

# COLUMBIA VA HEALTH CARE SYSTEM

## PRIMARY CARE PATIENT HANDBOOK



 **Healthy Living Matters.  
Prevention Works.**

**6439 GARNERS FERRY ROAD  
COLUMBIA, SC 29209  
(803) 776-4000  
[www.columbiasc.va.gov](http://www.columbiasc.va.gov)**

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Columbia VA Health Care System

**VA  
HEALTH  
CARE**

HONORING SERVICE  
**EMPOWERING  
HEALTH**

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Scan QR codes, visit popular links to trusted VA websites, or call the MyVA411 hotline at (800) 698-2411 to learn more about each resource listed in this handbook.

**How to scan a  
QR code with your  
smartphone camera**



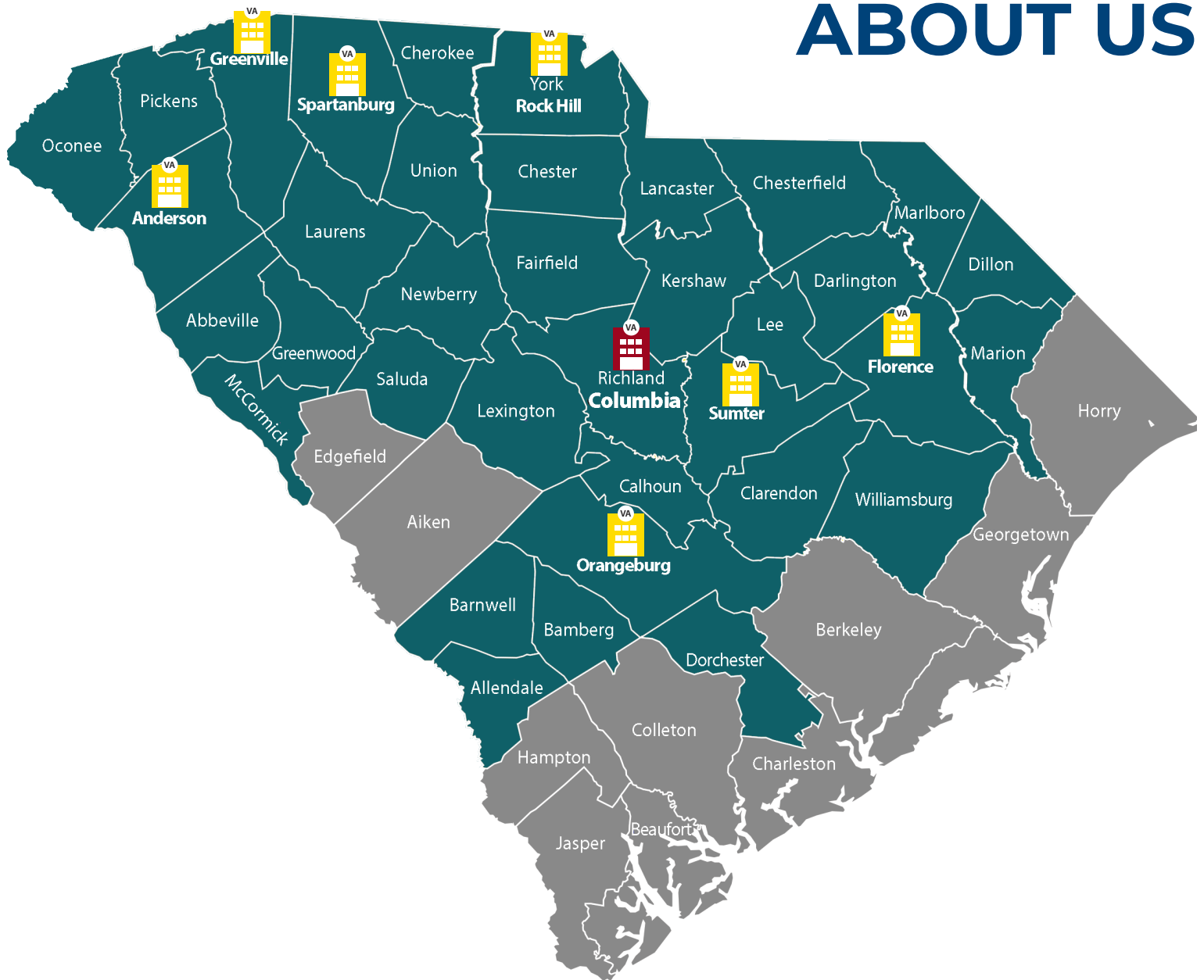
- 1 Open your smartphone's camera app or QR code scanning app.
- 2 Hold your device so that the single QR code appears on your smartphone's screen.
- 3 Once the QR code is centered on your smartphone's screen, your device will recognize the QR code and show a notification.
- 4 Tap the notification to open the link associated with the QR code.

# VA'S CORE VALUES

## Our VA Core Values

VA Core Values are: Integrity, Commitment, Advocacy, Respect, and Excellence - better known as "I CARE." VA's Core Values will continue to serve as the right guide for all our interactions and remind us and others that "I CARE."

## ABOUT US



## Wm. Jennings Bryan Dorn VA Medical Center

6439 Garner's Ferry Rd., Columbia, SC 29209  
803-776-4000  
**90,155 Veterans Served**





## Anderson

3030 North Highway 81  
Anderson, SC 2962  
864-224-5450  
**9,602 Veterans Served**



## Florence

Coming in Fall 2024!  
1380 Celebration Boulevard  
Florence, SC 29501  
843-292-8383  
**7,026 Veterans Served**



## Greenville

41 Park Creek Drive  
Greenville, SC 29605  
864-299-1600  
**20,458 Veterans Served**



## Orangeburg

151 Magnolia Village Parkway  
Orangeburg, SC 29118  
803-533-1335  
**3,447 Veterans Served**



## Rock Hill

2670 Mills Park Drive  
Rock Hill, SC 29732  
803-366-4848  
**7,073 Veterans Served**



## Spartanburg

279 North Grove Medical Park Drive  
Spartanburg, SC 29303  
864-582-7025  
**5,495 Veterans Served**



## Sumter

245 Bultman Drive  
Sumter, SC 29150  
803-938-9901  
**4,999 Veterans Served**





# YOUR PRIMARY CARE/PACT CARE TEAM

PACT Clinic Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Provider: \_\_\_\_\_

Registered Nurse Care Manager: \_\_\_\_\_

Clinical Nurse: \_\_\_\_\_

Clerical Associate: \_\_\_\_\_

\*If you do not have a Primary Care Provider, please call (888) 651-2683

## DORN VA MEDICAL CENTER MAP



# COLUMBIA VA HEALTH CARE PRIMARY CARE

Primary Care provides comprehensive, coordinated medical care to our patients. You will be assigned to a patient aligned care team (PACT) within the Red, White, Blue, Women's or Freedom Health clinics in Columbia or in one of seven outpatient facilities located in Anderson, Florence, Greenville, Orangeburg, Rock Hill, Spartanburg or Sumter. Your PACT will advise you on preventative healthcare, provide care for the majority of your medical problems, and refer you to specialty services when needed.

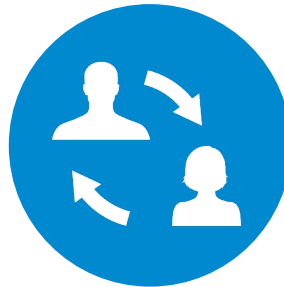
## WHAT IS PACT (PATIENT ALIGNED CARE TEAM)?



**Partnerships** with Veterans



**Access** to care using diverse methods



**Coordinated care** among team members



**Team-based care** with Veterans as the center of their PACT

PACT is a team-based model of health care based on placing you at the center of your healthcare. PACT is designed to be a **PARTNERSHIP** between you and your primary care team, focused on your life-long health and well-being. The PACT model of care aims to improve your **ACCESS** to health care with **COORDINATED CARE** among all of your health care team members. Based on the concept of **TEAM-BASED** care, when additional services are needed to meet your goals and needs, other care team members can assist.

*Good Questions for Your Good Health*

# Ask Me 3<sup>®</sup>

*Every time you talk with a health care provider*

**Ask these questions**

1.

What is my main problem?

2.

What do I need to do?

