

New Patient Guide

Key Information for Veterans & Caregivers



Inpatient Care

**Eligibility &
Benefits**

**Whole Health
Initiative**

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Robert J. Dole VA Medical Center



MESSAGE FROM THE DIRECTOR



Michael D. Payne Jr., MSP, CLSSBB, ACHE
Medical Center Director



5500 E. Kellogg, Wichita, Kansas 67218
316-685-2221
www.va.gov/wichita-health-care

The staff and volunteers of the Robert J. Dole VA Medical Center welcome you to our medical center. We are honored to have the opportunity to partner with you in striving for your best health. We encourage you to actively engage with your team of health providers.

Our goal is to provide you with the highest quality of care. The Dole VA team is here to support you through preventive, medical, and whole health programs to provide excellent outcomes. Our staff is dedicated to serving our Veterans. We choose our employees with care, selecting people who symbolize our mission.

Thank you for choosing the Robert J. Dole VA Medical Center. We look forward to making your visit as pleasant, efficient, and complete as possible.

MISSION

To honor and serve Veterans with world class care that improves the quality of their lives through a diverse workforce who feel engaged and valued.

VISION

Be a quality health care organization that Veterans and employees choose and trust.

The Robert J. Dole VA Medical Center (RJDVAMC) is a Joint Commission accredited complexity level 1C facility with 81 beds located in Wichita, Kansas. The medical center also operates five Community-Based Outpatient Clinics (CBOCs) located in Kansas- Dodge City, Hays, Hutchinson, Parsons, and Salina.

The medical center is part of VHA VISN 15 Heartland Network located in Kansas City, which includes the Eastern Kansas Health Care System (Topeka and Leavenworth), Kansas City, Columbia, St. Louis, Marion, and Popular Bluff VA Medical Centers. The geographic region includes Kansas, Missouri, southern Illinois, and southern Indiana.

The Dole VA is a large, complex, multi-mission health care system with multiple contracts, academic affiliations with medical school residency programs and highly sophisticated regulatory requirements. The medical center provides primary, specialty, behavioral health, and extended care services to more than 30,000 Veterans in 59 counties in Kansas. The medical center is a teaching hospital and provides a full range of patient care services.

The Dole VA employs more than 1400 Full-Time Employees and has an annual operating budget of approximately \$200 million. The medical center is affiliated with the University of Kansas School of Medicine - Wichita.

The Dole VA partners with the 22nd Medical Group, located at McConnell Air Force Base which is five miles from the medical center. The 22nd Medical Group is an outpatient care facility and relies upon the local community for its inpatient and most of its urgent/emergent care needs. A Sharing Agreement is in place for shared medical services.

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Veteran Affairs Websites

<https://va.gov> OR www.va.gov/wichita-health-care

MyHealtheVet is the 24/7 online website for Veterans to "be involved in your health care". Register today at va.gov

Facebook: <https://www.facebook.com/RobertJDoleVAMC/>

Twitter: <https://x.com/robertjdolevamc>

Register for VA Healthcare benefits, disability benefits, and education benefits at <https://www.vets.gov>



Community Emergency Treatment Reporting and Care Coordination Information for Veterans

During a medical or mental health emergency, the Department of Veterans Affairs (VA) encourages Veterans to seek immediate medical attention without delay. Veterans do not need to check with VA before calling for an ambulance or going to an emergency department. In most instances eligible Veterans are able to receive VA-authorized emergency care at an in-network facility if VA is notified of the emergent event within 72 hours of the start of care.

It is important that your visit to a community emergency room be reported to VA as soon as possible because it allows VA to assist in coordinating your care or transfer, and it helps ensure that administrative and clinical requirements for VA to pay for the care are met.

Inform your Emergency Provider to Report Your Emergency Treatment to VA

- Providers should report your emergency treatment through VA's Emergency Care Reporting (ECR) portal, <https://emergencycarereporting.communitycare.va.gov>, or by calling 844-72HRVHA (844-724-7842).
- They also need to contact the local VA medical center (VAMC) to coordinate follow-on care and transfer activities, if necessary.
 - Phone numbers and email addresses to local VAMCs are available at <https://www.va.gov/COMMUNITYCARE/providers/Care-Coordination-Facilities.asp>.

Veterans, someone acting on the covered Veteran's behalf, or the eligible entity or provider can also report episodes of emergency care to the appropriate VA official at the nearest VA facility. However, VA should only be notified once and ideally that notification is from community facility staff where the Veteran is being treated.

For more information, visit <https://www.va.gov/resources/getting-emergency-care-at-non-v-a-facilities/>.

VA Facility Name

Robert J. Dole VA Medical Center

POC Name

Alexis Gomes / Valentine Doods

POC Phone/FAX

316-239-2773 / 316-239-2715

POC Email

[alexis.gomes / valentine.doods@va.gov](mailto:alexis.gomes@va.gov)

How to Access Urgent Care

VA offers urgent care services to eligible Veterans at VA medical facilities and in-network urgent care clinics closer to home. Use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening, such as colds, strep throat, sprained muscles, skin infections, ear infections, and more. Follow these steps to receive urgent care services.

VA



U.S. Department
of Veterans Affairs



1. Check Eligibility

- You are eligible if you are enrolled in the VA healthcare system **and** received care through VA from either a VA or a VA authorized community provider within the past 24 months.
- Call 800-MyVA411 (800-698-2411) or contact your local VA medical facility to confirm eligibility.



3. Confirm Provider

- When you arrive, confirm that the provider is an in-network VA urgent care provider (a sign may be posted).
- Fill out the intake form and indicate you would like to use your VA urgent care benefit.
- If the provider is in AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, WY, they will call 833-4VETNOW (833-483-8669) to confirm you are eligible. In DC, PR, VI and all other states, the provider will call 888-901-6609.
- If you need help at an urgent care location in AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, WY, call 866-620-2071. In DC, PR, VI, and all other states, call 888-901-6609.



5. Copayments

- You may be charged a \$30 copayment for using the urgent care benefit.
- Copayments are billed separately by VA. Do not pay a copayment during the visit.
- Copayments depend on your assigned priority group and how many times you use urgent care in a calendar year.



2. Find a Provider

- Use VA's Facility Locator at <https://www.va.gov/find-locations>. To find an urgent care location, select the "Urgent care" VA facility type and then "Community urgent care providers (in VA's network)" from the service type drop-down.
- You can search for the nearest urgent care provider by ZIP code or address.
- Once selected, go to the urgent care provider.



4. Get Urgent Care

- Receive needed care from the provider.
- If you need prescription medication, make sure the provider activates your pharmacy benefits under the VA urgent care benefit.
- VA will pay for a 14-day supply (no refills) of prescription medication for the condition for which you were provided care (Opiates will be limited to seven days or less, consistent with the pharmacy location's state law).
- Prescriptions must be filled by an authorized in-network pharmacy or by a VA pharmacy.
- To find an in-network pharmacy, visit <https://www.va.gov/find-locations>.
- If you need help at a pharmacy location in AK, AS, AZ, CA, CO, GU, HI, ID, MP, MT, NM, NV, OR, TX, UT, WA, WY, call 866-620-2071. In DC, PR, VI, and all other states, call 888-901-6609.



6. More Info

- Contact your local VA medical facility.
- Visit www.va.gov/communitycare

INPATIENT CARE SERVICES (HOSPITALIZATION)

VA inpatient care includes many treatment services:

Acute Care - Medical, Surgical

Intensive Care - Medical, Surgical and Cardiac

General Surgery

Dialysis Acute Treatment

OUTPATIENT CARE SERVICES

Regular hours are Monday thru Friday,
8:00 a.m. - 4:30 p.m.

To cancel a Primary Care appointment after hours
(4:30 p.m. - 8:00 a.m.), please call, 316-685-2221
Ext. 2.

SAFE PATIENT HANDLING

Think. Act. Be Safe.

Robert J. Dole VAMC is a Safe Lift Facility. When you are a patient in the hospital, you may be weak. You may not be able to walk or move around without help or assistance. The staff may need to help you turn from side to side in bed, change your position, or transfer you from the bed to the chair or stretcher. You may require help to get to the bathroom or take a bath or shower. Or you might need a "Helping Hand" to assist you getting in/out of your vehicle, or other non-emergent situations that may arise during your stay or while you're waiting here. An important part of providing you with safe care is how we help you to move or transfer from one place to another.

