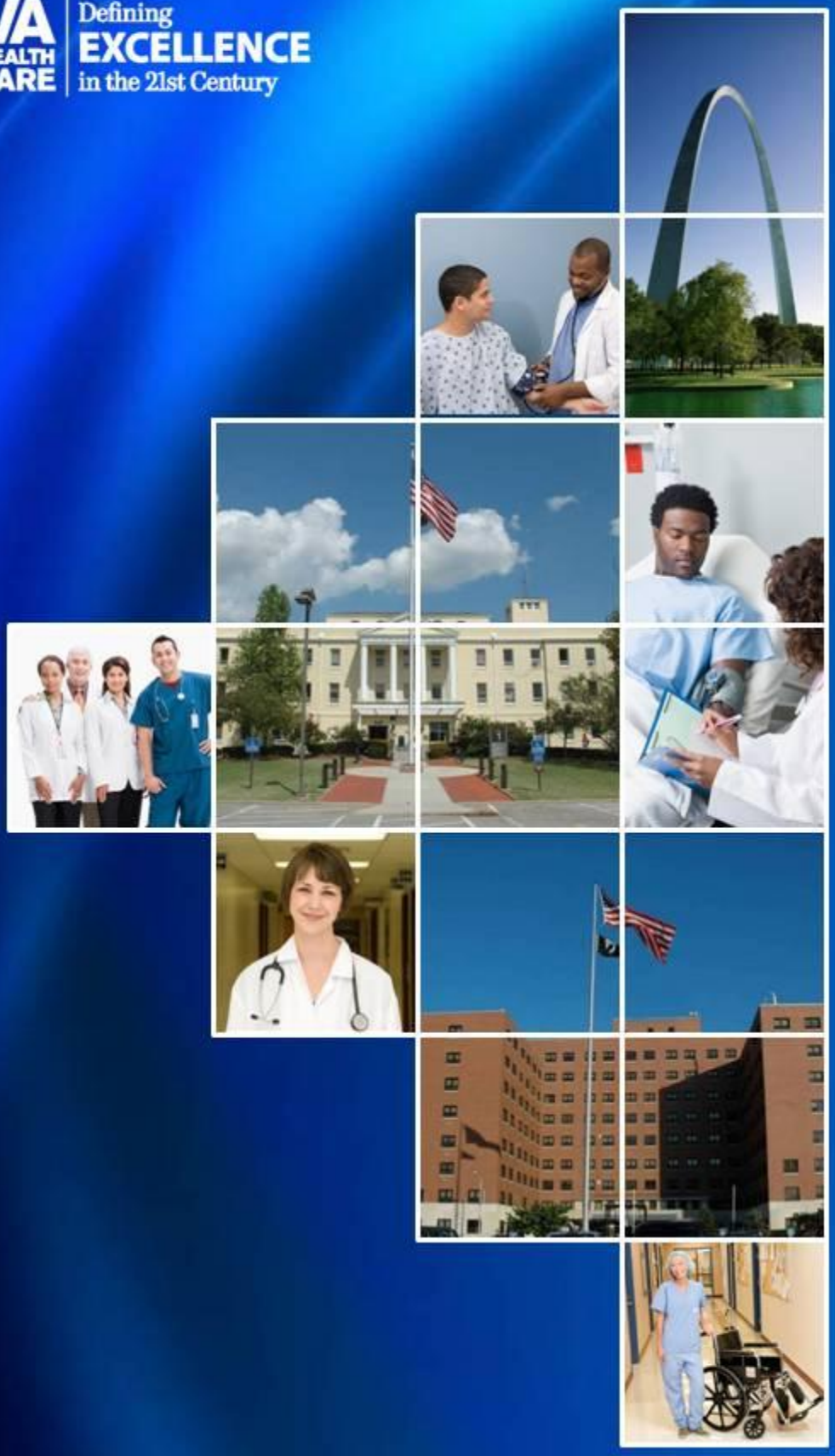
VA HEALTH CARE | Defining EXCELLENCE in the 21st Century



VA St. Louis Health Care System

Patient Guide 2015

Table of Contents

Click on the heading to be taken to that section of the Guide

Welcome 3

How VA Health Care Works for You 4

Non VA Care 5

Beneficiary Travel 5

Release of Information 5

Partner with your Primary Care 6

Patient Services and Programs 7

Emergency Care 8

Your Stay in the Hospital 10

Patient Rights and Responsibilities 12

Co-Managed/Dual Care 14

Disability Compensation Benefits 15

Your Medicines 16

Customer Service 18

TeleMedicine and MyHealtheVet 19

Healthy Living 20

Useful Telephone Numbers 22

General Information 24

Welcome

We are pleased you have chosen the VA St. Louis Health Care System for your care. Please visit us on the web at www.stlouis.va.gov.

If you are interested in enrolling, please call **1-800-228-5459 ext. 54165.**

John Cochran and Jefferson Barracks Divisions

The VA St. Louis Health Care System is a two-division facility that serves veterans and their families in east-central Missouri and southwestern Illinois.

The John Cochran (JC) Division is located in midtown St. Louis. Services include intensive care units, an emergency department, primary care clinics, specialty care clinics, and laboratory and radiology services.

The Jefferson Barracks (JB) Division overlooks the Mississippi River in south St. Louis County. Services include mental health, spinal cord injury, nursing home care, geriatric health care, rehabilitation, and a domiciliary program.

For more information on the programs we offer, see page 7 or check out our website.