3.

Why is it important for me to do this?

# PACT PRIMARY CARE APPOINTMENTS

## During Your First Appointment

- You will meet with your PACT team.
- A physical examination will be done. Your primary care provider will determine if there is a need for testing (blood/lab work, x-ray, etc.).
- A complete medical history will be obtained.

## What to bring to your first primary care appointment

To provide you the best quality health care, please bring the following:

- A copy of important and recent health care notes
- Recent x-ray reports, lab tests, and procedure notes
- Recent non-VA hospital discharge summaries
- All prescribed medicines in their original bottles
- All over-the-counter medicines in their original bottles (vitamins, herbals, etc.)
- List of allergies and reactions



**An appointment missed by  
YOU  
is an appointment missed by  
TWO!**

Help us give your spot to another Veteran.  
To cancel your appointment, call us at  
**(800) 293-8262, option 3.**



**PACT Website:** <https://www.patientcare.va.gov/primarycare/PACT.asp>



# **PACT PRIMARY CARE APPOINTMENTS**

## **How can I schedule, cancel, or let my team know if I am running late for an appointment?**

- Call the Clinical Contact Center: (803) 647-5829
- My HealtheVet secure messaging: <https://www.myhealthevet.va.gov/>
- My HealtheVet VA online scheduling mobile app: <https://mobile.va.gov/app/veteran-appointment-request>
- Explain your health care needs in detail when you call to schedule an appointment.
- Please cancel your appointment as soon as possible, preferably at least 24 hours in advance if you are not able to keep it. This will allow us to offer the appointment to another Veteran.

## **What is the procedure for scheduled appointments?**

- Arrive 30 minutes before your appointment for a nursing pre-assessment.
- Do not leave the waiting area after checking in.
- Try to complete labs & x-rays a few days prior to your appointment.

## **What if I arrive late for a scheduled appointment?**

Priority will be given to patients who arrive on time. If you do arrive late, we will work with you to resolve your same day needs. This may include being seen later by your provider or another team member that can assist in your care.

## **How can I find out about my upcoming appointments?**

For a listing of your current appointments, go to your My HealtheVet account: <https://www.myhealthevet.va.gov/>, call (803) 776-4000, select Option 3; or toll-free (800) 293-8262, select option 3; or the Automated Line (803) 647-5650 (available 24/7).

## **What if I need to be seen today?**

- Call the Clinical Contact Center at (803) 647-5829
- Go to the emergency room for serious & potentially life-threatening health problems.

## **What are the different types of appointments available to me?**

- Face-to-Face
- Phone
- Group
- Virtual Video Appointments (individual or group) are a safe, fast, and easy way to see your provider without the need to come into the medical facility.



# VA Video Connect

## VA Telehealth

### *Real-Time Access to Your VA Care Team Through VA Video Connect*

#### *Conduct Visits With Your Provider Through Live Video*

VA Video Connect makes VA health care more convenient for you and other Veterans and caregivers. VA Video Connect enables you to quickly and easily meet with your VA care team through secure and private videoconferencing sessions. You can conduct visits with your provider in a virtual medical room, from anywhere, using the camera on your phone, computer, or tablet.



#### *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 specialist you need difficult.



You lack time to regularly attend in-person appointments.



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

#### *A Step-by-Step Guide*

1. **Visit the website.** Learn more about VA Video Connect at [mobile.va.gov/appstore](https://mobile.va.gov/appstore).
2. **Get set up.** Open VA Video Connect by selecting your appointment link. Apple users can download the mobile app from the Apple App Store.
3. **Test your device.** On the VA Video Connect app page, select "Visit the VA Video Connect test site" to set up your microphone and speakers. You can also ask your VA care team for a practice session.
4. **Troubleshoot technical problems.** Need help? Call the National Telehealth Technology Help Desk at **866-651-3180** or **703-234-4483**, Monday through Saturday, **7 a.m. – 11 p.m.** Eastern Time.

Get Started Today!  
[\*\*mobile.va.gov/appstore\*\*](https://mobile.va.gov/appstore)



U.S. Department  
of Veterans Affairs

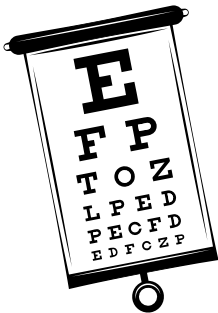


# APPOINTMENT SELF-SCHEDULING: BY PHONE

You may contact the below clinics directly for an appointment.  
A referral from your primary care provider is not necessary.

Need an appointment with Audiology  
(hearing issues/help with hearing aids)?

Call (803) 776-4000, ext 56459 or  
(864) 299-1600, ext. 22807.



Need an appointment with the Eye Clinic?

Call (803) 776-4000, ext. 55122.

Need an appointment with Podiatry  
(problems with your feet)?

Call (803) 776-4000, ext. 54407 or  
Upstate: (864) 884-5450, ext. 22301.



Need an appointment with a Dietitian  
(help with your diet/food choices)?

Call (803) 776-4000, ext. 56812

**For clinics not listed,  
please call the Clinical Contact Center to schedule at: (803) 647-5829.**



# ONLINE APPOINTMENT SELF-SCHEDULING:

## *My* healthVet

My HealtheVet can help Veterans view upcoming appointments, schedule/request appointments, and cancel appointments.



**The following clinics can be self-scheduled through My HealtheVet:**  
**<https://www.myhealth.va.gov/>**

- *Primary Care*
- *Outpatient Mental Health*
- *Amputation Services*
- *Audiology*
- *Clinical Pharmacy/Primary Care*
- *Cpap Clinic*
- *Food & Nutrition*
- *Move! Program (Exercise/Healthy Eating)*
- *Optometry (Eye Clinic)*
- *Sleep Medicine/Home Sleep Study*
- *Social Work*



### **Appointments**

Keep track of your upcoming VA medical appointments and get email reminders.

**Veterans must have one of the following to self-schedule through My HealtheVet:**

**My HealtheVet Premium Account**  
**ID.me Account**  
**DS Logon Level II Account**



For questions, please stop by the Dorn VA Welcome Center My HealtheVet office or call (803) 776-4000, exts. 54783, 57901, 52670.

# CLINICAL CONTACT CENTER

**(803) 647-5829**

The Clinical Contact Center offers services to Veterans 24-hours a day, 365 days a year.

When calling, please be prepared to identify yourself by providing your last 4 of your social security number.



Around the Clock Support



Connect with a Scheduler



Connect with a Provider



Nurse Triage



Pharmacy

## EMERGENCY/URGENT CARE NEEDS



Call 911 or seek help at the nearest Emergency Room (ER) if you are experiencing any serious and possibly life-threatening symptoms such as chest pain, stroke symptoms (paralysis, one-sided weakness), trouble breathing, broken bones, severe pain, poisoning, or trauma. List is not all-inclusive.

**The Dorn VA Medical Center has an emergency room available 24 hours a day, 7 days a week.**

**\* The VA may not pay if you get your care through a non-VA emergency room. Please mention that you are a VA patient to local emergency staff upon arrival.**

**The following are conditions better suited for a PACT visit, not an ER visit:**

- Physical Exams.
- Minor illnesses such as cold, sore throat, allergies, or rash.
- Minor injuries such as cuts, scrapes, or bruises.
- Medication refills/renewals.
- Chronic disease management (high blood pressure, diabetes, or pain).
- Routine screenings (high blood pressure, blood sugar, or vaccines).

## LABORATORY (LAB)

Your appointment letter will include a lab appointment time if lab tests have been ordered by your PACT. Lab appointment times are approximate and are generally scheduled within 1-2 weeks of your PACT appointment.

# PHARMACY/MEDICATIONS

The Pharmacy Service of the Columbia VA Health Care System aims to provide you with the best care in the safest way possible. To better serve our Veterans, we utilize a mail driven pharmacy system for routine prescriptions and refills.

Our outpatient pharmacy locations in Columbia and Greenville are also available for urgent, same day medication needs.

**Request your next refill as soon as you receive your medication in the mail to receive on-time delivery of your next refill.**

**Can I get ANY medication through the VA?** Your PACT provider will write prescriptions for you based upon your medical needs and the availability of medications from the VA pharmacy.

