



VA Illiana Veteran Orientation Handbook - *Serving Veterans Since 1898*

2016 Edition



VA Illiana Health Care System

1900 E. Main St. Danville, IL 61832

1-800-320-8387

Checklist for New Enrollees to VA Health Care

Patient Aligned Care Team (PACT) Clinic:
Provider Name:
Nurses:
Social Worker:
Dietitian:
Pharmacist:
Clinic Clerk:

- ✓ VA Illiana HCS at Danville and the surrounding Community Based Outpatient Clinics
- ✓ Make and cancel (if necessary) appointments; ask about telephone appointments!
- ✓ Transfer your medical records and prescriptions to VA Illiana HCS through Release of Information (ROI)
- ✓ Fill and refill medications
- ✓ Use your VA telephone service for health and benefit needs
- ✓ What do you do in case of emergency?
- ✓ Getting health care after hours
- ✓ Partner with your health care team by setting small goals
- ✓ Sign up for My Health eVet to be able to see your health care records on line, refill prescriptions and much more at <https://www.myhealth.va.gov/index.html>
- ✓ Patient Right's & Responsibilities and Advance Directive information

Eligibility and Benefits

VA is sending a personalized **“Veterans Health Benefits Handbook”** for each Veteran enrolled in the VA health care system within 2 weeks of enrollment.

A Sample Handbook can be located at:

<http://www.va.gov/HEALTHBENEFITS/vhbh/index.asp>.

Your handbook will have your name and information in it and should be kept private. The

“Veterans Health Benefits Handbook” includes:

- How benefits are decided
- How to keep your information up to date
- Will you have to pay for care?
- How to schedule appointments
- How to communicate treatment needs
- Patient rights
- How to get copies of medical records
- Other important information

You will receive a handbook with your name by mail. It will be mailed to the address on file with VA. Handbooks are mailed every 2 years based on Priority Group, beginning with Priority Group 1 and ending with Priority Group 8.

Since the handbook contains personal information, **destroy the old handbook by cutting it up or shredding it once you receive the new one.**

An electronic copy of the 2015 Overview is available at:

<http://www.va.gov/healthbenefits/resources/epublications.asp>

The **“Health Care Benefits Overview handbook”** is designed for Veterans and their families. It includes information needed to understand VA’s health care system:

- Enrollment requirements
- Health benefits and services available to help Veterans
- Co-payments that certain Veterans may be charged
- The New Healthcare Law known as Affordable Care Act (ACA)
- My HealtheVet
- How to make health care appointments

You can call VA toll-free at 1-877-222-VETS (8387) if you need to update your address or ask for more information.

The "**Veterans Health Benefits Guide**" above provides general information about the VA Benefits. It is available at all VA medical centers, and can be downloaded at http://www.va.gov/opa/publications/benefits_book.asp

For more help:

- Danville VA Eligibility Office (217) 554-3000 Extension #46424 or toll-free 1-877- 222-VETS (8387) between 8:00 AM and 8:00 PM ET, Monday-Friday
- Internet site for health benefits: www.va.gov/healthbenefits
- Internet site to electronic health record: www.myhealth.va.gov (My HealthVet)
- For information about eBenefits and how to sign up, visit <https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

Know Your Priority Group to Know Your Benefits

The number of Veterans who can be enrolled for VA health care is based on the amount of money Congress gives the VA each year. Since funds are limited, the VA set up Priority Groups to make sure that certain groups of Veterans are able to be enrolled before others.

- **Priority Group 1-3:** 10%-100% VA-rated service-connected disability, former POW, Purple Heart recipient, Medal of Honor recipient, Veterans awarded special eligibility classification under Title 38, no clinic co-pay (**NOTE:** Priority Groups 2-8 may have a medication copayment unless it is for a service connected condition)
- **Priority Group 4:** catastrophically disabled or housebound receiving aid and attendance, no co-pay
- **Priority Group 5:** Not service connected or non-compensable service-connected rated 0% disabled by the VA with annual income and/or net worth below the VA national income threshold or receiving VA pension benefits or eligible for Medicaid programs.

The above groups have no co-payments for primary care & specialty clinics.

- **Priority Group 6:** WWI Veterans, special hazard exposure (Agent Orange, radiation, other); theater of combat Vets after Nov. 11th, 1998, Persian Gulf War Veterans that served between certain dates, and other groups otherwise determined. This group has no co-pays for special hazard or service-connected care, for other conditions and routine care there may be a co-payment.
- **Priority Group 7 & 8:** non-service connected Veterans with net income & assets below certain thresholds or above thresholds but agrees to pay copays.

To get more information on VA health care eligibility and benefits, call toll-free (877) 222-VETS [8387] or for local information call (800) 320-8387 option 3.

What is Service Connection? How do I know if I am?

Do you have a Service Connected disability? Do you have a physical or mental condition that occurred during, or was worsened as a result of your military service time? Service Connection can increase your benefits once filed and awarded.

If you feel that you should be service-connected for a service related injury or illness, please contact your [Veteran Service Officer](#) in your area to discuss further action. If you do not know who the Service Officer is in your county you can ask your PACT Social Worker or visit: <http://www.va.gov/vso/>

<http://www.legion.org/serviceofficers>

<http://www.vfw.org/Assistance/National-Veterans-Service/>

Veteran Health Identification Card (VHIC)

The VHIC is for:

- identification and check-in for enrolled Veterans at VA appointments
- access U.S. military bases and in some cases through U.S. airport security
- If you do not receive your VHIC, call eligibility at 217-554-3000 Ext 46424.

Self-Service Kiosks

VA Illiana has kiosk devices at the Danville campus and Community Based Outpatient Clinics (CBOCs).

It is a machine that scans your Veteran Health ID Card to:

- Check-in for clinic appointments and services
- View and update your personal information such as your address, phone number, email, next of kin (NOK) and health insurance information
- View and update patient demographic information, including race and ethnicity
- Print your copayment balances
- Complete surveys and questionnaires

Cost of Care

Co-payment depends on eligibility status or priority level. There will be no co-payments for appointments that are from a service connected condition. If a copayment is required see below:

When seen by a Provider/Doctor:

- Basic Care Services: \$15 per visit
- Specialty Care Services: \$50 per visit (services delivered in a specialty outpatient clinic, for example cardiology is considered a specialty clinic)

(If all your appointments are in one day, there is ONLY one co-payment for that day)

Benefit	Copays for care and services of nonservice- connected conditions and Priority Groups 7 & 8
Inpatient Diagnostic and Treatment Services for Priority Group 7	\$257.60 for first 90 days of care (\$128.80 for each additional 90 days) and \$2 per day
Inpatient Diagnostic and Treatment Services for Priority Group 8	\$1,288 for first 90 days of care (\$644 for each additional 90 days) and \$10 per day
Medications	\$8 or \$9 for each 30 day or less supply of medication
Extended Care Services	Nursing Home: Up to \$97 per day based on income and net worth, after 21st day of being an inpatient; Adult Day Health Care: \$15 per day Domiciliary Care: \$5 per day Spousal Resource Protection Amount \$119,220

Medications: (No co-payment for medication received due to a service connected condition.)

- Priority Group 1: No co-payment
- Priority Group 2 through 6: \$8 per 30 days or \$24 per 90 days
- Priority Group 7 and 8: \$9 per 30 days or \$27 per 90 days

Inpatient Services, Nursing Home (Community Living Center), Respite Care, Adult Day Health Care: dependent on Priority Group, please ask your Social Worker.

NOTE:

- If you have a co-payment, lower your cost by making all your health appointments on the same day. You will only be billed for one appointment.
- There is also no cost for telephone appointments or through My HealthVet email (secure messaging).

There is no cost for preventive care services such as screenings or immunizations.

There is no cost for hospice care (end of life care) provided in any setting.

Travel Benefits

One of the following is needed to receive VA travel benefits (gas money):

- Veterans rated 30% or more with service-connected disabilities.
- A Veteran traveling for treatment of a service-connected condition.
- A Veteran who receives a VA pension.
- Veterans traveling for scheduled compensation or pension examinations.
- A Veteran whose income does not exceed the maximum annual VA pension rate.
- A Veteran in certain emergency situations.
- A veteran whose medical condition requires a special mode of transportation and travel is pre-authorized. (Advanced authorization is not required in an emergency and a delay would be hazardous to life or health).
- Certain non-Veterans when related to care of a Veteran (caregivers, attendants, donors and other claimants subject to current regulatory guidelines)

Mileage reimbursement is 41.5 cents per mile and is subject to a deductible of \$3 for each one-way trip; maximum deductible of \$18 or the amount after six one-way trips (whichever occurs first) per calendar month. For Transportation Services, please see PG. 63.

Billing Information

Any questions about co-payments, income screening (MEANS Test), general insurance information or billing statements can be answered by the North Central Consolidated Patient Account Center (NCCPAC).

If you are not able to make your payment in full, please contact billing to set up a waiver or repayment plan. This will need updated every 3 months.

For more information on VA health care eligibility, benefits and payment information,
call: 1-866-279-3677 or (toll-free) 1-877-222-8387

How much can I make for Cost-Free Health care, Medications and/or Beneficiary Travel Eligibility?

