

St. Cloud VA

UPDATE

June 14, 2019



A monthly newsletter for Veterans served by the St. Cloud VA Health Care System, and for those who serve them. Send news items and comments to St. Cloud VA Health Care System, Attn: Public Affairs Officer, 4801 Veterans Drive, St. Cloud, MN 56303, or via email to barry.venable@va.gov.

St. Cloud VA establishes new Customer Advisory Group

This extraordinarily talented group is comprised of nine volunteers who will assist the St. Cloud VA in listening to the voice of the Veteran by gathering direct Veteran feedback. They will accomplish this by conducting “rounding” throughout most areas of the Medical Center. The feedback they gather from Veterans, families and caregivers will provide valuable insight as we seek new ways to continuously improve the Customer Experience. Their charter is to help us provide care and services that are based on patient- and family-identified needs rather than the assumptions of staff about what patients and families want. Customer Advisors can be identified by distinctive photo ID badges. You might encounter them in outpatient and residential common areas around the Medical Center during your next visit. Feel free to deliver some “straight talk” to them. As always, Patient Advocates are available for to answer questions, provide advice, or help you resolve a complaint. The Patient Advocate office is in Bldg. 48, Rm. 237, or via phone at 320-255-6353.

St. Cloud VA Health Care System

Customer Advisors

Meet our Customer Advisory Group! Advisors are volunteers who collect informal “straight talk” from Veterans, family members and caregivers, advise process improvement teams, and collect and deliver feedback to the Customer Experience Committee and senior HCS leadership. Please feel free to tell them about your healthcare experience.



David
A Veteran, David has been receiving health care at the St. Cloud VA for 12 years and worked with the Transition Work Program in greenhouseing for a year. He has also volunteered for 7 years in the Closet and in Bldg. 48 escorting ADHD Veterans in and from their appointments.



Ann
Ann moved to St. Cloud 6 years ago from the Moorhead area. She is a Registered Nurse and enjoys caring, giving and making a difference in people's lives. Ann began her VA volunteer service in August 2018, escorting Veterans to and from appointments.



Mike
A Veteran, Mike has been married to his wife Barb for 42 years. They have 3 children.



Patricia
Pat is a retired Registered Nurse with a professional career spanning 42 years, including VA service. In October, Pat will celebrate 50 years of marriage to her husband Bill. The couple have four children, two of whom are also nurses, and eight grandchildren.

Contact the St. Cloud VA Health Care System

(320) 252-6353 | (320) 247-1700

www.stcloud.va.gov | www.stcloud.va.gov/indicators



St. Cloud VA Health Care System



Janet
Janet was born in Glynn, Ga and later moved to the St. Cloud area. She is retired from 28 years of government service and is currently a caregiver for her WWII Veteran father. She enjoys living by the lake with her family, and spends her spare time gardening, garage sales and enjoying Minnesota winters.



Curtis
A Veteran, Curt's family has lived in west Sauk Rapids since 1973. He is married to Betty and has three children and 6 grandchildren. Curt has volunteered at Adult Day Health Care since coming from the Minnesota State College and Universities System in 2003.



Kathy
Kathy retired from teaching in the St. Cloud school district after 40 years, and now oversees the Youth Service Project. She also volunteers for special events at the VA and is committed to helping Veterans. Kathy has been married to a Veteran for 45 years, has one daughter, one son and one beautiful granddaughter.



Tom
Tom was raised in Sauk Rapids and graduated from the U of M. Tom retired in 2007 and relocated from New Jersey back to Minnesota. He has been married to his wife for over 50 years, and the couple have four sons. Tom enjoys morning coffees with the guys, fishing, pickleball, and the occasional bridge game.



Linda
Linda has been married to her husband Gary for 48 years. They have two dynamic daughters and 6 of the best grandchildren. In her spare time, she loves reading, walking and crafty card making. Her work history includes teaching, accounting and corrections.

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Sample Customer Advisor ID badge

Getting care when you need it

The St. Cloud VA is committed to ensuring that Veterans get the right kind of care in the right setting when needed.

The St. Cloud VA does **not** have an emergency department, acute medical care services, or after-hours outpatient services at any of our locations, including St. Cloud, Brainerd, Montevideo and Alexandria.