VA Providers are required to prescribe medications that are on the VA National Formulary List. Medications on the VA Formulary List have been well researched and are chosen based on their safety, effectiveness, & cost efficiency.

**What is the procedure for having a narcotic prescribed?** Prescribing and dispensing narcotic medications are highly controlled by state and federal law. Your PACT provider can only provide these medications if indicated by your medical condition. If you take narcotics for a long-term condition, you will have to sign a Controlled Substance Agreement.

**Please do not go to the Primary Care Clinic or Emergency Room for medication refills.  
Please call (803) 293-8262 for medication refills.**

## *Four ways to refill your VA prescription from home:*

- 1 PHONE:** (800) 293-8262
- 2 ONLINE:** [www.myhealth.va.gov](http://www.myhealth.va.gov)
- 3 MAIL:** Send your refill slips to:  
Columbia VA Health Care System  
Pharmacy (119)  
6439 Garners Ferry Road  
Columbia, SC 29209  
or  
Greenville Outpatient Clinic  
Pharmacy (119R)  
41 Park Creek Drive  
Greenville, SC 29605
- 4 MOBILE APP:**  
Visit mobile [va.gov/app/rx-refill](http://va.gov/app/rx-refill) or scan the QR code below with your device camera to learn more and download the app.





# COORDINATING YOUR NON-VA HEALTH CARE

## What if I am also treated by a private sector health care provider?

We recognize that many of our patients also have non-VA providers. Doing so, however, can sometimes lead to safety concerns. To minimize danger to you, the VA instituted the following requirements:

- You must have a VA provider. It is your responsibility to provide your VA provider with the appropriate medical records from your non-VA provider (you can sign a Release of Information [ROI] form for your records to be obtained).
- **Your VA provider must agree with the medication/treatment prescribed but is NOT REQUIRED to prescribe any medication/labs/supplies or other treatment from a non-VA provider.**
- Prescriptions for a condition in which the VA sent you to a non-VA provider may be taken directly to the VA pharmacy to be filled.

***\* Your VA provider cannot rewrite prescriptions or order tests from non-VA providers without medical records stating why you need the medicine(s).***

***\*\* Please purchase several days of medications until your VA provider has had time to review your records. It may then take 10-14 days to receive the new medication in the mail.***

## What if I am admitted to a non-VA hospital?

If you're admitted to a non-VA hospital, ask the hospital's representative to call the Columbia VA Health Care System's Non-VA Care Department at (803) 695-6846 as soon as possible (within 72 hours). However, this does guarantee payment from the VA.

## Post-Hospital Discharge Follow-Up

If you are hospitalized at the Dorn VA Medical Center, shortly after you are discharged from care, a member of our Primary Care PACT team will call to make sure you have everything you need and can answer any questions you may have.

If you miss our call or are hospitalized at a non-VA hospital, please call our Clinical Contact Center at (803) 647-5829 within two working days of your discharge date.

# ADVANCE CARE PLANNING

## What is Advance Care Planning?

Advance Care Planning allows your loved ones and providers to better understand your wishes about your future medical care in the event that you are no longer able to make decisions for yourself.

For more information about advanced care planning or completing an Advance Directive, please discuss with your PACT team or go to [https://www.va.gov/geriatrics/pages/advance\\_care\\_planning\\_topics.asp](https://www.va.gov/geriatrics/pages/advance_care_planning_topics.asp)



# FAQ'S

## What if I have a complaint/suggestion about my PACT experience?

Contact a Patient Advocate at (803) 776-4000, ext. 56937.

## How can I change my PACT provider?

You have the right to change health care provider(s). Before making a change, discuss any problems/concerns with your current provider and work toward an agreement. If you cannot reach an agreement, your primary care clerical assistant can request a change or call (888) 651-2683.

The key to providing quality Veteran health care is **OPEN & FREQUENT COMMUNICATION.**



## What if I need VA health care & I am away from home/traveling?

Please contact our local Traveling Veteran Coordinator at (803) 776-4000, ext. 51991. For more information: [https://www.va.gov/healthbenefits/access/seamless\\_care.asp](https://www.va.gov/healthbenefits/access/seamless_care.asp)

## How can I change my preferred VA facility?

Discuss this with your PACT provider who will coordinate your request with the Veterans Service Center at your local health care facility.

## What if I have a medical form to fill out?

Veterans should take all paperwork requests or forms that require provider's input to the Release of Information (ROI) office for tracking and appropriate completion. Please complete all sections of your paperwork before submitting the forms to ROI. Additionally, please submit a blank copy of the forms in case corrections need to be made. ROI is located in the Welcome Center on the first floor of Bldg. 100, the main hospital building. Form completion may take up to 20 days. For further questions or you live outside of Columbia, please call (803) 776-4000, ext. 57734.

## Can my PACT provider change disability ratings?

No, for help with disability ratings, please contact your local Veterans Service Organization. Your social worker is also available to provide a list of individuals and organizations that can help you apply for disability. You can also contact eBenefits: <https://www.va.gov/> for questions about your VA benefits.

## Does the VA provide service dogs?

The VA does not provide service dogs. However, the VA does provide insurance benefits for eligible Veterans with visual/guide, hearing, seizure, and mobility dogs (38 CFR 17.148) and who has a service dog trained at an accredited service dog training agency.

<https://www.prosthetics.va.gov/ServiceAndGuideDogs.asp>

## Can I bring my dog to the VA?

Trained service dogs are allowed on VA property when accompanying a person with a disability. Emotional support animals DO NOT qualify as service dogs and are therefore NOT allowed on VA property.



# **PROGRAMS & SERVICES**

## **PACT SOCIAL WORK**



PACT Social Workers provide a variety of programming including but not limited to resource navigation, crisis intervention, advocacy, case management, and benefit assistance. Ask your PACT team or go to <https://www.socialwork.va.gov> for more information.



## **PRIMARY CARE MENTAL HEALTH INTEGRATION**



It's normal to feel stressed, anxious, down or moody at times, but if these feelings persist, your PC-MHI team can help. PC-MHI is a team of mental health experts that coordinates with the rest of your PACT, allowing your care team to provide services for depression, anxiety, problems with sleep, PTSD, and substance use.

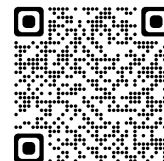
Ask your PACT team or go to <https://www.patientcare.va.gov/primarycare/PCMHI.asp> for more information.



## **PACT NUTRITION SERVICES**



Dietitians can support you with nutrition-related concerns and weight management. See <https://www.nutrition.va.gov> or call (803) 776-4000, ext. 56812 for more information.



## **HOME-BASED PRIMARY CARE PROGRAM**



Home Based Primary Care (HBPC) is a Primary Care Team available to Veterans living in the community. This program is designed to provide long-term Primary Care services to Veterans with chronic health conditions that make it difficult to keep clinic appointments.

For more information, discuss with your PACT team or [https://www.va.gov/GERIATRICS/pages/Home\\_Based\\_Primary\\_Care.asp](https://www.va.gov/GERIATRICS/pages/Home_Based_Primary_Care.asp)



## **SPINAL CORD INJURY SERVICES**



Coordination of life-long healthcare services for Veterans with a spinal cord injury or disorder.

For more information: <https://www.sci.va.gov/index.asp> or (803) 869-0122.





# SPECIALTY CARE SERVICES

Through VA's specialty care services, you have access to specialty care providers who focus on specific areas of care. VA medical and surgical specialty care services can be reached by calling (803) 776-4000:

Audiology: 56459

Cardiology: 57160, 54251

Chaplain Services: 56332

Dental: 51839

Dermatology: 56181, 56032

Diabetes Clinic: 54492

Ears, Nose, & Throat: 57094

Eye Clinic: 55122

Gastroenterology: 51882, 56559

General Surgery: 57086, 57308

Hematology/Oncology: 56255, 56073

Infections Diseases: 57127, 54691

Mental Health: 57521, 54284

Neurology: 56503

Neurosurgery: 57094

Nephrology (Kidney Clinic): 57833, 51663

Nutrition Services: 56812

Orthopedic Surgery: 55122, 57086, 57308

Pain Clinic: 54443, 55312, 55315

Pharmacy: 56806

Plastic Surgery: 57086

Prosthetics: Dorn - 56329, GOPC - 22829

Podiatry: Dorn - 55512, GOPC - 22301

Pulmonary/Respiratory: 56370

Rheumatology: 57302

Thoracic Surgery: 57086, 57308

Traumatic Brain Injury: 54643

Spinal Cord Injury: 56402

Urology: 56259, 57806

Vascular: 57094

## How do I see a specialist?

Your PACT provider will conduct a medical review and determine if you need to see a specialist. Once determined, your provider will submit a consult request to receive a specialty care appointment.



