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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 for healthcare benefits, please call eligibility 1-800-228-5459 or 314-652-4100, ext. 54165. You must be enrolled to receive healthcare services.

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.

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.

Hope Recovery Center

The Hope Recovery Center is located near downtown St. Louis. Services include homeless, vocational, and mental health programs. To learn more call 314-652-4100, ext. 55500.
How the VA St. Louis Health Care System Works for You

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.

Once enrolled, you can contact the location of your choice listed below to schedule an appointment with a primary care provider. This is also the office you will go to for follow-up visits. VA offers a local and toll free number to connect with us.

**John Cochran (JC) Division**
915 North Grand Boulevard  
St. Louis, MO 63106  
314-652-4100, ext. 57642  
800-228-5459, ext. 57642

**Jefferson Barracks (JB) Division**
1 Jefferson Barracks Drive  
St. Louis, MO 63125  
314-652-4100, ext. 66654  
800-228-5459, ext. 66654

**Manchester Ave. Annex (Team 1)**
4974 Manchester Ave  
St. Louis, MO 63110  
314-652-4100, ext. 56566  
800-228-5459, ext. 56566

**Washington Ave. Annex (Team 2)**
2727 Washington Avenue  
St. Louis, MO 63103  
314-652-4100, ext. 57659  
800-228-5459, ext. 57659

**Community Based Outpatient Clinics (CBOC):**

**St. Louis CBOC**
6854 Parker Road  
St. Louis, MO 63033  
314-652-4100, ext. 56988  
800-228-5459, ext. 56988

**Belleville IL CBOC**
6500 W Main Street  
Belleville, IL 62223  
314-652-4100, ext. 56988  
800-228-5459, ext. 56988

**St. Charles MO CBOC**
844 Waterbury Falls Drive  
O'Fallon, MO 63368  
314-652-4100, ext. 56988  
800-228-5459, ext. 56988

**Washington MO CBOC**
1627 A. Roy Drive  
Washington, MO 63090  
314-652-4100, ext. 56988  
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: **314-652-4100, ext. 56540**

**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.
Partner With Your VA Primary Care Team

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. Generally, all specialty care services including surgical begin with your primary care provider.

You can obtain information about your health and send secure messages to your healthcare team through My HealtheVet (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.
**Blood Draw and Outpatient Lab**

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. Our contact number is 314-652-4100, ext. 51047 JC, ext. 66529 JB. If you have fasting labs, you can drink water or black coffee.

- **JC:** We are on the 2nd floor, room B207. We are open 6:30 a.m. to 5:00 p.m., M-F
- **JB:** We are in building 1, room 1E39. We are open 7:30 a.m. to 5:00 p.m., M,T,Th,F. Wed 7:30 a.m. to 6:30 p.m., Saturday 9:00 a.m. to 1:00 p.m.
- 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, VA *may* pay for care you receive outside the VA. Please ask your provider to see if you qualify for these types of services. 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 or one-way 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 **314-652-4100, ext. 56415** if you have questions.

** Release of Information**

Our staff can help you:

- Access or obtain copies of your medical records
- Request to amend your medical record
- 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.
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 and can only be accessed via consult from your primary care provider.

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. 57084 or 51804**
  - Please note that this does not guarantee VA will provide payment. If a VA bed is open and transfer is safe, you must be moved. If you refuse, VA will not pay for any further care.

- In order to find out if 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 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 VA, it does not mean 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. An Eligibility Advisor can explain your options.

Does my other insurance change my VA coverage for emergency services?
Yes, it might. An Eligibility Advisor can tell you more about your situation at 314-652-4100, ext. 54165 or 57068.

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/purchasedcare/

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 72 hours after care is provided to contact the nearest VA. An Eligibility Advisor 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. VA may pay all, some, or none of the charges. An Eligibility Advisor can explain these factors and their impact on your situation.

Where can I get more information?
Please see this website: http://www.va.gov/PURCHASEDCARE/ and click on Programs for Veterans to find 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:
  - 314-652-4100, ext. 57667
- For patient transfers after 4:00 p.m. call:
  - 314-652-4100, ext. 56412 or 56410
- To speak to an Eligibility Advisor, call: 314-652-4100, ext. 54165

Freedom Because of Veterans
SERVICE
Because We Care
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 314-652-4100, ext. 56391.

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 VA Police in finding parking.

Lost and Found

If you lose any personal items during your visit, please contact Environmental Management at 314-652-4100, ext. 56396. 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 with a blade longer than 3", box cutters, pepper spray, mace, martial arts weapons, and firearms. Although State law may authorize you to carry a weapon, it is illegal to bring them onto VA property. If a Veteran, seeking admission to the hospital is in possession of a weapon, it should be disposed of before admission. If it is not possible to do so, VA Police will be contacted to take possession of the weapon. If a weapon is surrendered, it will be stored by VA Police for return to the Veteran within 60 days of discharge or departure when appropriate. However, when a weapon is not surrendered but confiscated, the offender may be charged, fined and/or imprisoned. Disposition of confiscated weapons is at the discretion of the U.S. District Court. 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, religious and spiritual 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.
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 22.