To accomplish this, Dole VAMC has implemented a Safe Patient Handling and Movement Program. Our SPHM Policy provides procedures and responsibilities that put safety first for our patients and staff. Our staff will consider your special needs to decide which equipment will work best to keep you and the staff that provide your care as safe as possible.

Our goal is to ensure that our patients and residents are cared for safely, while maintaining a safe work environment for our staff.

This policy includes using the latest equipment, such as our ceiling lifts and slings, extensive employee training, and a "Culture of Safety" approach in the work environment.

Dole VAMC has the most up to date mechanical lifting equipment for moving and transferring patients safely and comfortably. These and other state of the art devices are used to prevent the manual lifting and handling of our patients and residents that would otherwise jeopardize the safety of our staff. The exception would be only when absolutely necessary, such as in a medical emergency.

To you, our honored Veteran's, thank you for your service. If you have any questions concerning this policy, please contact:

Safe Patient Handling and Mobility Coordinator
316-685-2221 Ext. 53483.

ELIGIBILITY AND BENEFITS

VA is committed to informing Veterans about VA health care benefits and services, and publishes various publications to keep you up to-date.

VETERAN HEALTH BENEFITS HANDBOOK

VA is producing a personalized "Veteran Health Benefits Handbook" for each Veteran enrolled in the VA health care system. You will receive your personalized handbook via U.S. Mail; therefore, you should have a current address on file with the VA. Handbooks are mailed based on Priority Group beginning with Priority Group 1 and ending in Priority Group 8. To see when you might receive your handbook, go to the website at www.va.gov/healthbenefits/vhbh/

You may also call toll-free at 1-877-222-VETS (8387) between 8:00 a.m. and 8:00 p.m. ET, Monday - Friday if you need to update your address or receive additional information.

VETERAN BENEFICIARY TRAVEL BENEFITS

If you meet the criteria below, you may be eligible for mileage reimbursement (subject to a deductible), reimbursement for travel by common carrier (plane, bus, train, taxi, etc.), or special mode transport in association with obtaining VA health care services.

Note: This information is not comprehensive and there may be other requirements that need to be met in order to receive travel benefits. You may qualify for mileage or public transportation reimbursement if:

- You have a service-connected (SC) rating of 30 percent or more, or
- You are traveling for treatment of a SC condition, or
- You receive VA pension, or
- Your income does not exceed the maximum annual VA pension rate, or
- You are traveling for a scheduled compensation or pension examination.

Note: Application for mileage reimbursement must be made within 30 calendar days after completing travel or within 30 calendar days of the date when you became eligible for travel benefits. For more information call 316-685-2221 Ext. 50803.

DAV TRANSPORTATION NETWORK

For outpatient appointments, in order to ride the van you must be ambulatory. Vans come to the VA Medical Center from:

- Hays
- Hutchinson
- Parsons
- Salina



VETERAN HEALTH IDENTIFICATION CARD



The Veteran's Health Identification Card (VHIC) is issued only to Veterans who are enrolled in the VA health care system.

Veterans may have their photo taken at their local VA health care facility. Once the Veteran's enrollment has been verified, the card will be mailed to the Veteran's mailing address, usually within 7 to 10 days.

Veterans may call toll-free 1-877-222-VETS (8387) to check on the status of their card. In the event the card is lost or destroyed, a replacement card may be requested by contacting the VA where the picture was taken. Some advantages of the VHIC are:

- Increased security for your personal information - no personally identifiable information is contained on the magnetic stripe or bar code.
- Unique Member Identifier - Department of Defense assigns an electronic data interchange personal identifier (EDIPI) that allows VA to retrieve the Veteran's health record.
- A salute to your military service - The emblem of your latest branch of service is displayed on your card. Several special awards will also be listed.
- Accessibility - Braille "VA" helps visually impaired Veterans to recognize and use the card.
- Anti-Counterfeiting - Microtext helps prevent reproduction.

In addition to serving as identification for enrolled Veterans when they check in for their VA appointment, VHICs are also being used to access U.S. military bases and in some cases, allows access through U.S. airport security. As a result, VA wants to assure that VHICs are issued appropriately and to the correct person. To ensure a Veteran's identity, enrollees must provide one form of primary identification and one form of secondary identification when requesting a VHIC.

VA FACILITIES

Choose a Facility

You have a choice of facilities where you can receive primary care.

You may receive primary care at one of the primary care clinics at the main hospital:

Robert J. Dole VA Medical Center

5500 E. Kellogg

Wichita, KS 67218

Phone: 316-685-2221 or 888-878-6881

Choose the facility that is most convenient for you. Once you choose a facility, go there for your care so you will get to know your provider and primary care team and they will get to know you.

Dodge City CBOC

2201 Summerlon Circle

Dodge City, KS 67843

316-685-2221 x57450

Parsons CBOC

1907 Harding Drive

Parsons, KS 67357

316-685-2221 x41060

Hays CBOC

4107 Vine Street

Hays, KS 67601

316-685-2221 x41000

Salina CBOC

1410 E. Iron, Suite 1

Salina, KS 67401

316-685-2221 x41020

Hutchinson CBOC

1625 E. 30th Ave

Hutchinson, KS 67502

316-685-2221 x41101

CHECKLIST FOR NEWLY ENROLLED TO VA HEALTH CARE

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

☐ Obtain a VA Identification Card from Patient Benefits located in Building 61 open Monday-Friday 8:00 a.m. - 4:00 p.m. closed on Federal Holidays (Please bring a photo ID with you)

☐ Sign up for a Primary Care Provider call 316-685-2221 x53440

☐ Setup a My HealtheVet Account.
Call 316-685-2221 x57754 or
go to www.myhealth.va.gov

☐ Setup advance directives with a Social Worker.
Call 316-685-2221 x57967

☐ Whole Health classes and care, for information call 316-685-2221 x53430

☐ Learn how to transfer your medical records and prescriptions to VA.

Additional Helpful information to learn:

- Learn how to make appointments.
- Learn how to transfer your medical records and prescriptions to VA.
- Learn how to fill and refill prescriptions.
- Learn how to use VA telephone care.
- Learn what to do in case of emergency.
- Learn where to get care after hours.
- Learn how to take an active role in your health care as a partner with your provider.
- Learn how to take care of your health advantage with online features.

NO SMOKING POLICY

Smoking is not allowed on VA campuses. This includes: cigarettes, cigars, e-cigarettes, vaping devices, and smokeless tobacco. Smoking is prohibited in both the hospital, clinics, and all property grounds. Please do not bring any tobacco supplies or equipment for smoking on to the grounds or buildings. Please talk to your health care team about smoking cessation classes and medications.



APPOINTMENTS

To make an appointment call 316-685-2221 and press 2 or Toll Free: 1-888-878-6881.

PLEASE DON'T BE A NO-SHOW

Did you know when you don't show up for your appointment, it causes negative effects?

- When you don't show up, you miss out on having your medical condition checked. This may lead to a delay in you getting a diagnosis or treatment of a problem that arose since your last visit. This may also affect our ability to provide you with the best possible care.
- When you do not show for an appointment, we are unable to use that time for another Veteran. This causes some Veterans to wait longer for a visit. It also deprives them of the quality care they deserve.
- Data shows that it costs an average of \$182.00 when a Veteran does not show up for a visit. Each year it costs the VA over a half of a billion dollars when Veterans do not show up for appointments. We would rather use that money to improve your health.

How can you help? Call and cancel your appointment if you are unable to attend. Also, note that someone from your clinic will call you 1-2 days before your next appointment. We will remind you of that appointment and schedule a new visit if the time no longer works for you. Each PACT team has contact information.

Call Toll Free: 1-888-878-6881 or 316-685-2221 and press 2.

GET A PRIMARY CARE PROVIDER AND BECOME PART OF A PACT

Primary Care is your gateway to VA health care. Your primary care provider can take care of most of your health care needs or refer you for specialty care. You will be assigned a primary care provider—a physician, nurse practitioner, or physician's assistant—who is part of a team. The VA is calling this a Patient Aligned Care Team (PACT). Your core team consists of your provider, nurses and a clerk. Your team may also include

pharmacists, social workers, dietitians, other health professionals, and support staff. YOU are the center of your team. Your team members become your health partners. We want to provide you with the best care, based on your individual needs.