For Emergency Care needs: In emergencies, Veterans should Call 911 or go to the closest community hospital with an emergency department for serious and possibly life-threatening conditions or emergency mental health needs. An emergency is an injury, illness, or symptom so severe that a prudent layperson reasonably believes that delay in seeking immediate medical attention would be hazardous to life or health. Veterans do not need to check with VA before calling for an ambulance or going to an emergency room.

In emergencies, get the care needed first, then the Veteran, a family member, friend,

or hospital staff member should contact the nearest VA medical facility as soon as possible (preferably, within 72-hours). Once notified, VA staff can assist Veterans in ensuring any additional care is provided without interruption and, when necessary, transferring Veterans to a VA medical facility for care after stabilization.

For other non-routine care needs our goal is that if you need care right away, you get services the same day, or if after-hours, by the next day.

For Primary Care Needs: If you have non-routine needs, we will try and work you into your provider's schedule on the day the care is needed. Call 320-252-1670 and press option 2, then ask for a same day appointment with your assigned PACT. Additional options for how care can be provided include via telephone, smart phone, through video care, secure messaging or other options. Care may be delivered by your provider or another clinical staff member based on availability and care needs.

Veterans needing care right away can access the Urgent Care Clinic, from 8 a.m. to 6 p.m., 365 days a year. Additionally, under the VA MISSION Act of 2018, eligible Veterans have a new benefit that provides access to non-emergency care for certain conditions in the VA network of community providers without prior authorization from VA.

For Mental Health needs: VA provides same-day 24/7 access to mental health crisis intervention and support for Veterans using a variety of means:

--Call the Veterans Crisis Line at 800-273-8255 and press 1, send a text message to 838255 or chat online at VeteransCrisisLine.net, 24 hours a day.

--St. Cloud VA Mental Health Triage (walk-in) in Bldg. 111 is available 8 a.m. to 4:30 p.m. Monday-Friday; the Urgent Care Clinic in Bldg. 1 is open 8 a.m. to 6 p.m., every day.

--After 6 p.m., Veterans should **Call 911** or go to the closest community hospital with an emergency department for emergency mental health needs. Additionally, many communities have crisis centers available without regard to Veteran status. After assessment, medical clearance and referral, the St. Cloud VAMC Acute Psychiatry Unit can take admissions 24 hours a day from community hospitals.

--Additionally, Veterans may contact a VA Nurse at 320-252-1670, and press 3, 24 hours a day.

Additional Care options

On June 6, the new Veteran Community Care program, part of the VA MISSION Act of 2018, was implemented. **The new Veteran Community Care program:**

- Establishes a single community care program. All existing programs will be combined into one program. The Veterans Choice Program ends but some of its elements are being adopted into the new program.
- Establishes a new Community Care Network (CCN) that is set-up and ran by third-party administrators. VA and/or the Veteran will make

community care appointments through the CCN.

- Establishes expanded eligibility guidelines for Veterans to access Community Care.
- Provides for a new Urgent Care benefit for Veterans. Veterans will be able to use in-network Urgent Care centers without prior authorization from VA.

Our Veterans can and will continue to get high-quality care in a timely manner delivered with a great customer experience from the St. Cloud VA. Your PACT and treatment teams will remain the primary access point to get the care you need.

VA has used community care for years, whether it was called non-VA care, fee-basis care, or Choice care. The new Veterans Community Care program streamlines several programs into a single program and expands the ways Veteran may be eligible to get care in the community. As before, the first step is to discuss your needs with your care team. If community care is right for you, we'll make a referral and schedule the appointment in the community and the community provider will bill VA.

The new Urgent Care benefit provides Veterans another option to get care needed right away, close to home.

To use community care for routine or referral needs, first talk with your care team. If community care is right for you, we'll make a referral and schedule the appointment in the community and the community provider will bill VA. Please view this short video for an overview of how the program

works: <https://www.youtube.com/watch?v=oggmhxj8QRk&feature=youtu.be>

For Urgent Care needs: Sometimes care is needed right away for minor issues. This is called urgent care, which are injuries or illnesses that require immediate attention but are not life-threatening.

The new community provider urgent care benefit covers treatment of non-emergency symptoms such as flu-like symptoms (coughs and colds), wheezing, sprains, sore throats, painful urination, bumps and bruises, ear pain, and mild skin irritations, which are typically addressed by urgent care facilities and walk-in retail health clinics. The benefit is offered in addition to the opportunity to receive care from a VA provider, as the St. Cloud VA also offers same-day services and operates the St. Cloud VA Urgent Care Clinic in Bldg. 1 (open 7 days a week from 8 a.m. to 6 p.m.).

