St. Cloud VA
Health Care System
Brainerd | Montevideo | Alexandria

Guide to Services

St. Cloud VA Medical Center
Brainerd Clinic
Montevideo Clinic
Max J. Beilke Clinic– Alexandria

VA HONORING SERVICE EMPOWERING HEALTH

www.stcloud.va.gov | www.facebook.com/StCloudVAHCS

Dear Veteran:

Welcome to the St. Cloud VA Health Care System. Our staff is dedicated to working toward one purpose – fulfilling your needs as a patient.

We hope that this "Guide to Services" will answer questions you may have about your VA health care. We encourage your comments about your care. Your input will help us to continue to meet our goal of providing quality health care to Veterans.

Thank you for choosing VA health care and the St. Cloud VA Health Care System. It is our honor and privilege to serve you!

Barry I. Bahl
Director
St. Cloud VA Health Care System

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

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Phone Directory

Main St. Cloud VA HCS Phone Number	(320) 252-1670
TDD User	(320) 255-6450
Veteran Crisis Line	1 (800) 273-8255 opt. 1
Homeless Veteran Hotline	1 (877) 424-3838
Billing	1 (866) 347-2352
Chaplain Service	(320) 255-6386
Eligibility Clerk	(320) 255-6340
Non VA Medical Care	(320) 255-6483
Nutrition Clinic	(320) 255-6376
OIF/OEF/OND	(320) 255-6453
Patient Advocate	(320) 255-6353
Pharmacy Refill Line	1 (855) 560-1724
Privacy Officer	(320) 255-6408
Public Affairs Office	(320) 255-6353
Release of Information (Medical Records)	(320) 255-6336
Tri-Care	1 (877) 998-9378
Volunteer Service	(320) 255-6365
Discrimination Complaints	(320) 255-6304

Primary and Specialty Medicine

Scheduling & Rescheduling Appointments	(320) 255-6339
Telephone Care 8 a.m.-4:30 p.m. (Monday-Friday)	(320) 252-1670, opt. 4
After hours/ weekends/ holidays	1 (866) 687-7382

Community Based Outpatient Clinics (CBOCs)

Max J. Beilke Clinic, Alexandria	(320) 759-2640
Brainerd Clinic	(218) 855-1115
Montevideo Clinic	(320) 269-2222, ext. 7640

Surgical and Specialty Care Clinic Services

Scheduling and Re-scheduling Appointments	(320) 255-6429

Mental Health Services

Scheduling and Rescheduling Appointments (8 a.m.– 4:30 p.m. Monday - Friday)	(320) 255-6322
Telephone Care 8 a.m - 4:30 p.m. Monday - Friday)	(320) 255-6322
After Hours/ weekends/ holidays	1 (866) 687-7382

Extended Care and Rehabilitation

Admissions Coordinator	(320) 255-6414
Adult Day Health Care	(320) 255-6363
Community Health Nurse	(320) 255-6369
Home Based Primary Care	(320) 252-1670, ext. 7277
Rehabilitation Information	(320) 255-6323
Chaplains	(320) 255-6386

Getting to Know the St. Cloud VA

Veterans Health Benefits & Access to VA Care
If you need to obtain information regarding your VA health care benefits, please contact the Eligibility office at **(320) 255-6340.**

Insurance
In 1985, the U.S. Congress passed the Medical Care Cost Recovery Act. This Act requires the Department of Veterans Affairs to bill third party health insurance for medical care provided to Veterans for treatment of their non-service connected conditions or disabilities.

Income Verification Matching
Public law allows the VA to compare Veteran-reported means test income data with the IRS and Social Security Administration records.

If your eligibility for VA medical care is based on income, you will be asked to provide income and dependent information for yourself and your spouse. All Veterans are asked to provide health insurance and employment information. Your VA means test is based on your prior year's gross income and must be updated annually.

Facility Information

Directions & Maps
A map of the St. Cloud VA Medical Center in St. Cloud is printed on the back cover of this brochure, and directions to all facilities are on pages 29 to 32.

Sign Language & Language Interpreter Assistance
If you need a sign language interpreter or an interpreter of a language other than English to assist you in communicating with your VA provider, or to assist your spouse/ significant other or caregiver to communicate with us regarding your care, please notify staff so arrangements can be made as soon as possible. This service is provided at no cost to you.

Parking
Parking is available for visitors in designated areas around the facility. Please see the map at the back of this brochure. Cars that are improperly parked in handicapped or no parking zones will be issued a Courtesy Violation or a United States District Court Violation.

Visiting Hours
Visiting hours and procedures are established by the individual patient care units. Visits to patients by family members, friends or persons considered significant in a patient's life are encouraged. The presence of visitors is a patient's choice unless the visitor's presence infringes on other's rights, safety, or is medically or therapeutically contraindicated.

In the support of our commitment to patient-centered care, the St. Cloud VA HCS will provide a welcoming environment and patients will be allowed to decide whom to involve in their care and whom to call for emotional or social support. The St. Cloud VA HCS prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

St. Cloud VA Health Care System – A Smoke-Free Facility
The St. Cloud VA Health Care System is a smoke-free facility. Please observe signage around the buildings and extinguish all smoking materials before entering the facility.

Cell Phones
Please do not turn on or use cell phones in any patient care area as they may interfere with hospital equipment. The use of cell phones is permitted in public areas, such as waiting rooms.

Food and Beverages
VCS employees provide retail, food, and vending services to Veteran patients, their families, caregivers, VA employees, volunteers and visitors. Its operating vision is simple: become an integral part of the VA and deliver merchandise and services of exceptional quality and value in an environment consistent with high levels of satisfaction and comfort.

Open Monday through Friday from 7 a.m. to 4 p.m, Saturday 9 a.m. to 2 p.m. VCS offers a large variety of items found at any major retailer such as LED/LCD TV's, iPods, men's & women's fragrances, Military apparel, giftware, snacks and much more.

VCS PatriotCafé (Food Court)

Open Monday through Friday from 7 a.m. to 3 p.m. VCS offers hot breakfast and lunch. It includes a variety of menu choices to suit anyone's taste buds, including a selection of Smart Choice healthy options.

Vending machines are located throughout the St. Cloud campus.

ATM Machine

An ATM machine is located in Building 5, near the Pharmacy.

Chapel

The VA Chapel is open every day from 8 a.m. to 4:30 p.m. Services are held on a daily basis except for Saturdays.

Monday through Friday:

Morning Devotions: 8:15 a.m.

Catholic Mass or Catholic Communion Service: 11:30 a.m.

Sunday:

Protestant Worship: 9:45 a.m.

Catholic Mass: 8:30 a.m. and 10:45 a.m.

Confession on request

Native American Sweat Lodge meets twice a month on Wednesdays. Meeting with the Spiritual Advisor at 10 a.m. until 11:30 p.m. Sweat Lodge ceremony is at 2 p.m. until 3:30 p.m. Those wishing to participate must get medical clearance from their health care provider. Contact Sandy Ruprecht at (320) 252-1670 ext. 6532 or ext. 6390 for further information.

Other Religious Services are available upon request or in the community. These include the services of a Jewish Rabbi, an Orthodox priest and others. Please contact the Chapel at (320) 255-6386 for assistance.

Residential and Inpatient Information

Health Care Decisions

Shared Decision-Making

You may see or hear the words “shared decision-making” during your visit to the VA. Shared decision-making means that we will partner with you to make decisions about your care. We will listen to your concerns and preferences about your care and provide information on medications, treatments and how to maintain a healthy lifestyle.

