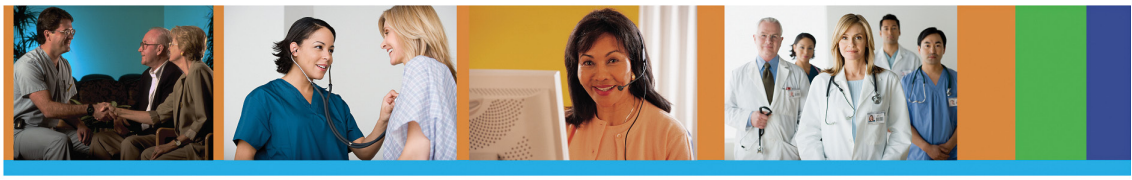
New Patient Orientation

Know Your VA



New Patient Orientation Handbook

Robert J. Dole VA Medical Center

2012 Edition

VA HEALTH CARE | Defining EXCELLENCE in the 21st Century

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DEPARTMENT OF VETERANS AFFAIRS
Robert J. Dole Medical Center
5500 East Kellogg
Wichita, KS 67218-1698

A Message from the Director

Dear Veteran,

Welcome to the Robert J. Dole VA Medical Center and our Community Based Outreach Clinics. It is our honor to serve our nation's heroes. We are focused on providing high quality and compassionate health care to our veterans.

This handbook was prepared to inform you about our services. The information should make it easier for you to use our healthcare system. If you have any questions that are not addressed in this book, please ask a member of your healthcare team to help you.

It is our priority to give you the highest quality care in a timely manner using the most up-to-date technologies and services. You are our customer and our reason for being here. All of us at the Robert J. Dole VA Medical Center and our Community Based Outreach Clinics thank you for your service to our country.

Sincerely,

Tom Sanders

Thomas J. Sanders, FACHE
Director

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

VA Health Care Services

VA places a high priority on providing excellent health care to Veterans. VA provides a full spectrum of healthcare services, including health promotion, disease prevention, diagnostic, therapeutic, rehabilitative and palliative care.

The VA currently has 153 Medical Centers located across the United States that provide a very large range of treatment services such as surgery, critical care, mental health, orthopedics, pharmacy, radiology and physical therapy. The VA is proud to provide a team of highly qualified health care professionals dedicated to the heath care needs of Veterans.

VA strives to ensure that Veterans have access to all needed services wherever they receive VA health care. This may be on-site during inpatient hospitalization, at one of the primary or specialty care clinics, at a Community Based Outpatient Clinic (CBOC), in a Community Living Center, or in a residential care facility. However, all services are not provided at every site where VA health care is provided. Sometimes Veterans need to travel to another VA facility or a contracted community care facility to obtain the needed service. If that is necessary for you, your VA provider will work with you to obtain these services.

Mission Statement:
To improve the health and well being of the Veterans we are honored to serve.

Vision and Values:
To be a model health care system, exemplifying our core values of compassion, excellence, commitment, trust and respect.

History of the Wichita VAMC:
For over 75 years, the Dole VA Medical and Regional Office Center has been honored to serve Kansas area veterans. The Center provides a full range of primary and specialty acute and extended care services to veterans in 59 counties of Kansas. Special emphasis programs include substance abuse, post traumatic stress disorder (PTSD), women's health, spinal cord injury, visual impairment, prosthetic and sensory aids, and homeless services.

Our Regional Office serves the state of Kansas for the administration of non-medical benefits. They provide a full range of benefits including compensation for service-connected disabilities, pension, education assistance, and vocational counseling and rehabilitation.

Map of Facility: Enclosed

Enrollment and Eligibility: (See Department of Veterans Affairs VA Health Care Overview Book) Enclosed

Regional Office Services: The Regional Office offers the following services:

1. Compensation and Pension Service
2. Vocational Rehabilitation and Employment Service
3. Education and Training
4. Home Loan Guaranty
5. VA Life Insurance
6. Burial and Memorial Benefits

Robert J. Dole Regional Office
5500 E. Kellogg Ave.
Wichita, KS 67218
1-800-827-1000

Facebook Address: **http://www.facebook.com/WichitaVAMC**
Twitter Address: **http://www.twitter.com/WichitaVAMC**
Internet Address: **www.wichitava.gov**

Local Wichita Veteran Service Organizations

Service Organization:	**Telephone Number:**
American Legion (AL)	(316) 688-6814
American Veterans (AMVETS)	(316) 688-6846
Blinded Veterans of America (BVA)	(316) 688-6814
Catholic War Veterans	(316) 688-6814
Disabled American Veterans (DAV)	(316) 688-6722

Kansas Commission on Veterans Affairs (KCVA)	(316) 688-6869
Military Order of the Purple Heart (MOPH)	(316) 688-6803
Paralyzed Veterans of America (PVA)	(316) 688-6840
Veterans of Foreign Wars (VFW)	(316) 688-6801

Inpatient Care Services

VA inpatient care includes a full spectrum of treatment services:

- Acute Care Inpatient Units
    - Medical
    - Surgical
- Dialysis acute treatment
- Intensive Care Units
    - Medical
    - Surgical
    - Cardiac Specialty

Ancillary Services

VA health care providers often use ancillary services to help diagnose, and/or treat a Veteran's medical condition. These services include:

- Audiology (hearing)
- Blind Rehabilitation
- Dental
- Diagnostic Laboratory
- Nutrition and Food Service
- Nuclear Medicine (imaging)
- Occupational Therapy
- Pharmacy
- Physical Therapy
- Prosthetics (artificial limbs, equipment, devices)
- Radiology (x-rays and imaging)
- Recreation Therapy
- Respiratory Therapy

- Social Work (housing, discharge planning, family support)
- Speech Therapy
- Spinal Cord Injury
- Traumatic Brain Injury

Specialty Care Services

Specialty care services provide expert knowledge to optimize the treatment provided in unique or complicated courses of care. Specialty care providers focus on a particular area of care and have extensive training and education. The list of VA medical and surgical specialty care services includes:

- Anesthesiology
- Cardiology – Vascular (heart and veins)
- Chaplain (spiritual support)
- Dermatology
- Diabetes and Endocrinology
- Eye Care (Optometry & Ophthalmology)
- Geriatric Care
- General Surgery
- Infectious Disease
- Nephrology (kidney)
- Neurology (nerves)
- Oncology (cancer)
- Orthopedics (bone and muscle)
- Pacemaker (heart)
- Pain Management
- Podiatry (feet)
- Pulmonary (lungs)
- Urology
- Women's Care
- Wound and Ostomy Care

Transitional Living Center/Hospice and Palliative Care

VA Community Living Centers were formerly known as VA Nursing Home Care Units. They serve Veterans:

- with chronic stable conditions including dementia
- who need rehabilitation or short-term specialized services such as respite or intravenous therapy
- who need comfort and care at the end of life.

The goals of care are to restore Veterans to maximum function, prevent further decline, maximize independence, and/or provide comfort when dying. Most VA Community Living Centers are located on or near the grounds of VA medical centers throughout the United States.

Mental Health Services

VA places a high priority on providing mental health services for returning Operation Enduring Freedom (OEF) and Operation Iraqi Freedom (OIF) Veterans as well as for those who served in prior eras.

VA provides specialty inpatient and outpatient mental health services at its medical centers and community-based outpatient clinics. In addition, readjustment counseling services are available for Veterans and their families at Vet Centers across the nation. Our goal is to support recovery and enable Veterans with mental health problems to live meaningful lives in their communities and achieve their full potential.

VA mental health services are available in specialty clinics, primary care clinics, nursing homes, and residential care facilities where Veterans receive health care. Specialized programs, such as mental health intensive case management, day centers, work programs, and psychosocial rehabilitation are provided for those with serious mental health problems.

VA is integrating mental health care into the primary care setting. Veterans may receive mental health care from their primary care providers or from a collaborating behavior health provider based in the primary care clinic.

The list of VA mental health services and programs includes:

- Inpatient Care (Eastern Kansas VAMC)
- Residential Care (Eastern Kansas VAMC)
- Outpatient Mental Health Care
- Homeless Programs
- Specialized PTSD Services
- Military Sexual Trauma
- Psychosocial Rehabilitation and Recovery Services
- Substance Use Disorders
- Suicide Programs
- Geriatrics
- Violence Prevention
- Evidence-Based Psychotherapy Programs

- Mental Health Disaster Response/Post Deployment Activities.

Health Promotion and Disease Prevention

Veterans receive clinical preventive services from their primary care providers. These services include immunizations to prevent disease, screening tests to detect disease at an early stage, and behavioral counseling to avoid or reduce risk factors for disease.

Veterans participate in health education programs to help them manage their health problems. They also participate in health promotion programs to learn healthy living skills.

Case Management/ Social Work Services

VA social workers are assigned to all patient treatment programs, including community-based outpatient clinics. They provide psychosocial and clinical services to Veterans and their families. Care Management and Social Work Services has responsibility for the policies on reporting suspected abuse and neglect, and family support for polytrauma patients. Care Management and Social Work Services collaborate closely with the Office of Seamless Transition to provide liaison services to military hospitals. It also provides case management services to Operations Enduring Freedom and Iraqi Freedom (OEF/OIF) active duty service members and Veterans, and it partners with Voluntary Service and Chaplain Service to provide resources for OEF/OIF families.

Prosthetics

VA Prosthetics furnishes properly prescribed prosthetic equipment, sensory aids and devices to Veterans in accordance with authorizing laws, regulations and policies. Prosthetics serves as the pharmacy for assistive aids and as case manager for the prosthetic equipment needs of disabled Veterans.

Women's Health

VA is committed to meeting your unique needs by delivering the highest quality health care to you, while offering you the privacy, dignity, and sensitivity to your gender-specific needs that you deserve. Your local VA facility offers a variety of services, including:

- Health promotion (healthy living, nutrition and weight management, stop smoking program etc.)
- Disease prevention (osteoporosis and cancer screening)
- Primary care and women's gender-specific health care (mammograms, menopause evaluation and treatment, hormone replacement, birth control, breast and gynecological care, maternity and limited infertility)
- Medical and surgical care services
- Emergency services, including having a nurse available to you by telephone 24 hours a day, 7 days a week.
- Mental health (management of depression, anxiety, and stress; adjustment from deployment; counseling and treatment for military sexual trauma, parenting and caregiver issues, violence and abuse, and alcohol and drug dependence)
- Special programs such as vocational rehabilitation, educational opportunities, Links to Job and Career Counseling, Services for Homeless veterans
- Long-term care.

Your local VA facility has a full-time Women Veterans Program Manager who can help coordinate all the services and health care you may need. Call (316) 685-2221 extension 54605 or toll free 1-888-878-6881 extension 54605.

Voluntary Services:

Voluntary Services is located in Building 4, First Floor behind the Auditorium. The hours of operation are from 7:00 am to 4:00 pm.
Contact Information:

Voluntary Service Officer
(316) 685-2221 ext. 53064

Volunteer Opportunities

Volunteer opportunities are found in the Medical Center, TLC Care Unit, and our Community-Based Outpatient Clinics. Our goal is to meet the needs of our veterans while meeting your interests, skills, and talents as a volunteer. Opportunities are categorized in the following areas:

- **Clerical** -volunteers provide administrative support to departments such as data entry, answering phones, running errands, assisting with

department-specific projects.

- **Clinical**-Volunteers are trained to interact with veteran patients such as reading, listening, and socializing with patients, feeding patients during mealtime, writing letters on behalf of the patient, and much more!
- **Community** -Volunteers serve as a liaison for the incoming community (patients, visitors) and assist them with finding their way throughout the Medical Center.
- **Volunteer Transportation drivers – Volunteers needed to drive patients locally and long distances in our DAV vans.**
- **Escort and Information desk**
- **Special Events**

Volunteer Benefits

There are many benefits offered to volunteers, including meal tickets to those who work a 4-hour shift or longer. In addition, hours of service pins, awards, and certificates are awarded to adults and youth volunteers. All volunteers are recognized by the Dole VA Center during National Volunteer Recognition Week.