Table 1 - Based on Income Year 2015

VETERAN WITH:	0 dependents	1 dependents	2 dependents	3 dependents	4 dependents	For each additional dependent add:
VA NATIONAL INCOME THRESHOLD	\$31978 or less	\$38374 or less	\$40572 or less	\$42770 or less	\$44968 or less	\$2198
VA PRIORITY GROUP 8 RELAXATION THRESHOLD	\$35176 or less	\$42211 or less	\$44629 or less	\$47047 or less	\$49465 or less	\$2198
VA HOUSEBOUND THRESHOLD	\$15725	\$19710	\$27646	\$29844	\$32042	\$2198
VA PENSION WITH AID AND ATTENDANCE THRESHOLD	\$21466	\$25448	\$27646	\$29844	\$32042	\$2198
VA PENSION THRESHOLD	\$12868 or less	\$16851 or less	\$19049 or less	\$21247 or less	\$23445 or less	\$2198
MEDICAL EXPENSE DEDUCTIBLE	\$643	\$843	\$952	\$1062	\$1172	5% of the maximum allowable pension rate from the previous year

For certain Veterans the VA National Income Threshold (based on previous year's gross household income) and/or net worth, is used to determine eligibility for Priority Group 5 assignment and cost-free VA health care. Applicable VA pension income thresholds are used to determine eligibility for cost-free medications and/or beneficiary travel benefits.

For Geographic-Based financial assessment (means test) information refer to <http://www.va.gov/healthbenefits/resources/gmt>

Note: You may claim unreimbursed Medical expenses (what you paid out of pocket after medical insurance pays). This may be deducted from your total gross household income and include but not limited to:

- travel expenses,
- cost of a long term care institution or assisted living,
- health related insurance premiums (including Medicare premiums),
- diabetic supplies,
- private caregivers,
- incontinence supplies,

- prescriptions and dialysis not covered by any other health plan

Only the portion of the unreimbursed medical expenses that exceed 5% of the basic pension may be deducted (see Medical Expense Deductible).

Additional information is available at

http://www.va.gov/healthbenefits/cost/financial_assessment.asp

Risks of Giving Up Your Private Insurance

What should you do with your private health insurance if you are accepted into VA health care program? You could save a lot of money if you dropped the insurance, but there are some things you should consider.

- **What about your non-Veteran family members?**

VA does not normally provide care for family members of Veterans enrolled in VA's health care program. If you drop your private health insurance, they may have no health care coverage.

- **What would happen if you are dis-enrolled from VA's health care program?**

There is no guarantee that in subsequent years Congress will appropriate sufficient funds for VA to provide care for all enrollment Priority Groups. This could happen if you are enrolled in one of the lower Priority Groups. This would leave you with no health care coverage.

- **What would happen if you drop your Medicare Part B coverage?**

If you cancel your Medicare Part B Coverage, you need to know that you cannot be reinstated until January of the following year, AND you may be penalized for reinstatement.

For these reasons, VA encourages you to keep your private health insurance

How VA Health Care Works for You

Choose a Facility

You can choose the facility that is most convenient for you. If you receive travel benefits, you will be given money back for mileage to the closest facility. Check with eligibility or travel about your benefits.

Find a location on the internet:

<http://www.va.gov/directory/guide/home.asp?isflash=1>

VA Illiana Health Care System:

Danville Facility

(217) 554-3000

1900 E. Main St., Danville, IL 61832

Hours: 8:00 AM – 4:00 PM

Urgent Care Open 24hours a day, B98, South Entrance

*NOTE: Primary care teams will be offering Saturday clinic hours from 8 AM to 10 AM. Please ask your team about extended hours for an appointment!

The Transition & Care Management Team, TCM, Primary Care Team has extended evening clinic hours until 6 PM every Wednesday.

Community Based Outpatient Centers (CBOC) for Illiana:

Peoria Clinic

(309) 589-6800

7717 North Orange Prairie Road, Peoria, IL 61615

Vet Center: (309) 689-9708, 8305 North Allen Road, Suite #1. Peoria, IL

Hours 7:45 AM - 4:15 PM

***NOTE:** Bob Michel VA Outpatient Clinic Implements Extended Hours by appointment.

Regular Appointment Hours: Monday, Wednesday, Thursday and Friday 8 AM – 4 PM

Extended Appointment Hours include:

Tuesday, 6:00 AM – 2:30 PM & Saturday from 7:45 AM to 10:15 AM

Who will be covering: Provider's rotate for coverage.

Decatur Clinic

(217) 875-2670

3035 E. Mound Road, Decatur, IL 62526-9650

Mattoon Clinic

(217) 258-3370

501 Lake Land Blvd, Mattoon, IL 61938

West Lafayette Clinic
(765) 464-2280
3851 North River Road, West Lafayette, IN 47906

Springfield Clinic
(217) 529-5046
5850 S. 6th Street, Springfield, IL 62703
Vet Center: (217) 492-4955, 1227 South Ninth Street, Springfield, IL

To make an appointment call the scheduling call center at:

1-800-320-8387 or (217) 554-3000

Extension 44444

Who is my Provider? What is a PACT Clinic?

You Will Be Assigned to a [Patient Aligned Care Team \(PACT\)](#)

This team will take care of most of your health care needs or refer you for specialty care as needed and includes:

- a physician, nurse practitioner, or physician's assistant
- a RN Care Manager,
- a clinical associate (LPN or medical assistant)
- a clerical associate
- a pharmacist,
- a social worker,
- a dietitian,
- refer to behavioral health specialists, and other health professionals, and support staff as needed.

They will focus on:

- **P**artnerships with Veterans
- **A**ccess to care using diverse methods
- **C**oordinated care among team members
- **T**eam-based care with Veterans at the center

BE A PARTNER ON YOUR PACT TEAM!

Call your PACT clinic to:

- Get advice about your health concerns.
- If you are feeling sick, please call your PACT clinic. The clinic will assess your medical needs and work with you to address them.
- Please understand that if you "walk in" to a PACT clinic without a scheduled appointment, your condition will be evaluated and you will then be seen according to the severity of your medical situation.

How do I schedule an appointment?

To schedule a routine appointment, call the facility where your PACT is located.

- Danville Clinic, call 217-554-3000
- Decatur Clinic, call 217-875-2670
- Mattoon Clinic, call 217-258-3370
- Peoria Clinic, call 309-589-6800
- Springfield Clinic, call 217-529-5046
- West Lafayette Clinic, call 765-464-2280

Press 2 to reach the central scheduling center or dial your PACT clinic extension.

If You Need to See a Specialist

Your PACT provider will coordinate all care for you. If you need to see a specialist, your PACT provider will request a consult for you. Then the specialty care area will contact you about an appointment or the next step in your care.

If you have not heard from them in seven days, please call your PACT clinic.

Many of our services are located at the Danville, Illinois VA, Indianapolis VA and Hines VA. If the VA is not able to provide the service, the request will forward the request to the Choice Program. The Choice Program works with Providers outside the VA to provide care out in the community (see next page for more information on the Choice Program).

If You Live in More Than One Location or Travel a Lot

Once you are enrolled in VA health care, you are eligible for care at any VA facility.

If you travel a lot or live in more than one location, you may need to arrange for care at more than one VA facility. This is done by notifying your PACT clinic and pharmacy at least 3 to 4 weeks before leaving:

1. Temporary address
2. Phone number
3. Start date
4. Expected date of return
5. Updated E-Mail Address

Routine prescription refills can be sent to you at your temporary address. Be sure to allow time (approximately 2 weeks) for the refills to arrive at your temporary address by mail.

Telehealth Services

Clinical Video Telehealth

- You can be seen by a Provider at another location and only have to travel to your clinic for your appointment through Clinical Video Telehealth.



Store and Forward

- You may also have pictures taken and sent forward for a Provider to review and plan your treatment.



Care Coordination Home Telehealth

- These services can also be provided to monitor your health condition more closely at home. This requires daily input of health information that fits your schedule and can help in controlling:

High Blood Pressure, Diabetes, Chronic Obstructive Pulmonary Disease (COPD), Heart Failure, Depression, Chronic Kidney Disease, Multiple Sclerosis, Palliative Care, Post-Traumatic Stress Disorder (PTSD), Mild TBI, Tobacco Cessation, and Weight Management.

You will be given a machine for your home or you may be able to use your cell phone. This will allow the RN Care Coordinator to monitor your health information more closely. If any of the Veteran's health measurements do not seem normal, the care coordinator will talk with their physician or nurse and then get back to you with next steps.

- You may be referred through your PACT clinic or you may also request to be referred.

Home Based Primary Health Care (HBPC) & Family Resources

Home Health Care includes VA's Skilled Home Health Care Services (SHHC), Homemaker and Home Health Aide Services (H/HHA) and Family Caregivers Program.

1. Skilled Home Health Care Services (SHHC) is short-term health care services that can be provided to Veterans if they are homebound or live far away from VA. The care is delivered by a community-based home health agency that has a contract with VA.

SHHC is for Veterans who need:

- skilled services,
- and case management,
- and assistance with activities of daily living (e.g., bathing and getting dressed)
- or instrumental activities of daily living (e.g., fixing meals and taking medicines);
- or are isolated or their caregiver is experiencing burden.