Advance Directives

We use the latest medical treatment to support and sustain life. We recognize that the individual has the right to state how they want to be medically treated.

Patients are encouraged to complete an Advance Directive (or “Living Will”) to make their wishes known in case they become unable to voice their wishes.

Organ Donation

The donation of organs, tissue and eyes has become a successful, routine practice that can save lives. To find out more information about being an organ donor, contact the nursing staff or social worker in the area where you are receiving care.

For Further Information, contact
your Treatment Team Social Worker

Your Right to Vote – for Minnesota Residents

Patients who are eligible to vote may do so by absentee ballot. You must get an absentee ballot from your home precinct. If you intend to remain at the St. Cloud VA Health Care System indefinitely this is considered your home precinct. Recreation Therapy will help you register and complete the voting process.

How can I obtain an absentee ballot?

- **In Person / In Advance**

  You can get an absentee ballot from the office of your county auditor or city clerk in person starting 30 days before Election Day, up until 5 p.m. on the day before the election and vote early.

- **By Agent**
  You may designate someone, an “Agent,” to pick up an absentee ballot from your local election official and bring it to you. An “Agent” is a family member or any person with whom you have had a pre-existing relationship (such as a friend or neighbor) who may act in your place to do certain things.
- **By Mail**
  You can apply for an absentee ballot at any time. Ballots are mailed to voters who have applied at least 30 days before an election, or as quickly as possible. Absentee ballots will not be sent more than 30 days before the Election Day.

Are you Registered to Vote?
If you are not already registered to vote in your precinct, your local elections official will send a Voter Registration Application along with the absentee ballot. This allows you to complete both actions at once and will save time.

How can I vote if I am not a Minnesota resident?
You can apply for an absentee ballot from your place of residence. Each state has its own procedure to follow. Recreation Therapy Voluntary Service can help you identify how to vote in your home state.

If you need help with this process, please contact:

Recreation Therapy Service Office - Building 51 , Room 11

(320) 255-6663 or dial extension 6663 or

contact the Recreation Therapist assigned to your unit.

Patient & Community Living Center Resident Rights & Responsibilities

The St. Cloud VA Health Care System is pleased you have selected us to provide your health care. We want to improve your health and well-being. We will make your visit or stay as pleasant as possible. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality.

Your basic rights and responsibilities are posted throughout the medical facility and are outlined in the VA brochure, *Patient and Community Living Center Resident Rights and Responsibilities.*

Please talk with VA treatment team members or a Patient Advocate if you have any questions or would like more information about your rights.

Customer Service

The St. Cloud VA Health Care System takes pride in providing the highest quality of care and outstanding customer service to the Veterans who have served our Nation. We recognize there may be times when a patient or family member has a concern that requires our attention. Because the best time to let us know of any issue or question is at the time it happens, please use any of the following ways to resolve your concern.

- **Contact staff in every area**
  No matter which service you visit when you come to the St. Cloud VA, you will always be able to find a staff member to assist you in resolving your issue. We encourage Veterans and their families to speak up when they have a concern.

- **Patient Advocates – Located in Building 48, Room 237 at (320) 255-6353**
  St. Cloud VA Health Care System has three skilled Patient Advocates who are eager to help you with your concern. The Patient Advocates serve as liaisons between patients and the medical service areas, acting on the patient's behalf to resolve their concerns, and ensuring that patients understand their rights and responsibilities.

- **Patient Feedback Tools**
  A variety of feedback tools allow you to provide information about the care and service you receive. Please take time to participate in and use these feedback tools. Our goal is to provide compassionate, quality care in a timely and respectful manner.
  - ⇒ **Comment Card Boxes** are located throughout the clinics and CBOCs. We hope you will take time to tell us how we are doing and let us know how we can improve. Your compliments are always welcome, too!
  - ⇒ **Provider Satisfaction Survey** – A few days after your clinic visit, you may receive a satisfaction survey that asks about your visit with your health care provider. We encourage you to take time to let your provider know about your experience.
  - ⇒ **Survey of Health Care Experience of Patients** – After your visit, you may receive a confidential questionnaire in the mail asking you about your most recent outpatient or inpatient treatment at one of our facilities. Please use the survey to let us know of any concerns, complaints, questions or compliments about your care.

- ⇒ **Periodic Special Interest Questionnaires** – Occasionally, when we are considering making changes, you may receive a short questionnaire at your clinic visit. These surveys help us understand how Veterans feel about the change we are considering and help improve service.
- ⇒ **Customer Service Committee** – The Customer Service Committee is made up of members from each service area and a Veteran representative. The committee meets to identify and resolve customer concerns. If you are interested in serving on the committee as a Veteran representative, please contact the Customer Service Committee Chair at (320) 255-6353.

Services

Urgent Care Clinic

Urgent Care is *not* emergency care. Veterans who have a potentially life threatening medical condition should call 911 or go directly to the nearest emergency room.

The Clinic is staffed with a medical provider, registered nurses and medical support services.

Hours of Operation:

8 a.m. – 6 p.m.

Seven days a week, including Federal holidays

Location - Building One (Main Building)

Between 8 a.m. & 4:30 p.m. Monday–Friday, call (320) 255-6310

After hours and on weekends and holidays, call 1 (866) 687-7382

Care provided:
The Urgent Care Clinic provides medical care for patients with an acute medical or psychiatric illness and minor injuries for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

Care not provided: Emergency medical care, Pediatric care and Maternity care.

Detoxification care: Patients who have scheduled admissions to Mental Health programs should check in at Building 111. Others will be evaluated where they present.

Emergency Care in Non-VA Facilities

At some time in your life, you may need emergency care. **When you need emergency care, you should go to the nearest hospital that has an emergency room.** If you go to the hospital in an ambulance, the paramedics will usually take you to the closest emergency room.

What is a medical emergency?
A medical emergency exists when an injury or illness is so severe that without immediate treatment the injury or illness threatens your health or your life.

How do I know if I'm having a medical emergency?
Use your best judgment. If you believe you are suffering from an emergency 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 Health Care System as soon as possible to provide information about your emergency room visit.

Does my enrollment in the VA Health Care System change my coverage for emergency care at VA expense?
Yes, it may. The VA Health Care System's Non-VA Medical Care clerk can explain your options. You may reach the Non-VA Medical Care department at (320) 255-6483.

Does my other insurance (TRICARE, Medicare, Medicaid, Blue Cross, etc.) change my VA coverage for emergency services?
Yes, it may. A VA Health Care System Non-VA Medical Care clerk can explain your options. You may reach the Non-VA Medical Care department at (320) 255-6483.

Will VA pay for emergency care if I am in jail?
No. Usually, the jail has the responsibility for providing you with medical care.

Will VA pay for emergency care received outside the United States?
If you are outside the United States and being treated for a service-connected condition the VA will pay for emergency care. The VA will not pay for emergency care related to non service-connected conditions. Contact the VA Health Administration Center at (877) 345-8179 for more information, or go to http://www.nonvacare.va.gov/.

How long do I have to file a claim for reimbursement for emergency medical care?
Please file your claim with the nearest VA Health Care System or Medical Center quickly. If your regional office recently determined your benefits, you should submit a reimbursement claim as soon as you can. Time limits usually apply. Contact the Health Care System's Non-VA Medical Care department at (320) 255-6483 for an explanation of these limits.