Important: While urgent care is a convenient benefit for the treatment of non-emergent symptoms, Veterans should always consider talking with or seeing their primary care provider if they are concerned that the community provider will not understand the complexities of their medical history or medications.

Eligible Veterans can now receive urgent care from a community urgent care provider that is part of VA's contracted network of community providers without prior authorization from VA. VA can pay for an urgent care claim only if:

- The Veteran is eligible for the benefit;

- The urgent care provider is part of VA's contracted network of community providers; and
- The services are not excluded under the benefit (excluded services include preventive services and dental services).

To use the benefit, a Veteran simply needs to find and travel to an in-network urgent care provider and tell them they are a Veteran seeking urgent care. Excluded from the benefit are preventive and dental services

To find an available urgent care provider in VA's contracted network of community providers, Veterans will be able to use VA's provider locator on VA.gov (<https://www.va.gov/find-locations/>). Upon arrival and check-in, the provider will confirm eligibility and you'll get the care you need. Afterwards, the bill is sent to the network administer and onto VA. If necessary, VA will bill the Veteran for any copayment due.

If medications are ordered during the visit, for a 14-day or less supply Veterans can either fill the prescription at contracted pharmacy in the VA network, a VA facility or the prescription can be filled at a non-contracted pharmacy. If a non-contracted pharmacy is used, Veterans must pay for the prescriptions and file a claim for reimbursement with their local VA medical facility. Some Veterans may be required to make a copayment for medication.

To learn more about the new urgent care benefit, please view the [VA MISSION Act Urgent Care Fact Sheet](#).

June is PTSD Awareness Month

What can cause PTSD?

Any experience that threatens your life or someone else's can cause PTSD. These types of events are sometimes called trauma. Types of traumatic events that can cause PTSD include:

- Combat and other military experiences
- Sexual or physical assault
- Learning about the violent or accidental death or injury of a loved one
- Child sexual or physical abuse
- Serious accidents, like a car wreck
- Natural disasters, like a fire, tornado, hurricane, flood, or earthquake
- Terrorist attacks

During this kind of event, you may not have any control over what's happening, and you may feel very afraid. Anyone who has gone through something like this can develop PTSD.

You're not alone.

Going through a traumatic event is not rare. At least half of Americans have had a traumatic event in their lives. Of people who have had trauma, about 1 in 10 men and 2 in 10 women will develop PTSD. There are some things that make it more likely you'll develop PTSD — for example, having very intense or long-lasting trauma, getting hurt, or having a strong reaction to the event (like shaking, throwing up, or feeling distant from your surroundings). It's also more common to develop PTSD after certain types of trauma, like combat and sexual assault. But there's no way to know for sure who will develop PTSD.

What do I do if I have symptoms of PTSD?

After a traumatic event, it's normal to think, act, and feel differently than usual — but most people start to feel better after a few weeks or months. Talk to a doctor or mental health care provider (like a psychiatrist, psychologist, or social worker) if your symptoms:

- Last longer than a few months
- Are very upsetting
- Disrupt your daily life

Treatment can help — you don't have to live with your symptoms forever.

When PTSD isn't treated, it usually doesn't get better — and it may even get worse. It's common to think that your PTSD symptoms will just go away over time. But this is very unlikely, especially if you've had symptoms for longer than a year. Even if you feel like you can handle your symptoms now, they may get worse over time. Getting treatment can help keep PTSD from causing problems in your relationships, your career, or your education — so you can live the way you want to.

Is it ever too late to get treatment for PTSD?

It's never too late. Treatment can help even if your trauma happened years ago. And treatment for PTSD has gotten much better over the years. If you tried treatment before and you're still having symptoms, it's a good idea to try again.

How can I decide which treatment is right for me? The online PTSD Treatment Decision Aid <https://www.ptsd.va.gov/apps/decisionaid/> is a great way to learn about your options and consider which treatment is right for you. You can watch videos of providers

explaining how treatments work, then build a personalized comparison chart of the treatments that appeal to you. You can share a printout of the chart with your provider as you decide together which treatment best meets your needs.

