

Patient Handbook

for the
Dayton VA
Medical Center

1998

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website homepage and click
"maps" button to see campus
map

www.daytonvamc.com

WELCOME



A MESSAGE FROM THE DIRECTOR...

To Our Patients, Their Families, and Friends

Welcome to the Dayton Veterans Affairs Medical Center where we are committed to providing the highest quality care to our veterans. This guide to our comprehensive inpatient and outpatient services is representative of the many ways we work towards making the time you spend with us as positive as possible.

This Medical Center not only provides primary and many tertiary care services but also a wide range of specialized services designed specifically for the veteran. These include: Polysubstance Abuse, Homeless, Hospice, PTSD, Vet Center, Home Based Primary Care, Adult Day Care, and Respite Care. We also have a diverse extended care program.

Please review the information contained in the booklet and do not hesitate to ask questions of the staff for clarification or further information.

I wish you all good health.

A handwritten signature in black ink, appearing to read "Steven M. Cohen".

Steven M. Cohen, M.D.
Medical Center Director

OUR VISION

The Dayton Veterans Affairs Medical Center will be recognized as a model health care organization, providing quality comprehensive services to veterans through a dynamic and complete continuum of care.

Each of us will be dedicated, enthusiastic, and committed to excellence in fostering wellness and achieving ever higher standards in patient care, education, and research.

OUR CORE VALUES

COMPASSIONATE CARE

- Serving those who served
- Individual worth and dignity
- Wellness
 - More than absence of illness
 - Health of body, mind, and spirit

HIGH QUALITY WORK

- Professionalism
- Proficiency
- Continuous Improvement
 - Accountability to customers
 - Teamwork
 - Willingness to change

ADVANCEMENT OF KNOWLEDGE

- Education of staff
- Training of students
- Research

MISSION OF THE DAYTON VAMC

1. Our primary mission is to deliver comprehensive, compassionate, and quality health care. In order to accomplish this, we will:

- Provide specialized programs and services within a continuum that includes acute, intermediate, domiciliary, outpatient, and nursing home care.
- Encourage wellness through preventive services and patient education.
- Promote dignity, self-respect, and individualized treatment.
- Prepare for Department of Defense patient care in times of military conflict or national emergency.

2. Our culturally diverse work force is the strength of this Medical Center. We will actively recruit and retain quality employees who share our vision and support our primary mission. Each employee will be:

- An active and accountable member of the health care team.
- Empowered to facilitate change.
- Provided opportunities for personal and professional growth.

3. We recognize the importance of education and research. We will therefore encourage:

- The advancement of knowledge for every employee.
- The fostering of academic affiliations.
- The development of basic and applied research activities to improve the quality of life.

4. We value the larger community in which we exist. We will support our community relationships by:

- Cooperating with veterans service organizations and other voluntary groups.
- Sharing technology and resources with other health care facilities.
- Interacting with civic and government agencies.

In striving toward our vision, we are committed to Total Quality Improvement. We will continuously review our programs and seek input from our patients, employees, and other customers about our effectiveness. We will continuously improve our programs to reflect our core values, relate to our missions, and meet our customers' needs.

INTRODUCTION

The Dayton Veterans Affairs Medical Center is dedicated to give the highest quality of care possible to all entitled veterans. All the services of the Medical Center are designed to meet your needs. This handbook describes hospital routines and the services available during your stay, after your discharge, and your return to the community. Our Medical Center consists of a general medical-surgical and psychiatric acute care section, a subacute care section, outpatient services, and a Nursing Home Care Unit. We offer a wide variety of services within these sections that this handbook will outline for you.



In addition, we are part of the VA Healthcare System of Ohio. This system assures continuity of care and access to a broad range of services throughout the State of Ohio. It includes the Medical Centers at Brecksville, Chillicothe, Cincinnati, Dayton, and Wade Park and outpatient clinics at Canton, Columbus and Youngstown.

Be sure to look over the handbook so you can become familiar with the kind of services available to you. The members of our health care team are here to serve your needs. If you have any questions or comments, or need more information, ask any member of our staff for help.

PATIENT'S RIGHTS

The following Patient's Rights are assured for each patient unless medically contraindicated.

A detailed description of these rights and the way to present grievances is posted on each nursing unit and in other treatment areas.