2. The services of a Homemaker or Home Health Aide (H/HHA) can serve Veterans of any age and

- help Veterans remain living in their own home and
- can be used as a part of an alternative to nursing home care,
- or as a way to get Respite Care at home for Veterans and their family caregiver.

3. VA's Family Caregivers Program provides support and assistance to

caregivers of post 9/11 Veterans and Service Members being medically discharged. Eligible primary Family Caregivers can receive:

- a stipend,
- training,
- mental health services,
- travel and lodging reimbursement, and
- access to health insurance if they are not already under a health care plan.
- See page 33 for more information.

For more information:

- contact the Caregiver Support Coordinator at (217) 554-3000 Ext 43396
- visit www.caregiver.va.gov
- or dial toll-free 1-877-222-VETS (8387)



Veterans Crisis Line:

Experiencing an emotional distress/crisis? Or need to talk? A trained mental health professional can be called. **Veterans Crisis Line 1-800-273-TALK (8255)**. The hotline is available 24 hours a day, seven days a week. When callers press “1”, they are immediately connected with a qualified and caring provider who can help.

Chat feature:

Veterans Chat is located at the Veterans Crisis Line and enables Veterans, their families and friends to go online where they can anonymously chat with a trained VA counselor. Veterans chat can be accessed through the suicide prevention website <http://www.veteranscrisisline.net/> by clicking on the Veterans chat Tab.



Text feature:

Those in crisis may text 83-8255 free of charge to receive confidential, personal and immediate support. Support for deaf and hard of hearing individuals is available through TTY service **1-800-799-4889**.

Vet Centers

Peoria Vet Center
8305 North Allen Road, Suite #1
Peoria, IL 61615
(309) 689-9708

Springfield Vet Center
1227 South Ninth Street
Springfield, IL 62703
(217) 492-4955

<http://www.vetcenter.va.gov/>

What does your Vet Center offer?

- Individual and group counseling for Veterans and their families
- Family counseling for military related issues
- Bereavement counseling for families who experience an active duty death
- Military sexual trauma counseling and referral
- Outreach and education including PDHRA, community events, etc.
- Substance abuse assessment and referral
- Employment assessment & referral
- VBA benefits explanation and referral
- Screening & referral for medical issues including TBI, depression, etc.

The Vet Centers also provide counseling to individuals who have experienced military sexual trauma of both genders and of any era of military service.

Vet Center Combat Call Center: (1-877-WAR-VETS) is an around the clock confidential call center where combat Veterans and their families can call to talk about their military experience or any other issue they are facing in their readjustment to civilian life. The staff is comprised of combat Veterans from several eras as well as family members of combat Veterans.

Eligibility Choice Program (Care provided outside of the VA)

A Veteran must be enrolled in the VA health care system and meet at least one of the following criteria:

A) A Veteran is told by his/her local VA medical facility that they will not be able to schedule an appointment for care:

- Within 30 days of the date the Veteran's provider determines he/she needs to be seen; or
- Within 30 days of the date the Veteran wishes to be seen if there is no specific date from his/her provider.

B) The Veteran's current residence is more than 40 miles driving distance from the closest VA medical facility (including Community- Based Outpatient Clinics) that has a full-time primary care physician.

C) The Veteran resides in a location other than Guam, American Samoa, or the Republic of the Philippines and needs to travel by plane or boat to the VA medical facility closest to his/her home.

D) The Veteran faces an unusual or excessive burden in traveling to the closest VA medical facility based on geographic challenges, environmental factors, or a medical condition.

E) The Veteran's specific health care needs, including the nature and frequency of the care needed, warrants participation in the program. Staff at the Veteran's local VA medical facility will work with him/her to determine if he/she is eligible for any of these reasons.

F) Resides in a State or a United States Territory without a full-service VA medical facility that provides hospital care, emergency services and surgical care having a surgical complexity of standard, and resides more than 20 miles from such a VA facility. NOTE: This criterion applies to Veterans residing in Alaska, Hawaii, New Hampshire, Guam, American Samoa, Commonwealth of the Northern Mariana Islands and the U.S. Virgin Islands. Also note that some Veterans in New Hampshire reside within 20 miles of the White River Junction VAMC.

Medical records

When a Veteran receives care from an eligible Care in the Community provider, the provider must submit to VA a copy of any medical record information related to the care and services provided. This information will be included in the Veteran's medical record maintained by the Department.

Cost Sharing

If an eligible Veteran has another health care plan, VA will be secondarily responsible for costs associated with non-service connected care and services furnished to eligible Veterans through the Choice Program. For all service-connected care, VA is the primary payer and the Veteran has no out-of-pocket costs. In certain circumstances, your VA Medical Center may pay for care you receive from a non-VA provider. This can happen if the services you need are not available in VA.

Point of Contact:

Non-VA Care Program Manager Point of Contact: (217) 554-3000 Ext. 44046 or (800) 320-8387 Ext. 44046 Fax: (217) 554-4602

IMPORTANT FOLLOW-UP INFORMATION: Health Records from the outside facility in which you received care will need forwarded to your VA Provider. This may require a release of information form to be completed and given to the outside facility. If you have questions or want to check on the status of your health records please call: 217-554-3000 Ext. 44348.

Emergency Care provided outside of the VA

NOTE: If emergency services are used outside of the VA and you have no other form of payment (no health insurance, Medicare/Medicaid, etc.), you may fill out the Millennium Bill Act and submit it for VA to pay up to the point of stability or transfer back to a VA. Ask the Non-VA Care Unit or Eligibility for the proper forms.

What if I am admitted to the hospital?

- If you are admitted to the VA hospital in Danville, you will receive a phone call from a teamlet member within 48 hours of discharge.
- If you are admitted to a non-VA hospital, ask the hospital's representative to call the Illiana VA admissions and bed control office at 217-554-3000 Ext. 45007 M-F, 8-4PM or Ext. 44560 After Hours and on weekends to let your teamlet know of your admission and can help coordinate your care upon discharge or transfer you to the VA, if you prefer.

How to Access VA Health Care

VA Telephone Care & Appointments

To make an appointment with your PACT team, get advice about your health concerns, cancel an appointment, or reschedule a routine primary care appointment you must call the scheduling call center during business hours (Monday through Friday, 8am-4pm) at:

1-800-320-8387 or (217) 554-3000

Dial Extension #44444 for the Call Center for appointments or dial “0” for the operator to be transferred to the appropriate department to meet your needs.

“PLEASE DON’T BE A “NO-SHOW”

Note: If you are unable to make it to your appointment, please call as far in advance as possible (preferably at least 24 hours). This will allow us to serve another Veteran’s needs.

Hours of Operation:

Regular Business Hours for all facilities: 8:00 AM - 4:00 PM

Danville Outpatient Clinics

B98, 1900 East Main Street, Danville, IL 61832

Extended Hours:

Saturday Clinic Hours 8:00 AM – 10:00 AM (for some clinics)

****NOTE:** Transition Care Management (TCM) Team has extended evening clinic hours until 5:30 PM every Wednesday.

Peoria Outpatient Clinic

7717 North Orange Prairie Road, Peoria, IL 61615

Extended Hours:

- Tuesday’s the Mental Health Service offer appointment times as early as 6:15 a.m. Ask your team or the call center for team extended hours.
- Saturday appointments for Primary Care and Mental Health Services from 8:00 a.m. to 10:00 a.m.

After Business Hours (Evening, Night, Weekend, Federal Holidays)

Call the **after-hours** telephone advice care line at **1-888-838-6446** to:

- Make an appointment, change an appointment, or cancel an appointment. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get an appointment.
- Get advice about your health concerns.

The advice line is staffed by registered nurses who will discuss your medical concern and work with you to determine the care you need. The registered nurse will document the telephone call in your electronic medical record and notify the appropriate medical provider. You will receive an automated telephone call to remind you of an upcoming clinic appointment. This helps reduce no-shows and improves access for all Veterans.

VA Illiana uses an automated telephone call to remind patients of an upcoming clinic appointment. This helps reduce no-shows and improves access for all Veterans.

*****Utilize the on-line “secure messaging” function in MyHealthVet to inquire about non-emergent issues:*

You can send specific questions concerning your medication, upcoming appointments, day to day health plan, etc. 24 hours a day and your clinic will respond to you through the on-line response or phone you if necessary to provide the answers and service you need.

VA Health Care Services

VA places a high priority on providing excellent health care to men and women Veterans from all eras. VA provides health care services, including health promotion, disease prevention, diagnosis, therapy, rehabilitation, and palliative care.

VA currently has 153 Medical Centers located across the United States.