Will I have to pay for any part of my emergency care?
It is possible. Sometimes co-pays are required based on your VA enrollment. Sometimes the extent of health care services reimbursable by the VA are limited by federal law.

The VA may be able to arrange and pay for the health care of eligible Veterans outside of VA medical facilities – but only in certain, limited circumstances.

- When the Veteran meets eligibility criteria
- When there is a medical need
- When VA medical facilities (or 'sharing agreement' facilities) are not available

The VA's ability to pay for the medical care of Veterans provided by the community is regulated by federal law.

If I am admitted to the hospital as a result of an emergency, how much will VA pay?
This depends on your VA eligibility. The VA may pay all, some, or none of the charge. Contact the Non VA Medical Care department at (320) 255-6483 about what is allowed under Non-VA emergency care programs:

- For service-connected conditions
- For non-service-connected conditions

You can get more answers to your questions on the Veterans Health Administration website at www.nonvacare.va.gov/ under Non-VA Care.

You may also contact the Non-VA Medical Care department in the St. Cloud VA Business Office at (320) 255-6483 for details about your specific situation.

Pharmacy Services

The VA Pharmacy provides a wide range of medication and medical supplies for patients who are eligible for and receive VA services.

Can I get my medications at the VA?

Yes. Your VA provider will evaluate your medical condition and prescribe the medications you need.

Each time you meet with your provider

- Bring a list of all medications you are currently taking. This includes medication you are receiving from the VA, prescriptions you get from another pharmacy, over the counter medications and any herbal supplements you may be taking.
- Following your appointment, visit the Pharmacy Intake staff. This is required for you to get your prescriptions filled. You will receive important education about new prescriptions and will have the opportunity to ask questions and identify which medications you wish to receive from the VA. Inform Pharmacy staff if you do not wish to receive a medication or refill. If you need medication on the day of your visit, your prescription will be processed and available for pick-up in the central Pharmacy (Building 5.)

How do I request a prescription refill?

Please be sure to request prescription refills at least two weeks before you will need a new supply to be sure you don't run out of your medication.

- ***Following an appointment at which your medications are prescribed, your prescriptions are mailed to you unless you notify us otherwise. Refills are not sent automatically. It is important for you to speak with a member of our Pharmacy staff when you need medication or medical supplies provided by the Pharmacy.***
- ***By mail:*** Each time you receive a prescription, you will receive a refill request form. If this form is misplaced, you can request a refill in a letter. Mail your request at least two weeks before you will need a refill to:

Pharmacy Service (PH-119)
VA Health Care System
4801 Veterans Drive
St. Cloud, MN 56303

- ***At the VA:*** You may visit the Pharmacy Intake staff located in the clinic area and make your request.
- ***Through the VA's Web portal:*** **www.myhealth.va.gov**
- ***By Telephone (using a touch-tone phone):*** **1 (855) 560-1724**
- ***By calling the Pharmacy Triage staff:*** **(320) 255-6345**

  Monday - Friday between 8 a.m. and 4:30 p.m.
- ***By using the Automated Phone Service System. Call:*** **855-560-1724** to access the system to order refills, check status of refills, and to receive refillable prescriptions by mail. To use the system you will need your SSN and your current prescription numbers.

Does the VA have all the medications I need?

The VA pharmacy carries a wide variety of medications. Deciding which medications are right for you is a shared responsibility between you, your VA provider and your VA pharmacist. Because the VA is not able to carry every medication available on the market, you may not get a particular brand name medication. Your provider and pharmacist will select the best medication for you.

Will I need to pay for my medications and medical supplies?

Some Veterans are required to make a co-payment for medications. There is no co-payment charge for medications used to treat service-connected conditions. Prescription co-payments for non-service-connected conditions are determined by your VA eligibility status.

If you have questions about your eligibility or co-payment requirements, please call the VA Eligibility Office at (320) 255-6340, Monday – Friday, between 8 a.m. and 4:30 p.m.

Will the VA Pharmacy fill prescriptions I get from a private provider?

If you receive care from a community provider, you should discuss your medication needs with your VA provider during your next scheduled appointment. If there is agreement about your diagnosis and the treatment needed, your VA provider may prescribe the same or similar medication. **The VA Pharmacy is only authorized to fill prescriptions written by VA health care providers.**

Thank you for your service.

Now let us serve you...

Our **commitment** to you is to provide you with high quality health care in a timely manner and deliver it with a positive experience.

Our **actions** should reflect the VA core values in everything we do.

St. Cloud VA
Health Care System
Brainerd | Montevideo | Alexandria

I CARE
DEPARTMENT OF VETERANS AFFAIRS

INTEGRITY
COMMITMENT
ADVOCACY
RESPECT
EXCELLENCE

If you feel we do not live up to our values or to meet your expectations... if you are not glad you chose to come here... please ask for the supervisor in the service area. If they cannot resolve the issue, please contact the Patient Advocate: Bldg. 48, Rm 237, or 320-255-6353, or via Secure Messaging.

Veterans Crisis Line

1-800-273-8255
PRESS 1

Our **goal** is to provide you with health care that is:

Personalized: education, prevention and treatment customized to fit your needs and preferences.

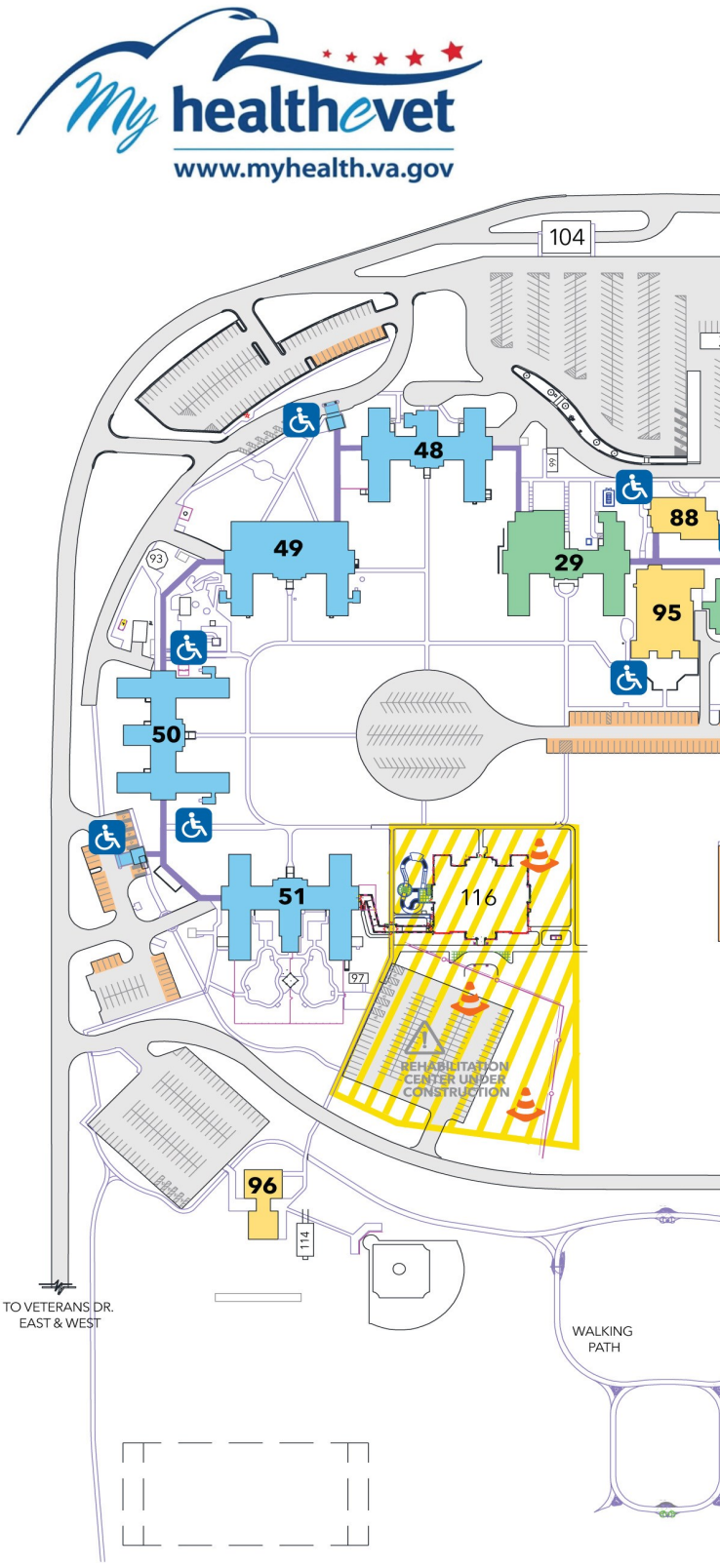
Proactive: assisting you in taking steps to prevent illness rather than wait for an illness or injury to occur.

