgical diagnoses within the VA New England Healthcare System, outside of Manchester.

General Surgery: Diagnosis and treatment of General Surgery conditions. Patients with procedures unable to be done here will be able to be directly referred into surgical clinics via CRH.

Optometry: Diagnosis and treatment of conditions related to assessment of eye health and quality of vision.

Ophthalmology: Diagnosis and treatment of conditions related to the eye that may require surgical intervention/treatment, Cataract surgery.

Orthopedics: Diagnosis and treatment of conditions related to the musculoskeletal system. Patients with procedures unable to be done here will be able to be directly referred into surgical clinics via CRH.

Otolaryngology (ENT): Diagnosis and treatment of conditions related to the ears, nose, and throat, that may require surgical intervention/treatment. Patients with procedures unable to be done here will be able to be directly referred into surgical clinics via CRH.

Podiatry: Diagnosis and treatment of conditions related to the feet, to include surgical options.

Urology: Diagnosis and treatment of conditions related to the urinary system. Patients with procedures unable to be done here will be able to be directly referred into surgical clinics via CRH.

Vascular: Diagnosis and treatment of conditions related to the blood vessels and arteries of the body. Patients with procedures unable to be done here will be able to be directly referred into surgical clinics via CRH.

Vascular Laboratory: Diagnosis of conditions related to vascular disease by utilizing advanced, non-invasive, diagnostic, medical ultrasound technology.

Contact

(603) 624-4366
ext. 2260

Vet Centers

Vet Center is a community-focused counseling center that provides confidential help for Veterans, service members, and their families in a comfortable non-medical setting.

We are proud to serve Veterans and service members from all conflicts and backgrounds.

Vet Centers are community-based centers located off-base across New Hampshire that offer:

Counseling Services:

- We provide individual, group, couples, and family counseling to talk through problems, brainstorm solutions, discuss what resources are available, and work with you to create effective and practical plans for your personal growth.

Referral Services:

- We provide medical, benefit, employment, and other VA and community referral services to help you and your family navigate time-consuming tasks, like applying for VA benefits, or finding a job.

Community Engagement:

- Vet Center helps you connect with your community by working with local partners and using our resources to advocate for your needs and connect you to other Veterans in your community.

To learn more about Vet Center eligibility, scan the QR code.



Locations:

Manchester Vet Center
1461 Hooksett Rd, B7
Hooksett, NH 03106
603-668-7060

Berlin Vet Center
515 Main Street Suite 2
Gorham, NH 03581
603-752-2571



Whole Health

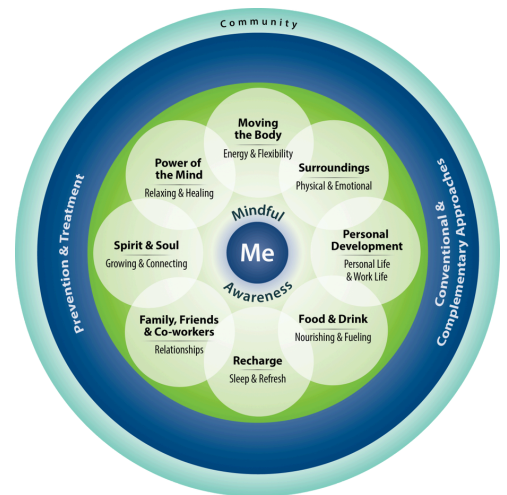
More Information

Talk with your primary care team about What Matters Most in your life or contact the Whole Health team at:
(603) 624-4366
ext. 5046

Whole Health is an approach to health care that empowers and equips Veterans to take charge of their health and well-being and to live their life to the fullest. Traditionally, providers have focused on what's the matter with patients, zeroing in on their diseases and ailments. We are working to shift this focus by instead starting a conversation about what matters most to Veterans. We want to put the Veteran — rather than the disease — at the center of their health and health care.

The practice of Whole Health

- Places each Veteran at the center of his or her own health care
- Shifts the focus of care toward health and well-being
- Utilizes Mindful Awareness to promote self-care and healing
- Emphasizes the importance of relationships and partnerships
- Incorporates a range of conventional and complementary approaches



Whole Health Coaching

Whole Health Coaches support the Veteran in achieving their standard of optimal health that takes into account the mental, physical, and social well-being of the Veteran. Using the Personal Health Inventory (PHI), the Whole Health Coach assists the Veteran in developing a Personal Health Plan (PHP) that is based on what matters most to the Veteran. The plan is based on the Veteran's own goals, values, preferences, and lifestyle.

Wellness Center

Veterans enrolled at VA Manchester are welcome to engage in group programs, such as yoga, tai chi, mindfulness, etc. to further support individual health and wellness goals and/or utilize the fitness center during open gym times. Please refer to the monthly Whole Health program calendar for a comprehensive list of available programs and the open gym schedule.

Contact

Learn more about getting involved in Whole Health activities, contact
(603) 624-4366
ext. 5046

Women Veterans Program

Women are the fastest growing group in the Veteran population. Over the past two decades, our resources, services, and culture have transformed to meet your unique health care needs. Today's VA is focused on the needs of women Veterans and cultural transformation.