The Team will:

- Build a partnership with you to promote your health and wellbeing.
- Provide or arrange for preventive health services, such as immunizations and screenings.
- Give you medical care, and coordinate your care with other providers.
- Educate you about healthy living habits, your health problems, and any treatment you may need.

As part of the team, we ask that you:

- Be prepared for your visit – make a list of your questions or concerns. Arrive on time with a proper ID.
- Provide at check-in, updated insurance information and any changes in your phone numbers, address and emergency contact.
- Bring all of your medicines.
- Bring any forms you would like completed.

PRIMARY CARE TEAM LOCATIONS

- Team 1: Building 26, 1st Floor (West Side)
- Team 2: Building 29, 1st Floor
- Team 3: Building 29, Ground Floor
- Team 4: Building 29, 1st Floor
- Team 5: Building 29, Ground Floor
- Team 6: Building 26, 1st Floor (West Side)
- Team 7: Building 29, 1st Floor
- Team 8: Building 26, 1st Floor (West Side)
- Team 9: Building 29, Ground Floor
- Team 10: Building 29, Ground Floor
- Team 11: Building 29, Ground Floor
- Team 12: Building 29, 1st Floor
- Team 13: Building 29, Ground Floor
- Team 14: Building 29, 1st Floor
- Team 15: Building 26, 1st Floor



WOMEN'S HEALTH

Whole Health Care for Women starts with the VA Whole Health System

Laurie Pfeiffer, BSN, MCHL,MBA,MPH
Women Veteran Program Manager
(316) 685-2221 x58064

The VA Whole Health System offers women Veterans proactive and personalized health care, empowering you to achieve your greatest level of health and well-being.

General Health You will be at the center of a Patient Aligned Care Team (PACT). A Women Health Provider, nurse, and others will engage with you to manage your health care.	<ul style="list-style-type: none">• Primary Care• Gender Specific• Birth Control• Family Planning	<ul style="list-style-type: none">• Preconception Counseling• Maternity & Newborn Care• Menopause Care	<ul style="list-style-type: none">• Osteoporosis Screening & Management
Well-being Programs Proactive, integrative health approaches such as:	<ul style="list-style-type: none">• Mind-body therapies & stress reduction• Health coaching	<ul style="list-style-type: none">• Mindfulness & Nutrition• Weight Management	<ul style="list-style-type: none">• Peer Support & Community Resources• Programs to stop smoking• Physical therapy and chiropractic services
Gynecology Health Services Evaluation and treatment for:	<ul style="list-style-type: none">• Abnormal PAP test• Abnormal Uterine Bleeding• Infertility	<ul style="list-style-type: none">• Pelvic Pain• Gynecological Cancers	
Mental Health Evaluation, counseling, and treatment for:	<ul style="list-style-type: none">• Stress Adjustment from Deployments• Depression, Mood, & Anxiety Disorders• Alcohol & Drug use/addiction• Coping with illness	<ul style="list-style-type: none">• Intimate Partner Violence & Domestic Abuse• Military Sexual Trauma (MST)• Parenting & Caregiver concerns• Post-Traumatic Stress Disorder (PTSD)	
Specialty Care Management of chronic or complex conditions including:	<ul style="list-style-type: none">• Heart Disease, Diabetes, Cancer, Fibromyalgia, HIV/Aids, & Hepatitis• Surgery Programs• Rehabilitation, homebound, and long-term care	<ul style="list-style-type: none">• VA Referrals to Physical Therapy and Occupational Therapy• Speech-Language Therapy, Recreational Therapy, and Vocational Therapy	

Paula Hinkle, RN,CDCES
Women Health Nurse Navigator
316-685-2221 x50640

Jennifer Agnew, RN, BSN,CLC
Women Health Clinical Navigator
Maternity Care Coordinator
316-685-2221 x53830

Chenoa Simmons-Daniels, LSCSW, LCAC, CST
MST Program Coordinator
316-685-2221 Ext. 58061

Cassandra Hornbaker, LSCSW
IPV Program Coordinator
316-685-2221 x58043

The Women Veterans Call Center **is your guide to VA.**

Call or Text
855-829-6636

Weekdays: 8:00 am – 10:00 pm ET
Saturday: 8:00 am – 6:30 pm ET

 **GET ANSWERS TO YOUR QUESTIONS**

 **UNDERSTAND WHAT YOU'VE EARNED AND DESERVE**

 **GET CONNECTED WITH LOCAL VA SERVICES**



Kay Rathke, U.S. Army (Retired) Master Sgt. & Women Veterans Call Center Representative



For more info or to chat online:
womenshealth.va.gov



TRAVELING VETERANS

Once you are enrolled in VA health care, you are eligible for care at any VA facility. We encourage you to receive the majority of your care through your preferred facility and assigned PACT. Your assigned PACT will continue to help you and manage your primary care needs while you are traveling. When you plan extended travel outside your usual VA care area, please give your PACT and pharmacy:

- A temporary address and phone number
- The starting date and expected date of return

Routine prescription refills can be sent to you at your temporary address. Be sure to allow time (approximately 2 weeks) for the refills to arrive at your temporary address by mail.

HEALTH PROGRAM FOR VETERANS

Beyond the doctors and nurses who provide you with high-quality health care, VHA offers tools and information to help you reach your optimal health.

- Blind Rehabilitation
- Caregivers/care giving
- Community Living Centers
- Compensated Work Therapy
- Disease Prevention
- Drug & Alcohol Rehabilitation
- Health & Wellness
- Homeless Services
- Prosthetics & Sensory Aids
- Vet Centers
- Veteran Justice Outreach

IF YOU NEED TO SEE A SPECIALIST

Your PACT Team will coordinate all your care. If you need to see a specialist, your PACT will request a consult for you. The specialty care area will contact you about an appointment or the next step in your care. The PACT Team and the specialty care team will work together to care for you.

Specialty Care Clinics

- Anesthesiology
- Cardiology (heart)
- Chaplain (spiritual support)
- Dermatology (skin)*
- Diabetes & Endocrinology (high blood Sugar)
- Optometry (eye care)
- Geriatric Care (care of the elderly)
- Surgery
- Infectious Disease
- Nephrology (kidney)
- Urology (urination)
- Orthopedics (muscle & bone)
- Rheumatology
- Pulmonology (lung)
- Neurology (brain)
- Oncology (cancer)
- Spinal Cord Injury
- Pain Management

DIRECT SCHEDULING

The following specialty areas you may contact directly to make an appointment by calling 316-685-2221 and the Extension:

- Audiology (hearing) Clinic - Ext. 53041
- Optometry (eye) Clinic - Ext. 57100
- Podiatry (foot) Clinic - Ext. 53073
- Nutrition Clinic - Ext. 53465

MENTAL HEALTH

VHA provides specialty inpatient and outpatient mental health services at its medical centers and community-based outpatient clinics. All mental health care provided by VHA supports recovery, striving to enable a person with mental health problems to live a meaningful life in the community and achieve his or her full potential. For more information on VA Mental Health Services visit www.mentalhealth.va.gov

CRISIS PREVENTION

People experience emotional and mental health crises in response to a wide range of situations—from difficulties in their personal relationships to the loss of a job. For Veterans, these crises can be heightened by their experiences during military service.

Sometimes a crisis may involve thoughts of suicide.

Learn to recognize these warning signs:

- Hopelessness, feeling like there's no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug abuse or use
- Withdrawing from family and friends

The following signs require immediate attention:

- Thinking about hurting or killing yourself
- Looking for ways to kill yourself
- Talking about death, dying, or suicide
- Self-destructive behavior such as drug abuse, weapons, etc.

RESOURCES

Veterans Crisis Line

- Chat on-line <http://www.veteranscrisisline.net> and click on the Confidential Veterans Chat button
- Send a text to 838255 or call at

VA SUICIDE PREVENTION



COORDINATORS

Each VA Medical Center has a suicide prevention coordinator to make sure Veterans receive needed counseling and services. Find your coordinator at www.veteranscrisisline.net.

MAKE THE CONNECTION

MakeTheConnection.net is a one-stop resource where Veterans and their families and friends can privately explore information about physical and mental health symptoms, challenging life events, and mental health conditions. On this site, Veterans and their families and friends can learn about available resources and support.