Time Commitment

While any time you are able to give to our veterans is valuable, we do ask for a minimum time commitment for all our volunteers. Minimum time commitment for adult volunteers is four (4) hours per week. If you are unable to serve the minimum time commitment, there are still other opportunities available. If your time availability only allows you to volunteer a few hours a month, we will categorize you as an occasional volunteer.

Voluntary Service does not receive appropriated funds. All activities and special events are hosted through donated funds. Voluntary Service depends on in-kind donations that provide the extra services we provide to our Veterans. Donations can be made through direct donations and or memorials. All donations must come through Voluntary Services for proper documentation.

Agent Cashier

Agent Cashier is located on the Second Floor Building 26. Hours of operation are 8:00 am to 4:30 pm Monday – Friday.

Release of Information

Release of Information is located on the Ground Floor. The phone number is (316)685-2221 extension(s) 53620 or 53348. Hours of operation are 8:00 am to 4:30 pm.

Canteen and Retail Store

The Canteen and Retail Store is located on the Ground Floor. The hours of operation are 7:30 am to 3:00 pm.

Pastoral Care

The Robert J. Dole VAMC offers pastoral care services and on-call chaplain service 24 hours a day 7 days a week. Phone (316) 685-2221 ext. 53413 or 53337 or (316) 685-2221 ext. 53318 after hours or request page if emergency.

Eligibility and Benefits

Every year VA publishes a booklet, *Department of Veterans Affairs Health Care Overview*, which contains up-to-date information on eligibility, enrollment, and VA health care benefits. This booklet is the authoritative source for describing eligibility and health benefits for all Veterans. You received a copy of this booklet when you enrolled in VA health care. You can also download a copy of the booklet at: http://www.va.gov/healthelibibility/library/pubs/healthcareoverview.

It is a very helpful booklet, and we encourage you to refer to it whenever you have questions about your eligibility for specific health care benefits. It also provides answers to frequently asked questions about eligibility and benefits.

Here are the topics in the booklet:

- Introduction and overview
- Veterans online access to VA health information and services (My HealtheVet)
- Eligibility and medical program benefits
    - Basic eligibility
    - Minimum duty requirements
    - Women Veterans eligibility
    - Readjustment counseling services
    - Suicide prevention lifeline
    - Medically related travel benefits
- VA health care enrollment
    - Enrollment restriction
    - Recently discharged combat Veterans
    - Means testing (financial assessment)
    - Geographically-based means testing
    - Catastrophically disabled
    - Income verification
    - Financial hardships
    - Veterans identification card

    - Updating your information
    - Private health insurance
    - Insurance collections
    - Medicare Part D prescription drug coverage
    - Priority Group 8 enrollment relaxation **(New 2009)**
- Priority Groups
    - VA Health Care Enrollment Priority Groups 1-8

- Co-pays
    - Types of co-pays—outpatient, medication, inpatient, long-term care
    - Veterans who are not required to make co-pays
    - Services exempt from inpatient and outpatient co-pays
- Acute care benefits
    - Standard benefits—preventive care services, outpatient diagnostic and treatment services, inpatient diagnostic and treatment services, prescription drugs
    - Limited benefits—emergency care, ambulance services, dental care, durable medical equipment, eyeglasses, hearing aids
    - General exclusions
    - VA foreign medical program
- Long-term care benefits
    - Standard benefits
    - Financial assessment for long-term care services
    - Limited benefits
- Additional VA health benefits for dependents and survivors.

You can also call toll-free (877) 222-VETS [8387] to get more information on VA health care eligibility and benefits.

How VA Health Care Works for You

Choose a Facility

You have a choice of facilities from which you can receive primary care:

Medical Center:

Robert J. Dole VA Medical Center
5500 E. Kellogg
Wichita, Kansas 67218
(316) 685-2221
1-888-878-6881

Community Based Outreach Clinics:

Fort Dodge, KS	(888)878-6881 Ext. 41040
Hays, KS	(888)878-6881 Ext. 41000
Hutchinson, KS	(888)878-6881 Ext. 41100
Liberal, KS	(620)626-5574
Parsons, KS	(888)878-6881 Ext. 41060
Salina, KS	(888)878-6881 Ext. 41020

You may choose the facility that is most convenient for you. Once you choose a facility, it is important to return there whenever possible for your care so that you can get to know your provider and the primary care team can get to know you.

Get a Primary Care Provider

Primary Care is your gateway to VA health care. Your primary care provider can take care of most of your health care needs. If a specialist is needed that provider can 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. Your team may also include pharmacists, social workers, nurses, other health professionals, and support staff. This team is responsible for:

- building a partnership with you to promote your health and well-being
- providing or arranging for preventive health services such as immunizations and screenings
- giving you medical care, and coordinating your care with other providers
- provide you with education regarding healthy living habits, your health problems, and any treatment you may need

Referrals

Primary Care will coordinate all care for you. If you need to be evaluated or seen by a specialist, your primary care provider will request a consultation from the specialty area you need. After the consultation request is made, the specialty care area will contact you about your appointment or your next step in care.

Coordination of Care among VA Facilities

Because you are enrolled in VA health care, you are eligible for care at any VA facility. You will be asked to name your preferred facility. We encourage you to receive the majority of your care through your preferred facility and your primary care provider.

If you travel a lot or live in more than one location, you may need to arrange for care at more than one VA facility. When you plan extended travel outside your usual VA care area, please give your primary care clinic and pharmacy:

- a temporary address and phone number
- the starting date of your travel and the expected date of return.

Routine 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.