Patient-Driven: health care that is based on your needs, values, and how you want to live.

Our **customer service standards** reflect your expectations of us.

1. **STAFF COURTESY**–We will treat you with courtesy, dignity, and respect.
2. **TIMELINESS**–We will provide you with timely access to your health care.
3. **ONE PROVIDER**–One health care team will be in charge of your care and you will be informed of who your Patient Aligned Care Team (PACT) is.
4. **DECISIONS**–We will involve you in decisions about your care. Your preferences will be met whenever possible and medically appropriate.
5. **PHYSICAL COMFORT**–We will strive to meet your physical comfort needs. This includes help with pain management, eating, bathing, and maintaining privacy.
6. **EMOTIONAL NEEDS**–We will provide support to meet your emotional needs. We will be sensitive to your feelings and help you manage any health care related anxieties or fears.
7. **COORDINATION OF CARE**–We will take responsibility for coordinating your care. Care coordination may occur between VAs, with community medical providers, and specialists.
8. **PATIENT EDUCATION**–We will strive to provide information and education about your health care that you understand. You can also expect us to try to answer your questions in a way you understand.
9. **FAMILY INVOLVEMENT**–We will provide opportunities to involve your family in your care when appropriate. Whether your family is involved, however, will generally be your choice.
10. **TRANSITIONS**–We will provide smooth transition between your inpatient and outpatient care.

	BLDG	FLOOR	ROOM
Adult Day Health Care	48	1	147
Audiology Clinic (Hearing Care)	29	B	6A
Auditorium/Volunteer Office	8	1	108
Billing (Patient)/CPAC	29	2	206
Canteen/Outpatient Cafeteria	95	1	111
Chapel	88	1	114
Community Living Centers	48-51	1 & 2	
Dental Clinic	3	1	130
Enrollment and Eligibility	1	1	123
Fee Basis (Non-VA Care)	29	2	231
Geriatric Evaluation & Management	29	2	230
Health Hub (MyHealtheVet)	29	1	105
Imaging (X-ray/CT/MRI/Ultrasound/DXA)	1	B	25
Laboratory	1	B	A56
Medical Specialty Clinics	29	1	107
-Pulmonology	29	1	107
-Hematology/Oncology	29	1	107
-Rheumatology	29	1	107
-Infusion Clinic	29	1	107
-Nephrology	29	1	107
-Neurology	29	1	107
-Cardiology	1	1	A127B
Mental Health Inpatient Unit	115	1	Lobby
Mental Health Outpatient Clinic	111	1	Lobby
Nutrition Clinic	4	1	120J
OEF/OIF Program Office	111	1	Lobby
Optometry Clinic (Eye Care)	29	B	5
Outpatient Care Team 1	29	1	145
Outpatient Care Teams 2 & 3	1	1	128
Outpatient Care Teams 4 & 5	1A	1	127B
Patient Advocate/Public Affairs	48	2	237
Pharmacy (Prescription Drop-off)	108	1	101
Pharmacy (Prescription Pick-up)	5	1	113
Referrals	4	1	116
Rehabilitation Clinic (PT/OT/Speech)	51	B	23
Prosthetics	49	B	11
Release of Info. (Medical Records)	29	B	14
Residential Treatment Program	2, 9, 28		
Respiratory Therapy/EKG	1	B	
Surgical Specialty Clinics	1	2	
-Podiatry	1	2	
-Urology	1	2	
-Ear/Nose/Throat	1	2	
-General Surgery	1	2	
-GI/Endo	1	2	
-Orthopedics	1	2	
Spinal Cord Injury Clinic	51	B	23
Surgery Center	1	2	
Travel Pay/Patient Funds	5	1	119
Urgent Care Clinic	1	1	119
Veterans Service & Benefits	48	2	237
Vocational Resources Laboratory	57	1	105
Womens Clinic	29	1	145



INSERT

ST. CLOUD VA MEDICAL CENTER DIRECTORY

SAUK RIVER
FISHING PIER
BRIDGE ABUTMENT
GARDENS
WIND TURBINE
FOOD SERVICE BUILDING UNDER CONSTRUCTION
TO VETERANS DR. WEST ONLY
44TH AVE. N.
12TH ST. N.

For Ease of Access

- Most **Outpatient Services** are accessed via Bldg. 1 (Main) entrance
- Bldg. 29 appointments enter Bldg. 1
- **Mental Health Services** are accessed via Bldg. 111.
- **Urgent Care** in Bldg. 1 available 8 am to 6 pm, 7 days a week; after hours report to Bldg. 111
- **CLC** residents and families are encouraged to use the accessible bus stops between Bldgs. 48/49 and Bldgs. 50/51
- **Veteran Transportation Service** is available for those who need assistance getting to their appointments. To schedule a ride please call **320-654-7622**

Helpful Tips

- Building numbers are assigned based on order built.
- Patients and visitors may park in any parking area in accordance with designated signage.
- 30 minute parking for Pharmacy pickup is available by Bldg. 14.