Services available include:

- Comprehensive women's health primary care services
- General health care and wellness checks, including routine screenings, women specific care, chronic disease management, and mental health services.

Gynecologic and Fertility:

All Veteran's eligible for health care services are eligible to receive infertility evaluation and treatment. Veterans may be eligible for Invitro Fertilization (IVF), under certain criteria. For questions relating to infertility care and treatment, please reach out to your Primary Care provider or local Women Veterans Program Manager.

Breast Health and Mammography Care:

The Breast Health and Mammography team provides care coordination throughout the entirety of your mammography and breast health journey. Veterans in need of a Mammogram or Breast Health care are encouraged to speak with their Primary Care provider. A consult must be received in order for your care to be authorized and covered. Our team works collaboratively with your provider and the community to ensure timely care is received.

Maternity Care Services:

VA offers Maternity Care Coordination and Services. Maternity Care services are available through VA's Community Care partnership. Veteran's eligible for VA Health Care are eligible to receive Maternity Care. To access your Maternity Care benefits, please notify your Primary Care provider as soon as you become pregnant so that a Maternity-Consult may be placed. This consult is required in order for your Maternity Care benefits to be authorized. Maternity services include: routine pregnancy care, diagnostic imaging; labor and delivery including hospital admission; newborn care including inpatient and outpatient care for the newborn for the first 7 days immediately following birth; and more. Maternity Care Coordination (MCC) provides clinical care coordination services to Veterans enrolled in the program via telephone or Video Connect and includes monthly-bimonthly check-in calls by the MCC Nurse and Social Worker.

Contact

Women Veterans
Program Manager
(603) 624-4366
ext. 6541

Breast Health
(603) 624-4366
ext. 1193/2498

Maternity Care
(603) 624-4366
ext. 1805/1859

BE A

VOICE FOR VETERANS

REPORT WRONGDOING

- ▶ Crimes and violations of rules/regulations
- ▶ Mismanagement or a gross waste of funds
- ▶ Abuse of authority
- ▶ Risks to patients, employees,
and property

SUBMIT A COMPLAINT

ONLINE: www.va.gov/oig/hotline

FAX: 202.495.5861

MAIL: VA Inspector General Hotline (53H)
810 Vermont Ave, NW
Washington, DC 20420

PHONE: 800.488.8244

**SCAN HERE FOR
VA OIG HOTLINE**



**U.S. DEPARTMENT OF VETERANS AFFAIRS
OFFICE OF INSPECTOR GENERAL**

Report a Patient Safety Concern



Do you have a patient safety concern about a health care organization?



What we do...

The Joint Commission helps accredited health care organizations improve patient safety and the quality of their services. Your report of a patient safety or quality of care concern will help us guide the organization to make the necessary improvements which will reduce or preferably eliminate the likelihood of harm to patients in the future.

The Joint Commission's goal is to evaluate performance of the organization based on our established standards of care; therefore The Joint Commission does not evaluate the appropriateness of specific care of an individual patient; or address billing issues, payment/financial disputes or legal matters/disputes.

If you prefer, you also have the option to contact and work directly with the health care organization to seek resolution of your patient safety concern and/or on matters beyond the scope of The Joint Commission's review, as listed above.

How to report a concern?

The preferred method for submitting a concern is through our **online submission form**. This is the quickest and most direct way to reach us. You also have the option to submit your safety concern or event anonymously.



Online: www.jointcommission.org; Click on



located under "Connect With Us"



Mail: Provide a brief (please limit to two pages) summary of your safety concern and the complete name and address for the location where care was received. Please be as specific as possible.



Office of Quality & Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

In order to protect your Personal Health Information, The Joint Commission **will not accept** copies of medical records, photos or billing invoices and other related personal information. Any such document received will be shredded upon receipt, per our policy.

— WOULD YOU KNOW HOW TO —

REPORT FRAUD WASTE AND ABUSE

— IF YOU SAW IT? —



Criminal activity, including fraud, should be reported to the Office of Inspector General:

- Email the VA OIG Hotline: vaoighotline@va.gov
- Fax the VA OIG: (202) 565-7936
- Call the VA OIG: (800) 488-8244



If it is non-criminal related to waste, abuse, or conflicts of interest, please refer or reach out to:

- Your supervisor
- Your local Integrity and Compliance Officer
Ellen Gagne Ellen.Gagne@va.gov
- The [VHA Code of Integrity](#)
- The CBI Helpline (866) 842-4357 or email vhacbihelpline@va.gov



VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Compliance and Business Integrity

Would you like to Thank A Nurse?

Please consider nominating a nurse
for our international nurse recognition.

The DAISY Award was established by the family of J. Patrick Barnes who died at age 33 of ITP, an autoimmune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.

Submit your nomination at
WWW.Daisyfoundation.org
or scan the QR code



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES



THANK YOU FOR ENTRUSTING US WITH YOUR CARE!

If you have any questions or suggestions for the next guide,
please email VAMCMANPAO@va.gov.

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Manchester Healthcare System