Visit www.MakeTheConnection.net to learn more.

ADVANCE DIRECTIVES

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

It is up to you to decide if you want an advance directive. Your decision will not affect your access to health care or other VHA services. Advance directives are available through the outpatient social worker or primary care team. There are two types of advance directives. In the Department of Veterans Affairs (VA), the two types are 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 who is to make health care decisions for you if you are not able to do so. Your Health Care Agent is the first person your health care team contacts for decisions about your care.

Living Will

In this type of advance directive, you state your preferences about treatments you want, or don't want, in different situations when you cannot make treatment decisions yourself. A living will helps your Health Care Agent or others know what treatments you would choose.

If you have an advance directive, it's important to give the Robert J. Dole VA Medical Center a copy for your health record. If you are interested in an advance directive please contact a Social Worker or Chaplain.

Pastoral Care Services and On-Call Chaplain Services

24 hours a day, 7 days a week. Please contact the administrative officer of the day at 316-685-2221 Ext. 53614. The Administrative Officer of the Day (AOD) will put you in contact with the on-call Chaplain.

VA PHARMACY BENEFITS

Your VA Medicines

VA has excellent pharmacy benefits. You can get all medications and medical supplies your VA provider orders for you at your VA pharmacy.

If you are transferring your prescriptions to VA, your providers may need to replace some of your medications with similar medications carried by the pharmacy. Providers will work closely with your community provider to coordinate your care. You must bring information from your community provider that explains why the medication was prescribed, the name of the medication, and dose. The VA pharmacy cannot fill a prescription written by a non-VA provider. The exception is if you are seen through the MISSION Act program, then the MISSION Act prescription will be filled by the VA pharmacy. VA is not responsible to pay for medications filled at a private pharmacy.

Don't forget to tell your VA provider or pharmacist about any medications you get filled at a pharmacy other than the VA or any other medicine (like antacids, laxatives, and pain medicine), herbal supplements or vitamins you purchase on your own.

Pharmacy Co-payments

Depending on your eligibility, you may need to pay a co-payment for medications. Depending on your finances, you may apply for free medications. You can get information about patient eligibility from the benefits counselor at your local VA facility.

- Tier 1 (Preferred Generics) - \$5 per 30 days
- Tier 2 (Non-Preferred Generics) - \$8 per 30 days
- Tier 3 (Brand Name) - \$11 per 30 days

\$700 Medication Co-payment Cap. **Medication Co-payments and Caps are subject to change.**

Pharmacy Telephone Care System

This system is available 24 hours a day, 7 days a week. You can use it to:

- Check on a prescription
- Learn about your medicine
- Order refills for your medicines

Talk to someone in the VA pharmacy during business hours (Monday through Friday, 8:00 am to 4:30 pm).

You need a touch-tone telephone to use this service. Before you call, have at hand your Social Security Number and the prescription number printed on the bottle. The automated phone system will give you step-by-step instructions. Call: 316-681-5506 or Toll free 1-888-878-6881 Ext. 55506.

New Prescriptions

A pharmacist will talk with you about any new medicine your provider orders for you. You can pick up new prescriptions at the VA pharmacy or have them mailed to your home. Mailed prescriptions usually take 14 days to arrive.

Refills for Prescriptions

You can request refills in any of these ways:

Call the telephone ordering system using a touch-tone phone 316-681-5506 or toll free 1-888-878-6681 ext. 55506.

The automated phone system will give you step-by-step instructions.

Before you start, have at hand your full Social Security Number and the prescription number printed on the bottle.

Mail the refill slip that comes with your prescription.



Use the Internet. Enroll in My HealtheVet at the VA to use this feature, then log on to the website at <http://www.myhealth.va.gov> Drop off your refill slip at the VA pharmacy.

Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be refilled and mailed to you. When you get your refill, check the bottle to make sure these things are correct:

- Your name on the bottle
- The name of the medicine
- The color and shape of the medicine
- The amount you should take for each dose
- The directions you should follow for each dose.

If you have any questions about your refill, please call your Provider Team line 316-685-2221 and press 2. You will need a new prescription when your current prescription has no more refills but you need to stay on the medication. Contact your VA provider as soon as possible to have the new prescription ordered. It's a good idea to check your medicines before each visit with your provider to see how many refills are left so you can ask for a new prescription of the medication at the visit.

Narcotics and certain controlled medications cannot be refilled. A new prescription is needed for each month's supply. You and your VA provider should discuss how and when you can get these prescriptions.

Additional Information

You can get more information about your medicines in several ways:

- Talk to a VA pharmacist
- Talk to your provider
- Log on to the My HealtheVet website at <http://www.myhealth.va.gov>
- Log on to the National Library of Medicine website at <http://www.medlineplus.gov>



VHA PREVENTATIVE CARE PROGRAM

Many diseases that cause disability and death among Veterans can be prevented, treated or delayed. Our goal is to assist Veterans to lead longer and healthier lives, reduce hospitalizations and enhance quality of life. We are committed to providing the highest quality health care. We also want to help you take care of yourself. There has been research in recent years on the best ways to maintain health and wellbeing. The behaviors listed below are the ones that have the most impact on your health. We encourage you to incorporate these behaviors into your daily life. For more information, call the Prevention Office at 316-685-2221 Ext. 57726.

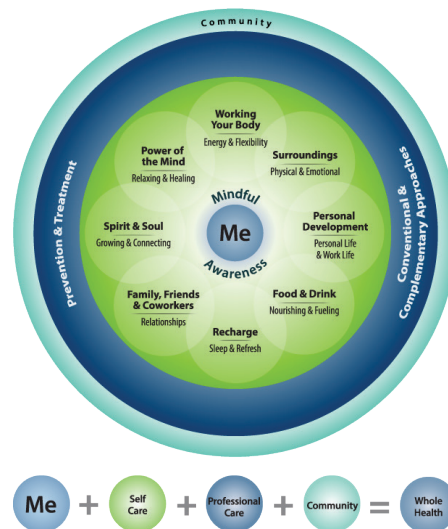
Healthy Living

Eat wisely, be physically active, strive for a healthy weight, be tobacco free, manage stress, be safe, get recommended screening tests and immunizations, limit alcohol and be involved in your health care. For assistance and referrals to prevention education or chronic care self management and life-style coaching, contact the Health Promotion Disease Prevention Program at 316-685-2221 Ext. 57726. The Veterans Health Library offers Veterans, family members, and caregivers 24/7 access to comprehensive, Veteran-focused health information.



Here are nine evidence-based Healthy Living messages for you and your family. Each contains information that is important for living a healthy life. Choose the link for the message that interests you.

- ★ Get Recommended Screening Tests and Immunizations
- ★ Be Involved In Your Health Care
- ★ Manage Stress
- ★ Be Tobacco Free
- ★ Limit Alcohol
- ★ Be Safe
- ★ Strive for a Healthy Weight
- ★ Be Physically Active
- ★ Eat Wisely



Fall Prevention

Many falls can be prevented. By making some changes, you can lower your chances of falling.

FOUR THINGS **YOU** CAN DO TO PREVENT FALLS

1. Begin a regular exercise program.
2. Review your medicines with your Health Care Provider.
3. Have your vision checked.
4. Make your home safer.

If you would like to speak to someone about Fall Prevention and ways that VA can help you prevent falls at home or in the hospital, please call the Prevention Office at 316-685-2221 Ext. 57726.

VETERANS HEALTH LIBRARY

The Library is a one-stop source for health information to help Veterans stay well and well-informed.

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





HOW TO REGISTER AND SIGN-IN TO MYHEALTHEVET

Your Personal Health Information Online VA offers Veterans, service members, their dependents, and caregivers their own Personal Health Record through My HealtheVet, found at <https://www.myhealth.va.gov>. My HealtheVet is free. Your On-line Personal Health Record is available 24/7, wherever there is internet access. If you are a VA patient and have an upgraded account (obtained by completing the one-time In-Person Authentication process or creating a Sign-In partner), you can participate in Secure Messaging with your participating VA health care team members. As well as:

- View key portions of your DoD military service information
- Get your VA wellness reminders
- View your VA appointments
- View your VA lab results
- View your VA allergies and adverse reactions
- Access the Veterans Health Library and research health

IMPORTANT: Secure Messaging is NOT instant messaging or e-mail. It is for non-Urgent, health related messages only. Health Care Teams have three business days to reply.