Fee Basis Care

In certain circumstances, your VA Medical Center may pay for care you receive from a non-VA provider. This can happen if the services you need are not available at a VA facility.

Services provided by community vendors at VA expense must meet the VA's quality standards and must be authorized in advance.

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

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.

Who Is Eligible?

You may be eligible for disability compensation if you have a service-related disability and you were discharged under other than dishonorable conditions.

How Much Does VA Pay?

The amount of basic benefit paid ranges from $123 to $2,673 per month, depending on how disabled you are.

Note: You may be paid additional amounts, in certain instances, if:

- you have very severe disabilities or loss of limb(s)
- you have a spouse, child(ren), or dependent parent(s)
- you have a seriously disabled spouse

How Can You Apply?

You can apply by filling out VA Form 21-526, *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 & hospital reports) for claimed conditions

The completed forms can be mailed or given to the Regional Office located at the Dole VA Medical Center on the north side of the campus. You may also choose to work with a service organization who will serve as your liaison during this claim

process. A listing of available organizations is located in this book for your convenience.

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

Related Benefits

Priority Medical Care
Vocational Rehabilitation
Clothing Allowance
Grants for Specially Adapted Housing
Automobile Grant & Adaptive Equipment
Service-Disabled Veterans Insurance
Federal Employment Preference
State/Local Veterans Benefits
Military Exchange & Commissary Privileges

For More Information, Call (316) 685-2221 extension 54561 or Toll-Free 1-800-827-1000
or Visit Our Web Site at http://www.va.gov.

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

Patient Rights and Responsibilities

We are honored that you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible.

As part of our service to you, other veterans and the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency.

In all these activities, our employees will respect and support your rights as a patient. Your rights and responsibilities are outlined in this document. Please talk with your treatment team or a patient advocate if you have any questions or would like more information about your rights.

Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You will receive an accounting of any funds VA holds for you.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.

- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

Information Disclosure and Confidentiality

- You will receive information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs related to your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless required by law. You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to discuss this with your VA provider.
- You will be told of all outcomes of care, including any potential injuries. You will be told about how to request compensation for any injuries.

Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will receive information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care, but you take responsibility for the possible results to your health.
- Being involved is very important for you to get the best possible results. Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.

- You will be educated about your role and responsibilities as a patient or nursing home resident. This includes your participation in decision-making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You should help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will receive any transportation needed for your treatment plan.
- You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified. There will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

Helpful Information

We take pride in **our** VA Medical Center and Community Based Outreach Clinics, knowing that each will provide you with comprehensive health care in a warm, friendly environment. Should you have any concerns please give us feedback. You can do so by speaking to our Patient Advocate Coordinator or one of our service based Patient Advocates. Please look for our Patient Advocate posters located throughout our facility.

If the concern in question cannot be resolved at this level, feel free to contact either the Joint Commission or the Office of Inspector General.

You can contact the Joint Commission in any of the following ways:

- E-mail: complaint@jcaho.org
- Fax: Office of Quality Monitoring
(630) 792-5636
- Mail: Office of Quality Monitoring
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
- Phone: (800) 994-6610, 8:30 am to 5:00 pm, Weekdays, Central Time

You can contact the Office of Inspector General

- E-mail: vaoighotline@va.gov
- Fax: OIG
  (202) 565-7936
- Mail: VA OEG Hotline
  P. O. Box 50410
  Washington, DC 20091-0410
- Phone: (800) 488-8244

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

Advance Directives
Introduction

As a VA patient, you have a say in the health care you receive. When you are ill your doctor should explain what treatments there are for your illness so that you can decide which one is best for you. But if you were too ill to understand your treatment choices or to tell your doctor what treatment you want:

- Who would you want to make decisions for you?
- What type of health care would you want?
- What type of health care would you not want?

Questions like these may be hard to think about, but they're important. That's why VA wants you to know about a legal form you can complete. It's called an advance directive.

What is an Advance Directive?

An advance directive is a legal form that helps your doctors and family members understand your wishes about health care. It can help them decide about treatments if you are too ill to decide for yourself. For example, if you are unconscious or too weak to talk. There are two types of advance directives: durable power of attorney for health care and living will.

What is a Durable Power of Attorney for Health Care?

This form lets you name the person you trust to make health care decisions for you if you can't make them yourself—your "health care agent." He or she will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It's best to choose someone you trust, who knows you well and who knows your values. You should make sure the person is willing to serve as your agent. If you don't choose an agent, your doctor will choose someone to make decisions for you in the following order: legal guardian (if you have one), spouse, adult child, parent, sibling, grandparent, grandchild, or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.

What is a Living Will?

A living will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent, and your doctor about your wishes so they won't have to wonder what you want and if they're doing the right thing.

For more information

For further information please contact Social Work Services by telephone at 1-888-878-6881 or 316-685-2221 extension 53258.

VA Form 10-0137, VA Advance Directive.
http://www.myhealth.va.gov

Co-Managed Care/Dual Care

We encourage you to receive all your medical care through the VA and have a single VA primary care provider who coordinates all aspects of your care. However, we are willing to work with your private doctors to provide and coordinate your health care. We call this Co-managed Care or Dual Care. It means that your VA and private doctors must work together to provide safe, clinically appropriate, and ethical medical care.

VA Policy

If you are seeking care, medications, or supplies from VA, you must enroll in VA health care and have a primary care provider who manages your care, even if some of your care is provided in the community.

Specialty services will be provided according to the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care.

VA Provider Responsibilities

Your VA provider must have the final say about how the VA will meet your health care needs. Your VA provider does not have to re-write prescriptions or order tests for any health problem that the VA provider does not directly manage.

If your private doctor writes a prescription for a medicine that is not on the VA list of approved medicines, your VA provider may offer you another medicine that is very similar, safe, and effective for your condition. If you choose, you may want to talk to your private doctor before changing to the VA medicine.

Some medicines need special blood tests. Your VA provider will not write prescriptions for any high-risk medicines unless you agree to have the tests done by the VA. If you live far away or have travel difficulty, you have the option of providing the written results from your private doctor's blood tests to your VA provider.