VA Health Chat



St. Cloud VA Veterans can now receive care from VA without stepping foot into a facility with VA Health Chat.

Have a question about a minor health ailment, but not sure if you need an appointment? In as little as 60 seconds, you are connected to a VA health care team member, ready to give you medical advice. Chat hours are Monday through Friday from 7:30 a.m. to 4:30 p.m.

Having a reaction to a medication or need a prescription filled? VA health care team members can help determine next steps with medication issues or can help you order your prescription refills.

VA Health Chat is available on the VA App Store by visiting: <https://mobile.va.gov/app/va-health-chat>.

To access VA Health Chat, you will need either a My HealtheVet premium account User ID and password, DS Logon, or ID.me. For more information on creating VA credentials

visit: <https://mobile.va.gov/login-information>

We also encourage you to complete the survey at the end of your chat encounter.

St. Cloud VA is going Smoke-Free!

VHA Directive 1085, published in March 2019, directs that all VA health care facilities will be smoke-free for patients, visitors, contractors, volunteers and vendors. Accordingly, all St. Cloud VA HCS facilities and properties are smoke-free starting July 15, 2019.

Smoking areas for patients, visitors, contractors, vendors and volunteers are being eliminated to be consistent with medical requirements and limitations and to prevent the creation of hazards to persons.

The smoke-free designation applies to all forms of cigarettes, cigars, pipes, and other combustion of tobacco and non-Federal Drug Administration (FDA) approved electronic nicotine delivery systems (ENDS), including but not limited to electronic or e-cigarettes, vape pens or e-cigars.

Achieving a smoke-free environment demonstrates VA's strong commitment to ensuring the health and safety of patients, visitors, contractors, vendors, and volunteers.

Your care team is available to assist you in quitting tobacco. Ask about Nicotine Replacement Therapy at your next appointment!

VA Summer Games

The 5th Annual VA Summer Games are planned for August 3, 2019, at the St. Cloud VA Medical Center.

The Summer Games are open to all Veterans enrolled at the St. Cloud VA and include wheelchair and ambulatory divisions in each event. Water and first aid services are provided during the event. Two new events have been added this year, bowling and disc golf.

Registration packets are due by July 15 and can be obtained in the St. Cloud VA Medical Center Fitness Clinic in Building 48, Room 16, by contacting the VA Summer Games staff at 320-252-1670, extension 6180, or by visiting the St. Cloud VA homepage at <https://www.stcloud.va.gov>.

Telephone Lifestyle Coaching Program

Telephone Lifestyle Coaching (TLC) helps Veterans learn to live healthier lives and reach wellness goals by providing personalized coaching over the phone. Experienced coaches work with Veterans to develop a tailored action plan in areas such as weight management, eating wisely, managing stress and more. TLC coaches are available by phone, so Veterans can participate when and where they want—there's no need for a visit to a medical center or CBOC to participate.

Three easy steps to healthy living:

1. The Veteran and their primary care team (PACT) discuss TLC and a referral is made
2. A TLC coach calls the Veteran and enrolls them in the program

3. The coach and Veteran work together over a series of calls to set goals and work on a plan to achieve them

Your health, your choice. What would you like to work on?

Your TLC coach helps you plan to learn new habits and make smart decisions to improve your well-being. Choose one or more of these healthy living goals:

- Eat wisely. Whether your diet needs a tweak or an overhaul, we'll help you choose a plan.
- Be physically active. Walk, run, dance or play. Plan to move more today!
- Strive for a healthy weight. Find out how you can reach a healthier weight.
- Limit alcohol. You can do it — we will help.
- Manage stress. Improve your overall well-being.

Veterans interested in tobacco cessation will be referred to the Veterans Quitline at 1-855-QUIT-VET (1-855-784-8838).

VA Community Clinics now offering Whole Health intro course

Starting July 1, VA clinics in Brainerd, Montevideo and Alexandria now offer Introduction to Whole Health educational classes the first Wednesday of every month, from 2 to 4 p.m., excluding federal holidays.

Veterans and family members desiring to attend can contact their care teams to register.

The course is conducted live at the Brainerd VA Clinic, and Veterans at the Montevideo and Alexandria VA Clinics participate via videoconference.

Additionally, the Introduction to Whole Health class is also taught at the St. Cloud VA Medical Center at 2 p.m. on the first Friday and third Monday of each month, in the Patriot Café.