Community Based Outpatient Clinics

In addition to our main facilities, we offer services in several additional clinics. These clinics are located in Belleville, IL; O'Fallon, MO; north St. Louis County, MO; and Washington, MO. We also have two primary care annexes and a women's clinic, all located close to John Cochran. For more information, see page 4.

Hope Recovery Center

The Hope Recovery Center is located near downtown St. Louis. Services include housing programs, job programs, and mental health programs. To learn more call **1-800-228-5459 ext. 55500.**

How the VA St Louis Health Care System Works

You have a choice of locations to receive primary care:

John Cochran (JC) Division
915 North Grand Boulevard
St Louis, MO 63106
1-800-228-5459 ext. 57642

Jefferson Barracks (JB) Division
1 Jefferson Barracks Drive
St Louis, MO 63125
1-800-228-5459 ext. 66654

Manchester Ave. Annex (Team 1)
4974 Manchester Ave
St. Louis, MO 63110
1-800-228-5459 ext. 56566

Washington Ave. Annex (Team 2)
2727 Washington Avenue
St. Louis, MO 63103
1-800-228-5459 ext. 57659

Community Based Outpatient Clinics (CBOC):

St. Louis CBOC
6854 Parker Road
St. Louis, MO 63033
1-800-228-5459 ext. 56988

Belleville CBOC
6500 W Main Street
Belleville, IL 62223
1-800-228-5459 ext. 56988

St. Charles CBOC
844 Waterbury Falls Drive
O'Fallon, MO 63368
1-800-228-5459 ext. 56988

Washington CBOC
1627 A. Roy Drive
Washington, MO 63090
1-800-228-5459 ext. 56988

Women's Health Care Clinic
Our woman veterans' health program includes a variety of services for women at a specialized clinic location. Please contact us at: **314-289-6540**

Get a Primary Care Provider
You can contact **314-289-7600** to establish a primary care provider at the location that is best for you. This is also the office that we use to bring you back for follow-up visits.

Primary Care is your entry to VA health care. Your primary care provider can take care of most of your health care needs. Your provider will refer you to specialty care if needed.

What to bring to your first visit:

- A copy of your most recent medical visits (including specialists)
- Your non-VA insurance card (if you have one)
- Records of your immunizations
- Dates and results of preventive screening tests
- A list of all the medications you take and your medication bottles. This includes prescriptions, over the counter medicines, vitamins, herbals, and supplements.
- If you have an advance directive, please bring this as well.

Blood Draw and Outpatient Labs

If your provider asks you to come to the lab for tests, please contact us first so we can be certain we have everything ready for you.

If you have fasting labs, you can drink water or black coffee.

Our contact number is **314-652-4100** ext. **51047**

- JC: We are on the 2nd floor, room B207. We are open 6:30am to 5:00pm, M-F
- JB: We are in building 1, room 1E39. We are open 7:30am to 5:00pm, M,T,Th,F; Wed 7:30am to 6:30pm, Saturday 9:00am to 1:00pm
- You can also have some tests completed at your CBOC. Ask us.

Your provider will discuss the results, diagnosis or treatment plan with you.

Non VA Medical Care

In certain situations, the VA ***may*** pay for care you receive outside the VA. Please ask your provider to see if you qualify for home based services. The VA will need to approve of these services ***before*** you receive them.

Beneficiary Travel

If you meet any of the criteria below, you ***may*** qualify for mileage reimbursement to attend your VA medical visits.

- You have a service connected rating of 30 percent or more
- You are traveling for treatment of a service connected condition
- You receive a VA pension
- Your income is less than $12,652 if single or $16,569 if married
- You are traveling for a scheduled compensation or pension examination

Walk-in visits qualify for return mileage only. Scheduled visits qualify for round trip mileage. You can only be reimbursed for the distance to the closest VA site with the needed services. Please call **314-289-6415** if you have questions.

Release of Information

Our staff can help you:

- View or obtain copies of your medical records
- Request a change to your medical records
- Complete forms for benefits, insurance, and other reasons

Locations:

- John Cochran: First Floor, Room A101C
- Jefferson Barracks: Building 1, First Floor, Room C117

Phone Number: **314-652-4100** ext. **63834**.

There is no cost to send copies directly to a health care provider. You may be charged a fee for copies made for personal use.

Partner With Your VA Primary Care Providers

What is PACT?

A Patient Aligned Care Team (PACT) is a partnership between you and your health care team. The PACT team works with you to meet your personal health care goals.

The team includes a primary care provider, RN care manager, clinical associate and a medical support assistant. You also have easier access to a clinical pharmacist, dietitian and a psychologist.

How does PACT Work?

Partnerships with Veterans:

We know that patients who are actively involved in their health care have better results and are more satisfied with their care. You can work with your team in many different ways.

Access to care:

In addition to visits with your primary care provider, you may have visits with other members of your team. You may attend group clinics and classes.

You can obtain information about your health and send secure messages to your health care team through My Health*e*Vet (www.myhealth.va.gov).

Coordination of care:

Your primary care team works together to manage your health care. Every member of your team has specific roles. They meet regularly to help you meet your health goals.

Team-based care:

You are the center of a team that includes your family members, caregivers and your primary care team. Other team members may be added when other services are needed to meet your goals and needs.

Patient Services and Programs

Chaplain Service

Chaplain Service provides spiritual support and counseling services to inpatient and outpatient veterans and their families. Chapels are open 24 hours every day at JB and JC. For more information, please call: **314-894-6566.**

Fisher House

The St. Louis Fisher House provides caring and convenient lodging for family members and caregivers of veterans in need of long term care. If you have questions, call **314-894-6145** or visit our website at http://www.fisherhouseinstl.org/

Homeless & Prevention Services:

We provide comprehensive services for homeless and at-risk veterans. This includes health care, vocational support, and housing services. Please contact us for more information at: **314-652-4100 ext. 55460**.