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

Inpatient Care Services

VA inpatient care includes a full spectrum of services:

- Acute Care Inpatient Units
 - Medical (**Point of Contact:** 1(800) 320-8387 Ext. 45478)
 - Surgical (**Point of Contact:** 1(800) 320-8387 Ext. 45431)
 - Psychiatric (**Point of Contact:** 1(800) 320-8387 ext. 45797)
- Dialysis acute treatment (see PACT Clinic or Social Worker)
- Intensive Care Units
 - Medical (Indianapolis VA (800) 554-0000 Ext. 82411, 82102)
 - Surgical (Indianapolis VA (800) 554-0000 Ext. 83924 or 82339)
- Community Living Centers (**Point of Contact:** 1(800) 320-8387 Ext 45628)
- Psychosocial Residential Rehabilitation Treatment Programs (PRRTP)

(**Point of Contact:** 1(800) 320-8387 Ext. 44725)
- Domiciliary (**Point of Contact:** 1(800) 320-8387 Ext. 44729)
- Spinal Cord Injury Program (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Traumatic Brain Injury Program (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Poly-Trauma Centers

Ancillary Services

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

- Audiology (hearing) (**Point of Contact:** 1(800) 320-8387 Ext. 44522)
- Blind Rehabilitation (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Chiropractic Clinic also called PM&RS Clinic
(**Point of Contact:** 1(800) 320-8387 Ext. 45238)
- Dentistry, Dental Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 44516)
- Diagnostic Laboratory
- Kinesiotherapy (**Point of Contact:** 1(800) 554-8387 Ext. 45245 or 45242)
- Nutrition and Food Service (**Point of Contact:** 1(800) 320-8387 Ext. 44528)
- Nuclear Medicine (imaging) **Point of Contact:** 1(800) 320-8387 Ext. 44222
- Orthotics (**Point of Contact:** 1(800) 320-8387 Ext. 44251)
- Occupational Therapy Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45239)
- Pharmacy (**Point of Contact:** 1(800) 320-8387 Ext. 45579)
- Physical Therapy Inpatient (**Point of Contact:** 1(800) 320-8387 Ext. 45234)

- Physical Therapy Outpatient (**Point of Contact:** 1(800) 320-8387 Ext. 45235)
- Prosthetics (artificial limbs, equipment, devices)
(**Point of Contact:** 1(800) 320-8387 Ext. 44251)
- Outpatient Radiology (x-rays and imaging, including mammography) (**Point of Contact:** for x-rays 1(800) 320-8387 Ext. 44517, mammography scheduling: 1(800) 320-8387 Ext. 44360, nuclear medicine: 1(800) 320-8387 Ext. 44222)
- Radiation Oncology
- Recreation Therapy (**Point of Contact:** 1(800) 320-8387 Ext. 44525)
- Respiratory Therapy (**Point of Contact:** 1(800) 320-8387 Pulmonary Lab Ext. 45211 & Pulmonary Clinic Ext. 45290)
- Social Work (case management services, discharge planning, family/caregiver support, community liaison/resource development)
- Speech Therapy (**Point of Contact:** 1(800) 320-8387 Ext. 44522)
- Spinal Cord Injury (**Point of Contact:** 1(800) 320-8387 Ext. 45406)
- Telehealth Services (**Point of Contact:** 1(800) 320-8387 Ext 45008)
- Traumatic Brain Injury (**Point of Contact:** 1(800) 320-8387 Ext. 45406)

Specialty Care Services

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

- Anesthesiology
- Cardiology – Vascular (heart and blood circulation) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Chaplain (spiritual support) (**Point of Contact:** 1(800) 320-8387 Ext. 44531)
- Dermatology (call PACT provider)
- Diabetes and Endocrinology Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Eye Care (Optometry & Ophthalmology) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45403)
- Geriatric Care (**Point of Contact:** 1(800) 320-8387 Ext. 45628)
- Gynecology (**Point of Contact:** 1(800) 320-8387 Ext. 43664)
- Infectious Disease (**Point of Contact:** (800) 320-8387 Ext. 43100)
- MOVE! Clinic (Weight Management Program) (**Point of Contact:** 1(800) 320-8387 Ext. 45135)
- Nephrology (kidney) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)
- Neurology (nerves) Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 43100)

- Neuropsychology Clinic (**Point of contact:** 1(800) 320-8387 for scheduling Ext. 45179, general questions Ext. 45538)
- Pacemaker (heart)
- Pain Management (Call PACT provider; ask about our Pain School)
- Palliative Care Services (**Point of Contact:** 1(800) 320-8387, Daytime Ext. 45137, after hours or weekends Ext. 45833)
- Podiatry (feet) (**Point of Contact:** 1(800) 320-8387 Ext. 45065)
- Pulmonary (lungs) (**Point of Contact:** 1(800) 320-8387 Ext. 45290)
- Oncology Case Manager
- Tele-MOVE! (Telehealth Service for weight management) (**Point of Contact:** 1(800) 320-8387 Ext. 45804)
- Transplantation (heart, lung, liver, etc.)
- Urology Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45459)
- Wound Care Clinic (**Point of Contact:** 1(800) 320-8387 Ext. 45360)

Long Term Care

Long Term Care provides many services for Veterans who no longer require inpatient hospital care but need resources and support to help function at the highest level. The goals of care are to restore Veterans to maximum function, prevent further decline, maximize independence, and/or provide comfort when dying.

Institutional long-term care includes:

- VA Community Living Centers, which were formerly known as VA Nursing Home Care Units. Illiana's VA Community Living Centers are known as the Patriot's Place neighborhoods. They serve Veterans of any age who:
 - require post hospital short-term rehabilitation or skilled nursing services such intravenous therapy or wound care
 - have chronic stable conditions including dementia
 - need comfort and care at the end of life.
- State Veterans Homes, which are owned and operated by the states. VA pays a portion of the construction costs and a per diem for eligible veterans. States set admission criteria.
- Contract Community Nursing Homes. VA contracts with privately owned community based nursing homes for nursing home care for eligible Veterans.

The VA also provides long-term care through a spectrum of home and community-based services, generally to Veterans with chronic advanced disabling conditions. Services in the home may be provided directly by VA staff (**Home Based Primary Care or HBPC**), through home tele-health (**which is a monitor set up to enter data daily to a nurse that will review and forward to your PACT clinic as necessary**), or through community

services purchased by VA. The services include home-based primary care, skilled home care, home hospice, homemaker home health aide services, respite, and adult day health care.

Point of Contact:

Geriatric Administrative Officer: (217) 554-5628 or 1(800) 320-8387 Ext. 45628 Tele-Health Services and HBPC please ask your PACT Provider for referral.

Are you having trouble hearing? Need Hearing Aids?

VA Illiana HCS may provide hearing aids for hearing impairments. If you are having trouble hearing, ask your Provider to be seen by Audiology. If needed, a consult will be placed in the Computerized Patient Record System (CPRS) and the Audiology department will call to set up an appointment.

VA hearing aids will be provided only if you are otherwise receiving VA care or services.

Talk to your Provider to see a VA audiologist or call **Point of Contact:** 1(800) 320- 8387 Ext. 44522 with any questions.

The Audiology Clinic is located at the Front Entrance of building 101. You may have a \$50 copayment when seen by a specialist. Don't forget to ask!

Are you having trouble seeing? Need glasses?

VA provides eyeglasses for vision impairments. Ask your Provider for an eye exam today! Copayments may apply. VA eyeglasses will be provided only if you are otherwise receiving VA care or services. Optometry Clinic: Point of Contact: 1(800) 320-8387 Ext.45403 located in building 98, Second Floor, South end of building.

Dental Care

To receive VA dental benefits is based on very specific guidelines. In some instances, VA may provide extensive dental care, while in other cases treatment may be limited. Eligibility for dental care includes:

- Being service connected for a dental condition,
- 100% service connected for any medical condition,
- a former POW for 180 days or more,
- being discharged within the past 180 days under certain conditions,
- Having a service connected condition that requires medication with side effects (determined by VA dental professional).
- 70% or more service connected and determined unemployable
- Eligibility for outpatient dental care may differ from eligibility for inpatient dental care.
- Homeless Program participants may also be eligible

For more information about eligibility for VA dental benefits, contact VA at 1-877-222- 8387 or www.va.gov/healtheligibility.

Point of Contact:

*Must contact eligibility to see if you qualify for dental services. Once qualified you may call the Dental Clinic at: (217) 554-4516 or 1(800) 320-8387 ext. 44516

VA Dental Insurance Program (VADIP)

VA offers all Veterans who are:

- enrolled in the VA health care program
- and beneficiaries of VA's Civilian Health and Medical Program (CHAMPVA)

the opportunity to purchase dental insurance at a reduced cost through Delta Dental and MetLife. If you are enrolled, you will pay a fixed monthly premium for dental insurance and any copayments required by his or her plan.

Individuals interested in participating in this pilot program may review plan details and complete an application online through either the websites of Delta Dental (www.deltadentalvadip.org or call 1-855-370-3303) or MetLife (www.metlife.com/vadip or call 1-888-310-1681).

If you are interested in learning more about this program, call 1-877-222-VETS (8387) or visit www.va.gov/healthbenefits/VADIP.