Understanding Room Numbers

225

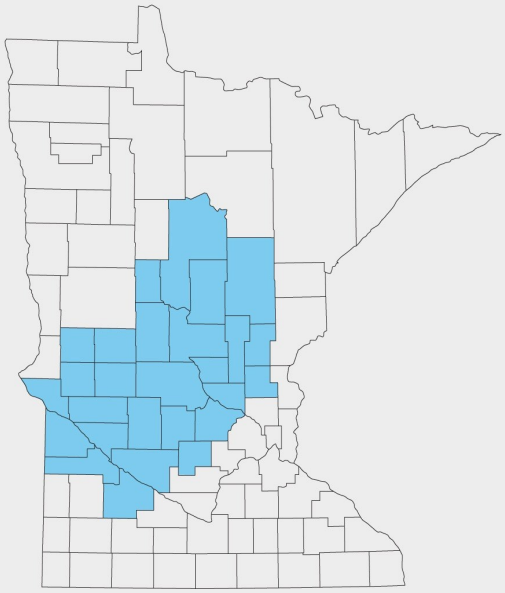
0-99 Basement Level*
100-199 1st Floor
200-299 2nd Floor

5 25

**The central corridor descends to the basement level on the west end of the campus beginning at Bldg. 29.*

- Patient & Visitor Parking
- Outpatient Services
- Common Areas
- Community Living Centers
- Mental Health Services
- Sidewalks
- Connecting Corridors
- **88** Building Number
- Accessible Entrance

Outpatient Clinic Appointments



Central Minnesota County Veteran Service Officers:

County	Phone Number
Aitken	218-927-7320
Benton	320-968-5044
Big Stone	320-839-6398
Cass	218-947-7534
Chippewa	320-269-6419
Crow Wing	218-824-1058
Douglas	320-762-3883
Grant	218-685-8324
Isanti	763-689-3591
Kanabec	320-679-6380
Kandiyohi	320-231-6226
Lac Qui Parle	320-598-3445
McLeod	320-684-1268
Meeker	320-693-5445
Mille Lacs	320-983-8208
Morrison	320-632-0290
Pope	320-634-7846
Redwood	507-637-4035
Renville	320-523-3763
Sherburne	763-765-3100
Stearns	320-656-6176
Stearns-Melrose	320-256-1435
Stevens	320-208-6555
Swift	320-842-5271
Todd	320-732-4419
Wadena	218-631-7617
Wright	763-682-7326
Yellow Medicine	320-313-3037

Routine clinic appointments are scheduled by calling into the scheduling department at **(320) 252-1670, and press option 4.** You will receive a reminder letter to call in to schedule a follow up appointment approximately 45 days prior to when you are due for an appointment. Approximately 30 days prior to your scheduled appointment, you will receive a reminder appointment letter. If you need to reschedule your appointment, please call **(320) 252-1670, and press option 4.** If you require an interpreter or translator, please notify the appointment desk.

After appointments are made you can use our Automated Phone Service System to manage them. Call **(855) 560-1724** to find out the dates and times of future appointments. You may also use this system to cancel or to request rescheduling of an appointment. If you submit a request to reschedule using this system, you can allow us to reschedule for you or you may call **(320) 255-6339** to reschedule using your preferences.

St. Cloud VA Health Care System Locations

St. Cloud VAMC
4801 Veterans Drive
St. Cloud, MN 56303
(320) 252-1670
800-247-1739

Brainerd VA Clinic
722 NW Seventh Street
Brainerd, MN 56401
(218) 855-1115

Max J. Beilke VA Clinic
515 22nd Avenue East
Alexandria, MN 56308
(320) 759-2640

Montevideo VA Clinic
1025 North 13th Street
Montevideo, MN 56265
(320) 269-2222

www.stcloud.va.gov • www.Facebook.com/StCloudVAHCS

9 Tips *for...*

Healthy Living

1. Be Involved in Your Health Care
2. Strive for a Healthy Weight
3. Be Physically Active
4. Be Tobacco Free
5. Manage Stress
6. Limit Alcohol | **7.** Eat Wisely
8. Get Tests | **9.** Be Safe

WOMEN VETERANS **www.womenshealth.va.gov**
320-252-1670, ext. 6655 • 1-855-VA-WOMEN

Primary Care • Reproductive Health
Family Planning Services
Preventative Health Screenings
Post Traumatic Stress Disorder Treatment
Military Sexual Trauma Therapy

You are responsible for providing the VA with all necessary records and documentation from your community provider. To have an outside prescription filled at your VA pharmacy, ask your community clinic to send the following information:

1. A copy of your Non-VA prescription.
2. A copy of your discharge summary if prescriptions are related to a recent hospitalization.

or

A copy of your Non-VA provider's progress notes and lab results from the appointment during which your community provider wrote the prescription.

3. Mail to: Triage Clerk (PM-136A)
VA Health Care System
4801 Veterans Drive
St. Cloud, MN 56303

Fax copies are also accepted at (320) 255-6416

Please Note: *It may take several days for VA staff to review the prescription and medical records from your community provider. You should make arrangements to get your medications from a community pharmacy if your provider tells you that you should start taking medication immediately.*

Primary & Specialty Medicine

Primary and Specialty Medicine Services help Veterans through the management of acute and chronic disease. Care provided includes a variety of programs:

Primary and Specialty Medicine Outpatient Services*:*

- General Preventive Health Care
- Management of Chronic Diseases
- Depression Management
- Oncology Consultations
- Hematology Consultations
- Rheumatology Consultations
- Educational programs on Prescribed Medications, Diabetes Management, Smoking Cessation and Weight Control
- Retinal Scanning (digital pictures of the eye)

- Respiratory Therapy Services
- Pulmonary Consultations
- Cardiology Consultations
- Telephone Care Program
- Urgent Care Services
- Home Care Telehealth
- Compensation and Pension Exams
- Environmental Exams
- Women's Health Clinic
- Social Work Services
- Infusion Clinic

Community Based Outpatient Clinics provide general health care to eligible Veterans near their homes. For more information on this option for care, call the **Eligibility office at (320) 255-6340**.

Community Based Outpatient Clinics (CBOCs) are located in Alexandria, Brainerd and Montevideo.

Outpatient Clinic Appointments

Routine clinic appointments are scheduled by calling into the scheduling department at **(320) 252-1670, and press option 4**. You will receive a reminder letter to call in to schedule a follow up appointment approximately 45 days prior to when you are due for an appointment. Approximately 30 days prior to your scheduled appointment, you will receive a reminder appointment letter. If you need to reschedule your appointment, please call **(320) 252-1670, and press option 4**. If you require an interpreter or translator, please notify the appointment desk.

After appointments are made you can use our Automated Phone Service System to manage them. Call **(855) 560-1724** to find out the dates and times of future appointments. You may also use this system to cancel or to request rescheduling of an appointment. If you submit a request to reschedule using this system, you can allow us to reschedule for you or you may call **(320) 255-6339** to reschedule.

Telephone Care (Triage)

For assistance with medical questions or concerns that may arise between visits, we encourage you to call Telephone Care at **(320) 255-6310.** Telephone care is staffed by registered nurses (RNs) who will assist you. After the nurse reviews your problem, he/she may refer you to your local emergency room, make an appointment with your doctor or give you instructions to follow for self-care.

When you place your call to Telephone Care, please be ready to give the following information: Your name, the last four digits of your Social Security number, and the name of your health care provider.

Call for Care:

Monday-Friday 8 a.m. to 4:30 p.m. – (320) 252-1670, option 4

Weekends, Holidays, Evenings, and Nights please call:

NURSE VA at 1 (866) 687-7382

Veteran Crisis Line 1 (800) 273-8255 option 1

IF YOU ARE HAVING AN EMERGENCY, PLEASE CALL 911

Telehealth Program

The telehealth program uses virtual care methods, primarily high-speed internet and video-conferencing, to provide care and services for Veterans in one location while the health care provider is at another location. Telehealth is convenient in that it eliminates excessive travel to VA facilities, and can be an important part of keeping you healthy.