1. You have the right to be informed about, to consent to or to refuse the recommended treatment.
2. You have the right to present grievances if you feel these rights have not been provided.
3. You should be treated with dignity as an individual, with compassion and respect, with reasonable protection from harm, and with appropriate privacy.
4. You will receive, to the extent you are eligible, prompt and appropriate treatment for physical or emotional disorders or disabilities, in the least restrictive environment necessary for that treatment, free from unnecessary or excessive medication.
5. You will not be denied your legal rights while hospitalized (except where State law provides otherwise).
6. You have the right to communicate freely and privately with persons outside the facility and to have or refuse visitors. There shall be reasonable access to public telephones for making and receiving calls.
7. You have the right to receive unopened mail. If there is reason to believe the mail may contain contraband, then you will have to open the mail in the presence of an appropriate person.
8. You will be afforded the opportunity to write letters and be assisted in doing so when necessary.
9. You will be allowed to wear your own clothes and to keep personal possessions.
10. You have the right to keep and spend your own money.
11. You have the right to social interaction as well as to regular exercise. Also, you will have the opportunity for religious worship.
12. Your medical record and all other information about you will be kept confidential unless disclosure is required or permitted by law or you consent to its release.

PATIENT RESPONSIBILITIES

Each nursing unit has a variety of veteran patients - all having some sort of medical condition which requires treatment. The doctors, nurses, nursing assistants, and technicians want to aid in your return to health. Appropriate conduct is essential to help us provide you with the best care possible.

The staff will expect you to turn off your lights, televisions, and radios not later than 10 p.m. each night, so that you may get a good night's sleep. If you wish to bring in a personal radio, please check with the nursing unit personnel as any electrical equipment must be checked out for adherence to electrical safety requirements. An inspection can be arranged for you.

Your complying with the following list of Patient Responsibilities is necessary to assure you of the highest quality care. It shows also the importance of your contribution to your care. You are responsible:

1. To let the nursing staff know when you leave the nursing unit.
2. To remain on the nursing unit each day until the doctors have completed their rounds.
3. To follow all the Medical Center's safety rules and posted signs.
4. To try to be considerate and respectful of all medical center personnel and other patients.
5. To cooperate with your treatment staff. If you have questions or disagree with your treatment plan, you are responsible for discussing it with your treatment staff.
6. To try to prevent any injury to yourself, other patients, visitors and staff members by your own actions and to be responsible for the safekeeping of clothing, money, and personal possessions you choose to keep with you while you are in this facility.
7. To keep all of your scheduled diagnostic or treatment appointments on time.
8. To avoid interfering with the treatment of other patients, particularly in emergency situations.
9. To assist by alerting the staff when another patient is having any difficulty.
10. To tell your visitors to be considerate of other patients and medical center personnel and to observe the visiting hours.

11. To be understanding and patient if you encounter delays.
12. To make sure you understand what medications you must take following discharge from the Medical Center, and whether you are scheduled for outpatient follow-up visit(s).
13. To understand that VA employees are here to serve you, and you have a responsibility to treat them courteously and avoid physical, verbal and sexual harassment of them.
14. To understand that any patient is subject to appropriate disciplinary action, including discharge from the hospital, fines, or arrest for the following infractions of hospital regulations:
 - a. The intentional striking of an employee with the intent to do bodily harm.
 - b. The use of profane language in dealings with employees.
 - c. Physical, verbal, and sexual harassment in any form.
 - d. The possession or use of alcoholic beverages is forbidden. No drugs or medicines, other than those prescribed for you by your physician, are allowed.
 - e. Gambling or any other form of monetary dealings between patients or between patients and staff, is strictly forbidden.
 - f. The possession of firearms, or any other types of weapons anywhere on Medical Center grounds, is forbidden.



PATIENT ADVOCATE

We continually strive to improve our services to you. One way to do this is to help you understand and exercise your rights as a patient at this Medical Center. We want you to know that your comments and recommendations for changes in policies and services are always welcome.

If you feel you are not granted the rights to which you are entitled, or if you are not receiving the services you need, we ask you to speak to your physician, nurse, or other employee responsible for that service. If you are not satisfied with the outcome or response, or if you prefer not to discuss the problem with the caregiver, you have the right to contact the Patient Advocate to voice your concern.

In lodging a complaint, you have the right to be free from opposition, pressure, or revenge including threat of discharge or denial of access to care.

**TO PLACE A COMPLAINT WILL IN NO WAY
COMPROMISE YOUR MEDICAL CARE OR
YOUR RIGHT TO FUTURE TREATMENT**



A Patient Advocate is available to help you with your concerns and may be contacted by calling (937) 262-2164.