Mental Health Services

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

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

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

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

VA mental health services and programs include but not limited to:

- Alzheimer's and Related Dementia's Caregiver Support Group (**Point of Contact:** 1 (800) 320-8387 Ext. 45122)
- Geriatrics (**Point of Contact:** 1(800) 320-8387 Ext. 45628)
- Greenhouse Program (**Point of Contact:** 1(800) 320-8387 Ext. 45709)
- Homeless Veteran Programs (**Point of Contact:** 1(800) 320-8387 Ext. 45679)
- Inpatient Care (**Point of Contact:** 1(800) 320-8387 Ext. 45797)
- Mental Health Disaster Response/Post Deployment Activities (See PTSD)
- Mental Health Intensive Case Management
(**Point of Contact:** 1(800) 320-8387 Ext. 44153)
- Military Sexual Trauma
(**Point of Contact:** 1(800) 320-8387 Ext. 44261)
- Outpatient Mental Health Care
(**Point of Contact:** 1(800) 320-8387 Ext. 44530)
- Programs for Incarcerated Veterans
(**Point of Contact:** 1(800) 320-8387 Ext. 45134)
- Psychosocial Rehabilitation and Recovery Services
(**Point of contact:** 1(800) 320-8387 Ext. 44867 or Ext. 44611)

- Psychotherapy Programs: PTSD Support Groups, VA Partner Support Group, and more (**Point of Contact:** Your Social Worker or 1(800) 320-8387 Ext. 44530)
- Residential Rehabilitation Treatment Programs
(**Point of Contact:** 1(800) 320-8387 Ext. 44867 or Ext. 44611)
- Specialized PTSD (Post Traumatic Stress Disorder) Services & Support Group (**Point of Contact:** 1(800) 320-8387 ext. 44257)
- Substance Abuse Rehabilitation Therapy
(**Point of Contact:** 1(800) 320-8387 ext. 44177)
- Suicide Programs (**Crisis Hotline:** 1(800) 273-8255)
- Violence Prevention

Point of Contact for general information regarding Mental Health:

For more information call: (217) 554-4530 or 1(800) 320-8387 ext. 44530

Psychosocial Residential Rehabilitation Treatment Program (PR RTP)

- An in-house, structured environment.
- Helping Veterans improve their lives through recovery from substance abuse and/or serious mental illness.
- There are 30 beds designated for men and 6 for women.
- Specific criteria must be met.
- Veterans may apply directly or be referred from other programs.

Point of Contact: 1-800-320-8387 Ext. 44867

Care Management and Social Work Services

VA social workers are assigned to all patient treatment programs, including community-based outpatient clinics. They provide care coordination for Veteran needs such as case management services for Veterans at risk for homelessness, frail elderly, catastrophic illness or injury, and terminal illness. Social workers assure Veterans have appropriate care and needed services once they are discharged from an inpatient or outpatient treatment program. In addition to working with all eligible Veterans, social workers assist family members/caregivers to provide support needed to everyone involved.

Other services offered include:

- Homemaker Health Aide (HHA)
- Veteran Service Officer Contacts (VSO)
- Long Term Care Planning
- Compensated Work Therapy (CWT)
- Vocational Rehabilitation Therapy (VRT)
- Veteran Justice Outreach Program
- Lodging, see below
- Home Based Primary Care (HBPC)

Point of Contact:

For more information please call: (217) 554-3000 Ext. 44506
or 1(800) 320-8387 ext. 44506

Caregiver Support

VA is implementing caregiver support initiatives across VA medical centers. A variety of caregiver support services may be available including support groups, caregiver resource fairs, and other education and training. Additional information for caregivers can be found at www.myhealth.va.gov under research health in the caregiver assistance healthy living center.

- Alzheimer's and Related Dementia's Caregiver Support Group (**Point of Contact:** 1 (800) 320-8387 Ext. 45122)
- VA Partner Support Group, and more (**Point of Contact:** Your Social Worker or 1(800) 320-8387 Ext. 44530)

Point of Contact:

Caregiver Support Coordinator: (217) 554-3000 Ext. 45124 or 1(800) 320-8387 ext. 45124

Family Caregivers Program

On May 5, 2010, Public Law 111-163, Caregivers and Veterans Omnibus Health Services Act of 2010 was signed into law. The purpose of the caregivers benefit program is to provide certain medical, travel, training, and financial benefits to caregivers of certain Veterans and Service members who were seriously injured during service on or after September 11, 2001. VA began accepting 10-10CG (Caregiver) applications on May 9, 2011. VA's Family Caregivers Program provides support and assistance to caregivers of post 9/11 Veterans and Service Members being medically discharged. Eligible primary Family Caregivers can receive a stipend, training, mental health services, travel, and lodging reimbursement and access to health insurance if they are not already under a health care plan. For more information, contact the Caregiver Support Coordinator in your local VA medical facility, visit www.caregiver.va.gov or dial toll-free, 1-855-260-3274.

Lodging

The Danville VA offers a lodging program that allows Veterans to stay overnight if they have to travel long distances or have multiple appointments on more than one day. It is a 24-bed unit that is on VA grounds. Please contact your social worker for more information.

Point of Contact:

If a lodging request is needed please call your PACT Social Worker.

For other questions about the Lodger Program please call:
(217) 554-3000 Ext. 44576 or 1(800) 320-8387 ext. 44576

Transition & Care Management (TCM) Team Services for Post 9/11 Veterans

Care Management and Social Work Service stations VA Liaisons at key Military Treatment Facilities (MTFs) to facilitate the transfer of ill and injured Service members from MTFs to VA health care facilities. Care Management and Social Work also provides care management services to Operation Enduring Freedom and Iraqi Freedom (OEF/OIF) Service members and Veterans at each VA Medical Center to ensure their care is well coordinated as they transition to VA and the community. Care Managers partner with Mental Health, Voluntary Service, and Chaplain Service to provide resources for OEF/OIF families.

Point of Contact: OEF/OIF Coordinator: (217) 554-3000 Ext. 45121 or 1(800) 554-8387 Ext. 45121 or Ext. 45154

Prosthetics & Sensory Aids (Medical Equipment such as canes, compression stockings, etc)

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

Point of Contact:

Customer Service Representative for Prosthetics & Sensory Aids:
(217) 554-3000 Ext. 44251 or (800) 320-8387 ext. 44251 Fax: (217) 554-4845

Women's Health

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

- Health promotion (healthy living, nutrition and weight management, stop-smoking programs, etc.)
- Disease prevention (for example, osteoporosis and cancer screening)
- Primary care and women's gender-specific health care (mammograms, menopause evaluation and treatment, hormone replacement therapy, birth control, breast and gynecological care, maternity, and limited infertility services)

(NOTE: mammogram results and Pap smear results done outside the VA will need to be faxed to the Women's Health Program Assistant, (217) 554-3667 or for scheduling call: 554-3000 Ext. 44360)

- Medical and surgical care services
- Emergency services, including having a nurse available to you by telephone 24 hours a day, 7 days a week.



- Mental health (management of depression, anxiety, and stress; adjustment from deployment; counseling and treatment for military sexual trauma; parenting and caregiver issues; counseling and treatment for violence and abuse; and substance use disorders)
- Special programs such as vocational rehabilitation, educational opportunities, Links to Job and Career Counseling, Services for Homeless Veterans
- Long-term care

Your local VA facility has a full-time Women Veterans Program Manager and a dedicated women's health care team who can help coordinate all the services and health care you may need.

Point of Contact:

Women Program Assistant: (217) 554-3000 Ext. 44360
or 1(800) 320-8387 Ext. 44360
Fax: (217) 554-3667

Other Services Offered

- Greenhouse Program (**Point of Contact:** 1(800) 320-8387 Ext. 45709)
- Liberty & Freedom House (**Point of Contact:** 1(800) 320-8387 Ext. 45343)
- Patient Advocate (**Point of Contact:** 1(800) 320-8387 Danville, Springfield, Mattoon, Lafayette, Decatur call Ext. 45013 or Ext. 43131 and Peoria CBOC call 1(800) 320-8387 Ext. 47284)

You may also call the Danville Call Center for assistance: VA Call Center: (800) 320-8387 Ext. 44444 Voluntary Services

If you would like to volunteer, we would love to have you!
Point of Contact: (800) 320-8387 Ext. 44525

Emergency Care

In VA Facilities

If your VA facility has an emergency department and you live nearby, you should go there for emergency care. The Danville VA Illiana Health Care facility has an Urgent Care only. It is open 24/7 for urgent, non-emergent care.

In Non-VA Facilities

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

If you have no other form of payment (no health insurance or Medicare/Medicaid coverage) you may be eligible for the Millennium Bill to cover emergency care until stable. Once you are stable, you must be transferred to a VA hospital or you will be responsible for payment.

Interfacility Transfer Coordinator: **Point of Contact:** 1(800) 320-8387 Ext. 45007

What is emergency care?

A medical emergency is when you have an injury or illness that is so severe that without immediate treatment, you could become severely ill or even die.

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

Your situation is an emergency if you believe your life or health is in danger. Use your best judgment.

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

No. Call 911 or go to the nearest emergency room. If you are admitted, your family, friends, or the hospital staff should contact the nearest VA medical center as soon as possible, preferably within 72 hours of your emergency, so you are better aware of what services VA may or may not cover, 1(800) 320-8387 Ext. 45007. Provide VA with information about your emergency and what services are being provided to you. Ask VA for guidance on what emergency charges may or may not be covered, so you can plan accordingly.

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

If the admission **is an emergency**—**NO**.