St. Cloud VA uses three types of telehealth:

- Home Telehealth (HT) places equipment in your home so you can routinely send health status monitoring data to your assigned Care Coordinator. Veterans use Home Telehealth for such diseases as diabetes, depression, chronic obstructive pulmonary disease, hypertension, heart failure, and MOVE weight management.
- Store and Forward Telehealth (SFT) is used for Veterans with known diabetes. To prevent a well-known eye disease caused by diabetes, diabetic retinopathy, detailed photographs of the retina are taken by a local technician and electronically sent to a doctor at a central reading center.
- Clinical Video Telehealth (CVT) is a live video connection with a specialist at another location. The technology involves a camera and a monitor.

Please talk to your Primary Care provider to see if you can use Telehealth in your health plan.

Surgical and Specialty Care

The St. Cloud VA Health Care System currently provides the following Surgical and Specialty Care Services.

- Audiology (for eligible Veterans)
- Cardiology
- Colonoscopies
- Dentistry (for eligible Veterans)
- Epidural Injections
- Optometry (for eligible Veterans)
- Orthopedics
- Podiatry
- Same Day Surgical Procedures
- Specialty Referrals to the Minneapolis VA Health Care System
- Urology
- Wound Care
- Oral Surgery

Same day surgical procedures are performed in our state-of-the-art Ambulatory Surgery Center (ASC) which includes:

- 9,000 square feet of space, including three operating rooms.
- Recovery room area and intake rooms.

Mental Health Services

Mental Health Services provides treatment for mental, emotional, and substance use issues in both inpatient and outpatient settings.

Acute Inpatient Treatment

This unit provides a safe, supportive learning environment for Veterans who require hospitalization during an acute phase of their illness.

Services include:

- Psychiatric Intensive Care Unit
- Psychiatric Evaluation and Treatment
- Assessment & Treatment of Withdrawal from Alcohol/Chemicals
- Behavioral Interventions

- Supportive Counseling
- Health Education
- Medication Management
- Pastoral Care
- Recreation Therapy
- Discharge Planning

Outpatient Treatment

- Psychiatric Evaluation and Treatment
- Care Coordination
- Individual and Group Therapy
- Health Education
- Medication Management

Homeless Program

The Homeless Program offers the following services:

- Street and Shelter Outreach
- Grant & Per Diem Transitional Housing
- Contract Residential Care
- Department of Housing and Urban Development/VA Supportive Housing (HUD-VASH)
- Veteran's Justice Outreach (VJO)
- Health Care for Re-entry Veterans (HCRV)
- **If you are experiencing a homelessness crisis: Call 1-877-424-3838** (877-4AID-VET)

Scheduling: Monday-Friday (except Federal holidays), 8 a.m. – 4:30 p.m.
Call (320) 252-1670 and choose option 2, press 2 again for Mental Health

If your call is urgent, please let us know.

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Residential Rehabilitation Treatment Program
This 148-bed program provides treatment in a residential setting to Veterans with mental illnesses and with or without a substance use disorder. The program includes:

- Treatment of individuals who suffer from mental illness, substance use or a combination of these disorders
- Treatment of a variety of metal health issues such as depression, bipolar disorder or anxiety
- Post Traumatic Stress Disorder (PTSD) treatment for Veterans with combat trauma or non-combat related trauma
- Independent Living Skills Program focusing on community re-entry

Admission Information

Monday – Friday 8 a.m. to 4:30 p.m. call (320) 255-6390

Weekends, Holidays, Evenings, Nights call

NURSE VA at 1 (866) 687-7382

Vocational Rehabilitation

Vocational Rehabilitation provides the following services:

- Evaluation and Planning
- Vocational Testing and Counseling
- Job-seeking Skills Training
- Compensated Work Therapy
- Incentive Therapy
- Supported Employment

Mental Health Intensive Case Management

Mental Health Intensive Case Management provides community based intensive case management services to clients with a diagnosis of severe and persistent mental illness, a severe functional impairment, and who live within 40 miles of the St. Cloud VA Health Care System.

Veteran Crisis Line 1 (800) 273-8255 option 1

IF YOU ARE HAVING AN EMERGENCY, CALL 911

Extended Care & Rehabilitation

Extended Care & Rehabilitation Services provides quality care for Veterans in need of transitional rehabilitation. Programs include:

Inpatient Services:

- Skilled Nursing Care
- Ventilator Care
- Community Living Center
- Infusion Therapy
- Rehabilitation
- Hospice & Palliative Care
- Respite Care
- Dementia Care
- Geropsychiatry
- Social Work Services
- Geriatric Memory Evaluation

Rehabilitation Services:

- Speech Pathology
- Occupational Therapy
- Music Therapy
- Physiatry (Physical Medicine)
- Physical Therapy
- Pastoral Care
- Pool Therapy
- Low Vision Services
- Wheelchair Prescriptions

Outpatient Service-Adult Day Health Care:

- Rehabilitation
- Medical Appointment Assistance
- Activities & Socialization
- Noon Meal
- Personal Care Assistance

Home and Community Care Programs:

- Contract Nursing Homes
- Community Adult Day Care
- In-home Skilled Nurse Program
- Home Health Aid/Homemaking Services
- Home Hospice Care
- Home Based Primary Care
- Home Telehealth

Contact & Admissions Information:

Main Number (Operator) (320) 252-1670
TDD (320) 255-6450
Admissions Coordinator (320) 255-6414
Community Health Nurse (320) 255-6369
Rehabilitation (320) 255-6323
Adult Day Health Care (320) 255-6363
Home Based Primary Care (320) 252-1670, ext.7277

My HealtheVet - Online Personal Health Records

Once enrolled, Veterans can sign up for *MyHealth**e**Vet*, an online service that enables Veterans to refill prescriptions online, view lab results, appointments, see doctors notes and participate in Secure Messaging with their health care team. Learn more at www.myhealth.va.gov.

*My Health**e**Vet* is VA's award-winning online Personal Health Record. *My Health**e**Vet* provides Web-based tools that help Veterans become active partners in their own health care, allowing them to make informed health decisions and store important health information. Through *My Health**e**Vet*, Veterans can access trusted, secure, and informed health and benefits information, at their convenience.

To access *My Health**e**Vet*, go to www.myhealth.va.gov and follow the instructions on how to register. To fully access your *My Health**e**Vet* Personal Health Record complete an In-Person Authentication (IPA) at any of the St. Cloud VA HCS clinics. This will allow you to access all *My Health**e**Vet* features, such as:

- Activity & Food Journals
- Healthy Living Centers
- Log your Military Health History
- Trusted Health Information
- VA Benefits & Services
- VA Prescription Refills
- Health Information Tracking & Graphing
- View Lab Results
- View Appointments
- View VA notes
- View Admission & Discharge Summaries
- View VA Allergies
- View VA Immunizations
- And much more

Secure Messaging - Online Personal Health Communication

Communicate with your health care team online!

You can now take advantage of online communication with your VA health care teams. Secure Messaging, a feature of the *My Health**e**Vet* website, is a safe and secure, electronic mail system that allows you to communicate **non-urgent, non-emergency** health-related information with your VA health care team.

Some uses of Secure Messaging include:

- Getting test results and health information
- Requesting medical appointments
- Resolving hearing aid issues
- Prescription questions

You will find that with Secure Messaging you will not have to sit on hold or play phone-tag with your health care team. Secure Messaging does not replace the telephone; rather it complements the telephone and helps increase communication opportunities between patients and health care teams.

All you have to do to take advantage of Secure Messaging is to have Internet access and then go to www.myhealth.va.gov to set up your own account on *My Health**e**Vet* - registering as a "VA Patient."