Mental Health

Each primary care team has a mental health clinician on that team. Your team can refer you for more services or you can call directly. We have several specialized clinics to meet your needs. The contact information is listed on pages 22 and 23.

Palliative Care

We provide care for veterans and their families to help with the symptoms of advanced illness. For more information, please call: **314-652-4100** ext. **53371** (JC) or **63024** (JB).

Polytrauma/TBI

We provide long-term rehabilitative care to veterans and service members who experienced severe injuries to more than one organ system, including brain injuries. For more information, please call: **314-845-5076.**

Recreation Therapy

We offer a wide variety of indoor and outdoor activities, including our own gym and pool. Your team can refer you. For more information, please call: **314-894-6644**
http://www.stlouis.va.gov/services/Recreation_Therapy.asp

Social Work

We offer services to support veterans. We can provide assessment, advocacy, therapy and referral. You may contact us at **314-289-6391.**

Surgical Services

We offer a variety of inpatient and outpatient procedures to improve your health. For more information, please call: **314-289-6363.**

Spinal Cord Injury

Our mission is to maximize the overall functioning of the individual with spinal cord injuries or disorders. Please contact us at: **314-894-6677**

Emergency Care

The John Cochran Division has an emergency department**. Jefferson Barracks does not have an emergency department**. If it is hard for you to go to John Cochran, you should go to the nearest hospital with an emergency department.

Your concern will be assessed by a triage nurse. Patients will be seen in the order of the seriousness of their complaint. The busiest days in the emergency department are Mondays and the day following a 3-day holiday.

What is a medical emergency?

A medical emergency is when you have an injury or illness that may lead to serious health problems or death. Immediate treatment is needed. If you are not sure, please contact your primary care team to determine if you are experiencing an emergency.

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

No. Call 911 or go to the nearest emergency department.

If a provider wants to admit me to a non-VA hospital at VA expense, must I obtain approval from the VA?

- You or someone from the facility must call utilization review. *This must be done within 48 hours of arrival*.
  - Please call: **314-652-4100 ext. 53812** or **314-289-7084**
  - Please note that this does not guarantee the VA will provide payment. If a VA bed is open and transfer is safe, you must be moved. If you refuse, the VA will not pay for any further care.

- In order to find out if the VA will pay for transport, call the travel department.
  - John Cochran: **314-652-4100 ext. 56415, 54172, 54804, or 54178**
  - Jefferson Barracks: **314-652-4100 ext. 64450**
  - After normal business hours call: **314-652-4100 ext. 56412**

- In order for the VA to pay for transport, one of the following criteria must be met.
  - You have a service-connected (SC) rating of 30 percent or more
  - You are traveling for treatment of a SC condition
  - You receive a VA pension
  - Your income is less than $12,652 if single or $16,569 if married
  - Your medical condition requires an ambulance or a specially equipped van as determined by a VA clinician

- Please note that even if a VA provider tells you to transfer to the VA, it does not mean the VA will guarantee payment for transport.
- You must submit your request for payment within 30 days of the transport

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

Yes, it might. A patient benefits counselor can explain your options.

Does my other insurance change my VA coverage for emergency services?

Yes, it might. A patient benefits counselor can tell you more about your situation.

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

Yes, but coverage is very different. VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. For more information go online: http://www.va.gov/hac/hacmain.asp.

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

Please file your claim with the nearest VA quickly. You have 30 days after care is provided to contact the nearest VA. A patient benefits counselor can tell you more about your situation.

If I am admitted to the hospital in an emergency, what will VA pay?

This depends on your VA eligibility status and other factors. The VA may pay all, some, or none of the charges. A patient benefits counselor can explain these factors and their impact on your situation.

Where can I get more information?

Please see this website: http://www.va.gov/hac/hacmain.asp under Non-VA Care.

You may also call the phone numbers below.

- For patient transfers Monday - Friday 8:00 a.m. - 4:00 p.m. call:
  - **314-289-7084**
- For patient transfers after 4:00 p.m. call:
  - **314-652-4100 ext. 56384 or 54800**
- To speak to a patient benefits counselor call: **314-652-4100, ext. 65036**

Your Stay in the Hospital

Advance Directive

There may come a time when you are not able to tell us what you want in your health care. You have the opportunity now to make some decisions ahead of time. This can be done by writing your preferences down in an advance directive and talking with your family and health care providers.

If you would like more information on Advance Directives, please ask a member of your health care team or contact Social Work Service at **314-289-6391**.

Clothing

If you are admitted, your clothing will follow you through your admission process. If you are sent directly to the Operating Room, your clothing will be sent to your assigned room. Small lockers are available for storage of your clothes and personal items.

Visiting Hours

- Visiting hours are 9 a.m. to 9 p.m. every day at both divisions. Visitors are limited to 15 minutes per hour for patients in intensive care.
- Visiting hours for inpatient Mental Health are from 12 p.m. to 9 p.m.
- Children under the age of 10 are generally not allowed due to health concerns for our patients.

Valuables

We encourage you to keep your valuables at home. We cannot be responsible for valuables that you might bring and store in your room. We ask that you keep no more than $10 cash on hand. Any additional money should be deposited at the Agent Cashier's office.

If you choose to keep valuables at your bedside, please do not place them in your pillow cases or pajama pockets. Please note that we are not responsible for the loss of any items you choose to keep.