If the admission **is not an emergency**—**YES**. You, a friend, a family member, or someone from the non-VA hospital must call the closest VA medical center and speak to the Patient Transfer Coordinator or Inter-facility Transfer Coordinator at 1(800) 320-8387 Ext. 45007. This must be done within 72 hours of your arrival at the emergency room. If a VA bed is available and if you can be safely transferred, you must be moved. If you refuse to be transferred, the VA will not pay for any further care.

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

This depends on your VA eligibility. VA may pay all, some, or none of the charges. Some highlights are listed in the next column.

For service-connected conditions, here are some of the criteria that must be met:

1. Care or services were provided in a medical emergency, and
2. VA or another federal facility were not feasibly available, and
3. VA was notified within 72 hours of the admission.
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance.

For non-service-connected conditions, here are some of the criteria that must be met:

1. Veteran is enrolled in the VA Health Care System, and
2. Veteran has received health care services from VA within the previous 24 months, and
3. Veteran has no other health insurance coverage.
4. Ask your local VA Medical Center's Non-VA (Fee) Care Office for further eligibility guidance. If you have no other form of payment ask about the Millennium Bill.

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

You may have to pay for a portion of your emergency care, depending on the care you received. Your local VA medical center's patient eligibility/benefits counselor can explain these factors and how they affect your obligation to pay for part of your care. Be sure to ask about the Millennium Bill if you have no other form of payment.

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

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

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

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

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

Yes, but this coverage is very different. VA will only pay for emergency care outside the US if your emergency is related to a service-connected condition. Contact the VA Health Administration Center, Foreign Medical Program at 1(877) 345-8179. You can find more information on the Foreign Medical Program (FEP) at <http://www.va.gov/hac/forbeneficiaries/fmp>

Will VA pay for emergency care if I am in jail?

No. Usually the jail is responsible for providing medical care.

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

File your claim with the nearest VA Medical Center quickly because time limits usually apply. For non-service-connected care, the time limit is 90 days. Again, consult your local VA Medical Center for more information.

Where can I get more information?

You can get more answers to your questions on the Health Administration Center Internet website at http://www.va.gov/healthbenefits/access/emergency_care.asp under Non-VA Care. You may also contact a patient eligibility/benefits counselor at your VA medical center for details about your situation.

Call 1-800-320-8387 and ask for the Eligibility Services for more information regarding health benefits or dial extension: 46424

Will the VA pay for emergency care if I have no other form of payment (insurance, Medicare, etc.)?

To qualify for the Millennium Bill, veterans must be able to answer "yes" to the following:

Are you enrolled in VA health care?

- Have you been seen by a VA health care professional within the preceding 24 months?

And "no" to the following:

- Do you carry any form of health insurance or coverage, including Medicare, Medicaid or workers compensation?

For more information about the Millennium Bill you may call 1(800) 320-8387 Ext. 44050.

Medications-Prescriptions

VA Pharmacy Benefits

Danville Outpatient Pharmacy Hours of Operation:

8:00 AM – 5:00 PM, Building 98, First Floor, North End of building

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

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with similar medications carried by the VA pharmacy. VA providers will work closely with your community provider to coordinate your care. You must bring information from your community provider that explains why the medication was prescribed, the name of the medication, and the dose.

By law, VA pharmacy cannot fill a prescription written by a non-VA provider. It will be reviewed by a VA Provider for agreement or disagreement. If agreeable, it will be ordered by the VA Provider through the VA pharmacy. VA is not responsible to pay for medications filled at a private pharmacy.

If you have an outside Health Care Provider as well as a VA Health Care Provider you **MUST** work with each Health Care Provider to be sure that you receive the best care possible. Tips to follow:

- The VA **MUST** have copies of your private medical records before any medications will be prescribed.
- Every time you see your VA Provider, you need to bring copies of the medication changes that have been made by your private provider.
- You **MUST** sign a Release of Information (ROI) to allow the VA staff to discuss your care and/or exchange written information with your private provider.
- You **MUST** try to keep ALL scheduled appointments at the VA, **this is required for continued prescription renewals.**

NOTE:

- Medications given to you by the VA may be different from that prescribed by your private provider. Some medications may not be available on the VA Drug Formulary and substitutions may be made and doses may be changed.
- The VA provider must make sure of the following:
 - 1) It is the best medication for you
 - 2) The medication is working
 - 3) The medication is not causing you any problems
 - 4) Important tests or blood work are done

- The VA is NOT responsible for new prescriptions written by your private provider between scheduled visits. The VA pharmacy does not accept telephone orders to fill prescriptions from your private provider. Be sure to bring the medical justification for the new prescription(s) from your private provider to your next VA appointment.

IMPORTANT: Your private provider and VA provider must both know your medical condition. Make sure BOTH providers are fully informed about your medical care for your safety.

Don't forget to tell your VA Provider or pharmacist about any medications you get filled at a pharmacy other than the VA or any other medicine (like antacids, laxatives, and pain medicine), herbal supplements or vitamins you purchase on your own.

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 information about patient eligibility from the eligibility/benefits counselor at (217) 554-3000 Ext 46424. For more information see page 9.

New Prescriptions

A pharmacist will talk with you about any new medicine your provider orders for you at your request. You can pick up new prescriptions at the VA pharmacy in Danville or have them mailed to your home (please ask how to get new prescriptions at the CBOC you are seen). Mailed prescriptions usually take 14 days to arrive.

For Questions please call your PACT Clinic or **(217) 554-3000 Ext 45579 to request to speak with a pharmacist.**

Refills for Prescriptions

You can request refills in any one of these 3 ways:

- Call the telephone ordering system using a touch-tone phone
Local: (217) 554-3208

Toll Free: (800) 320-8387 option 2

The automated phone system will give you step-by-step instructions. Before you start, have at hand your full Social Security Number and the prescription number printed on the bottle.

- Mail the refill slip that comes with your prescription

- Use the Internet and order through www.myhealth.va.gov, enrolling is easy! Log on to a computer with internet access and type in www.myhealth.va.gov and at sign up!

Request refills 2-3 weeks before you need more medicine to allow time for your prescription to be refilled and mailed to you.

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 the Pharmacy Call Center at **(217) 554-3208** and have your social security number ready.

NOTE: You will need a new prescription when your current prescription has no more refills or has expired and you need to stay on the medication. Contact your VA provider as soon as possible to have the prescription order renewed. It's a good idea to check your medicines before each visit with your provider to see how many refills are left, so you can ask for a new prescription of the medication at the visit.

Narcotics and certain controlled medications cannot be refilled. A new prescription is needed for each supply. You and your VA provider should discuss how and when you can get these prescriptions.

Additional Information

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

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

Co-Managed Care/Dual Care

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

VA Policy

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

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

VA Provider Responsibilities

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

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

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

If you request a highly specialized medication, you must be seen by a VA provider competent in that specialty, or the prescribing clinician must communicate directly with a VA provider competent in that specialty, either verbally or in writing.

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

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

Patient Responsibilities

- You need to give your VA PACT provider the name, address, and telephone number of all your private doctors.
- Your VA PACT team may need your private doctor's records, you may need to obtain copies yourself or go to the private doctor's office and request they be sent. You also may have them faxed, ask your VA PACT clinic what number they should be faxed to.
- If you would like information from your VA medical record sent to your private doctor, you may need to sign a form allowing the VA to send the records. This form is called a Release of Information (ROI). Please provide enough time for this information to be sent.
- It is important to let your VA provider know about all medicines you're taking, including prescriptions written by your private doctor, over-the-counter medicines, vitamins, supplements, and herbals.
- You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private doctor.
- Let your private provider know the above information to avoid any drug interactions or miscommunication in your health care.

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

Please see "Your Medicines" section for more information.

My HealtheVet Website Features

www.myhealth@va.gov

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

- Email your VA provider for non-urgent health care questions and issues through secure messaging after becoming authenticated
- View your VA appointments
- View your lab reports and selected parts of your VA medical record
- Check on possible drug interactions for your medicines
- Decide who should have access to your personal health information—for example, family members, doctors, etc.
- Refill your VA prescriptions and get information about your medicines
- Create your own personal health journal
- Read VA news and feature stories
- Link to VA benefits and services

Personal Health Journal

Your Personal Health Journal should fit your personal needs. You can use it to do any of these things:

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

Getting Started

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

1. Go to the website: <http://www.myhealth.va.gov>
2. **REGISTER:**

Anyone can register on My HealtheVet, including Veterans, their families, caregivers and others. As a Registered user, you can take advantage of the self-management features My HealtheVet offers. You can also use the **VA Blue Button** to print or

download your information. Veterans registered as a “VA Patient” may get an Advanced My Health^eVet account. This account type gives you the ability to refill your VA Prescriptions online. It is simple to get started with My Health^eVet—all you have to do is register.

3. Click on the “Register Today” button and follow the instructions to register as a VA patient.

Be sure to write down the following information. You will be asked this to gain access to your personal health care records in My Health^eVet.

MHV Username: MHV Password:

4. Go back to the My Health^eVet home page
5. Click on the “In-Person Authentication” link
6. Watch the brief orientation video
7. Print out, complete, and sign the My Health^eVet Release of Information form (Form 10-5345a-MHV)
8. Bring the form and a photo ID (Veterans ID card or driver’s license) to the VA Release of Information Office Building 98, 3rd floor, room 3111 or 3113 or your clinic clerk.
9. The staff will verify who you are and complete the process.