With My HealtheVet, you can access trusted health information to better manage your health care and learn about other VA benefits and services.

My HealtheVet helps Veterans partner with their VA health care teams by providing tools to make shared, informed decisions. Simply follow the directions on the website to register. If you are a VA patient registered on My HealtheVet with a Premium account, you can begin to refill your VA medications on-line. You can also use the VA Blue

Button to view, print, or download the health data currently in your My HealtheVet account. You can share this information with your family, caregivers, or others, such as your non-VA health care providers. It puts you in control of your information stored in My HealtheVet.

Sign in or create an account!
<https://www.myhealth.va.gov>

Sign in or create an account to manage your health care online and prepare for sign-in changes in 2025.

Sign in to My HealtheVet now!

The best way to sign in to manage your health care is through our main VA.gov sign-in page. After you sign in, we'll bring you back here to My HealtheVet. Sign in through our VA.gov sign-in page – Login.gov or ID.me (Green Box)

Create a Login.gov or ID.me account.

Starting in 2025, you'll need to use a Login.gov or ID.me account to sign in. After January 31, 2025, we'll remove the My HealtheVet user ID and password sign-in option. We'll also require multifactor authentication (MFA) as an added layer of protection for your account. If you don't have a Login.gov or ID.me account, create one and set up MFA now.

You may be able to use these other options to sign in through January 31, 2025. After that time, you'll need to sign in through our main VA sign-in page.

- Sign in to this My HealtheVet website only
- Choose a sign-in partner through AccessVA

TELEMEDICINE

The Home Tele-Health (HT) Program

Telemedicine will assist you in monitoring your health and managing your chronic medical conditions in the comfort of your home. Each HT participant is given a Health Buddy or Cardio Com monitor to use in their home which will assess and report vital signs and other aspects of a variety of chronic conditions. The system is designed to help Veterans to self-manage their care and improve their health with the assistance of a Care Coordinator. Discuss the program with your Primary Care Team, who can place a consult to begin the program. Contact HT PSA at 316-685-2221 Ext. 57863.

Store and Forward (S&F)

S&F is the use of technologies to securely acquire and store clinical information (images that are then securely forwarded to or retrieved by a doctor at a different time for clinical evaluation).

Tele-Retinal: A picture is taken of the Veterans eye and forwarded to an Optometrist to assess for possible abnormalities. This service is for diabetic patients.

Tele-Dermatology: A picture is taken of the Veteran's skin and forwarded to a Dermatologist to assess for possible abnormalities.

Clinical Video Telehealth (CVT)

Clinical Video Telehealth encompasses real-time care delivered to Veterans through interactive video. Multiple specialties utilize CVT at the Robert J. Dole such as (but not limited to) Mental Health, Oncology, Dietetic services, and Primary Care.

VA VIDEO CONNECT

Allows Veterans to use their personally owned device to do video visits with their healthcare team. This tool increases Veteran's options for health care, and makes healthcare more convenient and accessible. A video link allows for real-time interaction between the Veteran and the provider. The Veteran will see and hear the provider at the other site just as if they were in the room with you. It allows Veterans to see and talk to their health care team from anywhere, making VA health care more convenient and reducing travel times. For

information contact your PACT team or call the National Telehealth Help Desk at 1-866-651-3180 Monday-Saturday 7:00 a.m. to 10:00 p.m. ET.

WHOLE HEALTH INITIATIVE

Whole Health is an approach to health care that empowers and enables YOU to take charge of your health and well-being and live your life to the fullest. It starts with YOU. It is fueled by the power of knowing yourself and what will really work for you in your life. Once you have some ideas about this, your team can help you with the skills, support, and follow up you need to reach your goals.

Health care usually focuses on preventive care, lowering risk, and illness and disease. Are your cancer screenings and flu shot up to date? Do you feel sick or are you injured? Do you smoke or is your weight healthy? What medications are you on and how are your test results? These things are still important. And Whole Health is more than that. It focuses on what is important to you in your life and how you want to live your life. It includes self-care and things you can do to increase healing and improve your health and well-being. You and your health care team work together to help you do what you want to do. Together, you discuss what you are doing well and what type of support from others may help you be healthy.

Contact the Whole Health Team to schedule a class or individual coaching: 316-651-2963

MOVE! Program

MOVE! is a team of health care providers that are ready to help you lose weight and keep it off. You will learn how to lose weight safely and be healthy. You will be coached by a team consisting of a Registered Dietitian, Registered Nurse, and a Clinical Psychologist. If you are ready to start your MOVE! journey, please talk to your Primary Care Team in order to get a referral to the MOVE! Program or call 316-685-2221 Ext. 53465 for more information.

ENHANCED VA OPTIONS UNDER THE MISSION ACT

Your VA Health Care Options

At the VA, Veterans are the center of everything we do. We are constantly working to make sure you know about the health care and benefits you

have earned through your service to our country. A new law, called the MISSION Act, strengthens VA's ability to provide you with state-of-the-art care and services. The law makes several improvements to VA care that began on June 6, 2019.

Health Care Eligibility

VA provides a comprehensive medical benefits package to all Veterans who are enrolled through an annual patient enrollment system that categorizes Veterans based on different priority groups. Eligible Veterans can use VA health care services nationwide, including through mobile health clinics that serve rural areas and via telehealth (care through a phone or computer) in your home or on the go.

Community Care Eligibility

You may be able to receive care from a non-VA provider in your local community if you meet specific criteria. Generally, Veterans must be enrolled with VA to receive care, although some Veterans are not required to enroll to receive care. Eligibility further depends upon your individual health care needs or circumstances. It is important to remember that under the Veterans Community Care Program, in most instances VA must authorize your care before you receive it.

Under the MISSION Act, there are six different eligibility criteria for community care. Meeting any one of these criteria for the specific care you need means you are eligible to elect to receive that care either through direct VA care or a community provider in VA's network:

- The specific care you need is not provided by VA at any facility.
- You reside in a U.S. state (AK, HI, or NH) or territory (Guam, American Samoa, Northern Mariana Islands, or U.S. Virgin Islands) that does not have a full-service VA medical facility.
- "Grandfathered" eligibility based on residence and the 40-mile eligibility criterion from the Choice program.
- The specific care you need is not available within designated access standards.

- You and your referring clinician decide it is in your best medical interest to receive the specific care you need in the community.
- VA has designated the VA medical service line delivering the specific care you need as not providing care that complies with VA's standards for quality.

Urgent/Walk-In Care

VA will offer an urgent/walk-in care benefits for minor injuries and illnesses, such as pink eye or ear infections.

To be covered by this benefit, you must be enrolled in the VA health care system and have received care from VA within the 24 months prior to seeking this care to be eligible for this benefit. Eligible Veterans can seek this care from an urgent care facility or walk-in retail health clinic that is part of VA's community provider network, but not all urgent care facilities or walk-in retail health clinics are in VA's network. VA will provide additional information on this benefit.

Co-payments and Insurance

Like other health care providers, VA may charge a co-payment for health care. The co-payment amount may be based on your enrollment priority group, the type of health care service you receive, and your financial situation. If a VA co-payment applies, you are responsible for that amount whether your care is furnished directly by VA or through a community provider.

VA may bill your health insurance for medical care, supplies, and prescriptions. As a result of the MISSION Act, VA no longer requires your permission to bill your health insurance carrier for health care related to a sensitive diagnosis. If you would like to submit a request to restrict this process, please contact your local VA facility's privacy record office.

If you have other forms of health care coverage (such as Medicare, Medicaid, TRICARE, Indian Health Service, and tribal health), you can use VA health care benefits along with these plans.

To learn more, contact your local VA medical center or visit www.missionact.VA.gov and click

VA Health Care and Other Insurance

Indian Health Service/Tribal Health Program (IHS/THP)

Access Standards and Standards For Quality

VA is establishing designated access standards based on the type of care you need, how long you have to wait to receive that care, and your average driving time to receive that care. We are also establishing standards for quality that focus on domains such as timely care, effective care, safe care, and Veteran-centered care. Within each of these domains are specific quality measures. VA is applying both access standards and standards for quality of care it furnishes in VA facilities and is working to ensure quality of care in the community also meets applicable standards. As VA continues to develop and refine these standards, we will provide additional information.