## Will I have to wait a long time to receive my specialty care appointment?

The VA is committed to seeing patients as quickly as possible. Should you need to be seen sooner due to your medical condition, arrangements may be made for an earlier appointment.

## How do I cancel/reschedule a specialist clinic appointment?

To cancel or reschedule a specialist clinic appointment, please call (803) 776-4000 or (800) 293-8262, ext. 55122.

## What if I want to see a mental health specialist?

If you have any mental health concerns such as depression, anxiety, combat-related stress, substance abuse or marital discord, you can ask to meet with a psychologist, psychiatrist, or mental health social worker in PACT for an evaluation.

# MENTAL HEALTH CARE SERVICES



VA has unique resources to address the unique stresses and experiences that Veterans may face and we're just a click, call, text, or chat away. We are here to help, no matter how big or small the problem may be!

For more information: <https://www.va.gov/health-care/health-needs-conditions/mental-health/>, [https://www.mentalhealth.va.gov/docs/MHG\\_English.pdf](https://www.mentalhealth.va.gov/docs/MHG_English.pdf), [www.mentalhealth.va.gov/communityproviders](https://www.mentalhealth.va.gov/communityproviders), or discuss with your PACT team.

## VETERANS CRISIS LINE



### 24/7, confidential crisis support

for Veterans and their loved ones

You don't have to be enrolled in VA benefits or health care to connect.

 Dial 988 then Press 1

 Chat online

 Text 838255



24/7 confidential crisis support available via phone, text, and online chat for Veterans and their loved ones. <https://www.veteranscrisisline.net/>

## COMPACT ACT



Any Veterans in suicidal crisis can go immediately to any VA or non-VA healthcare facility for emergency health care at no cost. VA will provide, pay, or reimburse treatment, emergency suicidal care, and transportation costs for eligible Veterans.

<https://www.va.gov/wilmington-health-care/stories/understanding-the-compact-act/>



# VET CENTER

Life isn't always easy after a deployment. That's where Vet Centers can help. Vet Centers across the country provide a broad range of counseling, outreach, and referral services for combat Veterans and their families.



Connection.  
Camaraderie.  
Community.

Vet Centers guide Veterans and their families through many of the major life adjustments that often occur after returning from combat. Services for a Veteran may include individual, group, and family counseling in areas such as Post-Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. All services are free and are strictly confidential.

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

**Columbia Vet Center: 1710 Richland Street, Columbia, SC 29201 (803) 765-9944**

**Greenville Vet Center: 3 Caledon Court, Greenville, SC 29615 (864) 271-2711**



## HELP FOR HOMELESS VETERANS

The National Call Center for Homeless Veterans: Veterans who are homeless or at risk of becoming homeless can contact the call center 24/7 for assistance accessing local support. Call (877) 424-3838 or chat live online at [www.va.gov/homeless/nationalcallcenter.asp](http://www.va.gov/homeless/nationalcallcenter.asp).

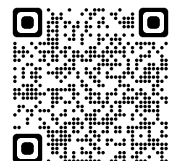
### No Veteran Should Be Without a Place to Call Home

VA is committed to ending homelessness among Veterans. Our focus is:

- Conducting outreach to seek out Veterans in need of assistance.
- Connecting homeless and at-risk Veterans with housing solutions, health care, community employment services, and other required supports.
- Collaborating with federal, state, and local agencies, employers, housing providers, faith-based and community non-profits, to expand employment and affordable housing options for Veterans.



National Call Center  
for Homeless Veterans  
**877-424-3838**  
[va.gov/homeless](http://va.gov/homeless)



# WOMEN VETERANS HEALTH CARE

## What health care services are available to women Veterans?



At the Columbia VA Health Care System, it is our goal to offer every woman Veteran a full continuum of health care, including comprehensive primary care, care for acute and chronic illness, gender-specific care, specialty care, mental health care, disease prevention and screening, emergency care, and women's health specialty care (e.g., advanced breast and gynecological care, maternity care, cancer screening, heart disease screening, osteoporosis screening, weight management, contraceptive management, and some infertility treatments).

### For more information regarding the Women's Program:

VA Women Veterans Program,  
<https://www.womenshealth.va.gov>,  
(803) 776-4000, ext. 54765.

### Breast Care Screening:

<https://www.womenshealth.va.gov/WOMENSHEALTH/topics/mammogram-breast-health.asp> or  
(803) 776-4000, ext. 54707

### Pap testing and gynecologic cancer screening:

<https://www.womenshealth.va.gov/WOMENSHEALTH/topics/pap-test-and-gynecologic-cancer.asp> or  
(803) 776-4000, ext. 51465

### Maternity Care:

<https://www.womenshealth.va.gov/topics/maternity-care.asp> or  
(803) 776-4000, ext. 54342 or 51639



## WOMEN VETERANS EMPOWERMENT GROUP



The Women Veterans Empowerment Group meets virtually on the 1st and 3rd Wednesday of every month from 10 a.m. - Noon on Microsoft Teams.

Send your email address to [Rose.Hutson@va.gov](mailto:Rose.Hutson@va.gov) or send a secure message in My HealtheVet to the Women Veterans Program if you want to participate.



# WHOLE HEALTH

Live Whole Health.

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration

## Whole Health Resources for Veterans

Resource	Website Address	QR Code
<b>Whole Health Internet Site</b> 	<a href="https://www.va.gov/WHOLEHEALTH/index.asp">https://www.va.gov/WHOLEHEALTH/index.asp</a>  VA's main site for all things Whole Health. Whole Health is VA's cutting-edge approach to care that supports your health and well-being. Be sure to bookmark this site for future reference!	
<b>#LiveWholeHealth – Self Care for Veterans</b> 	<a href="https://www.blogs.va.gov/VAntage/tag.livewholehealth/">https://www.blogs.va.gov/VAntage/tag.livewholehealth/</a>  VA's ongoing self-care blog series highlights Whole Health resources—such as video sessions for yoga or meditation—that you can follow along at home to live healthier and happier. New videos are published on a regular basis to the Vantage Point website.	
<b>Whole Health Videos</b> 	<a href="https://www.va.gov/WHOLEHEALTH/video/videos.asp">https://www.va.gov/WHOLEHEALTH/video/videos.asp</a>  Learn about the core concepts of Whole Health and each area of the Circle of Health.	
<b>Whole Health Mobile Apps and Online Tools</b> 	<a href="https://www.va.gov/WHOLEHEALTH/veteran-resources/MobileApps-OnlineTools.asp">https://www.va.gov/WHOLEHEALTH/veteran-resources/MobileApps-OnlineTools.asp</a>  Use these Web-based and mobile tools to support your whole health. The list includes resources developed within the VA as well as publicly available resources.	
<b>Veteran Whole Health Education Handouts</b> 	<a href="https://www.va.gov/WHOLEHEALTH/veteran-handouts/index.asp">https://www.va.gov/WHOLEHEALTH/veteran-handouts/index.asp</a>  Veteran whole health education handouts help to support the Whole Health journey. This site offers a wide range of helpful materials, organized around each component of self-care in the Circle of Health.	