New Features

SHARE: Use VA Blue Button to view, print and/or download your information

The **VA Blue Button** is a tool that gives you easy access to your My Health^eVet health and military service information. You can get your information anytime and anywhere you can reach the Internet. **VA Blue Button** gives you control. It provides information to you that can help you make healthier choices. You can share your information whenever you need to. You can do this without the hassle of calling for paper records. This gives you choices about how you use your information.

More Information

To learn more about what is available, visit *How to Use My Health^eVet*. On the My Health^eVet home page, select **About MHV**, go to **Overview** and select **How to Use MHV** or call: 1(800) 320-8387 ext. 43271 and speak with:

Debra Gouard, MyHealth^eVet Coordinator LOCATION:
1900 East Main Street, Danville, IL Building 98, Second Floor, turn left off the elevators and left down main hall and it is the second door on left.

PHONE: (217) 554-3000 Ext 43271

How to use My HealthVet – Features and Tips:

Logging in:

- 1) Go to www.myhealth.va.gov, click on the blue 'Go to My HealthVet Enter Here' button.
- 2) Login using the User ID and Password you created. If you don't remember your User ID or Password, click on the Forgot User ID or Forgot Password links directly below the login box.

Note: If requesting your User ID or resetting your Password, you only need to answer ONE of your security questions correctly.

Pharmacy:



To view and refill your VA prescriptions, click on the **PHARMACY** tab and then click on **Refill My Prescriptions**.

Appointments:



To view your appointments, click on the **GET CARE** tab and then click on the **APPOINTMENTS** tab.

Note: If none of your VA Appointments are listed, and you know you have appointments scheduled, try clicking on the Refresh Button. The appointment list is updated every 24 hours.

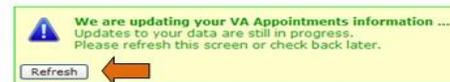


Appointments:



To view your appointments, click on the **GET CARE** tab and then click on the **APPOINTMENTS** tab.

Note: If none of your VA Appointments are listed, and you know you have appointments scheduled, try clicking on the Refresh Button. The appointment list is updated every 24 hours.



Appointment Reminders:

To set up Appointment Reminders, click on the **GET CARE** tab and then click on **HEALTH CALENDAR**. On the Health Calendar page click on the Preferences (upper right hand

Checkmark VA Appointments, under Subscribe to Email Reminders and click Save.

Note: A message notification will be sent to your personal email 2 weeks and then 3 day prior to your appointment date. You will still receive your appointment letter by mail.



Lab Results:



To view your Chemistry/Hematology Lab results, click on the **TRACK HEALTH** tab and then **LABS + TEST**.

On the Labs + Test page, click on the **View More** button in the VA Chemistry/Hematology section.

Your results will be available 7 days after the lab test is processed.

Note: If none of your lab test results are displaying, click on the Refresh button.



Secure Messaging:



Secure Messaging is similar to email, and will allow you to communicate with your Provider & Healthcare Team. Use this feature to ask non-urgent questions, renew prescriptions, make appointments, etc.

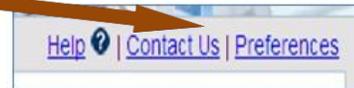
To access Secure Messaging, click on the **SECURE MESSAGING** tab.

Next, click on the orange **Open Secure Messaging** button.



The first time you enter the Secure Messaging section of the website, you must 'opt-in,' which is agreeing to the terms and conditions. **Whether you plan to send a message or not, it is HIGHLY ENCOURAGED that you 'OPT-IN' as soon as possible because this will enable your Healthcare Team to contact you via Secure Message.**

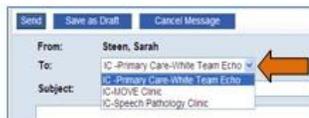
Note: When you enter your personal email address under the **Preferences** link (upper right hand corner) of Secure Messaging, you will receive an email notification to your personal email address when your VA healthcare team sends you a secure message.



Sending a Secure Message to your Healthcare Team:

- 1) Once in your Secure Messaging inbox, click the **New Message** button.
- 2) The **To:** field of the message will default to your Primary Care Team. Click on the , to see if other teams are available to you.

Note: Some specialty clinics will become available throughout 2011-2012.



For more information contact the My HealthVet Hotline: **217-554-3271**

Disability Compensation Benefits

What Is VA Disability Compensation?

Disability compensation is a tax-free benefit paid to a Veteran for disabilities caused or made worse by injuries or diseases that happened while on active duty, active duty training, or inactive duty training. Disability compensation is also paid to certain Veterans disabled from VA health care.

Who Is Eligible?

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

How Much Does VA Pay?

The amount of basic benefit paid ranges from \$123 to \$2,673 per month, depending on how disabled you are. You may be paid additional amounts, in certain instances, if:

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

How Can You Apply?

Use a paper form

Fill out VA Form 21-526, *Veterans Application for Compensation and/or Pension*.

If you have any of the following materials, please attach them to your application:

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

--OR--

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

Related Benefits

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

Military Exchange and Commissary Privileges

For more information

Call toll-free 1-800-827-1000

or visit the website: <http://www.va.gov>.

General Information

Library Services

Building 125, **Point of Contact:** (800) 320-8387

Ext. 45605 Hours of operation are:

7:30-4:00 P.M. Monday through Friday (closed on weekends and

Federal holidays) Veterans (Outpatient & Inpatients) are able to:

- Find help to build a resume
- Find assistance in looking for employment and/or filling out job applications
- Public access to computers with internet (also Wi-Fi available)
- Find health & disease information in our PERC (Patient Education Resource Center) if needed in audio or visual please ask for assistance
- Play Wii or Xbox 360 with Kinect
- Read or check out a book or DVD (audio books are also available)
- Listen to music
- Put together puzzles, play checkers or chess
- Relax in one of the massage chairs
- Watch T.V. or a Movie
- Enjoy the outdoor patio and watch the birds feeding
- Get a cup of coffee (snacks when available)

Patient Education Resource Center

Location: Building 98, Second Floor in glass room across from The Patriot Café

Hours: 7:30-4:00 P.M. (closed on weekends and Federal Holidays)

- Find education on disease conditions
- Health information
- Access to internet sites with MyHealthVet and the Veterans Health Library for personalized, pro-active health information

For more information please contact the Veteran Health Education Coordinator at 217- 554-5567 or stop by the office in B125 R110B, through the Library break room.

Canteen (Retail Store)

Located in Building 104, Room 106

Hours Open: 7:00-4:00 P.M. Monday through Friday

9:00-2:00 P.M. Saturday and Sunday (closed on Federal Holidays)

Phone number: (217) 554-5763

Cafeteria

Located in Building 104, Room 105

Hours Open:

7:00-2:00 P.M. Monday through Friday

Lost & Found & Patient Effects

Located in Building 104 Room 137D

Hours Open: 7:30-4:00 P.M. Monday through Friday (closed weekends and holidays)

call (217) 554-5421

If needed after hours, you may contact the Administrative Officer of the Day in building 98, Admissions/Urgent Care (217) 554-3000 and ask for the Administrative Officer for VA Illiana.

ATM

Located in Building 104, (in the Hub by the cafeteria)

Located in Building 98, Main Lobby

Barber Shop

Located in Building 104 Hours Open:

9:00 A.M.-2:00 P.M. Monday through Friday (summer hours are 9:00 A.M.- 3:00 P.M. and start the first week of June, closed weekends and holidays) Phone number: (217)

554-5722 to schedule an appointment



Veterans – Let the VA do the Driving!
The Department of Veterans Affairs has launched transportation service to VA Medical Centers and Community Outpatient Clinics (CBOC's)

Veterans Transportation Service (VTS) & Disabled American Veterans (DAV) Schedule

This is the combined shuttle details for our Veterans.

Shuttle Service is being provided by the following groups:

DAV: Disabled American Vets – Volunteer drivers

VTS: Veterans Transportation Service - VA Employees

Use the contact information for the trip that will fit your scheduled appointment.

Please consider the following when arranging transportation:

- Riders must have a scheduled appointment.
- Rides must be scheduled at least 48 hours in advance.
- Notify the appropriate contact number if your appointment changes or you will not be able to ride when scheduled.
- **VTS only:** When reserving a seat, indicate a wheelchair or scooter if it applies. Many shuttles are not equipped for these. You must ask when reserving a seat. DAV volunteer shuttles do not transport wheelchair or scooter patients.
- Shuttle routes are set and cannot be changed. We do not provide door to door service. Please contact your Social Worker if the routes included will not meet your needs.
- The rider's name must be on the manifest to board the shuttle.
- Caregivers need a memo to ride. Call (217-554-5730) for memo.
- Riders are not given travel funds. Call (217-554-5009) with any questions.
- Riders must be able to get in and out of shuttle on their own.
- Please contact your primary care team clinic to speak to your PACT Social Worker to arrange lodging.