Discharge Procedures

Early during your stay, your treatment team will talk to you about your care and needs following hospitalization. This includes your anticipated discharge date and how to follow up with your primary provider. If you need counseling or assistance with resources after your discharge, ask to see the social worker assigned to your team.

We will work with you to have all arrangements made at least one day before your discharge. Please make sure you check your bedside cabinet, over bed table, and locker for your personal items before you leave your room.

Patient and Visitor Parking

The Medical Center provides free on-site parking at all locations of care. Visitors may park in any space marked "visitor" or any unmarked space. Free valet parking is available at John Cochran.

There is no long-term parking available. If you are going to be admitted, please have a family member or friend bring you to the medical center.

Handicapped Parking

Handicapped parking spaces are clearly marked and available in all the parking lots. Disabled persons and the elderly are encouraged to seek help from the VA Police in finding parking.

Lost and Found

If you lose any personal items during your visit, please contact Environmental Management at **314-289-6396.** Every effort will be made to recover articles which have been lost.

Smoking Policy

The medical center is a smoke-free facility. Staff, visitors, volunteers and patients may not smoke anywhere indoors. Outdoor shelters are available.

Weapons on VA Property

You may not bring any weapon on VA Property. This includes knives, box cutters, pepper spray, mace, martial arts weapons, and firearms. Although Missouri State Law may authorize you to carry a weapon, it is illegal to bring them onto VA property. Weapons that are detected will be seized. The offender may be charged, fined and/or imprisoned. Confiscated weapons are not returned to the owner. Only on-duty law enforcement officers may carry a weapon on VA property.

Fire

If you discover a fire, please inform an employee as soon as possible. If you are on a ward that needs to be evacuated, please follow the instructions from the employees. Exit signs indicate locations of emergency exits. Fire alarms are located near each exit

Patient Rights and Responsibilities

We want to provide the best care possible to help you improve your health.

Respect and Nondiscrimination

- All veterans are welcome at VA St. Louis Health Care System regardless of race, color, religion, national origin, sex, pregnancy, gender identity, parental status, marital status, sexual orientation, age, disability, genetic information, or political affiliation.
- You will be treated with dignity, compassion and respect. Your privacy will be protected. We will honor your personal and religious values.
- Treatment will respect your personal freedoms. Medication or physical restraints may be used only if all other efforts to keep you or others safe have not worked.
- You are expected to respect other patients and staff. You are expected to follow the facility's rules. Avoid acts that place others at risk. Please immediately report any situation you believe is unsafe.

Information Disclosure and Confidentiality

- You will receive information about the health benefits you can receive. We will provide information in a way you can understand.
- We will provide 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. You may request a copy of your medical records. We will provide you a copy unless your provider feels the information will be harmful to you. You have the right to discuss this with your provider.
- We will inform you about all outcomes of care including any potential injuries. We will tell you how to request compensation for any injuries.

Complaints

- We encourage you to seek help from your treatment team or a patient advocate if you have problems or complaints. You may complain verbally or in writing. Please see page **18** for more information.

Participation in Treatment

- Being involved in your care is very important. Tell your provider about your current condition, medicines, and medical history. Ask questions when you do not understand something about your care.
- You 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 options.
- Your provider will obtain your written consent or signature for specific treatments, procedures, or surgery as required in hospital policy.
- You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. If you refuse, you are responsible for the possible results to your health. You will continue to have the right to future care.
- We will provide you with the name and title of the provider in charge of your care. You have the right to be involved in choosing your provider. You have the right to know the names and titles of all of those who provide you care.
- We will inform you about your role and responsibilities as a patient. This includes your participation in decision-making and care at the end of life.
- You are responsible for notifying your provider or treatment team if you believe you cannot follow the treatment plan.
- You have the right to receive treatment to assess and manage your pain. You and your treatment team will develop a pain management plan together.
- You have the right to choose to participate in any research project. There will be no pressure to participate. Potential risks will be shared with you.
- You will be included in resolving any ethical issues about your care. We will help you find informed staff for you to talk to about the issue.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

Safety and Quality

- If you are aware of a safety or quality of care concern, we encourage you to discuss this with your health care team or a patient advocate. Contact information for patient advocates is on page **18**.
- You have the right to contact Joint Commission or the Office of Inspector General.
- Joint Commission: **1-800-994-6610** or www.jointcommission.org
- Office of Inspector General: **1-800-488-8244** (9 am – 4 pm)

Co-Managed/Dual Care

Ideally, you will receive all your medical care through the VA. You may also choose to have both private providers and VA providers. If you choose to have both, your providers will need to work together to provide safe and ethical care. We call this co-managed care or dual care.

VA Policy

You must enroll in VA health care if you would like to receive any care from the VA. This includes any supplies and medications. You will be assigned a primary care provider who will manage your care at the VA.

VA Provider Responsibilities

Your VA provider will decide how the VA will meet your health care needs. Your VA provider may choose to write prescriptions or order tests only for health problems managed by the VA.

The VA has created a list of approved medications for veterans. Your private provider may write a prescription for a medicine not on the VA list. Your VA provider can tell you about your options. You will be offered similar, safe choices. For more information about VA medications see page **16**.

If you receive controlled substances one provider will need to monitor your care. Dual care is avoided in this case.

Patient Responsibilities

You need to give your VA provider the contact information for all your private providers. You should also give your private providers the contact information for your VA provider.

Be sure to tell your VA provider about any medicines you are taking. This includes prescriptions, over the counter medicines, vitamins, herbals and supplements. You will also want to tell your private provider about medicines prescribed by your VA provider. This helps to ensure your safety.