ADVANCE DIRECTIVES

You have a choice... We at the Dayton Veterans Affairs Medical Center, understand that there may be a time when you are called upon to make a decision about life sustaining treatment. We understand that decisions to withhold or withdraw medical procedures with a terminal condition are most difficult for our patients and their relatives. This health care organization is required to provide you an explanation of your right to make personal decisions regarding your own medical care. We are also required to ask you whether you have written down your wishes. The Medical Center has the forms available for you. Our staff will help you in completing them. You may cancel or change these Advance Directives at anytime.

There are three different forms you can use to make your wishes known:

(A) DURABLE POWER OF ATTORNEY FOR HEALTH CARE
(VA Form 10-0137A)

This form allows you to appoint someone as your health care agent to make all health care decisions for you should you become terminally ill and unable to talk, or temporarily or permanently unable to make decisions for yourself.

(B) LIVING WILL (VA Form 10-0137B)

This form allows you to give advance written directions about all your health care decisions when you are terminally ill and unable to talk or in a permanently unconscious state.

(C) TREATMENT PREFERENCES (VA Form 10-0137C)

This form is a guide that allows you to make specific written directions about treatment preferences your health care provider and your health care agent, guardian or representative may use with the Durable Power of Attorney for Health Care or Living Will.

For further information about Advance Directives, contact Social Work Service at [937] 268-6511, extension 2122 or Chaplain Service at extension 2900.

USE OF RESTRAINTS

The Medical Center focus is to provide care that promotes the patient's well-being. Sometimes during his or her stay, a patient may have a physical or emotional condition occur that requires some form of physical restraint to ensure safety. A restraint is any method used to restrict a patient without his or her permission. The restraint is used as a temporary measure when other techniques do not work. Your doctor may determine that a restraint is needed to continue to provide a safe environment for medical care.

GENERAL INFORMATION

MEDICAL CENTER ADMISSION

All Medical Center scheduled admissions are done in Building 310, maroon desk.



To aid with your care, you will be given a patient identification band that is to be worn on your wrist and must be visible to Medical Center personnel at all times.

Patients being admitted are encouraged to send all non-essential effects and valuables home with family or friends. The Medical Center will provide reasonable protection to prevent loss of clothing in their safekeeping. The Department of Veterans Affairs does not assume any responsibility for the loss of valuables retained by you.

We recommend that you keep no more than \$20.00 for your personal needs. If necessary, the admitting clerk can deposit your money for safekeeping and will issue a receipt. If you desire to withdraw funds from your account, the Medical Clerk will notify the Agent Cashier. The Agent Cashier can deliver funds during ward rounds or you can make withdrawals by going to the Patient Funds Clerk, Bldg. 409 from 8:30 a.m. to 3:30 p.m., Monday through Friday. If you should receive money after you are admitted, you should arrange to have the money safeguarded in a Patient Funds account.

CANTEEN FACILITIES

Food and beverages are available for outpatients and visitors in the Patient Tower cafeteria or at the Recreation Building. Vending machines are located next to the cafeteria.

Gifts and personal items are available for purchase in the Patient Tower Gift Shop or the Recreation Building Retail Store.

All locations are closed on all Federal holidays.



VA Cafeterias:

LOCATION	DAYS	TIME
Patient Tower, Bldg 330	Mon through Fri Saturdays	7:00 a.m. to 6:30 p.m. 8:00 a.m. to 2:00 p.m.
Recreation Center, Bldg 305	Mon through Fri Sat-Sun	7:00 a.m. to 1:00 p.m. Closed

VA Canteen Retail Stores:

LOCATION	DAYS	TIME
Recreation Building 305	Mon through Fri	9:00 a.m. to 4:00 p.m.
Patient Tower Gift Shop	Mon through Fri Sat	8:00 a.m. to 6:00 p.m. 10:00 a.m. to 2:00 p.m.

SMOKE-FREE ENVIRONMENT

Smoking and side effects from smoking have been determined to be a health hazard, even to non-smokers. In your own interest, as well as that of others, we ask that you and your visitors comply with a few simple rules about this subject:

Smoking is prohibited in all buildings on the campus of this Medical Center.

- Smoking is allowed outside and in a few designated smoking shelters.
- Please place cigarette butts in the receptacles outside in order to keep the Medical Center clean.

SMOKING CESSATION PROGRAM

A Smoking Cessation Program is available to help you in quitting smoking. Contact the Patient Health Education Office at [937] 262-3376 for information about classes.