Introduction to Whole Health is an education class that equips Veterans to take charge of their health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help each Veteran create a personal system of life care to help live their lives to the fullest. This introduction encourages self-exploration of what really matters in one's life.

Whole Health is the term applied to the VA approach to health care, and it's most easily described as a move away from a system designed around appointments primarily focused on disease management, to one that is based in a partnership over time focused on the patient's overall health and well-being—we help Veterans keep themselves healthy! Clinical appointments are just part of this approach; the VA system of care includes self-empowerment, self-healing and self-care. In the VA's Whole Health system of care, Veterans are empowered to explore what matters most—to determine why their health is important. Veterans are then equipped with self-care, skill building and support to their personal health plans. Supporting services are offered and include proactive, complementary approaches such as stress reduction, yoga, tai chi, mindfulness,

nutrition, acupuncture and health coaching. Of course, at certain points everyone needs to see the professionals, whether at the VA, in the community, or both, and Veterans are provided with clinical care that supports the Veteran's personal health plan.

UPCOMING EVENTS

Introduction to Whole Health

Monday, June 17 2-4 p.m.

St. Cloud VA, Patriot Café
(Bldg. 95, Canteen)

An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

Health Care Enrollment Fair

Tuesday, June 18 11 a.m.-1 p.m.

Ortonville Public Library, 412 2nd St. NW,
Ortonville MN

Military service is valuable to the nation, and in return VA health care enrollment can provide a lifetime of valuable benefits to eligible Veterans and their families.

Are you a Veteran or family member still wondering what benefits you or your loved one may be eligible to receive?

Hosted by County Veteran Service Officers and the St. Cloud VA Health Care System, this Health Care Enrollment Fair provides direct information and personal assistance to Veterans in applying for VA health care benefits.

Veterans Law Clinic (by appointment only)

Tuesday, June 18 Noon-2 p.m.
St. Cloud VA, Bldg. 28, Room 34
Free legal consultation for Veterans for Social Security law, housing, child support, family law, employment and expungement. No criminal law issues will be discussed. Please call (320) 253-0138 or 1-800-622-7773 to schedule an appointment.

Voices for Veterans Radio Show

Wednesday, June 19 8:10-8:30 a.m.
WJON AM 1240

Taking Charge of My Life & Health

Wednesday, June 19 2-4 p.m.
St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)
Completion of Intro to Whole Health is a prerequisite.
Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

Connected Care Class

Monday, June 24 2-3:30 p.m.
St. Cloud VA, Patriot Café
(Bldg. 95, Canteen)
Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealthVet, VA Video Connect, Annie App and more!

Taking Charge of My Life & Health

Wednesday, June 26 2-4 p.m.
St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)
Following completion of Intro to Whole Health, Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

Veterans Affairs Radio Show

Monday, July 1 8:10-8:30 a.m.
KNSI AM 1450/FM103.3

Veterans Law Clinic (by appointment only)

Tuesday, July 2 Noon-2 p.m.
St. Cloud VA, Bldg. 28, Room 34
Free legal consultation for Veterans for Social Security law, housing, child support, family law, employment and expungement. No criminal law issues will be discussed. Please call (320) 253-0138 or 1-800-622-7773 to schedule an appointment.

Outpatient Clinics Closed for Federal Holiday

Thursday, July 4
Outpatient clinics and administrative offices, including VA Clinics in Brainerd, Montevideo and Alexandria will be closed. Urgent Care at the St. Cloud VA will be open from 8 a.m. to 6 p.m.

Introduction to Whole Health

Friday, July 5 2-4 p.m.

St. Cloud VA, Patriot Café
(Bldg. 95, Canteen)

An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

Connected Care Class

Monday, July 8 2-3:30 p.m.

St. Cloud VA, Patriot Café
(Bldg. 95, Canteen)

Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealthVet, VA Video Connect, Annie App and more!

Coffee Talk

Friday, July 12 2-3 p.m.

St. Cloud VA, Patriot Cafe (Bldg. 95,
Canteen)

Veterans are invited to attend Coffee Talk to learn "How to use" the VA effectively, services overview, Q & A and a tour.

Spouses and caregivers are welcome. Dial-in to Coffee Talk via telephone at 800-767-1750 and enter participant code number 11242. Pre-registration is not required.

Introduction to Whole Health

Monday, July 15 2-4 p.m.