Please feel free to talk with your VA provider if you have any questions or concerns.

Disability Compensation Benefits

What Is VA Disability Compensation?

It is a tax-free benefit paid to a Veteran for a disability related to military service. The disability may be caused by or made worse by something that happened while in military service.

How Can You Apply?

Use a paper form
Fill out VA Form 21-526, Veterans Application for Compensation and/or Pension. *If possible*, please attach copies of the following materials:

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

Mail these materials to:
St. Louis Regional Office
400 South, 18th Street
St. Louis, MO 63103

Apply online: http://vabenefits.vba.va.gov/vonapp.

Contact a Service Officer:

Any veteran may contact a local Veteran's Service Officer (VSO) for help

Phone numbers are listed on page 24.

For more information

Call **1-800-827-1000** or visit the website: http://www.va.gov.

Your Medicines

VA Pharmacy Benefits

You can get a variety of medications and supplies that your VA provider orders for you at the VA Pharmacy.

If you would like to transfer your care to the VA, talk to your VA provider about your options.

The VA has created a list of approved medications for veterans. Your private provider may write a prescription for a medicine that is not on the list. Please bring in the name of the medication, the dose, and the reason for the medication. You will be offered similar, safe choices.

By law, the VA pharmacy cannot fill a prescription written by a non-VA provider. The VA will not pay for prescriptions filled at a private pharmacy.

Pharmacy Co-payments

Depending on your eligibility, you may need to pay a co-payment for medications.
Depending on your finances, you may apply for free medications.
You can get more information by calling **314- 652-4100 ext. 65060.**

Pharmacy Telephone Care System

The automated system is available 24 hours a day, 7 days a week. You can:

- Check on a prescription
- Order refills for your medicines

You need a touch-tone phone to use this service. Please have your social security number and the prescription number ready. The phone system will give you step-by-step instructions. The numbers are: **1-800-228-5459 ext. 57666** or **314-289-7666**.

You may also talk to our help desk at **314-894-6501**. We are available Monday through Friday, 8 a.m. - 4:30 p.m. Please have your Social Security Number ready.

New Prescriptions

A pharmacist will talk with you about any new medicine your provider orders for you. You can pick up new prescriptions at the VA pharmacy or have them mailed to your home. Mailed prescriptions usually take 10 to 14 days to arrive.

Refills for Prescriptions

You can request refills in any of these ways:

- Call the telephone ordering system using a touch tone phone
  - Toll free **1-800-228-5459 ext. 57666** or **314-289-7666**
- Mail the refill slip that comes with your prescription to:

  Pharmacy Service
  VA Medical Center 119JB
  #1 Jefferson Barracks Drive
  St. Louis, MO 63125-4119
- Use the Internet: Enroll in My Health*e*Vet at www.myhealth.va.gov. For more information on My Health*e*Vet, see page 18.
- Drop off your refill slip at the VA pharmacy.

Please request refills 2-3 weeks before you need more medicine.

When you get your refill, check the bottle to make sure these things are correct:

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

If you have any questions about your refill, please call us at **314-894-6501.**

It is helpful to pay attention to how many refills you have of your medications. If there are no more refills, you should contact your VA provider. Your VA provider can discuss your medications with you and order more medication if needed.

Some medications need new prescriptions for each supply. This includes some pain medications. You and your VA provider should discuss how and when you can get these prescriptions.

Customer Service

We want you to get the best care possible. Your treatment team is dedicated to providing high quality care. If you have a concern, we hope you will go to your team first.

We also have other options for you and your family to address your needs.

Service-Level Liaisons

If your concerns are not dealt with by your treatment team, ask someone on your team to speak to the service-level liaison. Their job is to help patients address concerns with their treatment team. There are more than 60 service-level liaisons at the VA St. Louis Health Care System to help you and your family.

Patient Advocates

If your concerns are not dealt with by the liaison, ask to speak to the patient advocate. A patient advocate can become involved when issues are more complex. Patient advocates work with liaisons to make sure your needs are met. They are committed to helping you obtain the service you deserve.

Jefferson Barracks: **314-894-5712**
John Cochran: **314-289-6373** or **314-289-6594** or **314-289-7051**

Hours: 8:00 a.m. – 4:30 p.m., Monday - Friday

If you have a concern after business hours, please pick up an in-house phone and dial ‘0.’ Ask to speak to a nursing supervisor. The nursing supervisor can direct you to someone who can address your needs.

If you want to leave a message with one of the advocates, please call one of the numbers above and we will return your call during business hours.

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

- View your appointments
- Refill your VA prescriptions and get information about your medicines
- Create your own health journal
- Send electronic messages directly to your health care team
- Link to VA benefits and services

Registration and Authentication

Here are the steps to get signed up.

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. Print out, complete and sign the Release of Information form
6. Bring the form and a photo ID to the VA Release of Information Office.

TeleMedicine

You can receive services at the VA location closest to you without the time and expense of traveling to one of the main hospital sites, or you can even receive care at your home.

TeleMedicine involves three major components:

1. CVT - Clinical Video TeleHealth
   a. Live, real time video connecting you with a provider at another location. This can be a group educational visit or an individual visit with a specialty provider.

2. CCSF – Care Coordination Store and Forward
   a. Gathering and storing medical information and sending that information to a specialist to review and provide feedback. Eye and Skin Imaging are two areas the VA is starting to provide.

3. HT – Home TeleHealth
   a. You enter information about your current health into a device that is connected to your phone at home. The device asks questions about one or more specific health conditions. The information is monitored and feedback is provided by phone. http://vaww.st-louis.med.va.gov/telehealth/stl_telehealth_homepage.htm

Healthy Living

We are committed to providing quality health care. We also want to help you take care of yourself. Here are some good ideas to help you improve your health and wellbeing.