## COMMUNITY CARE/MISSION ACT

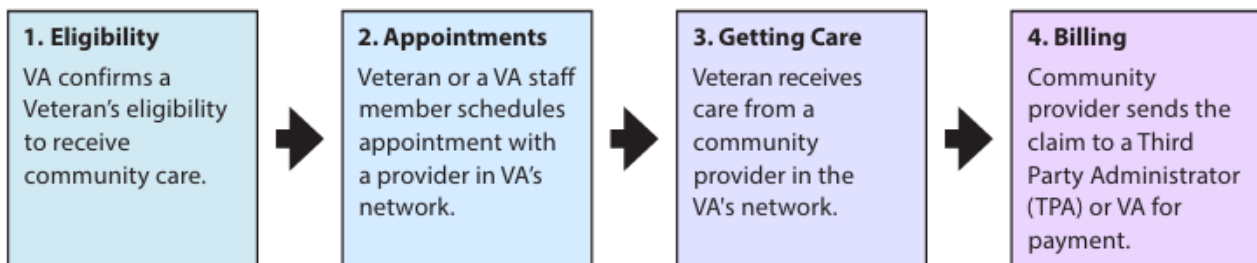
VA provides care to Veterans through community providers when VA cannot provide the care needed. Community care is based on specific eligibility requirements, availability of VA care, and the specific needs and circumstances of Veterans.



VA also provides health care to Veterans' family members and dependents through programs like the Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA). This care is also provided based on specific eligibility requirements.

To find a community provider in VA's network, make an appointment, or get care: <https://www.va.gov/find-locations/>. For more information: <https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp>, <https://news.va.gov/61280/va-mission-act-finding-community-provider-making-appointments-getting-care/> or <https://www.va.gov/COMMUNITYCARE/programs/veterans/index.asp>

### Process Overview



## VA DENTAL CARE/DENTAL INSURANCE PROGRAM (VADIP)

VA provides comprehensive dental care to Veterans who are eligible; however, the benefit is not available to many Veterans. The VA would like all Veterans and beneficiaries to have access to good oral health. VA's Dental Insurance Program (VADIP) offers enrolled Veterans and beneficiaries of VA's Civilian Health and Medical Program (CHAMPVA) the opportunity to purchase dental insurance at a reduced cost.

- To learn about qualifying for dental care: (800) 698-2411 (TTY: 711) or <https://www.va.gov/health-care/about-vahealth-benefits/dental-care/>
- For more information on the VADIP, visit <https://www.va.gov/health-care/about-va-health-benefits/dental-care/dental-insurance/> or [https://www.va.gov/healthbenefits/resources/publications/10-580\\_VADIP\\_Ext\\_Fact\\_Sheet.pdf](https://www.va.gov/healthbenefits/resources/publications/10-580_VADIP_Ext_Fact_Sheet.pdf)



## CAREGIVER SUPPORT PROGRAM (CSP)

The CSP offers clinical services to caregivers of eligible and covered Veterans enrolled in the VA health care system. The program's mission is to promote the health and well-being of family caregivers who care for our Nation's Veterans, through education, resources, support, and services.

For more information, call the Caregiver Support Line (855) 260-3274, <https://www.caregiver.va.gov/index.asp> or talk to your PACT team.



## COLUMBIA FISHER HOUSE



<https://www.va.gov/columbia-south-carolina-health-care/programs/columbia-va-fisher-house/>  
or (803) 776-4000, exts. 51500 or 51500



The Columbia VA Fisher House provides temporary lodging for the families and caregivers of Veterans receiving care at the Columbia VA Health Care System. Guests can stay at the Fisher House at no cost for as long as their loved one is hospitalized.

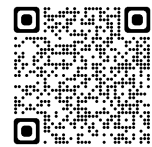
The Columbia VA Fisher House welcomes guests who:

- Have a patient receiving care at the Columbia VA Health Care System
- Live 50 miles or more away from the medical facility
- Are able to stay in a non-medical, unsupervised setting
- Follow all Fisher House rules and respect fellow guests

## OUTPATIENT PAIN PROGRAM



Millions of people suffer from pain and are looking for answers. Unfortunately, it can be difficult to separate myths and misunderstanding from facts when it comes to treating pain. Our goal is to help you work with your medical team so you can make the best decisions about your healthcare.



For more information, talk to your PACT team or <https://www.va.gov/painmanagement/>

## POLYTRAUMA/TRAUMATIC BRAIN INJURY (TBI) CARE



Specialized rehabilitation programming dedicated to Veterans with combat and civilian-related TBI and polytrauma.

See <https://www.polytrauma.va.gov/> or contact 803-776-4000 ext. 54643 for more information.



## SUBSTANCE TREATMENT & RECOVERY (STARS)

If you're struggling with substance use problems, you're not alone. Many Veterans have problems with the use of alcohol, tobacco, street drugs, and prescription medicines. We're here to help.

Find out how to get support for substance use problems:

<https://www.va.gov/health-care/health-needs-conditions/substance-use-problems/>  
or call (803) 776-4000, ext. 56748 (Columbia) or (864) 29901600, ext. 22800 (Upstate)



## INTIMATE PARTNER VIOLENCE (IPV) PROGRAM



IPV refers to violence and aggression between intimate partners. IPV can include physical, sexual, or psychological abuse or stalking. IPV can happen to women or men. Our mission is to provide an assistance program for Veterans, their families and caregivers who experience intimate partner violence.

For more information:  
<https://www.socialwork.va.gov/IPV/Index.asp> or  
(803) 243-4839



## LGBTQ+ PROGRAM

Services for lesbian, gay, bisexual, transgender, queer/questioning (LGBTQ+) Veterans and Veterans with related identities. For more information: <https://www.patientcare.va.gov/LGBT/or> (803) 743-8644



## MILITARY SEXUAL TRAUMA (MST)

You are NOT ALONE in recovering from MST. VA offers services for all Veterans that have experienced sexual assault or harassment during their military service.



Every VA facility has a MST Coordinator to help MST survivors start the process of seeking mental health care and taking steps towards recovery. VA also provides easy online access to information for survivors of MST, including coping resources, fact sheets, videos, and eligibility information.

For an overview of services: <https://www.va.gov/health-care/health-needs-conditions/military-sexual-trauma/> or to speak with the MST Coordinator, call 803-776-4000, ext. 57239.

## MINORITY VETERANS PROGRAM (MVP)



The MVP ensures all Veterans receive equal service regardless of race, origin, religion, or gender.

For more information  
<https://www.va.gov/centerforminorityveterans/>  
or (803) 776-4000, ext. 55013



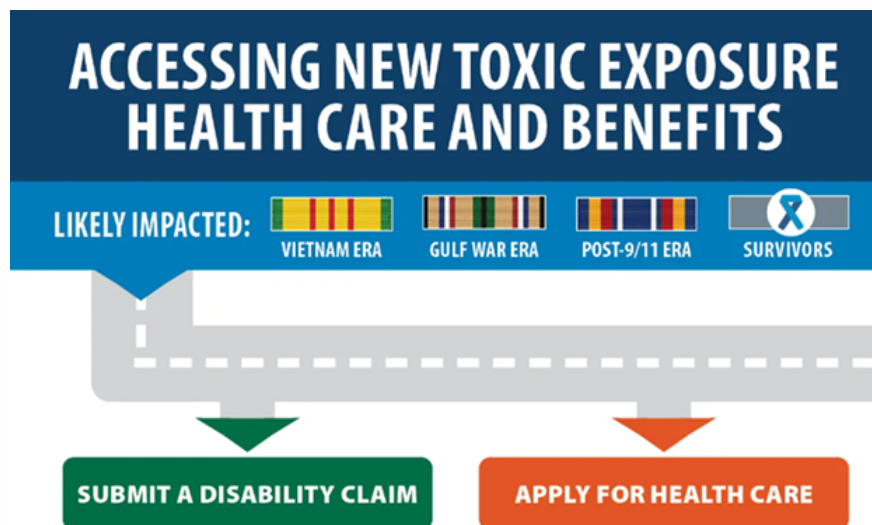


## PACT ACT / TOXIC EXPOSURES



You can check your eligibility at:  
<https://www.va.gov/PACT>

The PACT Act is a law that expands VA health care and benefits for Veterans exposed to burn pits, Agent Orange, herbicides, radiation exposures, and other toxic substances. This law provides generations of Veterans—and their survivors—with the care and benefits they've earned and deserve.