REST ROOMS

Public rest rooms are available on each floor of the Patient Tower and in the lobby of Ambulatory Care. Visitors are not to use the patient's rest rooms.

PARKING/AUTOMOBILES

Patients being admitted to the hospital who have automobiles should not leave their cars at the Medical Center, but need to arrange for their removal. Temporary arrangements can be made with the VA Police & Security Service to park and store the vehicle in the Patient Impound Lot. If stored, this facility is not liable for theft or damage.

Visitors may park in any parking space not specifically reserved for some other purpose.

RELEASE OF MEDICAL INFORMATION

To obtain copies of your medical records, Prime Care patients should contact their team associate.

Blue Team	ext. 5366	(8 South)
Red Team	ext. 5373	(8 South)
Green Team	ext. 5380	(8 North)
Orange Team	ext. 5381	(8 North)

Patients not being seen in Prime Care should go to Bldg. 310, Room 1E-126, or call ext. 3911. Business hours are Monday through Friday, 8 a.m. - 4:30 p.m.

Please have the following information available when you make a request:

1. Social Security Number
2. Date(s) of Treatment
3. The name and address of the person or facility where you want the copies to be sent.
4. The kind and amount of information to be sent.
(for example, "Summary of my hospitalization")
5. The reason you need the copies.
(for example, "continuing care" or "insurance")

Your request will be filled in a timely fashion.

MEDICAL CARE COST RECOVERY

Medical Care Cost Recovery (MCCR) was established in 1985 as a result of Public Law 99-272 and expanded in 1990 under Public Law 101-508.

These laws authorize VA to bill third-party insurance carriers for the cost of medical care furnished to veterans who have no service-connected disabilities or service-connected veterans being treated for nonservice-connected conditions. In addition, Public Law 101-508 authorizes the VA to charge a copayment for each 30 day or less supply of medication provided on an outpatient basis for the treatment of a nonservice-connected condition. This co-payment applies to all nonservice-connected veterans and veterans who are rated less than 50% service-connected, and whose income is in excess of established thresholds.

Public Law 101-508 further changed the way the VA determines the means test groups. All Category-C veterans must pay a co-payment to the VA for services. Category-C veterans are nonservice-connected veterans with a combined family annual income exceeding established income thresholds. Pamphlets explaining these programs are available at the registration counters or by contacting the MCCR Office at (937) 267-3913.

TRANSPORTATION

The Medical Center Transportation Unit operates a bus service for veterans. The VA bus stops in front of the Patient Tower (Bldg. 330), and by the Nursing Home Care Unit (Bldg. 409). The hours of operation are Monday through Friday, 6:00 a.m. to 6:00 p.m.



CARING FOR YOU

YOUR HOSPITAL STAY

Visiting hours have been regulated so that you will have adequate time for rest, relaxation, treatment and/or tests. Regular visiting hours are from 1 p.m. to 8 p.m. daily, with the exception of the Intensive Care Units. Visitors to the Intensive Care Units may visit only with the permission of the physician in charge. Visitors are limited to two (2) at a time on ALL nursing units. Every visitor must consider other patients as well as the one being visited. Children under 12 will not be permitted on the nursing unit, unless authorized by the nurse manager or treating physician. Children may visit patients on the grounds during suitable weather conditions or in other set areas. Please try to keep your visits short and peaceful. Visitors should be appropriately dressed in full street attire.

TELEPHONES

While you are in the hospital, your family can check on your progress by calling the Medical Center at (937) 268-6511. An automated operator will give you the opportunity to enter an extension number. By dialing one of the following extension numbers, you will reach the appropriate Nursing Unit:

4 North	2579	5 South	3734	SICU	2638
6 North	3738	6 South	3742	MICU	2521
9 North	3751	7 South	3747	ACU	1635

PATIENT ROOMS

Each patient bed has a telephone with the extension printed on it. There are two types of calls that can be made from your telephone:

1. Local Outside Call: Dial "9" for an outside line, then dial your number.
2. Long Distance Operator Assisted Call: Dial "9" for an outside line and then dial "0" for an outside operator and proceed with your call. This call will be billed to your credit card, home phone or you may make a collect call.

Pay Phones: Telephones are available in the first floor lobby for your visitors.

TV/CLOSED CIRCUIT TELEVISION (CCTV)

A patient and family educational television system is available in your room. The **“Health Network”** is shown on Channels 27 and 37 on the television sets in the patients rooms.