HPDP
St Louis VA Primary Care
Health Promotion and Disease Prevention

Eat Healthy Foods

We all should eat a wide variety of foods to get the daily nutrients we need. A good source of information is: http://www.cnpp.usda.gov/dietaryguidelines.htm

Maintain Healthy Weight

To stay at a healthy weight, you have to balance how much you eat and how active you are. One way of finding out whether your weight is in a healthy range is Body Mass Index (BMI). You can calculate your BMI at: http://www.nhlbisupport.com/bmi/.

If you would like help maintaining a healthy weight our MOVE! program can help you. You can ask for a referral, visit us on the web at http://www.stlouis.va.gov/MOVE/home.asp or you can call us directly at **314-289-6503**.

Be Physically Active

Being active is a great way to improve your health. Some physical activity is better than none! For more information, go to the 2008 Physical Activity Guidelines for Americans at http://www.health.gov/PAGuidelines/

If you would like help becoming more active our MOVE! program can help you. You can ask for a referral or you can call our program directly at **314-289-6503**.

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 are pregnant and smoke, quitting now will help you and your baby.

For tips on how to quit, go to: http://www.smokefree.gov. You could also call a Quitline: **1-800-QUITNOW**.

If you would like help our smoking cessation program can help you. You can ask for a referral or you can call our program directly at **314-289-6503**

Drink Alcohol Only in Moderation

Adults should drink alcohol moderately or not at all. For men, this means no more than 2 drinks a day. For women, this means no more than one drink a day. If you are pregnant, do not drink any 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.

Men: http://www.ahrq.gov/ppip/healthymen.html

Women: http://www.ahrq.gov/ppip/healthywom.html.

Learn to Manage Stress

Most people have some stress in their lives. You may not be able to remove stress from your life but you can learn how to take care of yourself.

Each primary care team has a mental health clinician as a member of that team. Your team can refer you for more services or you can call directly at: **314-845-5090** or **314-894-5766.**

Suicide Prevention

Below are some warning signs for self-harming behavior

- 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 use of weapons

Call us if you notice any of these warning signs. You'll be immediately connected with a qualified caring provider who can help you.

1-800-273-TALK (8255), then Press 1

www.suicidepreventionlifeline.org

Useful Telephone Numbers

Main Switchboard	(314) 652-4100
Toll Free Switchboard	(800) 289-5459
After Hours Nurse Line	(785) 350-3111 ext. 53349
Admissions	(314) 289-6412
Billing Information	(866) 393-4074
Caregiver Support Program	(314) 652-4100 ext. 54127
Chaplain Service	(314) 894-6566
Community Health Service	(314) 845-5040
Eligibility Information	(314) 652-4100 ext. 65036 JB
	(314) 652-4100 ext. 57022 JC
Fisher House	(314) 894-6145
Mental Health Intensive Case Management	(314) 652-4100 ext. 55576
Military Sexual Trauma	(314) 265-5911
OEF/OIF/OND Care Management Team	(314) 289-7635
Patient Information Desk	(314) 652-4100 ext. 53437 JC
	(314) 894-6651 JB
Patient Advocates	(314) 289-6373 JC
	(314) 894-5712 JB
Pharmacy	(314) 652-4100 ext. 66501
Police/Security	(314) 289-6325
Privacy/FOIA Officer	(314) 894-6109
Public Relations Office	(314) 289-6393
Release of Information	(314) 652-4100 ext. 63834
Scheduling/Recall	(314) 289-7600
Social Work	(314) 289-6391
Suicide Prevention Program	(314) 652-4100 ext. 66257
Travel Information	(314) 289-6415

Jefferson Barracks Clinical Areas

Audiology and Speech Pathology	(314) 894-6696
Blood Draw and Outpatient Lab	(314) 894-6529
Domiciliary Residential Rehabilitation	(314) 845-5080
Community Living Center/Extended Care	(314) 894-6616
Eye Clinic (Optometry)	(314) 894-6590
Geriatric Primary Care	(314) 845-5054
Mental Health Clinic East	(314) 845-5090
Mental Health Clinic West	(314) 894-5766
Mental Health Senior Veterans Clinic	(314) 894-6552
Pain Rehabilitation Center	(314) 652-4100 ext. 63269
Physical Medicine and Rehab	(314) 894-6629
Podiatry Clinic	(314) 894-6587

Polytrauma/TBI	(314) 845-5076
Post-Traumatic Stress Disorder	(314) 894-6639
Post-Traumatic Stress Disorder OEF/OIF	(314) 894-6417
Primary Care	(314) 894-6654
Prosthetic Treatment Center	(314) 894-6645
Recreation Therapy	(314) 894-6644
Spinal Cord Injury Service	(314) 894-6677
Substance Abuse Rehabilitation	(314) 894-6598