### PACT ACT/Toxic Exposure Resources:

- <https://www.va.gov/resources/the-pact-act-and-your-va-benefits/>
- <https://www.va.gov/files/2024-03/accessing-pact-act-benefits-services.pdf>
- Toxic Exposures Screening: <https://www.publichealth.va.gov/exposures/index.asp>
- Airborne Hazards and Open Burn Pit Registry: <https://veteran.mobilehealth.va.gov/AHBurnPitRegistry/#page/home>
- To submit a VBA Claim: <https://www.va.gov/disability/file-disability-claim-form-21-526ez/> introduction

## POST 9/11 Military 2VA (M2VA) Case Management Program:



The specialized M2VA team is ready to welcome you as you transition from service member to Veteran. Your M2VA team will assist you, your family, and caregivers in navigating the VA health care system and supporting you in achieving your health and wellness goals.

For more information: <https://www.va.gov/POST911VETERANS/>,  
<https://www.va.gov/columbia-south-carolina-health-care/health-services/returning-service-member-care/>  
or (803) 776-4000, ext. 57243



## VETERANS EXPOSURE TEAM-HEALTH OUTCOMES MILITARY EXPOSURES (VET-HOME)

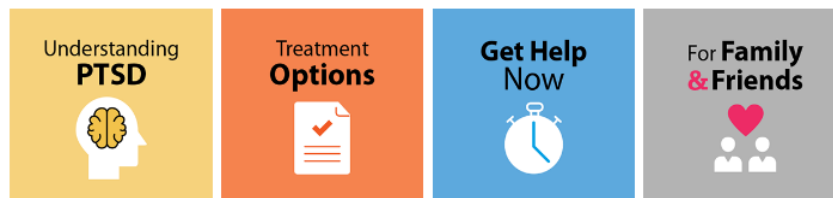
VET-HOME provides environmental health registry evaluations via telehealth for military environmental exposures for Veterans. Contact VET-HOME by calling (803) 776-4000 x54146, 833-633-VTHM (8846), or with a live VET-HOME agent on <https://vethome.va.gov/>.



## NATIONAL CENTER FOR PTSD



The National Center for PTSD is the world's leading research and educational center of excellence on PTSD and traumatic stress. <https://www.ptsd.va.gov/>



## War Related Illness and Injury Study Center (WRIISC)



WRIISC is a national program dedicated to Veterans' post-deployment health concerns and unique health care needs. WRIISC develops and provides post-deployment health expertise to Veterans and their health care providers through clinical care, research, education, and risk communication.

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



# COLUMBIA VA HOME TELEHEALTH PROGRAM

Care that Fits Your Life

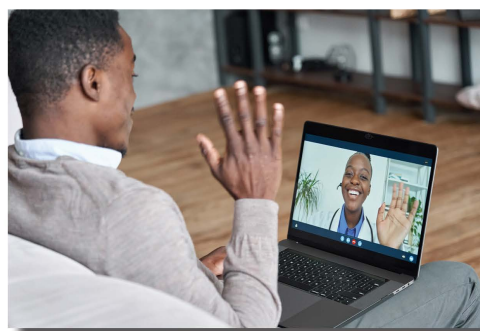
If you are struggling with:

- High Blood Pressure  
( $>140/90$  in last 12 months)
- Diabetes Mellitus  
(Hgb A1C  $>8.9$  in last 12 months)
- COPD
- Congestive Heart Failure
- Depression
- Post-Traumatic Stress Disorder (PTSD)
- Overweight/Obesity (TeleMove!)



Home Telehealth provides VA in-home telehealth technologies that helps give your VA care team a clear picture of your day-to-day health to help:

- Improve your health
- Improve your quality of life
- Improve your access to healthcare
- Manage your illness(es)
- Decrease your need for unscheduled clinic visits and emergency room visits
- Decrease your need for hospitalizations or repeat hospitalizations
- Decrease your travel costs



For more information, ask your hospital provider about the VA Home Telehealth Program!  
<https://telehealth.va.gov/type/home>





# MOVE/TELEMOVE! WEIGHT MANAGEMENT PROGRAM

MOVE! is VA's evidence-based weight management program. MOVE! assists Veterans to achieve weight loss to improve their health and reduce their risk for chronic health conditions, like diabetes. MOVE! features lifestyle interventions that provide Veterans with support to make changes to eating patterns, increase physical activity, and use goal setting and problem solving that help with these changes. <https://www.move.va.gov/>

**MOVE! Weight Management Program:**  
803-776-4000 x 54913  
Program Coordinator:  
Deborah Zippel MS, RD, LD  
1.) Video Connect (VVC) or Dorn  
Classroom 16 week groups  
2.) Individual MOVE! nutrition  
counseling:  
VA Video Connect (VVC), phone, or  
office visits are available for weight  
management education  
3.) Upstate CBOC MOVE! group classes:  
• Greenville: 864-299-1600 x 22688

## TeleMOVE!

TeleMOVE! is a 3-6 month telehealth program, which uses daily in-home education and weight monitoring using equipment provided (phone or web based options). This program provides accountability and weight loss education. A TeleMOVE! dietitian will monitor all responses and weight readings and will support weight loss progress. Contact the TeleMOVE! clinic for more information or to schedule an initial enrollment appointment.



## VA CLASSES & GROUPS

Ask your PACT team about classes for blood pressure, high cholesterol, diabetes, nutrition Whole Health, better sleep, stress relief, mindfulness, guided imagery, yoga, tai chi, and more!

### #gerofitexercise

Check out the Gerofit Channel: 17 videos focused on a variety of activities including cardio, interval training, resistance bands, bodyweight strengthening, tai chi, core strengthening, yoga, and seated yoga.



Team RWB is a community of Veterans, service members, military families, and supporters, united by a common goal to help Veterans lead healthier lives through fitness events, training, and programs. <https://teamrwb.org/>

## VETERANS HEALTH LIBRARY (VHL)

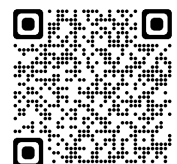


The VHL is a trusted source of health information, which includes written health sheets, videos, and interactive tools to help Veterans self-manage chronic conditions and support overall health and wellbeing.





















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

**Need help making  
an important health  
care decision?**

Visit [veteranshealthlibrary.va.gov](https://veteranshealthlibrary.va.gov)  
to learn more about health issues  
that matter to you.





 <b>Be Involved In Your Health Care</b>	<ul style="list-style-type: none"> <li>-Take an active role.</li> <li>-Work with your health care team to improve your health.</li> </ul>	
 <b>Sleep Well</b>	<ul style="list-style-type: none"> <li>-Allow yourself enough time to sleep at night.</li> <li>-Keep a regular sleep schedule every day.</li> </ul>	
 <b>Eat Wisely</b>	<ul style="list-style-type: none"> <li>-Eat a variety of foods including vegetables, fruits, &amp; whole grains.</li> <li>-Limit salt, fat, sugar, and alcohol.</li> </ul>	
 <b>Be Physically Active</b>	<ul style="list-style-type: none"> <li>-Avoid inactivity.</li> <li>-Aim for at least 2 ½ hours of moderate intensity aerobic activity each week.</li> </ul>	
 <b>Strive for a Healthy Weight</b>	<ul style="list-style-type: none"> <li>-If you need to lose weight, losing even a little will help.</li> <li>-If you are normal weight, maintain it.</li> </ul>	
 <b>Manage Stress</b>	<ul style="list-style-type: none"> <li>-Pay attention to stress.</li> <li>-Learn about ways to help you manage and reduce your stress.</li> </ul>	
 <b>Be Tobacco Free</b>	<ul style="list-style-type: none"> <li>-Quitting smoking is the single most important thing you can do to improve your health and protect the health of your family members.</li> </ul>	
 <b>Limit Alcohol</b>	<ul style="list-style-type: none"> <li>-If you choose to drink alcohol, drink in moderation (women no more than 1 drink/day and men no more than 2 drinks/day).</li> </ul>	
 <b>Be Safe</b>	<ul style="list-style-type: none"> <li>-Find out how to prevent falls, motor vehicle crashes, and sexually transmitted diseases.</li> </ul>	
 <b>Get Recommended Screening Tests and Immunizations</b>	<ul style="list-style-type: none"> <li>-Ask which screening tests and immunizations are recommended for you.</li> </ul>	

For more information about the Columbia VA Health Promotion Disease Prevention Program and Veteran Health Education Program, please contact (803) 869-9988 or (803) 776-4000, ext. 55372 or <https://www.prevention.va.gov/>





Choose one healthy living goal you want to work on.