Complaint And Appeals Process

VA is committed to delivering an excellent care experience every time. We know concerns arise, and we're here for you. Patient advocates at your facility can assist with almost any problem you may experience. VA has different processes for clinical and non-clinical appeals, and the patient advocate can ensure your concern is handled appropriately.

More Information

MISSION ACT

Visit www.missionact.va.gov

APPLYING FOR VA CARE

Visit www.missionact.va.gov or contact your local VA medical facility to apply for VA care.

VA BENEFITS & SERVICES

Visit VA.gov/welcome-kit or contact your local VA medical facility for a VA Welcome Kit that provides a broad overview of services VA can offer you.

If you do not have access to the internet, contact your local VA medical center for more information.

PATIENT RIGHTS AND RESPONSIBILITIES

We are honored that you have selected us to provide your health care. As part of our service to you, other Veterans and the nation, we are committed to improving health care quality.

We also train future health care professionals, conduct research and support our country in times of national emergency. If you would like more information about your rights as a patient, please talk with your VA treatment team members or if necessary, a Patient Advocate. You can reach the Patient Advocate at 316-685-2221 Ext. 57731. 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 or you may download a copy at:

www.va.gov/health/rights/patientrights.asp
www.va.gov/health/rights/familyrights.asp

YOUR VA PATIENT MEDICAL RECORD

Medical Forms to be Completed by your VA Health Care Provider

It is VHA policy to support the completion of medical forms. To have your provider complete a medical form please contact the Release of Information Office.

Medical Record Amendment Requests

Should you identify information in your patient medical record you believe is inaccurate, you have the right to request an amendment. Please contact the Privacy Office or Release of Information Office for more details.



Identity Trait Changes and Request to Amend Medical Record Documentation

Identity Trait Changes i.e. legal name change, gender change, SSN or DOB are processed by the Robert J. Dole VA Medical Center Healthcare

Benefits Office or the Privacy Office. To complete a request for an identity trait change you must provide a signed written request and supporting documentation. Documents should be brought to the Healthcare Benefits Office or to the Privacy Office. Documents may also be mailed to the Privacy Office, Robert J. Dole VA Medical Center, 5500 E. Kellogg, Wichita, KS 67218.

Veterans Health Information Exchange

1. The VA MISSION ACT allows VA to now share your health information with participating community care providers.
2. Sharing your health information saves you time, and improves your health. By having all of your information available, your providers will have a more complete picture of your health history.
3. You can always OPT OUT of sharing your information. If you don't want to share your health information electronically, complete and return VA Form 10-10164 (Opt out of Sharing) to the Release of Information (ROI) Office or by mail. If a community care provider requests your records in an emergency, information will be shared even if you have opted out of sharing. Traditional paper forms of health information sharing will remain available regardless of your preference to share or not share electronically. If you opted out of sharing, but change your mind, you can opt back in and authorize VA to share your health information by completing and returning VA Form 10-10163 (Opt in for Sharing) to your ROI Officer or by mail.

Notice of Privacy Practices

The Department of Veterans Affairs (VA) Veterans Health Administration (VHA) is required by law to maintain the privacy of your protected health information and to provide you with notice of its legal duties and privacy practices. VHA is also required to abide by the terms of the Notice of Privacy Practices and its privacy policies. If you would like more information about your Privacy Rights, please reach out to the Privacy Officer at 316-685-2221 Ext. 56862. A summary of the Notice of Privacy Practices is posted throughout the facility. The Notice of Privacy Practices are mailed every three years or when there is significant change from the VHA Privacy Office; however, if you have not received a copy of the Notice of Privacy Practices, please contact the Privacy Officer or any employee to provide you a copy

or you may download a copy at: <http://vaww.va.gov/vhapublications/ViewPublication.asp?pubID=3048>

Requesting Copies of your Medical Record

The Health Information Management Release of Information Service coordinates release of your medical records, including radiology and imaging records. To request a copy of your medical records be released to you, we encourage you to use VA Form 10-5345a. For release of records to another healthcare provider, insurance company or person, please complete VA Form 10-5345.

Forms are available on-line, just enter VA Form 10-5345 in the search box of your preferred internet browser, or pick up a form at any Robert J. Dole VA Medical Center Clinic, including all Community Based Outpatient Clinics, or at the Release of Information Office.

VHA PRIVACY AND INFORMATION SECURITY

The privacy and confidentiality of VHA records is everyone's right, especially our patients. The Privacy Office takes its responsibility to protect your personally identifiable information and personal health information very seriously. Should you have a concern related to protection of personally identifiable information and/or protected health information in any format (paper or electronic), please contact the Privacy and/or Information Security Officer, or any VA employee.

Telephone Numbers

Privacy Officer: 316-685-2221 x56862 or (316) 688-6862

Information Security Officer: 316-685-2221 x55476 or 316-681-5585

ROBERT J. DOLE VA MEDICAL CENTER SERVICES

Release Of Information

Located on the first floor of Building 1.

Hours of Operation are Monday thru Friday, 8:00 a.m. to 4:30 p.m. Please call 316-685-2221 Ext. 53348 (A-K) or Ext. 53620 (L-Z).

Agent Cashier

Located on the second floor of Building 26.
Hours of operation are 8:00 a.m. to 4:30 p.m.,
Monday thru Friday.
Please call 316-685-2221 Ext. 53265.

Canteen And Retail Store

Located on the Ground Floor. Hours of Operation
are Monday thru Friday, 7:30 a.m. to 3:00 p.m.,
Please call 316-651-3605.

Voluntary Services

Robert J. Dole VA Medical Center depends on
the goodwill of our benefactors and volunteers
who wish to give something back to America's
heroes. Volunteer opportunities are found at the
Medical Center, Community Living Center and our
Community-Based Outpatient clinics. Our goal is to
meet the needs of our Veterans while serving your
interests, skills, and talents as a volunteer. Contact
us at 316-685-2221 Ext. 57937 from 7:00 a.m. to
4:00p.m.

VETERANS BENEFITS ADMINISTRATION

The Veterans Benefits Administration is an agency
of the U.S. Department of Veterans Affairs. It is
responsible for administering the Department's
programs that provide financial and other forms
of assistance to veterans, their dependents, and
survivors.

ELIGIBILITY TO RECEIVE BENEFITS

You may be eligible for VA Benefits if you are a:

- Active Duty Service Member
- Veteran
- Spouse, Child of a Veteran
- Parent of a deceased or disabled Service Member or Veteran

Disability Compensation

You have sacrificed to keep our country-and
everything it represents- safe.
The U.S. Department of Veterans Affairs honors
and serves you by fulfilling President Lincoln's
promise "to care for him who shall have borne the
battle, and for his widow, and orphan." Disability
compensation is a benefit paid to a Veteran
because of injuries or diseases that happened
while on active duty, or made worse by active
military service.

It can also be paid to certain Veterans disabled
from VA health care.

DISABILITY COMPENSATION BENEFITS

What is VA Disability Compensation?

Disability compensation is a tax-free benefit paid to
a Veteran for disabilities that are a result of or made
worse by injuries or diseases that happened while
on active duty, active duty training or inactive duty
training. Disability compensation is also paid to
certain Veterans disabled from VA Health Care.

How to apply

You can apply by filling out VA Form 21-256,
Veterans Application for Compensation and/or
Pension. If you have any of the following material,
please attach it to your application:

- Discharge or separation papers
(DD214 or equivalent)
- Dependency records
(Marriage & Children's Birth Certificates)
- Medical evidence (Doctor or Hospital Reports).

You can also apply online through the website at
<http://vabenefits.vba.va.gov/vonapp>.

Related benefits include: Priority Medical Care,
Vocational Rehabilitation; Clothing Allowance;
Grants for Specialty Adapted Housing; Automobile
Grant & Adaptive Equipment; Service-Disabled
Veterans Insurance; Federal Employment
Preference; State/Local Veterans Benefits and
Military Exchange & Commissary Privileges. For
more information call 316-685-2221 Ext. 54651.

VA Pension

Pension is a needs-based benefit paid to wartime Veterans, who meet certain age or non-service connected disability requirements.