John Cochran Clinic Areas

8N Specialty Care Clinic	(314) 289-6403
Audiology and Speech Pathology	(314) 652-4100 ext. 53595
Blood Draw and Outpatient Lab	(314) 652-4100 ext. 51047
Blue Clinic (Surgery)	(314) 652-4100 ext. 55092
Bone Density	(314) 652-4100 ext. 55060
Bronze Clinic (8 South)	(314) 289-7640
Compensation and Pension	(314) 289-6408
Dermatology Clinic	(314) 652-4100 ext. 55640
Diabetes Clinic	(314) 289-7098
Dental Clinic	(314) 289-7675
Ear, Nose and Throat (ENT) Clinic	(314) 289-6341
Emergency Department	(314) 289-6410
Eye Clinic	(314) 289-6409
GI Lab	(314) 289-6515
Hematology/Oncology	(314) 289-6305
Hemodialysis Clinic	(314) 289-6302
Mammography Clinic	(314) 652-4100 ext. 56405
Mental Health	(314) 289-6550
MOVE Weight Management	(314) 289-6503
Nuclear Medicine/ MRI Clinic	(314) 289-6348
Nuclear Medicine: PET Scan	(314) 289-7925
Neurology Clinic	(314) 289-7914
OATP Bell Street Clinic	(314) 289-6418
Outpatient Surgery	(314) 289-6477
Physical Medicine and Rehab	(314) 289-6314
Primary Care	(314) 289-7642
Pulmonary Function Test Clinic	(314) 652-4100 ext. 55028
Radiology Clinic	(314) 289-6319
Radiation Oncology	(314) 289-6324
Smoking Cessation Clinic	(314) 289-6503
Women's Clinic	(314) 289-6540

Hope Recovery Center

Compensated Work Therapy/Voc. Rehab.	(314) 652-4100 ext. 55480
Psychosocial Rehabilitation and Recovery	(314) 652-4100 ext. 55500
Health Care for Homeless Veterans	(314) 652-4100 ext. 55460

General Information

Veterans Canteen Service

John Cochran Division

The Food Court is on the third floor. It is open Monday-Friday, 7 a.m. - 3 p.m. There is also a Starbuck's on the first floor. It is open Monday – Friday, 7:15 a.m. - 3:30 p.m. In addition, there is a vending room on the first floor and vending machines in the basement, 3rd, 4th and 6th floors. The Retail Store is located down the hall from the food court on the third floor. It is open Monday - Friday, 7:30 a.m. – 4 p.m. and Saturday, 9 a.m. – 1 p.m.

Jefferson Barracks Division

The Food Court is in Building 24. It is open Monday - Friday, 7:30 a.m. to 2:00 p.m. There are main vending areas located in the basements of Building 1 and Building 52. Additional vending machines are located on the first floor of Buildings 1, 2, 18, 50, 51 and 53.

The Retail Store is located next to the food court in Building 24. It is open Monday through Friday, 7:30 a.m. – 4 p.m.

Voluntary Service

Voluntary Service is on the basement floor, room B010 of JC and on the third floor, room 3E04 in Building 1 at JB. Contact us at **289-6393** (JC) or **894-6530** (JB).

Veteran Employment Opportunities

Department of Veterans Affairs has a long and consistent record of employing veterans. If you are interested in finding out about available positions, please visit the following URL: http://www.usajobs.com/ or contact our Human Resources office at **314-894-6620**.

Veterans Service Organizations

A variety of veteran service organizations are located on the third floor at JC. Open 7 a.m. – 2:30 p.m., Monday – Friday. Contact numbers are listed below.

Veterans of Foreign Wars	**314-289-6382**
American Legion Service Officer	**314-652-4100 ext. 5-4141 JC**
AmVets Service Officer	**314-652-4100 ext. 5-4140 JC**
Disabled American Veterans	**314-289-6443**
Military Order of the Purple Heart	**314-552-9746**

Vet Centers

Saint Louis Vet Center	**(314) 531-5355**
East Saint Louis Vet Center	**(618) 397-6602**

Leaves JB Division Building 1	Leaves JC Division Ambassador Suite Entrance
6:45 a.m.	8:00 a.m.
9:00 a.m.	10:00 a.m.
10:00a.m.	11:15 a.m.
11:15 a.m.	1:00 p.m.
1:00 p.m.	2:00 p.m.
3:00 p.m.	4:15 p.m.

Shuttle Service Schedule

A pass is required to ride on the shuttle. The shuttle bus stops at the VA Hope Recovery Center as part of its run between JB and JC.

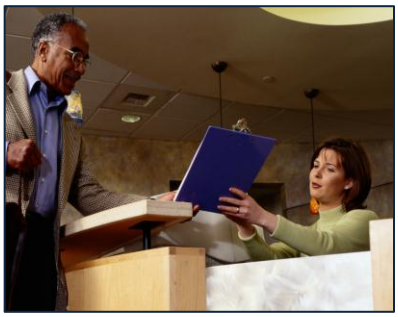
There is also a shuttle service to Poplar Bluff VA and Marion VA.

Veterans Transportation Service

The Veterans Transportation Service (VTS) was established to help Veterans who are visually impaired, elderly, or immobilized get to their health care appointments. Please contact VTC at (314) 289-6415 or 1-800-228-5459 x56415 to see if you are eligible.

Walking Trails

There are indoor and outdoor walking trails available at both locations. If you would like a map for walking trails at JB or JC, please contact us at **314-289-6503.**