Channel 37 features a variety of inspiring wellness and prevention programs in addition to programs intended to help you learn to cope with a disorder or disabling condition. Channel 27 features programs relating to various medical disorders and procedures as well as programs and information designed to help you throughout your hospitalization. Both channels are aired on patient television in the Hospital from 8:00 a.m. until 8:00 p.m. daily.

Volunteers visit new admissions to demonstrate the **“Health Network”**. As you tune into the programs which interest you, please let us know what you think about them.

The following TV and radio channels are available to all patients and their families:

TELEVISION			RADIO		
<u>VA Channels</u>	<u>Local Channels</u>		92.1	WROU	Soul
8	2	Dayton-ABC	94.9	WAVE	Jazz
9	9	Cincinnati-CBS	95.7	WCLR	Oldies
10	16	Dayton-PBS	100.7	WEEC	Religious
11	22	Dayton-NBC			Music/Talk
12	43	Trinity Broadcasting Network			
13	45	Dayton-FOX			
27	27	VA Health Network/Wellness			
28	28	VA Health Network/Medical Information			
23	5	Cincinnati-NBC			
24	7	Dayton-CBS			
35		ESPN			
33		CNN			
40	40	MOR Music			

MAIL

For your convenience, a branch Post Office is located in the Recreation Building 305. The hours of operation are 9:30 a.m. to 12:30 p.m., 1:30 p.m. to 3:00 p.m., Monday through Friday. Your mailing address is:

Your name
Nursing unit or section number
VA Medical Center
4100 West Third Street
Dayton, Ohio 45428

Upon completion of your hospital stay, you should sign a “Change of Address Order” so that mail received here can be forwarded to you without delay. You should also notify all correspondents of your change of address when you leave here. This is particularly important if you are in receipt of Social Security and/or Compensation checks which have been mailed here to you. Mail received here will be returned to the sender if you do not have a “Change of Address Order” on file in the Mail Room.

For further information call extension 2931.

BARBER SERVICE

Barber/Beautician services are available to assist you in maintaining your appearance during your hospital stay. Services, such as shaves, haircuts, and shampoos can be conveniently provided on your unit for a fee.

We encourage patients to shave themselves. If they can not do so, we encourage their families to help them. However, barber services are available for shaving if so desired. Your family may wish to assist by making a deposit into your Patient Funds account for you to use for barber services.

To request barber/beautician services, or for additional information, contact the medical clerk on your unit.

NUTRITION & FOOD SERVICE

All meal trays are served on the Nursing Units at each patient's bedside. A Registered Dietitian is available to provide diet counseling and help to you and your family. Dietitians make regular visits to all nursing units. The Dietitian for your ward may be contacted through Nursing personnel.

Your meals, including special diets, will be provided according to your doctor's orders.

LINEN

For your care and convenience, we are pleased to provide you with a number of linen items, including pajamas, robes, washcloths, towels, sheets and pillow cases. We ask that you recognize these items as government property which under penalty of law, cannot be removed from the Medical Center. With your cooperation and that of your fellow patients, we will always have an adequate supply of these items.

PHARMACY

During the time of your admission, your medication needs will be supplied by the Inpatient Pharmacy. Our pharmaceutical service will include the monitoring of your medications for possible interactions, and proper therapeutic levels.

Patients leaving the hospital on pass are given the same opportunity to discuss their medication as those who are discharged. Patients with additional questions about discharge/pass medications are encouraged to call (937) 268-6511, extension 2250, 8:00 a.m. - 4:30 p.m., Monday through Friday.

DISCHARGE PROCESS

The physician responsible for your care will insure that Discharge Planning is started **early** in the period of hospitalization. The Discharge Planning Team (comprised of a Social Worker, Nurse, Physician, Community Health Nurse and Dietitian) will assist you in making appropriate plans for follow-up medical care, rehabilitation, and living arrangements after you are discharged.

DISCHARGE INSTRUCTIONS

As part of your preparation for discharge, you will be given a “Discharge Instruction Sheet” with important information on the following items:

- Medications
- Operations or Procedures
- Diet
- Special Instructions/Self-Care Procedures
- Follow-up Clinic Appointment(s)

You will be asked to sign this “Discharge Instruction Sheet”. **Bring it with you when you return to your clinic appointment.** A copy will be kept in your medical record.

Please make sure that you arrange for someone to pick you up at the hospital. Contact a member of the nursing staff for the approximate discharge time. Personal belongings and equipment must be taken with you. The Medical Center will not store or ship them.