If you request a highly specialized medication, you must be seen by a VA provider competent in that specialty, or the prescribing clinician must be in direct verbal or written contact, or acting on recommendations of, a VA provider competent in that specialty.

VA providers are under no obligation to follow a treatment or medication plan recommended by community physicians if they disagree with that plan or if that plan conflicts with national or local policies related to prescription of medications. VA providers will explain their rationale for medication changes or refusal to you.

If you receive controlled substances on an ongoing basis, close monitoring is required by **one** designated provider. Dual care is avoided unless your community provider and VA provider collaboratively determine that this is in your best interest.

Patient Responsibilities

You need to coordinate your care when you have more than one provider. You need to tell both your VA provider and your private doctor that you want to have your care coordinated.

You need to give your VA provider the name, address, and telephone number of all your private doctors. You should also give your private doctors the same information about your VA provider.

You must have all necessary records and documents from your private doctor sent to the VA. If you would like information from your VA medical record sent to your private doctor, you may contact the Release of Information office and sign a release form to have that done.

For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor, over-the-counter medicines, vitamins, and herbals. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private doctor. You will also want to tell your private doctor about any changes made by your VA provider.

You must pay any required VA co-payments.

Please feel free to talk further with your VA primary care provider about co-managed/dual care health benefits.

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

VA Ethics Consultation Service

I'm just not sure… What is the right thing to do? What are my choices? Who gets to decide?

Veterans often have questions about what course of treatment to choose. Your providers will make recommendations, but as a VA patient, you have the final say in health care decisions. Sometimes the decisions are very difficult and personal. Other times it may be hard for you to understand how the choices match what is important to you. VA ethics consultants can help you with these hard decisions. They can meet with you, your family, and your treatment team to help everyone better understand what is right for you, or what should be done, and why.

What do I do next?

The first step is to let your doctor, nurse, or other team member know that you need help making or understanding a difficult decision. Together, you may be able to work it out.

Your providers may also seek help from a VA ethics consultant—usually a doctor, nurse, social worker, chaplain, or other professional.

You always have the option to request an ethics consultation yourself when something just doesn't seem right to you, or when you and your health care team are having trouble agreeing on the best option.

Contact Information

Here is the person you can call to see if an ethics consultation is right for you:

Laura Taylor, Director of Extended Care 316-685-2221 extension 53258
Kirstin Zenishek, Social Worker 316-685-2221 extension 52602
Social Services can be contacted Monday through Friday from 8:00 am to 5:00 pm.

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Partner With Your VA Providers

Patient Aligned Care Teams: Veteran Centered Care

We will treat you with dignity and respect. We will ask you about and honor your values, preferences, and needs. We will provide safe, high quality care that is designed for you. You will receive the right care, at the right time, in the right care setting. We will coordinate your care to make sure we meet your needs. We will explain your health problems and treatment options in ways you can understand. We will educate you about self-care and help you learn to manage your health problems. We call this veteran-centered care. It means that all our efforts focus on giving you what you need.

You are the center of your treatment team. The team wants to work with you to design the best care plan for you. The clinicians on the team have expertise in preventing, diagnosing, and treating illness. You have expertise about your body and your life. Together, you can create a plan to maintain your health and well-being.

Health Care Partnerships

We know that patients who are actively involved in their health care have better outcomes and are more satisfied with their care.

There is no single “right” way to partner with your treatment team. There are many ways to work together, and they may change over time. Your VA providers will talk with you about this. Together, you can find ways to build a partnership that meets your needs and offers you the best possible outcomes.

What You Can Do

There are many things you can do to take an active role in your health care.

- Give your treatment team accurate and complete information about:
    - Your current health problems
    - Your concerns about your health
    - Past illnesses
    - Hospitalizations
    - Your medicines, including over-the-counter and herbals
    - Other matters related to your health

- Plan ahead for your visits by writing down the questions and concerns you want to raise; share them with your provider at the beginning of each visit
- Share your beliefs about your health problems and your treatment
- Share your preferences for treatment options
- Ask questions about anything that's not clear to you
- Ask for written information and instructions you can keep and share with your family
- Gather information about your health problems from your treatment team, the VA library, and websites such as My Health**e**Vet
- Participate in decisions about your health care—you and your provider should agree on what will be done during each step of your care
- Know your medicines and why you take each one
- Ask when and how you will get results of any tests or treatments
- Make sure you have the name and telephone number of a person to call if you have a problem
- Let your team know if you face any obstacles to your care or if your condition changes
- Have a family member or friend with you to help you, if you wish
- Know the next steps in your care
- Speak up if you have any concerns about the care you are receiving or if you think something is wrong.

How to Prepare for Your First Visit

What to Bring:

- A copy of your medical record from your community doctor including your most recent physical exam, lab reports and x-rays
- Records of your immunizations
- Dates and results of screening procedures such as colonoscopy, mammogram and pap smear
- A list of all medicines you take; both prescription and over-the-counter including vitamin and herbal supplements. Bring the medication bottles with you

What Your VA Providers Will Do

To help you take an active role in your health care, your providers will:

- Ask if you have questions or concerns you want to discuss
- Encourage you to talk about your health concerns and the impact on your life
- Explain your health problems and treatment options in ways you can understand

- Share their own treatment recommendations
- Work with you so that, together, you can create a treatment plan that works for you
- Ask you to take some responsibility for following the treatment plan you have developed together.

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Your Medicines

VA Pharmacy Benefits

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

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications carried by the VA pharmacy. They 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 the dose.

By law, VA pharmacy cannot fill a prescription written by a non-VA provider. VA is not responsible to pay for medications filled at a private pharmacy.

Pharmacy Co-payments

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

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
- If you have other questions about your prescription order, please contact your VA provider Team

You need a touch-tone telephone to use this service. Before you call, have at hand your Social Security Number and your prescription number from the bottle.