Bloomington, IL to Danville, IL

- Leaves McDonald's, 525 Brock Dr.
- DAV: 7:15 am Mon-Fri contact 217-554-5730 to schedule
- VTS: 11:00 am Mon-Fri contact 217-554-5003 to schedule

Champaign, IL to Danville, IL

- Leaves VFW 609 Edgebrook, Champaign IL
- DAV: 7:30 am Tue, Wed, Thurs. contact 217-424-1376 to schedule

Charleston, IL to Danville, IL

- Leaves Rural King, 1475 18th St.
- DAV: 7:00 am Mon-Fri contact 217-554-5730 8a-3:30p to schedule
- VTS: 10:00 am Mon-Fri contact 217-554-5003 to schedule

Chicago - Hines VA & Peoria Clinic to Hines VA

- Leaves Peoria Clinic
- DAV: 6:00 am Wed & Thursday contact 217-554-5730 to Schedule
- Returns from Hines at 12:00pm

Crawfordsville, IN to Danville, IL

- Leaves VFW at the corner of Market and Water St.
- DAV: 8:00 am Mon, Tue, Wed contact 765-364-5175 ext. 21

Danville, IL to Indianapolis, IN

- Leaves VA Illiana Health Care System, 1900 E Main St.
- VTS: 6:45 am & 8:45 am Mon-Fri contact 217-554-5003 to schedule

Decatur, IL to Danville, IL

- Leaves K-Mart, on Pershing Rd and Jasper Rd
- DAV: 7:00 am Tue, Wed, Thur. contact 217-424-1376 to schedule
- VTS: 10:30 am Mon-Fri contact 217-554-5003 to schedule

Indianapolis IN, to Danville, IL

- Leaves Roudebush VAMC, 1481 W 10th St.
- VTS: 12:00 pm & 3:00 pm Mon-Fri contact 217-554-5003 to schedule

Iowa City VA

- Leaves Peoria Clinic
- DAV: 6:00 am Tuesdays only Contact 217-554-5730
- Returns from Iowa City at 12:00pm

Lafayette, IN to Danville, IL

- Leaves Tippecanoe County Annex, 629 N 6th St, Lafayette, IN
- DAV: 8:00 am Wed & Thur. contact 765-742-1796 to schedule
- VTS: 7:45 am Mon-Fri contact 217-554-5003 to schedule

Marshall / Paris, IL to Danville, IL

- Leaves VFW in Marshall, VFW in Paris
- DAV: Marshall 6:45 am Mon, Wed, Fri contact 217-826-2814
- DAV: Paris 7:00 am Mon, Wed, Fri contact 217-466-3110 or 217-554-5730

Mattoon, IL to Danville, IL

- Leaves American Legion Post #88, 1903 Maple Ave., Mattoon, IL
- DAV: 6:45 am Mon-Fri contact 217-554-5730 8a-3:30p to schedule
- VTS: 9:45 am Mon-Fri contact 217-554-5003 to schedule

Peoria Clinic, IL to Danville, IL

- Leaves Peoria Clinic
- DAV: 6:30 am Mon-Fri contact 217-554-5730 to schedule
- VTS: Clinic 10:00 am Mon-Fri contact 217-554-5003 to schedule

Peoria City Link, IL to Danville, IL

- Leaves City Link NE corner
- DAV: City Link 6:40 am Mon-Fri contact 217-554-5730 to schedule
- VTS: City Link 10:15 am Mon-Fri contact 217-554-5003 to schedule

Robinson, IL to Danville, IL

- Leaves VFW, 712 E. Main Street, Robinson
- DAV: 6:30 am Mon, Wed, Fri contact 618-546-5140 to schedule

Terre Haute, IN to Danville, IL

- Leaves Denny's, South 3rd & Poplar, Terre Haute, IN
- DAV: 8:00 am Mon & Wed contact 812-462-3261 to schedule

Tuscola, IL to Danville, IL

- Leaves Dairy Queen, Tuscola, IL
- DAV: 7:15 am Mon-Fri contact 217-554-5730 to schedule

Springfield, IL to Danville, IL

- Leaves County Building, 200 South 9th St, Springfield, IL
- DAV: 6:30 am Mon & Wed contact 217-753-6680 to schedule

- VTS: 9:30 am Mon-Fri contact 217-554-5003 to schedule

Afternoon Return Shuttle from Danville VA Building 98 (Admissions)

- Shuttles may be delayed waiting for the Indianapolis shuttle to return to Danville. Contact 217-554-5003 to schedule
- VTS: Shuttle 1 Bloomington & Peoria Shuttle departs at 3:45pm Mon-Fri.
- VTS: Shuttle 2 Decatur & Springfield Shuttle departs at 4:00pm Mon-Fri.

Additional Route contacts:

Lafayette, IN 765-742-1796; Parke County IN 765-742-1796; Bloomington IL 309-888-5140

Have questions?

Contact:

Bob Arellano 217-554-4281 (DAV)
Joel Ferren 217-554-5730 (Voluntary Services)
Janet Green 217-554-5003 (VTS)

All DAV Shuttles will be held as late as 12:00pm before returning if all passengers are not accounted for. However, shuttles are released as soon as they have all of their returning passengers. Contact the DAV coordinator at 217-597-7452 if running late.

Patient and Patriot's Place/Community Living Center (CLC) Resident Rights and Responsibilities

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

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

In all these activities, our employees will respect and support your rights as a patient or resident of Patriot's Place/Community Living Center (CLC). Your rights and responsibilities are outlined in this document. Please talk with your treatment team or a patient advocate if you have any questions or would like more information about your rights.

Nondiscrimination and Respect

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

- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents, and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

Information Disclosure and Confidentiality

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

Participation in Treatment Decisions

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

- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You should help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or Patriot's Place resident, you will receive any transportation needed for your treatment plan.
- You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified. There will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about health care ethics.

Complaints & Compliments

- We encourage you to seek help from your treatment team or a patient advocate if you have problems or complaints. You will receive information you can understand about the complaint process. You may complain verbally or in writing without fear or retaliation.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.
- You may also provide written compliments for the facility and staff through the Patient Advocate Office.

**Call 1-800-320-8387 and ask for the Patient Advocate at your facility.
Danville, Springfield, Mattoon, Lafayette, Decatur: Dial extension #45013 or
#43131 Peoria Clinic: Extension #47284**

WHAT YOU SHOULD KNOW ABOUT ADVANCE DIRECTIVES

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

Who would you want to make decisions for you?

What type of health care would you want? What health care wouldn't you want?

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

What is an advance directive?

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

What is a durable power of attorney for health care?

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

What is a living will?

A living will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you. Talk with your family, your health care agent, and your doctor about your wishes so they won't have to wonder what you want and if they're doing the right thing. If you don't have a living will, decisions will be made for you based on what is known about you in general and about your values. That's why it's important to discuss your wishes with your loved ones, your doctors, and your health care team.

Must my health care agent always follow my living will?

Most of the time, yes. Your health care agent should try to respect your wishes. But it can be hard to imagine future health and say just what treatment you would want at that time, so sometimes your agent may have to interpret your wishes. In a VA advance directive, you can say if you want your agent to do just what your living will says, or if they may make the decision they think is best for you at that time, even if it isn't what you said you would want.

WHAT YOU SHOULD KNOW ABOUT ADVANCE DIRECTIVES

Should I have an advance directive? Yes, it's a good idea to have one. An advance directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can't speak for yourself. Your advance directive is used only when you aren't able to make decisions yourself.

How do I complete an advance directive? Fill out VA Form 10-0137, "VA Advance Directive: Durable Power of Attorney and Living Will." Or use any valid state advance directive form. Talk to a health care professional at your local VA health care facility. This might be a social worker or your primary care doctor. Or talk to your spiritual advisor or attorney. Your VA health care team can make your advance directive part of your medical record.

Do I need to fill out a durable power of attorney and a living will?

No. Even though the VA form contains both, it's up to you whether you complete the durable power of attorney for health care, the living will, or both.

Can I change my advance directive? Yes, you may change or cancel your advance directive at any time. In fact, you should review your advance directive periodically, especially if there is a change in your health, to make sure it's up to date. If you change it, be sure to tell your health care team and have them put it in your

health record. Share your new directive with your family members and other loved ones.

VA Form 10-0137B SEP 2011

YOUR RIGHTS REGARDING ADVANCE DIRECTIVES

Advance Directives. Advance directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an advance directive can help your doctors and family members understand what you want.

It is up to you to decide if you want an advance directive. Your decision will not affect your access to health care or other VHA services.

There are two types of advance directives. In the Department of Veterans Affairs (VA), the two types are in one form. You may complete neither, one, or both of the following:

Durable Power of Attorney for Health Care. In this type of advance directive, you name a person as your Health Care Agent who is to make health care decisions for you if you are not able to do so. Your Health Care Agent is the first person your health care team contacts for decisions about your care.

Living Will. In this type of advance directive, you state your preferences about treatments you want, or don't want, in different situations when you cannot make treatment decisions yourself. A living will helps your Health Care Agent or others know what treatments you would choose.

Your Rights:

1. You have the **right to accept or refuse any medical treatment.**
2. You have the **right to complete a durable power of attorney for health care.**
3. You have the **right to complete a living will.**

Your Responsibilities:

1. If you have an advance directive, it's important to give the Veterans Health Administration (VHA) a copy for your health record.
2. If you'd like more information about advance directives, or help filling out the forms, please call your social worker to schedule an appointment.