Manage Stress



Be Involved in  
your Health Care



Limit Alcohol



Strive for a  
Healthy Weight



Eat Wisely



Sleep Well



Get Recommended  
Screening Tests &  
Immunizations



Be Tobacco Free



Be Safe



Be Physically  
Active

Or write in your own healthy living goal:

Set a goal to work on and share with your health care team.

Remember to make it SMART - Specific, Measurable, Action-oriented, Realistic, Time-based.

My goal for next week is:

Things that might get in my way:

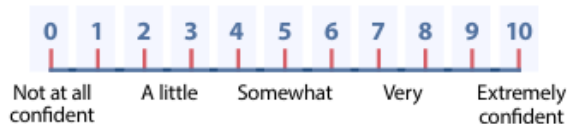
  
  

I can overcome these things by:

Confidence in reaching my goal:

Circle the number that matches how confident you feel.



Follow-up Date:

Follow-up Method: ☐ Phone ☐ In-person ☐ Other

## Progress Check-In

Complete and update your plan every week. Use the charts below to track your progress toward meeting your weekly goal.

Goal:

for week beginning:

Days of Week	Action Taken	Comments (how I felt, challenges, successes)
Sample Day	I walked for 15 minutes.	I was tired after the walk and slept better that night.
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

# COLUMBIA VA VACCINATION CLINICS

Vaccination Clinics available at  
Dorn, Anderson, Florence, Greenville, Orangeburg, Spartanburg, and Sumter Clinics  
*Dorn Vaccination Clinic: M-Fri: 730a-3p, 1st Tues/month: 730a-2p*

**Vaccines available:** COVID-19, Influenza, \*Hepatitis A (HepA), \*Hepatitis B (HepB), \*Human Papilloma Virus (HPV), \*Meningitis A (MenA), \*Meningitis B (MenB), \*Mumps Measles Rubella (MMR), Rabies, \*Respiratory Syncytial Virus (RSV), \*Pneumococcal (PCV20 & PPSV 23), Tetanus/Diphtheria (Td), Tetanus/Diphtheria/Pertussis (Tdap), \*Zoster (Shingles) *\*provider order needed*

**Please call (803) 776-4000, ext. 5CURE (52873) for an appointment.**

## SCREENING RESOURCES

### Healthy Goals Screenings

*Video:* [https://www.veteranshealthlibrary.va.gov/Search/142,86193\\_VA](https://www.veteranshealthlibrary.va.gov/Search/142,86193_VA)

### Preventing Cancer:

[https://www.veteranshealthlibrary.va.gov/Search/142,84669\\_VA](https://www.veteranshealthlibrary.va.gov/Search/142,84669_VA)

### Breast Cancer Screening:

<https://www.va.gov/health/mammography/>

### Cervical Cancer Screening:

*Why have Cervical Cancer Screening:* [https://www.veteranshealthlibrary.va.gov/Search/142,86193\\_VA](https://www.veteranshealthlibrary.va.gov/Search/142,86193_VA)

### Colorectal Screening and FIT Testing:

*Colorectal Cancer Decision Tool:*

<https://www.veteranshealthlibrary.va.gov/ColorectalCancerTool/>

*FIT Testing:* [https://www.veteranshealthlibrary.va.gov/Search/142,71720\\_VA](https://www.veteranshealthlibrary.va.gov/Search/142,71720_VA)

### Lung Cancer Screening:

*Low Dose CT Scan:* <https://www.prevention.va.gov/docs/2023-Veterans-LCS-Decision-Aid.pdf>

### Prostate Cancer Screening:

*Prostate Cancer Screening:* [https://www.veteranshealthlibrary.va.gov/Search/142,87091\\_VA](https://www.veteranshealthlibrary.va.gov/Search/142,87091_VA)

9 out of  
10 cases of  
colorectal cancer  
can be treated  
successfully when  
found early.

# VA TOBACCO CESSATION RESOURCES



## COUNSELING

Call **Quit VET (1-855-QUIT-VET)** to speak to a tobacco cessation counselor between 9 a.m. and 9 p.m. Eastern time, Monday through Friday. Quit VET connects Veterans to a trained counselor who can help develop a quit plan and provide ongoing counseling and support to prevent relapse.



## TEXT SUPPORT

Sign up for **SmokefreeVET** to receive texts with tips and tools to beat cravings by texting **VET** to **47848**. Benefits of signing up for SmokefreeVET include regular text messages and extra support at your fingertips when you text the keywords URGE, STRESS, SMOKED, and DIPPED to 47848.



## ONLINE SUPPORT

Follow the SmokefreeVET Facebook page for tips and encouragement from other Veterans [facebook.com/smokefreevet](https://facebook.com/smokefreevet)



## MEDICATIONS

Talk to your doctor about using the patch, gum, lozenges, or other medications to help you quit. Watch a video to learn about VA's proven approach, combining **counseling with medication**.



## SELF-HELP

Find VA resources and more tips for quitting at [mentalhealth.va.gov/quit-tobacco](https://mentalhealth.va.gov/quit-tobacco) and [veterans.smokefree.gov](https://veterans.smokefree.gov)



## LOCAL RESOURCES

One-on-one Appointments can be ideal if you prefer scheduled, individual appointments and are interested in tobacco cessation medications. Ask your provider about an appointment with your team Clinical Pharmacist Practitioner.

The Freedom From Nicotine Group – Can be ideal if you appreciate support in a group setting. Current group offerings: Mondays from 11am-12pm (virtual), Wednesdays from 2-3pm



U.S. Department  
of Veterans Affairs



# MY HEALTHEVET PROGRAM

My HealtheVet (MHV) is the VHA's award-winning online Personal Health Record (PHR) located at [www.myhealth.va.gov](http://www.myhealth.va.gov). It offers Veterans, active-duty Service Members and others anywhere, one-stop, 24/7 online access to health care information, resources, and tools. With MHV, users can access a trusted, secure, and informed VA site with health and benefits information at their convenience.



## Take Control of Your Health Through My HealtheVet

**Join the millions of Veterans who use My HealtheVet to help make informed decisions about their VA care.**

My HealtheVet is VA's private and secure online patient portal for Veterans, active duty service members, and their dependents and caregivers. Its online resources and tools offer you greater control over your health and wellness.

### What Can I Do on My HealtheVet?



#### View VA Health Records

View, print, or download information from your VA medical record.



#### Refill VA Prescriptions

Refill your VA prescriptions, track their delivery, and view a list of your VA prescriptions.



#### Send Secure Messages

Communicate securely with your VA care team to ask nonurgent health questions, send updates on your condition, and more.



#### Manage VA Appointments

View, schedule, and cancel VA care appointments, set up email reminders, and join video visits.

### How Can I Get Started?

1. Visit the My HealtheVet site at [myhealth.va.gov](http://myhealth.va.gov).
2. Select the Register button.
3. Enter the required information and submit.
4. Upgrade to a free Premium account in person, online, or with a video appointment.

Learn more at [myhealth.va.gov/premium](http://myhealth.va.gov/premium).

#### My HealtheVet Help Desk

Call the help desk, toll-free, at 877-327-0022 or 800-877-8339 (TTY) from Monday to Friday, 7 a.m. – 7 p.m. Central time.

**\* For more information, visit <https://www.myhealth.va.gov> or contact the My HealtheVet Help Desk: (877) 327-0022 or contact the Columbia VA My HealtheVet Coordinator at (803) 776-4000, ext. 54783.**

# VA APP STORE

The VA has developed several mobile apps to assist Veterans, service members, and their families promote health, cope with PTSD and other mental health conditions, and improve their quality of life. Listed below are some favorites, but there are many more apps located at:

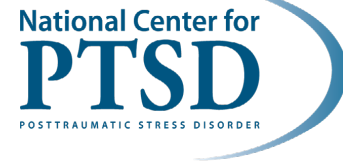
<https://mobile.va.gov/appstore>



## Self-Care Mobile Apps



[www.ptsd.va.gov/appvid/mobile](http://www.ptsd.va.gov/appvid/mobile)  
[MobileMentalHealth@va.gov](mailto:MobileMentalHealth@va.gov)



Mobile mental health apps from the National Center for PTSD were developed for Veterans and Service members with PTSD and related concerns. **These apps can be used by anyone to support recovery**, including people who are in treatment as well as those who are not. The apps feature coping tools, educational readings, self-assessments, and links to support. There are also companion websites with extra content as noted below; these websites are independent of the apps and offer another way to access the information. All of the apps are free, secure, and easy to use.