Call: 1-316-681-5506 or toll free 1-888-878-6881 ext. 55506

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

New Prescriptions

A pharmacist will educate 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.

Refills for Prescriptions

You can request refills in any of these ways:

1. Call the telephone ordering system using a touch-tone phone
    - 1-316-681-5506 or toll free 1-888-878-6881 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 your prescription number from the bottle
2. Mail in the refill slip that comes with your prescription or drop them off at the VA pharmacy
3. 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

Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be mailed to you. In general, for maintenance medications (other than controlled substance medications), refill request can be submitted as early as you would like and it will get mailed out to you closer to the due date.

When you get the 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 VA provider Team line first who will refer you to pharmacy as needed.

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.

You will need a new prescription for medication you need to remain on when your current prescription shows no more refills remaining. Contact your VA provider

Team 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.

Additional Information

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

- talk to a VA pharmacist
- talk to your provider
- use the Internet
    - log on to the My Health*e*Vet website at http://www.myhealth.va.gov
    - log on to the National Library of Medicine website at http://www.medlineplus.gov

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Suicide Prevention

National Suicide Prevention Hotline
1-800-273-TALK (8255)

Press 1 for Veterans and you'll be immediately connected with someone who can help you.

www.suicidepreventionlifeline.org

Get immediate help if you notice any of these signs

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

Additional Warning Signs

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

Call us if you experience any of these warning signs.

Pick up the phone if you are experiencing any emotional crisis and need to talk to a trained VA professional. You'll be immediately connected with a qualified caring provider who can help you.

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Emergency Care

In VA Facilities

If your VA facility has an emergency department and you live nearby, you should go there for emergency care.

In Non-VA Facilities

When it is not possible for you to go to a VA medical center, you should go to the nearest hospital that has an emergency room. If you are in an ambulance, the paramedics will usually take you to the closest emergency room.

What is emergency care?

A medical emergency is when you have an injury or illness that is so severe that without immediate treatment, the injury or illness threatens your health or life.

How do I know if what is wrong with me is an emergency?

Use your best judgment. If you believe you are suffering from something that is described in the section above, call 911 or go to the nearest emergency room.

Do I need to call the VA before I obtain emergency care?

No. Call 911 or go to the nearest emergency room. If you are admitted, your family, friends or hospital staff should contact the nearest VA medical center as soon as possible to provide information about your emergency room visit.

If the doctor wants to admit me to the hospital, must I obtain approval from the VA?

- If the admission is an emergency–no.
- If the admission is not an emergency–yes. You, a friend, a family member, or someone from the non-VA hospital must call the closest VA medical center and speak to the Transfer Coordinator or Patient Administration Representative. Please call during business hours. This must be done within 48 hours of your arrival at the emergency room. If a VA bed is available and if you can be safely transferred, you must be moved. If you refuse to be transferred, the VA will not pay for any further care.

Does my enrollment in the VA Health Care System change my coverage for emergency care?

Yes, it may. Your local VA medical center's patient benefits counselor can explain your options.

Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?

Yes, it may. Your local VA medical center's patient benefits counselor can explain your options.
Will VA pay for emergency care if I am in jail?
No. Usually the jail has responsibility for providing you with medical care.

Will VA pay for emergency care received outside the United States?

Yes. This coverage is very different. VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. Contact the VA Health Administration Center at (877) 345-8179. You can find more information on the Foreign Medical Program at http://www.va.gov/hac/hacmain.asp.

How long do I have to file a claim for reimbursement for emergency medical care?

Time limits usually apply. Please file your claim with the nearest VA medical center quickly. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as you can. Contact your local VA medical center's patient benefits counselor to explain these limits.

Will I have to pay for a portion of my emergency care?

You may have to pay for a portion of your emergency care, depending on the care you received. Your local VA medical center's patient benefits counselor can explain these factors and how they affect your obligation to pay for part of your care.

If I am admitted to the hospital as a result of an emergency, what will VA pay?

This depends on your VA eligibility status and other factors. VA may pay all, some, or none of the charges after you are admitted. Your local VA medical center's patient benefits counselor can explain these factors and their impact on your situation.

Where can I get more information?

You can get more answers to your questions on the Health Administration Center Internet website at http://www.va.gov/hac/hacmain.asp under Non-VA Care.
You may also contact a patient benefits counselor at your VA medical center for details about your situation. Phone number: 1-316-685-2221 or 1-888-878-6881 ext. 53132, 52992, 53133, or 54640.

Directory of Health Education Programs
And Services

This section lists all the health education programs and services available to you at this VA facility. Participating in these programs will help you:

- maintain your health and well-being
- learn to manage any health problems you may have.

Please talk to your VA provider if you have questions about any of the programs and services on the list. If you or your family members want more information about any of the programs and services, please call the contact person for that particular program, or call:

Veteran Health Education Coordinator
Point of Contact for My HealtheVet
5500 E. Kellogg
Wichita, KS 67218
1-316-685-2221 or 1-888-878-6881 extension 53810

The Robert J. Dole VAMC offers the following Classes and Support Groups:

Diabetes Education
Time: First 4 Fridays of the month @ 10:00 am-12:00 noon
Location: Patient Education Classroom

Lipid Control Diet
Time: 2nd or 4th Thursday of the Month @ 1:00 pm-2:30 pm
Location: Patient Education Classroom

MOVE! 101 Weight Management Class
1 hour introductory class
Participant will be notified of appointment date, time, and location

MOVE! 2 Class Series
Time: First 3 Mondays of the month @ 10:00 am-12:00 noon
Location: To be announced
(Must have completed MOVE! 101)

MOVE! Support Group
Time: First Tuesday of the month
Participant will be notified of location.
(Must have completed MOVE! 2)