- 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 a.m. – 4 p.m.)
Co-Managed/Dual Care

Ideally, you will receive all your medical care through 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 VA. This includes any supplies and medications. You will be assigned a primary care provider who will manage your care at VA.

**VA Provider Responsibilities**

Your VA provider will decide how 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.

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. Every year, there are nearly 15,000 prescription painkiller deaths. (CDC)

**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.
Your Medicines

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

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

VA has created a “formulary” list of approved medications for Veterans. By law, VA pharmacy cannot fill a prescription written by a non-VA provider. Your private provider may write a prescription for a medicine but prescriptions will only be filled when written by your VA provider. You should provide your prescription from your private provider and medical documentation to your VA provider for discussion.

Authorized Non-VA Care or Choice First
By law, the VA pharmacy cannot fill a prescription written by a non-VA provider, with the exception of prescriptions written for AUTHORIZED Non VA Care or obtained through CHOICE First authorization. VA will not pay for prescriptions filled at a private pharmacy, with the exception of emergent need 14 day supplies obtained through CHOICE First authorization.

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 Eligibility at 314-652-4100, ext. 54165.

For billing information, call the local Consolidated Patient Account Center (CPAC) at 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: 314-652-4100, ext. 57666.

You may also talk to our help desk at 314-652-4100, ext. 66501. We are available Monday through Friday, 8 a.m. - 4:30 p.m. Please have your Social Security number ready.

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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 HealthVet at www.myhealth.va.gov.
  For more information on My HealthVet, see page 19.
- Drop off your refill slip at the VA pharmacy.

Please request refills 2-3 weeks before you need more medicine. Refills should be facilitated by your PCP clinic, not the ER.

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 314-652-4100, ext. 66501.

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

Treatment Teams
We are committed to helping you obtain the service you deserve and getting the best care possible. If you have a concern, the first step is to discuss it with your care team. Share your concern with the treatment team and work together to identify solutions to your concerns.

Service-Level Liaisons
If you feel your concerns are not resolved by your treatment team, the next step is to speak to the service-level liaison. With more than 95 service-level liaisons, one is located in each clinic. Their picture and contact information is posted in the clinic area. If you have trouble locating it, your treatment team can provide you with the information.

Patient Advocates
If your concerns are not addressed by the liaison, a patient advocate can become involved when issues are more complex. Patient advocates work with treatment teams and liaisons to make sure your needs are met. See page 22 for contact information.

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.
My HealthVet

My HealthVet is a website created just for Veterans. Secure Messaging is a feature of MyHealthVet. It is a web-based message system that allows you to communicate online with your VA Healthcare Team. Unlike regular email, Secure Messaging is secure. Messages should be non-urgent and VA-related. Your VA Providers have 72 business hours to respond to your messages.

USE SECURE MESSAGING TO…

- View VA Appointments & receive appointment reminders
- Request or refill prescriptions
- Ask non-urgent health questions online
- Download VA Personal Health Records online
- See lab results and more!

GETTING STARTED

To start using Secure Messaging, follow these steps:

1. Register for an account at www.myhealth.va.gov
   Enter your full name and under Relationship to VA, select VA Patient

2. Upgrade with a one-time In-Person Authentication (IPA)
   - IPA can be completed by asking for a TeleHealth Tech at the following locations:
     JC Prime Clinic, JB Bldg 1, JB Bldg 52, Washington Annex, any CBOC, or Release of Information at JB or JC
   - Show your government-issued photo ID (driver’s license or state ID)
   - Sign VA Form 5345a
   - Allow 7 business days for your account to be updated

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 or even at home. 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 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.

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


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

Community Based Outpatient Clinics (CBOC)
Belleville, St. Charles, St. Louis (North County), and Washington, MO 314-652-4100 or 800-228-5459, ext. 56988

Annexes
Manchester 314-652-4100 or 800-228-5459, ext. 56566
Washington Ave. 314-652-4100 or 800-228-5459, ext. 57659

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
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
(314) 652-4100, ext. 56373, 56594, or 7051JC
(314) 894-5712 JB

Patient Advocates (314) 652-4100, ext. 66501
Pharmacy (314) 289-6325
Police/Security (314) 894-6109
Privacy/FOIA Officer (314) 289-6393
Public Relations Office
Release of Information (314) 652-4100, ext. 63834
Scheduling/Recall (314) 289-7600
Social Work (314) 289-6391

Suicide Prevention Program 800-273-8255
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 PACT Team JB (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 (AETC) (314) 289-6477
Physical Medicine and Rehab (314) 289-6314
Primary Care PACT Team JC (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, third, fourth and sixth 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 Benefits Administration
The Veterans Benefits Administration (VBA) manages a variety of benefits including service connection, pension, aid and attendance, and more. Call 1-800-827-1000 or visit the website: http://www.va.gov. A Veteran Service Organization such as those listed below can also provide information on available benefits or help you apply.

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
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<thead>
<tr>
<th>Leaves JB Division Building 1</th>
<th>Leaves JC Division Ambassador Suite Entrance</th>
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<tr>
<td>6:45 a.m.</td>
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<td>3:00 p.m.</td>
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**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.
My Primary Care Team (PACT) is:

My Primary Care Provider (PACT) is:

My Nurse Care Manager (PACT) 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