**PTSD Coach** supports the self-management of posttraumatic stress disorder (PTSD). The app may be used alone or in combination with the website PTSD Coach Online ([www.ptsd.va.gov/apps/ptsdcoachonline/](http://www.ptsd.va.gov/apps/ptsdcoachonline/)).



**PTSD Family Coach** is for partners, family members, and other loved ones of individuals who may be experiencing posttraumatic stress disorder (PTSD). This standalone app also contains support tools for caregiving.



**AIMS for Anger Management** is an app for anyone with anger problems. It may be used alone, or in combination with the Anger and Irritability Management Skills online self-help course ([www.veterantraining.va.gov/aims/](http://www.veterantraining.va.gov/aims/)).



**Beyond MST** is for individuals who experienced military sexual trauma, or MST. The app can help with coping, learning more about recovery from MST, and tracking progress over time.



**Couples Coach** was created for partners who want to improve their relationship and explore new ways to connect.



**COVID Coach** was created for everyone, to support self-care and overall mental health during the coronavirus (COVID-19) pandemic. Check out "30 days of self-care with COVID Coach," a guide to help make self-care a part of your daily life: <https://tinyurl.com/30daysofCOVIDCoach>



**Insomnia Coach** supports the self-management of insomnia. It can be used alone or in combination with the website Path to Better Sleep ([www.veterantraining.va.gov/insomnia/](http://www.veterantraining.va.gov/insomnia/)).



**Mindfulness Coach** is designed to support independent mindfulness practice. The app also contains information about mindfulness and PTSD symptoms, increasing resilience and self-awareness, improving emotional balance, and building positive skills.



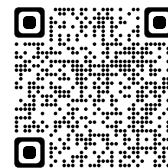
**VetChange** is an app for anyone who is concerned about their drinking and PTSD. The app may be used alone or in combination with the VetChange website ([www.ptsd.va.gov/apps/change/](http://www.ptsd.va.gov/apps/change/)).



## ABOUT FACE

### Learn about PTSD from Veterans who've lived it.

Get the facts about posttraumatic stress disorder (PTSD), learn about treatment options, and explore personal stories from Veterans, family members, and VA clinicians.



About Face:  
<https://www.ptsd.va.gov/apps/aboutface/>

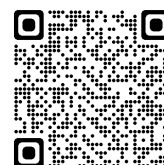
## MAKE THE CONNECTION

Watch, read, and listen to Veterans and their family members share real stories of strength and recovery, and find useful information and local mental health resources.

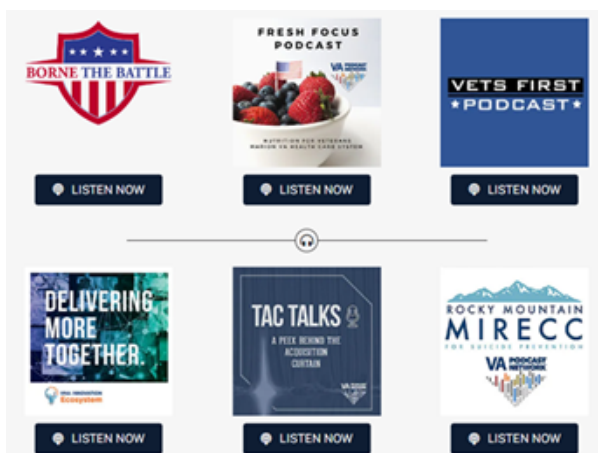
<https://www.maketheconnection.net/>

### Find Stories Like Yours

Veterans and their loved ones talk about their experiences, challenges, and recovery.



## VA PODCAST NETWORK



<https://news.va.gov/va-podcast-network/>



# VETERAN ORGANIZATIONS/RESOURCES

## Veteran Benefit/Veteran Organizations

### South Carolina Office of Veterans' Affairs

Address: 1205 Pendleton Street, Suite 463, Columbia, South Carolina 29201

Phone: (803) 734-0200

Fax: (803) 734-4014

E-mail: [va@oepp.sc.gov](mailto:va@oepp.sc.gov)

Hours: 8:30am - 5:00pm, Monday – Friday

Website: <https://www.va.gov/statedva.htm>



### VBA Benefits Information

Phone: 1-800-827-1000

Website: <https://www.ebenefits.va.gov/ebenefits/homepage>

### Senior Claims Representatives

VA Regional Office Field Office, Columbia, SC

Phone: (803) 647-2434

Field Office Supervisor, Dorn VA Medical Center, Columbia, SC

Phone: (803) 776-4000, ext. 57538

### American Legion

Website: [www.legion.org](http://www.legion.org)



### Veterans of Foreign Wars

Website: [www.vfw.org](http://www.vfw.org)



### Veteran Service Organizations

Website: <https://www.va.gov/vso/>



### Disabled American Veterans (DAV)

Website: <https://www.dav.org/veterans/find-your-local-office/>



## Informational Directories & Resource Guides

### National Resource Directory

A web-based guide to thousands of local and national programs, services and organizations that provide support to Veterans, service members and their families. [www.nrd.gov](http://www.nrd.gov)

### TRICARE

Active duty and veteran health benefits through the Military Health System, including uniformed and civilian provider networks. [www.tricare.mil](http://www.tricare.mil)

### VA Resource Navigator

VA Resources Guide including Health Care & Benefits, Veterans Crisis Line, Disability, Education & Training, Housing Assistance, Careers & Employment, Pension, Family Member Benefits, and Burials & Memorials.

<https://www.va.gov/files/2024-01/VA%20Resource%20Navigator.pdf>



# General VA Resources & Programs

## **Welcome Kit**

Whether you are leaving your military service or you've been a civilian for years, the VA Welcome Kit can help guide you to the benefits and services you've earned. Keep your welcome kit so you can turn to it throughout your life—like when it's time to go to school, get a job, buy a house, get health care, retire, or make plans for your care as you age. [www.va.gov/welcome-kit/?utm\\_source=footer&utm\\_medium=email&utm\\_campaign=VetResources](http://www.va.gov/welcome-kit/?utm_source=footer&utm_medium=email&utm_campaign=VetResources)

## **Find A VA Form**

If you are looking for any VA form, head over to [www.va.gov/find-forms/](http://www.va.gov/find-forms/) to find what you're looking for.

## **Contact VA**

Visit [www.va.gov/contact-us/](http://www.va.gov/contact-us/) to find multiple methods of contacting the VA.

## **Twitter Vet Resources**

If you are a Twitter user, look up #VetResources, to stay up to date on Veteran news.

# Get VA Updates

## **Vet Resources Email List**

VetResources is a weekly newsletter for Veterans, their families, caregivers, and survivors. To sign up visit: [www.va.gov/VetResources/](http://www.va.gov/VetResources/)

## **GovDelivery Email Updates**

To sign up for email updates on all Veteran events, programs, and opportunities, visit: [public.govdelivery.com/accounts/USVA/subscriber/new/](http://public.govdelivery.com/accounts/USVA/subscriber/new/)

## **VA Outreach Events and Materials**

VA benefits can help Veterans and their families buy homes, earn degrees, start careers, stay healthy, and more. Join an event or get outreach materials for conversation and information. <https://www.va.gov/outreach-and-events/>

# ANY SUGGESTIONS?

## SUGGESTIONS, COMPLIMENTS, OR CONCERNS

If you have suggestions to improve our health care processes, or if you have compliments or concerns about our health care system, we hope you will discuss these issues with your Primary Care Team.

Follow Us!



<https://www.instagram.com/vacolumbiasc/>  
<https://www.facebook.com/VAColumbiaSC/>  
<https://www.twitter.com/VAMCColumbiaSC/>

Additional information can be found at the Columbia VA Health Care System website:  
<https://www.va.gov/columbia-south-carolina-health-care/>

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
Columbia VA Health Care System

**Your Safe Care is Our Mission.**