DISCHARGE MEDICATIONS

Patients being discharged or leaving the hospital on pass, will be prescribed medications by their attending physician. The prescriptions are sent to the Inpatient Pharmacy for processing. A registered Pharmacist will review patient profiles and patient record records for medication interactions and accuracy.

Once the medications have been processed, the medications will be provided to the patient. Pharmacy Service places a high emphasis on patient care and providing information to our patients. We realize the importance of medication compliance and the need for each patient to fully understand their medications.

Should you have any questions about your medications, you may call the Pharmacy at [937] 268-6511, extension 2250 (Inpatient) and 3011 (Outpatient), from 8:00 a.m. to 4:30 p.m. Monday through Friday.

YOUR OUTPATIENT VISIT

Come to your scheduled clinic appointment at least 15 minutes before your appointment time and check in with the clerk of your clinic. Bring your appointment card or letter, your plastic VA card, and all the medications you have been taking. If you need to change or cancel your appointment, please call the number listed on your appointment card or letter. Each clinic meets according to a regular schedule on certain mornings or afternoons. You must be referred and have a scheduled appointment to visit any of the clinics. See page 34 entitled "PHONE NUMBERS" in this booklet for the clinic phone listing.

EMERGENCY

Emergencies are seen 24 hours-a-day, seven days-a-week. When you arrive, check in at the Registration desk (centrally located in the Emergency/Admission waiting area). A triage nurse will evaluate the seriousness of your medical condition and decide whether or not you need emergency care. Patients with emergencies will be taken to a treatment room immediately. Those with urgent or routine problems will be given a scheduled care appointment time. (During nights and weekends, patients will be seen in the order of the seriousness of their conditions).

SCHEDULED CARE

The Scheduled Care Clinic was established to minimize waits in the admissions area. It is not a substitute for seeing your regular physician. If you need to see a doctor for a non-emergency problem, but are unable to be seen by your regular physician, then call for a scheduled care appointment to avoid a long wait in the admissions area. In most cases appointments can be provided the same day.

New patients will be scheduled in this clinic. Scheduled Care cuts long waits for patients. Please take advantage of this clinic. The telephone number is (937) 267-5325.

VA TELE-NURSE

The Dayton VA now offers telephone advice services to veterans 24 hours a day, 365 days a year. Call the VA Tele-Nurse if you have symptoms, questions or need advice about any health problem. If your symptoms are not serious, you may not need an appointment. The VA Tele-Nurse will tell you how to treat the problem at home. The VA Tele-Nurse can also give you advice, information, counseling and referrals to the nearest VA Hospital or clinic. Call the VA Tele-Nurse at the first sign of a problem.

Early treatment is a key factor in dealing with many health care problems. Please be prepared to answer with the following important information for the nurse:

1. Your full name
2. Your social security number
3. Your current address
4. Your phone number and area code
5. The name of the VA hospital or clinic where you go for treatment
6. The name of your primary care physician (or who you see most often)
7. The medications you are currently taking (you may want to get your medications so you can provide this information from the container)
8. Any medical or physical problems the nurse should know about (your reason for calling)

VA TELE-NURSE
1-888-VET-OHIO
(1-888-838-6446)

PRIME CARE

Prime Care has been developed to achieve a more personal service for the veteran through primary medical care. Prime Care is a team concept and the team consists of staff doctors, nurses, nurse practitioners, administrative associates, chaplains, and community health nurses. Once you become a Prime Care Team patient, the health care workers on your team will be available to provide your care. To provide better care, you will be seen by the same team of providers, Prime Care is on the eighth floor of the Patient Tower. You will be seen by scheduled appointment only. Walk-in care is not available.

Prime Care hours: Monday - 8:00 a.m. to 4:30 p.m.; Tuesday - 8:00 a.m. to 12 noon
Wednesday through Friday - 8:00 a.m. to 4:30 p.m.

PHARMACY

Pharmacy Service fills only prescriptions written on a Dayton VA Prescription Form and signed by Dayton VA providers. Only *new* and *emergency* prescriptions are filled at the Dayton VA Outpatient Pharmacy. Your refill prescriptions will be filled and mailed to you from one of the VA automated prescription filling centers. To receive your refills by mail, you should request your medications at least 14 business days (2 weeks) before your current supply runs out. Use the automated telephone service at (937) 267-5325 or 1-800-368-8262 or 268-6511, extension 2189.

SUPPORT SERVICES & PROGRAMS

CHAPLAIN SERVICE

Chaplain Service provides spiritual care through visitation and counseling as requested by patients. You may call Chaplain Service or reach a Chaplain by request through your health care team.