St. Cloud VA, Patriot Café
(Bldg. 95, Canteen)

An education class taught by Veteran peers that equips you to take charge of your health by emphasizing a self-focus on body, mind, spirit and soul, surroundings and other factors that help you create a personal system of life care. Pre-registration is not required.

Finding Balance: Caregiver Self-Care Classes

Monday, July 15 8-11 a.m.

St. Cloud VA, Auditorium (Bldg. 8)

Two self-care courses will be offered at the Minneapolis and St. Cloud VA facilities this summer! All friends and family members of those who help veterans are invited and encouraged to attend. Sign up for one or both sessions! *Intended for non-professional caregivers. Pre-registration is required. For information on the St. Cloud VA class please contact: Jessica Behrends at (320) 252-1670 ext. 7283. For information on the Minneapolis VA class please contact: Sharon Johnson at (612) 467-3780.

Free Drop-In Legal Clinic for Veterans

Tuesday, July 16 10 a.m. -3 p.m.

St. Cloud VA, Bldg. 8 (Auditorium)

Free legal consultation for Veterans for housing, employment, benefits, debt collection, expungement, family law including child support. For more information please call 651-200-4750.

Veterans Law Clinic (by appointment only)

Tuesday, July 16 Noon-2 p.m.
St. Cloud VA, Bldg. 28, Room 34
Free legal consultation for Veterans for Social Security law, housing, child support, family law, employment and expungement. No criminal law issues will be discussed. Please call (320) 253-0138 or 1-800-622-7773 to schedule an appointment.

Voices for Veterans Radio Show

Wednesday, July 17 8:10-8:30 a.m.
WJON AM 1240

Taking Charge of My Life & Health

Wednesday, July 17 2-4 p.m.
St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)
After completing Intro to Whole Health Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

Veterans Community Mental Health Summit

Tuesday, July 23 730 a.m.-Noon
Resource Training & Solutions, 137 23rd Street South, Sartell
The goal of the Summit is to engage in active dialogue on how together, the community and VA can best address the mental healthcare needs of Veterans and their families. This year's discussion will focus on coordinating all available resources to better serve Veterans and their families.

Connected Care Class

Monday, July 22 2-3:30 p.m.
St. Cloud VA, Patriot Café (Bldg. 95, Canteen)
Veterans enrolled at St. Cloud VA HCS are invited to attend hands-on training for all things connected care, including MyHealtheVet, VA Video Connect, Annie App and more!

Taking Charge of My Life & Health

Wednesday, July 24 2-4 p.m.
St. Cloud VA, Patriot Cafe (Bldg. 95, Canteen)
After completion of Intro to Whole Health, Veterans may also choose to participate in an expanded Whole Health Pathway learning program referred to as Taking Charge of My Life and Health. These courses are designed to provide a group-based experience in camaraderie with other Veterans, and in the interests of privacy and respect for others, are limited to Veterans enrolled for care.

For a complete Calendar of Events, go to <https://www.stcloud.va.gov/calendar.asp>

DID YOU KNOW?

- *The ant can lift 50 times its own weight, can pull 30 times its own weight and always falls over on its right side when intoxicated.*

Quick Reference Phone List

Main St. Cloud VA HCS Phone Number	320-252-1670 or 800-247-1739
TDD User	320-255-6450
Max J. Beilke VA Clinic, Alexandria	320-759-2640
Brainerd VA Clinic	218-855-1115
Montevideo VA Clinic	320-269-2222
Veterans Crisis Line	800-273-8255 Press 1
Homeless Veteran Hotline	877- 424-3838

Billing:

- VA Care 866-347-2352
- Care in the Community (non-VA care) 877-881-7618

Chaplain Service	Ext. 6386
Community Care Referrals	Ext. 6401
Discrimination Complaints	Ext. 6304
Eligibility	Ext. 6340
Nutrition Clinic	Ext. 6376
Transition & Care Management Program	Ext. 6453
Patient Advocate	Ext. 6353
Pharmacy Refill Line	855-560-1724
Privacy Officer	Ext. 6408
Public Affairs Office	Ext. 6353
Release of Information (Medical Records)	Ext. 6336
Transportation	Ext. 7622
TRICARE	844-866-9378
Voluntary Service	Ext. 6365
VA Police	Ext. 6355

Stay in Touch

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 on the right-hand side of the page is 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.