SUPPORT GROUPS

Resources for Stress Management

- **Mental Health** 1-651-3621 or 1-888-878-6881 ext. 53621
- **PTSD Clinic:** 1-651-3621 or 1-888-878-6881 ext. 53621
- **SUDC Clinic: (Substance Use Disorder Clinic)** 1-316-643-3092 or 1-888-878-6881 ext. 53092
- **Chaplain:** 1-316-651-3622 or 1-316-685-2221 ext. 53413
- **Social Work Services:** 1-316-685-2221 ext. 53890 or 1-888-878-6881 ext. 53890
- **Vet Center:**1-316-685-2221 ext. 41080 or 1-888-878-6881 ext. 41080

Spinal Cord Injury & Dysfunction (SCI/D)

Contact: Spinal Cord Social Worker Phone: 1-316-685-2221 ext. 53396

Traumatic Brain Injury/Polytrauma

Contact: Traumatic Brain Injury Social Worker Phone 1-316-695-2221 ext. 52602

Brain Injury Association of Kansas
Support Group: www.biaks. Org

Smoking Cessation Class
Time: To be Scheduled
Location: Building 5
Contact: SUDC- Substance Use Disorder Clinic 1-316-642-3092 or 1-888 878-6881 ext. 53092

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My HealtheVet

Website Features

My HealtheVet is a website created especially for Veterans. You can use it to:

- Get accurate health information from sources you can trust
- Refill your VA prescriptions and get information about your medicines
- Create your own personal health journal
- Read VA news and feature stories
- Link to VA benefits and services.

Personal Health Journal

You can control the features of the personal health journal. You can:

- Keep track of all your providers
- Keep track of your military health information
- Record your personal health history
- Keep track of your own vital readings, such as blood pressure or blood sugar, and monitor them over time
- Keep a list of your medicines
- Record your physical activity or food intake in daily logs
- Record your emergency contacts.

Registration and Authentication

To take advantage of all the features of My HealtheVet, you need to register on the website and be authenticated in person at the VA. The authentication process protects your privacy and your personal health information. Here's what to do:

1. Go to the website: http://www.myhealth.va.gov
2. Click on the "Register today" button and follow the instructions
3. Go back to the My HealtheVet home page
4. Click on the "In-Person Authentication" link
5. Watch the brief orientation video

6. Print out, complete, and sign the My Health*e*Vet release of information form (Form 10-5345a-MHV)
7. Bring the form and a photo ID (Veterans ID card or driver's license) to the VA Release of Information Office ground floor.
8. The staff will verify who you are and complete the process.

Coming Soon

New features will soon be added to My Health*e*Vet to give you more options to take an active role in your health care. You will be able to:

- Communicate via email with your VA provider for non-urgent health care questions and issues
- View your VA appointments
- View your co-pay balances
- View your lab reports and selected parts of your VA medical record
- Check on possible drug interactions for your medicines
- Decide who to give access to your personal health information—for example, family members, doctors, etc.

More Information

For more information on My Health*e*Vet, call:

Veteran Health Education Coordinator
Point of Contact My HealtheVet
5500 E. Kellogg
Wichita, KS 67218
1-316-685-2221 or 1-888-878-6881 ext. 53810 or ext. 57726

Robert J. Dole VAMC
5500 E. Kellogg
Wichita, KS 67218

Healthy Living

We are committed to providing you the highest quality health care. We also want to help you take care of yourself. There has been a lot of research in recent years on the best ways to maintain health and well-being. 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 about these healthy living behaviors, check out the recommended websites, talk to your VA provider, and review the directory of VA health education programs and services in the next section. We'll be happy to help you.

Eat Healthy Foods

We all should eat a wide variety of foods to get the daily nutrients we need. The 2005 Dietary Guidelines for Americans recommend these amounts each day:

- Up to 4 servings of fruits
- Up to 5 servings of vegetables
- Up to 3 cups of low-fat dairy products
- Up to 6 ounces of protein foods such as lean meats, poultry, and fish, or 1 cup of cooked beans
- Up to 6 servings of whole grain breads and cold cereals, or 3 cups of cooked rice, pasta, and cereal
- Up to 3 tablespoons of oils, salad dressing, or margarine.

For more information about healthy eating, go to these websites:

2005 Dietary Guidelines for Americans http://www.health.gov/DietaryGuidelines/

My Health**e**Vet Healthy Living Centers http://www.myhealth.va.gov.

Maintain Healthy Weight

To find the weight range that is right for you, check your Body Mass Index. It measures body fat based on your height and weight. Go to the BMI calculator

from the National Heart, Lung, and Blood Institute at http://www.nhlbisupport.com/bmi/.

To stay at a healthy weight, balance calories from what you eat and drink with calories you burn off by your activities. To prevent gradual weight gain over time, make small decreases in food and beverage calories and increase physical activity.

For more information about weight management, go to:

VA MOVE program website http://www.move.va.gov/

My Health*e*Vet website http://www.myhealth.va.gov

Be Physically Active

Pick an activity that's easy to fit into your life. Do at least 10 minutes of physical activity at a time. Choose **aerobic** activities that work for you. These make your heart beat faster and can make your heart, lungs, and blood vessels stronger and more fit. Also do **strengthening** activities which make your muscles do more work than usual.

It is up to you, but it is better to spread your activity throughout the week. And remember, some physical activity is better than none!

Slowly build up the amount of time you do physical activities. The more time you spend, the more health benefits you gain. If you are not physically active now, start small and work up to 30 minutes of moderate physical activity at least 5 days a week. Walking briskly, mowing the lawn, dancing, swimming, and bicycling are just a few examples of moderate aerobic activities.

Do muscle strengthening activities at least 2 days a week. Include all the major muscle groups—legs, hips, back, chest, stomach, shoulders, and arms.

For more information, go to the 2008 Physical Activity Guidelines for Americans at http://www.health.gov/PAGuidelines/

Don't Use Tobacco Products

Smoking and other tobacco products can increase your risk of cancer, heart disease, and other health problems. All adults should avoid tobacco products. If you smoke, talk to your doctor about quitting. If you are pregnant and smoke, quitting now will help you and your baby. Your doctor or nurse can help you, and you can also help yourself.