Special help is offered in the areas of grief and alcohol related problems. Regular weekend Chapel Services are also held.

Chaplain Service is located in Building 115. The phone number is 2900, or to call direct from off the Medical Center, 262-3394. A chapel, open to anyone, is located on the first floor of the Patient Tower, Room 1C-171 during the hours of 8:00 a.m. to 4:30 p.m. Monday through Friday. A Chaplain is on-call during all other hours; consult your health care team for a referral.

Services:

Catholic

Sunday	8:00 a.m.	Tower, 1st flor, Chapel, Rm. 1C-171
	9:00 a.m.	Good Shepard Chapel, Bldg. 119
	10:30 a.m.	Nursing Home #2
Saturday	4:00 p.m.	Good Shepard Chapel, Bldg. 119
Mon - Fri	8:00 a.m.	Good Shepard Chapel, Bldg. 119

Protestant

Sunday	9:30 a.m.	Tower, 1st Floor, Chapel, Rm. 1C-171
	9:30 a.m.	NHCU #3
	9:30 a.m.	Miller Cottage PRP 12-Step Worship Service
	10:30 a.m.	Tower, South 7
	11:00 a.m.	Section 20, MP Room
	11:00 a.m.	Protestant Chapel, Bldg. 118

Chaplain Service CCTV Programming:

Channels 27 & 37

Morning Devotional (8:00 a.m. - 8:05 a.m. Monday - Friday)

Sunday Morning Programming:

8:00 a.m. - 8:30 a.m.	Catholic Chapel Service
8:30 a.m. - 9:30 a.m.	“The Genesis Project”
9:30 a.m. - 10:15 a.m.	Protestant Chapel Service
10:15 a.m. - 11:00 a.m.	“The Gensis Project”

Films about aging, faith and human relations are shown weekly. (See your CCTV Viewer’s Guide)

NUTRITION & FOOD SERVICE

A registered dietitian is available in the Outpatient Prime Care Clinic for nutritional assessments, diet counseling, and nutrition information. All patients are referred by a doctor or nurse in the Outpatient area, or by the ward physician upon discharge from the hospital from the hospital. Patients are seen by appointment only, and follow-up visits are scheduled as needed. Family members are encouraged to come with the patient.



SOCIAL WORK SERVICE

A Social Worker will contact you shortly after your admission to obtain information which will help us to plan for your care. Social Workers are assigned to all units, admissions, emergency room and the Outpatient clinics.

The Social Worker will attempt to help you with social, personal, and family problems which may interfere with your treatment. They can also help with discharge planning and referrals to other programs and community agencies. A Social Worker will also be available to you upon request.

Social Work Services helps veterans and their families make effective use of the services and benefits of the VA Medical Center. Through individual, group, or family counseling, a member of the Social Work Service will also help veterans and their families deal with psycho-social problems and provide referral recommendations, assistance, and resource information.

When long-term outpatient health care is necessary after VA care is terminated, Social Work Service will assist in finding affordable medical treatment in the community and may help with referrals to other VA facilities.

Social Workers are involved in every capacity to maximize the available benefits for veterans and their families. For information or assistance call Social Work Service at [937] 262-2122.

MENTAL HEALTH SERVICES

The Mental Health Service Line provides a full spectrum of mental health services to both inpatients and outpatients. These services are provided by staff from several disciplines including Psychiatrists, Psychologists, Social Workers, Nurses, Dietitians, Chaplains, and Recreation Therapists.

The following programs are available within the Mental Health Service Line:

INPATIENT PSYCHIATRY

Intensive psychiatric services are provided in an inpatient bed unit. Services are designed to assist those experiencing significant mental health problems which cannot be managed on an outpatient basis.

OUTPATIENT MENTAL HEALTH

The outpatient Mental Health Clinic (MHC) provides both counseling and pharmacological intervention for those patients who are in need of mental health services. Services are provided in both individual and group settings. Marital and family services are also available if the need is indicated.

DAY TREATMENT

The Day Treatment Program is a five day a week program for chronically, mentally ill veterans.

RESIDENTIAL CARE HOME PROGRAM

The Mental Health Service Line coordinates the care of veterans living in privately or corporate owned homes in the community.

POST-TRAUMATIC STRESS DISORDER

The Dayton VAMC offers residential rehabilitation treatment and outpatient services for veterans experiencing Post-traumatic Stress Disorder or partial symptoms.