VA PENSION ELIGIBILITY

You may be eligible if:

- You were discharged from service under other than dishonorable conditions, AND
- You served 90 days or more of active duty with at least 1 day during a period of war time, AND
- Your countable income is below the maximum annual pension rate (MAPR), AND
- You meet the net worth limitations, AND
- You are age 65 or older, OR, you have a permanent and total non-service connected disability, OR, you are a patient in a nursing home, OR you are receiving Social Security disability benefits.

How to Apply

You can apply by filling out VA Form 21-526EZ, Fully Developed Claim (Compensation).

If you have any of the following material, please attach it to your application:

- Discharge or separation papers (DD214 or equivalent)
- Dependency records marriage & children's birth certificates.
- Medical evidence doctor & hospital reports

Pensions

- You may apply for pension by filling out VA Form 21-527EZ Fully Developed Claim (Pension).
- Application for Pension, and mailing it to the Pension Management Center having jurisdiction over your claim. If you do not know which PMC has jurisdiction over your claim
- You may submit your request to the VA Regional Office
9111 E. Douglas Ave.,
Suite 200, Wichita, KS 67207
- You can also apply online through the VONAPP.

E-Benefits

- Create account online at <https://www.ebenefits.va.gov>
- Then go into your local VA Regional Office
- With two forms of ID, Picture ID from Federal or State Government
- Non-Picture or Acceptable Picture ID not issued by Federal or State Government (VHA ID card)



Apply for a Disability Rating

This guide will help you submit a disability claim and possibly obtain a disability rating. A disability rating could be between 0%–100%. A disability rating may give you access to certain VA benefits, such as compensation and ongoing health care.



U.S. Department
of Veterans Affairs

Choose **VA**

A checklist to help you file your disability claim and get your disability rating:

1

PREPARATION

- ☐ Learn about different **types of claims** you can file (refer to next page)
- ☐ **Collect the documents** necessary to file a claim:
 - **Discharge papers (DD214 member-4 or equivalent)**
 - **Military medical records**
 - **VA medical records and hospital reports** related to your disability
 - **Private medical records and hospital reports** related to your disability
- ☐ Submit any medical evidence related to your illness or injury (doctor's reports, X-rays, and medical test results)

2

APPLICATION

- ☐ Apply by submitting all documents in **one** of these ways:
 - Submit a claim **online** by visiting <https://www.va.gov/disability/how-to-file-claim>
 - Complete a claim form **in-person** at a VA Regional Office

3

REVIEW AND DECISION

- ☐ Visit us **online** at <https://www.va.gov/claim-or-appeal-status> to **track the status** of your claim
- ☐ **Provide more information and documentation** if requested by VA
- ☐ Attend VA medical examination(s) if requested by VA

4

NEXT STEPS

If approved, take steps to access the benefits you are eligible for:

- ☐ **Review your award letter** to understand your rating
- ☐ **Review the VA benefits handbook** that is sent to you

GET HELP

You can receive free help with preparing your claim from a VA-accredited representative or an employee at a VA Regional Office. Refer to next page for more information.

WHERE CAN I FIND MY DISCHARGE PAPERS?

To find out more about how to get your military service records, **visit** <https://www.va.gov/records/get-military-service-records>

CAN VA HELP OBTAIN PRIVATE MEDICAL RECORDS?

Yes, you can obtain records from private doctors or hospitals yourself or you can sign a release authorizing VA to obtain these records for you.

HOW LONG WILL IT TAKE?

The length of time it takes to process a claim depends on:

- The type of claim filed
- How many injuries and disabilities you claimed
- How long it takes for VA to gather supporting evidence
- How many claims were submitted when yours was filed

Wichita VA Regional Office

We moved to a new location



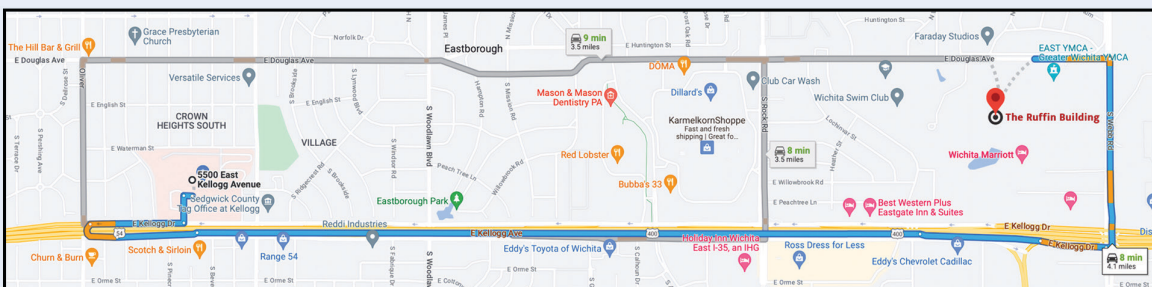
OUR NEW OFFICE
LOCATION

The Ruffin Building

911 E. Douglas Ave.
Suite 200
Wichita, KS 67207

Open weekdays from 8:00 a.m. to 4:00 p.m..
Abundant free parking. Large private interview areas.

Just 8 minutes from Robert J. Dole VA Medical Center. Scan QR code for map.



Audiology	316-685-2221 Ext. 53041
Billing Office	1-866-393-4074
Behavioral Health	316-685-2221 Ext. 53621
Benefit Travel / VTS	316-685-2221 Ext. 50803
Cardiology	316-685-2221 Ext. 53653
CBOC - Dodge City	316-685-2221 Ext. 57450
CBOC - Hays	316-685-2221 Ext. 41000
CBOC - Hutchinson	316-685-2221 Ext. 41101
CBOC - Parsons	316-685-2221 Ext. 41060
CBOC - Salina	316-685-2221 Ext. 41020
Care in the Community / Mission Act	316-239-2750
Compensation & Pension	1-800-827-1000
Dietitians / MOVE!	316-685-2221 Ext. 53465
Eligibility	316-685-2221, Press 6
Low Vision Clinic	316-685-2221 Ext. 57109
Medical Foster Home	316-685-2221 Ext. 57749
Optometry	316-685-2221 Ext. 57100
Patient Advocate / VEO Office	316-685-2221 Ext. 53069
Pharmacy: Refill	316-685-2221, Press 1
Physical & Occupational Therapy	316-685-2221 Ext. 53040
Primary & Specialty Care	316-685-2221, Press 2
Podiatry (Foot) Clinic	316-685-2221 Ext. 50836
Prosthetics	316-685-2221 Ext. 53626
Release of Information (A-K)	316-685-2221 Ext. 53348
Release of Information (L-Z)	316-685-2221 Ext. 53620
Surgery	316-685-2221 Ext. 52300
Veterans Crisis Line	988, Press 1
Visual Impairment Service Team (VIST)	316-239-2736
Voluntary Services	316-685-2221 Ext. 53222
Wichita Vet Center	316-265-0889



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.



VA.gov is the gateway to access and manage your VA benefits and health care. <https://www.va.gov>



The VA Welcome Kit provides an overview of benefits and services. <https://www.va.gov/welcome-kit/>



With the official **VA: Health & Benefits** app, you can manage your VA health care, benefits, and payments from your mobile phone or tablet. <https://mobile.va.gov/app/va-health-and-benefits>



My HealtheVet is a free online tool to manage your health care. Refill and track prescriptions, access your medical records, and communicate with your health care team. <https://www.myhealth.va.gov>

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.

5

Still having trouble? See additional tips on page four.

Veterans Crisis Line



Contact the Veterans Crisis Line. Available 24/7 via phone, text, and online chat.

Receive crisis support

The Veterans Crisis Line provides confidential crisis support for Veterans and their loved ones. You don't have to be enrolled in VA benefits or health care to connect.

Crisis Hotline Dial 988 (then press 1)

Text Hotline Text at 838255

<https://www.veteranscrisisline.net/get-help-now/chat/>

Health Care



Apply for VA health care, find out how to access services, and manage your health and benefits online.