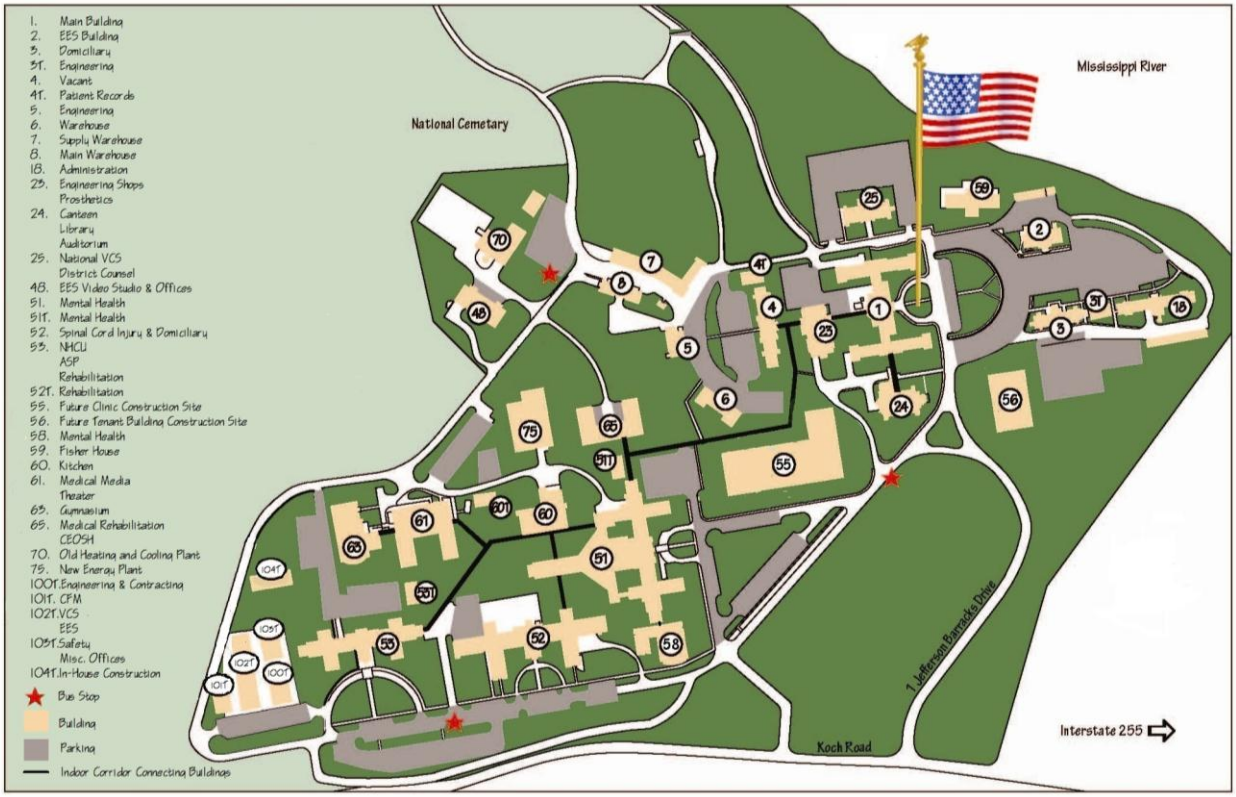
Information Desks

Information desks are located at both JC and JB

At JC, the desk is located on the first floor near the front entrance. Please call **314-652-4100** ext. **53437** or **53567**

At JB, the desk is located in building 1 near the flag pole entrance. Please call **314-894-6651**.

VA Health Care System - Jefferson Barracks



VA St. Louis Health Care System – John Cochran

1 **VA St. Louis Health Care System**
John Cochran Division
915 North Grand Blvd.

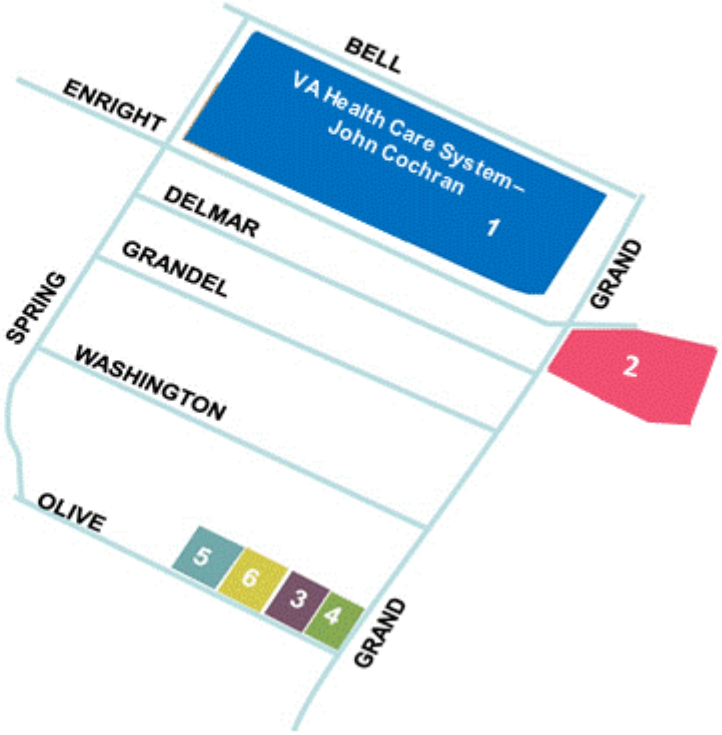
2 **VA Patient/Employee Parking Lot**

3 **Women's Clinic (1st Floor)**
Dermatology Clinic (1st Floor)
3615 Olive Street
The Continental Life Building

4 **Research Service (3rd Floor)**
501 North Grand Blvd.
Big Brothers/Big Sisters Building

5 **Human Resources Service (1st Floor)**
Quality Management Service (2nd Floor)
3641 Olive Street
Blue Building

6 **VA Patient /Employee Parking Lot**
JC Shuttles run from 6:00 a.m. – 8:30 p.m.



My Primary Care Team is:

_____

My Primary Care Provider is:

_____

My Nurse Care Manager is:

_____

Thank you for your service to our country and for allowing us to serve you at the VA St. Louis Health Care System. We hope that this information is helpful.

If you have any questions about information in this guide, please ask your Health Care Team