Next, complete the In-Person Authentication process during your next trip to St. Cloud VA or one of the VA's Community Based Outpatient Clinics.

Finally, after you have been authenticated log in to your *My Health**e**Vet* account, select Secure Messaging, read the terms and conditions of use along with the privacy statement and then select "Opt-in." That is it, you are ready to go!

Remember, that with Secure Messaging your VA health care information is safe, secure and protected! So save yourself time in the future and take advantage of Secure Messaging to communicate with your health care team!

For more information about *My Health**e**Vet* or the Secure Messaging program, contact Brian Vetter at (320) 252-1670, ext. 7335.

Special Programs

Operation Iraqi Freedom/Operation Enduring Freedom/Operation New Dawn Combat Veterans Program Office (320) 255-6453

Mike Mynczywor, Program Manager (320) 252-1670, ext. 6546

Deb Schumacher, RN Case Manager

Krystyna Winter, Program Support (320) 255-6453

Website: http://www.stcloud.va.gov/freedom.asp

Suicide Prevention Coordinator

Mary Jo Pine (320) 252-1670, ext. 6719

Patient Advocates

Brenda Smude, Karen Harrison & Anthony Meemken
(320) 255-6353

Homeless Veterans Program Manager

Ellen Dinsmore

(320) 252-1670, ext. 6973

Health Care Re-entry for Veterans

Mike Mathies

(320) 252-1670, ext. 6275

Veterans Justice Outreach Program

Mike Mathies

(320) 252-1670, ext. 6275

Connie Selden

(320) 252-1670, ext. 7905

Military Sexual Trauma Program Manager

Joy Finkelson

(320) 252-1670, ext. 6398

Women Veterans Program Manager

Juliness (Julie) Roman Vera

(320) 252-1670, ext. 6655

Minority Veterans Program Manager
Katrina Wilder

(320) 252-1670, ext. 6566

Traumatic Brain Injury & Polytrauma Program Manager
Heidi Ampe
(320) 252-1670, ext. 7235

Vision Impairment Services Team Manager
Heidi Ampe
(320) 252-1670, ext. 7235

Spinal Cord Injury & Disorders Program Manager
Heidi Ampe
(320) 252-1670, ext. 7235

Former Prisoners of War Advocate
Kari Freeman
(320) 252-1670, ext. 6379

Other Services

American Legion Representative
(320) 255-6353
Building 48, Room 237
Monday – Wednesday from 8 a.m. to 11:30 a.m.

Disabled American Veterans Representative
(320) 252-1670, ext. 6676
Building 8
Monday – Friday from 8 a.m. to 4:30 p.m.

Veterans Benefit Administration Advisors
Duane (Dewey) Kamp
Building 48, Room 237
Wednesdays from 9 a.m. to 3 p.m.
(320) 255-6353

Veteran Voting
Contact Recreation Therapy Office
Building 51, Room 111
(320) 255-6663
or contact the Recreation Therapist assigned to your unit

Take Care of Your Buddy!

Encourage a fellow Veteran to apply for VA health care. Tell them to contact a County Veteran Service Officer, call the St. Cloud VA at 320-255-6340 or apply online at www.1010ez.med.va.gov

How to Apply

All Veterans are encouraged to apply for enrollment in the VA Health Care System. Each Veteran's eligibility status is unique and is determined upon application.

To begin the process and find out if you are eligible, Veterans must first complete an Application for Health Care Benefits, or VA Form 1010EZ.

These forms are available from your County Veterans Service Office, from the St. Cloud VA Health Care System Eligibility Office, or online at

www. stcloud.va.gov/patients/eligibility.asp.

You can submit the form online, or you may print the form and mail it to us at:

Business Office - Eligibility
VA Medical Center
4801 Veterans Drive
Saint Cloud, MN 56303

You can also bring the form to the Medical Center. The Eligibility Office is located on the ground floor of the main entrance (Building 1).

Here is the other documentation you'll need:

- A copy of both sides of your current insurance card (including Medicare, Medicaid, or spouses insurance if it covers you).
- A copy of your DD214, 'Armed Forces Report of Transfer or Discharge,' or
- For WWII Veterans, a copy of both sides of your Discharge Certificate.

If you have questions, need assistance, or would like to speak to someone in our Eligibility Office, please call (320) 255-6340.

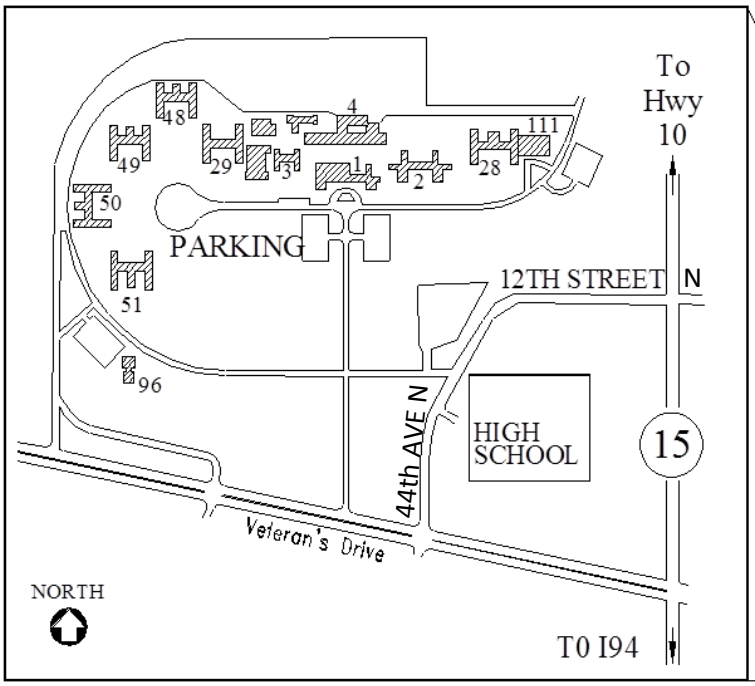
Directions to St. Cloud VA Health Care System, Main Campus

4801 Veterans Drive

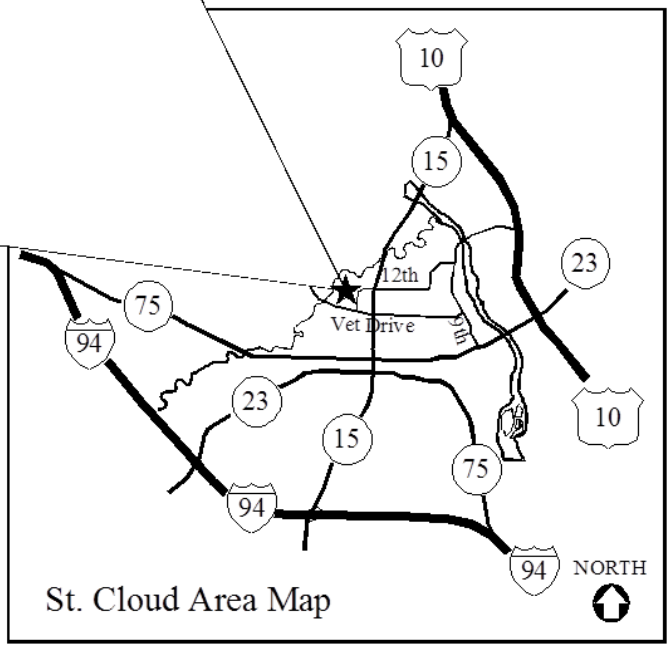
St. Cloud, MN 56303

Please call (320) 252-1670 / (800) 247-1739

or check our Web site, www.stcloud.va.gov for more information.