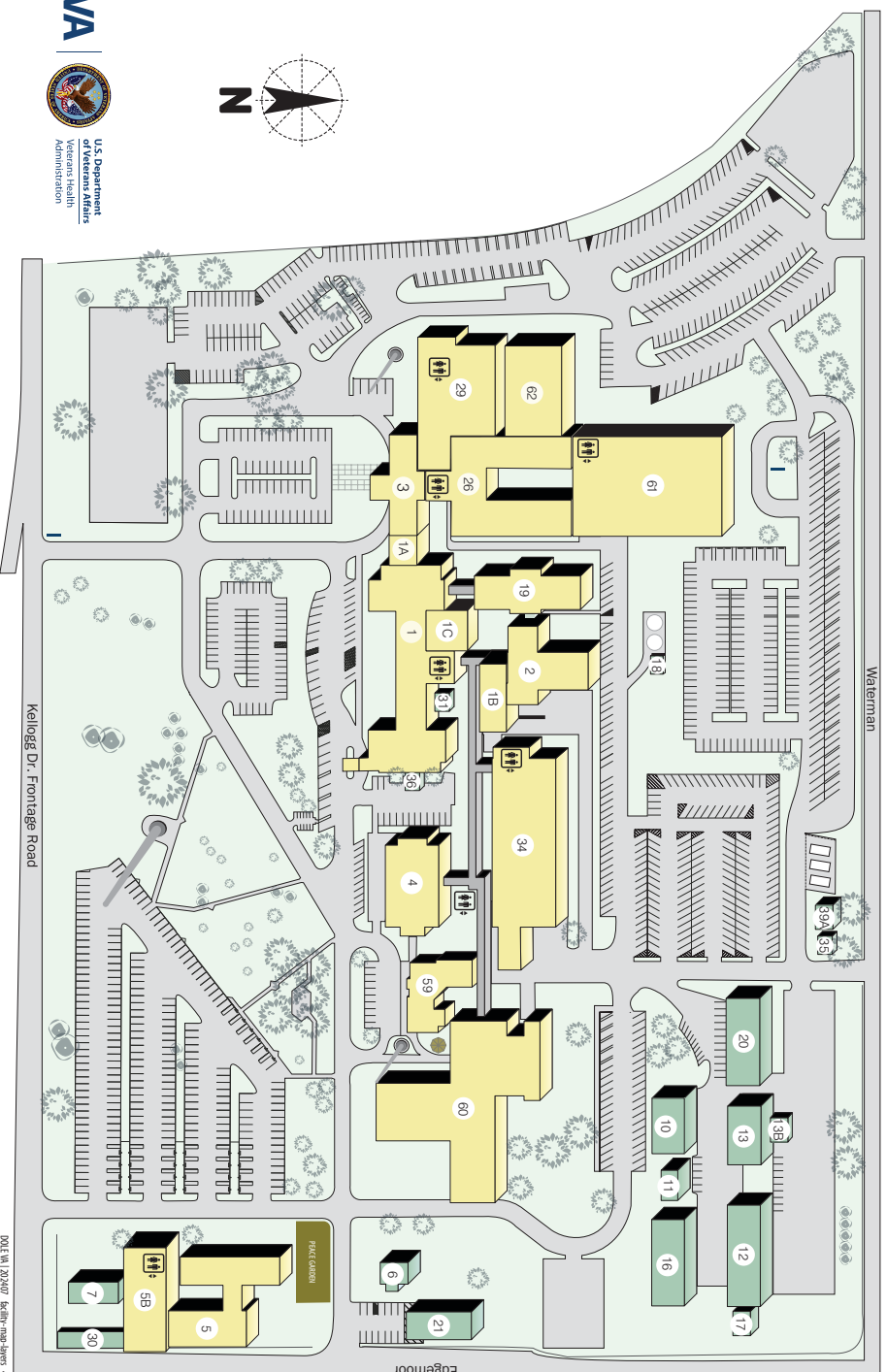
Find urgent and emergency care

If you are having a medical emergency, dial 911. Have a plan. Know where to go for urgent and emergent care.

If you are at a non-VA emergency department, call VA within 72 hours of admittance. (844) 724-7842

<https://www.va.gov/initiatives/emergency-room-911-or-urgent-care/>

ROBERT J. DOLE VA MEDICAL CENTER



Administration	Bldg 61	1st Flr	Community Living Center	Bldg 60	1st Flr	Hospice	Bldg 60	1st Flr
Agent Cashier	Bldg 26	2nd Flr	Compensated Work Therapy.....	Bldg 5	1st Flr	Human Resources.....	Bldg 7	1st Flr
Ambulatory Day Surgery (ASU) ..	Bldg 34	2nd Flr	DAV Transportation.....	Bldg 26	1st Flr	Inpatient Units.....	Bldg 1	2nd & 3rd Flr
Audiology	Bldg 1	4th Flr	Dental.....	Bldg 1	1st Flr	Intensive Care Unit (ICU).....	Bldg 1	2nd Flr
Auditorium.....	Bldg 4	1st Flr	Dietetic Counseling.....	Bldg 26	Ground Flr	MZVA.....	Bldg 26	1st Flr
Behavioral Health Clinic	Bldg 5B	1st Flr	ECHO Lab & Echocardiogram	Bldg 19	1st Flr	Main Clinical Laboratory.....	Bldg 34	1st Flr
Canteen Dining & Retail Store	Bldg 26	Ground Flr	EKG Lab	Bldg 19	2nd Flr	Medical Education Center	Bldg 2	1st Flr
Cardiology	Bldg 19	1st Flr	Eligibility & Enrollment	Bldg 61	1st Flr	MRI	Bldg 1B	1st Flr
Cardiac Cath Lab	Bldg 2	2nd Flr	Emergency Department	Bldg 62	Ground Flr	My HealtheVet Computers	Bldg 26	1st Flr
Caregiver Support Program	Bldg 26	Ground Flr	Extended Care/Social Work.....	Bldg 26	Ground Flr	Nuclear Medicine	Bldg 19	1st Flr
Chapel	Bldg 1	2nd Flr	Homeless Program	Bldg 5	1st Flr	Occupational Therapy (OT)	Bldg 60	1st Flr
Chiro	Bldg 26	1st Flr	Home Oxygen.....	Bldg 26	1st Flr	Oncology	Bldg 1	1st Flr

Optometry..... Parklane Shopping Center
949 S Glendale, Wichita, KS 67218

Outpatient Laboratory	Bldg 26	1st Flr
Outpatient Pharmacy	Bldg 3	Ground Flr
PACT Teams 3, 5, 9, 10, 11, 13	Bldg 29	Ground Flr
PACT Teams 2, 4, 7, 12, 14	Bldg 29	1st Flr
PACT Teams 1, 6, 8, 15	Bldg 26	1st Flr
Pain Clinic	Bldg 26	2nd Flr
Patient Education Classroom	Bldg 26	Ground Flr
PCMH.....	Bldg 26	Ground Flr
Physical Therapy (PT)	Bldg 60	1st Flr
Podiatry	Bldg 26	2nd Flr
Police	Bldg 1	1st Flr
Post Traumatic Stress-PTSD	Bldg 5B	1st Flr
Primary Care	Bldg 29	Ground Flr
PE/CT	Bldg 1C	1st Flr
Prosthetics & Orthotics	Bldg 4	Ground Flr
Public Affairs Officer	Bldg 61	1st Flr
Pulmonary Function Laboratory	Bldg 26	1st Flr
Release of Information-ROI	Bldg 1 & 26	1st Flr
Research	Bldg 3	1st Flr
Sleep Lab	Bldg 1	4th Flr
Speech Therapy	Bldg 26	1st Flr
Spinal Cord Injury & TBI Clinic.....	Bldg 19	2nd Flr
Substance Abuse Residential Rehabilitation Treatment Facility	Bldg 59	Ground Flr
Suicide Prevention.....	Bldg 5	1st Flr
Surgery Suite/Waiting.....	Bldg 34	2nd Flr
Telehealth.....	Bldg 61	1st Flr
Toxic Exposure & Burn Pit Registry Exams	Bldg 29	Ground Flr
Ultrasound.....	Bldg 19	1st Flr
Urology	Bldg 19	2nd Flr
Veterans Service Organizations (VSO)	Bldg 61	1st Flr
Veteran Transportation Service-VTS	Bldg 3	1st Flr
Voluntary Service	Bldg 26	1st Flr
Whole Health	Bldg 61	1st Flr
Women's Primary Care	Bldg 29	1st Flr
X-Ray	Bldg 1	1st Flr