For tips on how to quit, go to: You Can Quit Smoking Now. http://www.smokefree.gov.

To talk to someone about how to quit, call the National Quitline: 1-800-QUITNOW.

For more quit-smoking resources, go to: http://www.healthfinder.gov/, and search for "smoking."

If you would like information about VA programs to help you quit smoking, please contact:

1-316-643-3092 or 1-888-878-6881 ext. 53092

Drink Alcohol in Moderation

Adults should drink moderately, if at all. For men, this means no more than 2 drinks a day. For women, this means no more than 1 drink a day. A standard drink is one 12-ounce bottle of beer or wine cooler, one 5-ounce glass of wine, or 1.5 ounces of 80-proof distilled spirits. If you are pregnant, avoid alcohol.

Get Recommended Preventive Services

Talk to your provider about the preventive services you should have. The recommendations are based on your age and health status. They include immunizations and screening tests for potential health problems.

For a list of the recommended services for men and women, go to this website:

Men: Stay Healthy at Any Age http://www.ahrq.gov/ppip/healthymen.html

Women: Stay Healthy at Any Age http://www.ahrq.gov/ppip/healthywom.html.

Build a Support Network of Family and Friends

People who have strong ties to family and friends have higher levels of well-being than those without such support. These networks give you many benefits:

- a feeling of connection to other people
- the knowledge that other people consider you a friend
- the security of knowing you can help others and they will help you.

There are many resources to help you build a support network for yourself. Try this website: http://www.mayoclinic.com/health/social-support.

Learn to Manage Stress

Most people have some stress in their lives. It's important to learn how to manage the stress in your life because stress contributes to your risk for health problems.

You may not be able to remove stress from your life, but you can learn what stresses you and how to take care of yourself during periods of stress.

VA also has excellent programs to help you manage post-traumatic stress disorder. Talk to your provider about your concerns, and learn about the many ways VA can help you manage stress in your life.

Contact: PTSD Clinic 1-316-651-3621 or 1-888-878-6881 ext. 53621

Be Safe: Think Ahead

There are actions you can take to protect yourself and those you love from harm. Common safety issues are sexually transmitted infections, falls, and motor vehicle crashes.

Prevent Sexually Transmitted Infections (STIs):
The best way to fully protect you from STIs is to abstain from sex. STIs can be passed to another person during sex; therefore use a latex condom every time you have sex (vaginal, anal, or oral), if your partner might be or is infected. **The VA encourages all Veterans to be tested for HIV regardless of risk factors.** Ask your primary care provider for free testing at your next visit.

Prevent Falls:
Among older adults, falls are the leading cause of injury deaths. They are also the most common cause of nonfatal injuries and hospital admissions for trauma. About half of all falls happen at home.

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5500 E. Kellogg
Wichita, KS 67218

Let's Keep TABS on Safe Patient Handling
Think Act BE Safe

The 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. 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, the R. J. Dole VAMC has implemented a Safe Patient Handling and Movement Program. Our Safe Patient Handling 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.

It is the duty of our employees to take reasonable care of their own health and safety, as well as that of their co-workers and their patients and residents during patient handling activities. This policy includes using the latest equipment, extensive employee training, and a "Culture of Safety" approach in the work environment.

The R. J. Dole VAMC has the most up to date mechanical lifting equipment for moving and transferring patients safely and comfortably. Our ceiling lifts cover the entire room, along with slings that accommodate any size and need. These and other devises are used to prevent the manual lifting and handling of our patients and residents by our staff except when absolutely necessary, such as in a medical emergency. This policy is applicable in any/all locations where patient handling occurs.

To you, our honored Veterans, thank you for your service. If you have any questions concerning this policy, please feel free to contact the Safe Patient Handling Coordinator

Safe Patient Handling Coordinator
(316)685-2221 ext. 53483

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5500 E. Kellogg
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Checklist for New Enrollees to VA Health Care

We want to make it easy for you to start using VA health care. You can use this checklist to make sure you have all the information you need

Make Your **First** Primary Care Appointment with the Facility or Community Based Outreach Clinic nearest you:

Wichita VAMC 1-888-878-6881 Ext. 53654

Community Based Outreach Clinics:

Fort Dodge, KS	(888)878-6881 Ext. 41040
Hays, KS	(888)878-6881 Ext. 41000
Hutchinson, KS	(888)878-6881 Ext. 41100
Liberal, KS	(620)626-5574
Parsons, KS	(888)878-6881 Ext. 41060
Salina, KS	(888)878-6881 Ext. 41020

☐ Find a VA health care facility nearest you
Your Primary Care Provider is located at:

_____

☐ Learn the name of your primary care provider:
Your Primary Care Provider is:

_____

☐ 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
- ☐ Review the healthy living information you've been given to learn how to take care of your health
- ☐ Register for My Health**e**Vet to take full advantage of all its online features for Veterans

Notes

New Patient Orientation Evaluation Form

1. How would you rate the orientation you have received to VA health care?
    a. _____ Very helpful
    b. _____ Helpful
    c. _____ Not helpful

2. How would you describe the information you received?
    a. _____ Mostly new
    b. _____ Combination of old and new
    c. _____ Mostly review of things I already knew

3. How confident are you that you know how to make appointments, cancel appointments, or re-schedule appointments?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

4. How confident are you that you know how to refill your prescriptions?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident
    d. _____ Not applicable

5. How confident are you that you can take an active role in your care?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

6. How confident are you that you know how to get care after hours?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

7. How confident are you that you know how to get care when you are sick?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

8. How confident are you that you can use VA telephone care?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

9. How confident are you that you know what to do in case of emergency?
    a. _____ Very confident
    b. _____ Somewhat confident
    c. _____ Not at all confident

10. How long ago did you enroll in VA health care?
    a. _____ Within the last week
    b. _____ Within the last month
    c. _____ More than one month ago
11. In what year were you discharged from military service? _____