St. Cloud Veterans Affairs Medical Center
4801 Veteran's Drive
St. Cloud, MN 56303



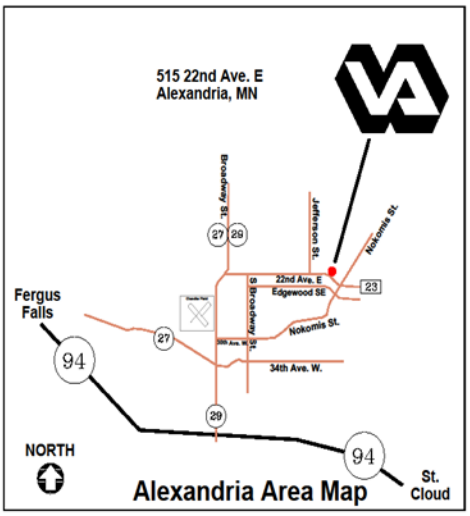
Directions to Max J. Beilke Community Based Outpatient Clinic

515 22nd Avenue East

Alexandria, MN 56308

Please call (320) 759-2640

or check our Web site, www.stcloud.va.gov for more information.



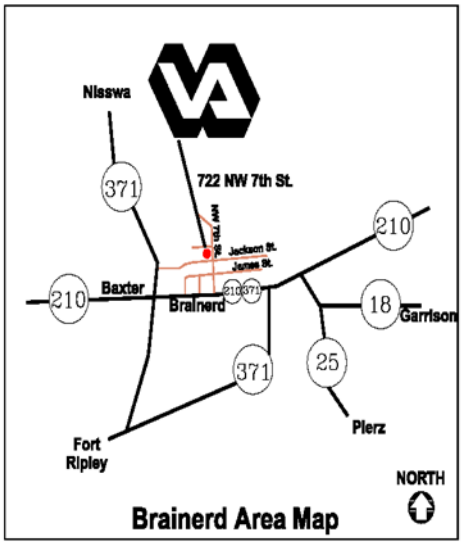
Directions to Brainerd Community Based Outpatient Clinic

722 NW Seventh Street

Brainerd, Minnesota 56401

Please call (218) 855-1115

or check our Web site, www.stcloud.va.gov for more information.



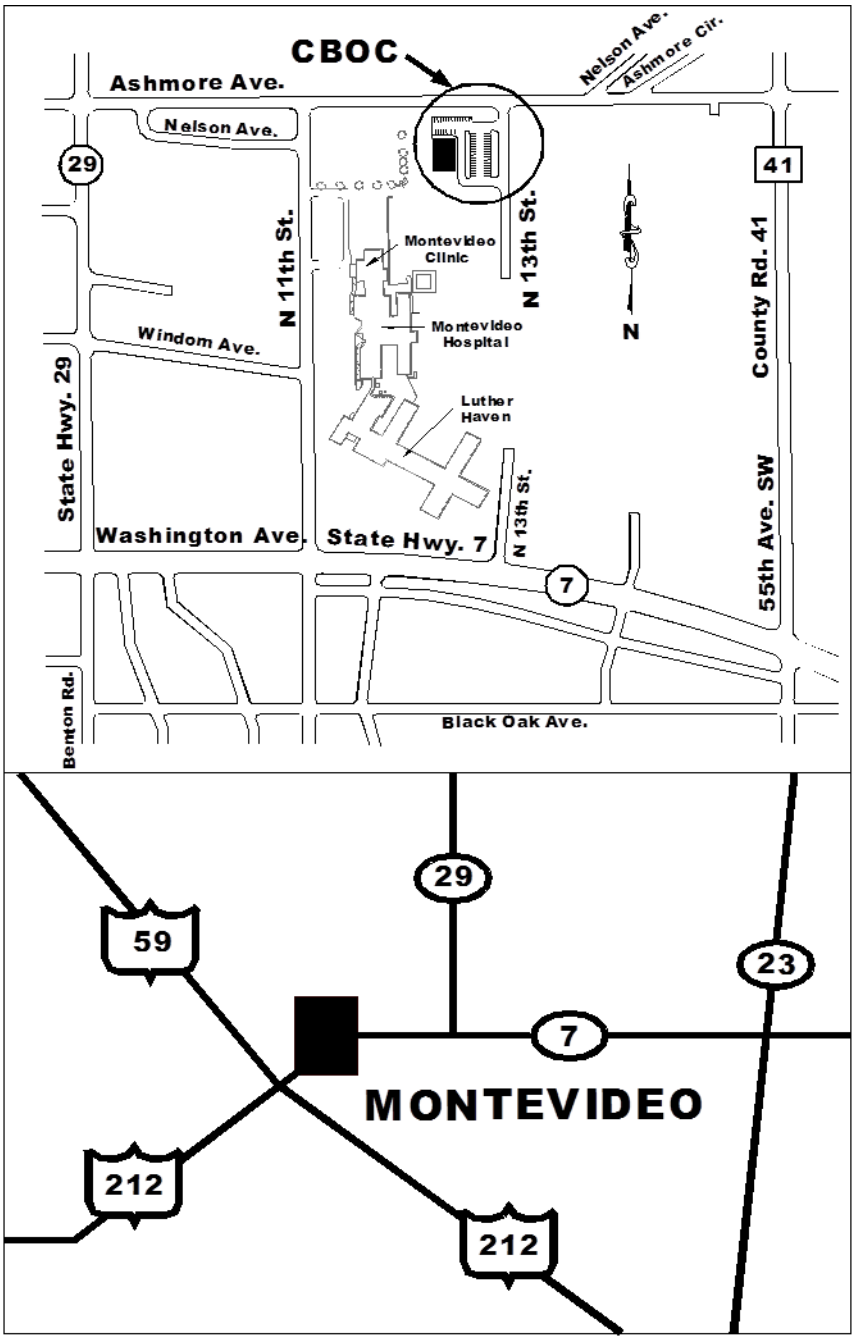
Directions to Montevideo Community Based Outpatient Clinic

1025 North 13th Street

Montevideo, Minnesota 56265

Please call (320) 269-2222

or check our Web site, www.stcloud.va.gov for more information.



"Connect Your Docs" through the Virtual Lifetime Electronic Record (VLER) Health Exchange program. This program gives VA and non-VA health care providers secure access to certain parts of your electronic health record. This access reduces the need for Veterans and their families to request and carry paper medical records from one health care provider to another. It also provides other potential benefits to Veterans and their providers.

For more information on the Virtual Lifetime Electronic Record (VLER) visit: http://www.va.gov/vler. The website allows you to sign up online or by mail.

You can also contact the St. Cloud VA HCS VLER Coordinator by calling (320) 252-1670 ext. 6780 to answer any questions about the VLER program.

St. Cloud VA Health Care System

4801 Veterans Drive

St. Cloud, MN 56303-2099

Main Phone: (320) 252-1670

Visit our Website: www.stcloud.va.gov

Like us on Facebook: www.facebook.com/StCloudVAHCS

Sign up for our automated email service. Visit the St. Cloud VA Website at: http://www.stcloud.va.gov and lon the right hand side of the page it has a request to sign up for email updates. Enter your email address and you are automatically signed up to receive email updates from our web page. There are also options presented to sign up for updates from other government sites.

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