POLYSUBSTANCE REHABILITATION PROGRAM

The Polysubstance Rehabilitation Program (PRP) of the Dayton VAMC provides multiple levels of care for addictive disorders.

HOMELESS PROGRAMS

The Health Care for Homeless Veterans Program (HCHV) provides outreach, screening, and when indicated, VA or community-based treatment to veterans.

HEALTH MAINTENANCE PROGRAM (HMP)

The HMP offers a broad range of clinical care management designed to address, but not limited to, long term care health issues.

VETERANS INDUSTRIES (VI)

Veterans Industries is a comprehensive vocational program that is available to all veterans who receive treatment at the Dayton VAMC.

PROSTHETIC TREATMENT CENTER

Prosthetic Treatment Center is an allied health service responsible for providing medically prescribed equipment, supplies, devices, services, etc. for home use by eligible veterans. For additional information, call (937) 267-3988 or stop by room BB-101 in the Patient Tower.

HEARING AND SPEECH (AUDIOLOGY AND SPEECH PATHOLOGY SERVICE)

Audiology and Speech Pathology Service provides evaluation and treatment for hearing loss, tinnitus (noises in the ears), inner ear balance problems, slurred speech, breakdown of language due to stroke, voice problems, memory problems, swallowing problems, and other communication disorders. Services are provided on the basis of referral by physicians and other health care providers. Family members are included in the treatment whenever indicated and possible.



PHYSICAL MEDICINE & REHABILITATION SERVICE (PM&R)

PM&R provides evaluations of range of motion, muscle strength, sensibility, joint function and cognitive status. Based on these objective findings, the therapists develop and implement specific individualized treatments for patients with cognitive deficits and a variety of acute or chronic neuromuscular or skeletal problems, including but not limited to pain, joint limitations, wound infection, paralysis, cardiopulmonary or neurological disease and vascular insufficiency.

PM&R also performs electromyography (EMG) and nerve conduction velocity (NCV) studies in order to diagnose neuromuscular disorders.

DIAGNOSTIC SERVICES

PATHOLOGY & LABORATORY MEDICINE SERVICE

The Laboratory personnel collect blood samples and perform many tests that aid physicians in the diagnosis and treatment of a variety of conditions, such as bacterial infections, heart attacks, diabetes, kidney and liver diseases, cancer, and blood disorders. Any questions patients may have about blood collection, or any of the tests that have been ordered, should be directed to their physician or nurse. Laboratory services are available at the following locations: 1) Second Floor of Building 310, 2) Prime Care Area, on the Eighth Floor of the Patient Tower (TraVALab #2 [mobile laboratory]). In addition, Community Collection sites are also available for patients' convenience. The Community Collection sites are located throughout the Dayton area, Middletown, Lima and Richmond, Indiana for specimen collection. Patients should check with their clinic for specific locations.

NUCLEAR MEDICINE SERVICE

Nuclear Medicine Service provides diagnostic and therapeutic services through the use of radioisotopes. Diagnostic studies include scans to diagnose the spread of a tumor to bone and liver and to diagnose the presence of infection in bone and elsewhere in the body. Nuclear Medicine scans are also used to assess heart and kidney function. Nuclear Medicine Service also uses radioisotopes to treat certain thyroid diseases and certain blood disorders, as well as for relief of pain due to spread of certain tumors to bones. If you have any questions or need to reschedule your appointment, please call the service at 268-6511, ext. 2685.

RADIOLOGY (X-RAY)

All X-Rays are performed in the Radiology Service, located on the first floor. If you require special instructions and preparations, they will be given to you by the Radiology Service Clerk. If you have questions or need to reschedule your appointment, please call the Service at 262-2103.

DENTAL SERVICE

Under certain circumstances, dictated by eligibility considerations, you may be able to receive dental care. If you are admitted to the hospital, you will receive dental screening for oral cancer.

INFECTION CONTROL TEAM

The Infection Control Team is made up of physicians and nurses specifically trained in the areas of Infectious Disease and Infection Control. They provide investigation, prevention, and control of infection through the education of patients and staff.

We urge you, while hospitalized or at home to help prevent the spread of infections by washing your hands frequently. Also, if your doctor orders antibiotics, take them all as scheduled.

While you are in the hospital, if you or your family have any questions about Infection Control issues concerning your care, ask your nurse to contact the Infection Control Staff we will be happy to talk with you.

LIBRARY

Two patient libraries are available to veterans and their families:

The Veterans Health Information Library provides health related information to veterans and their families. It is located in the Patient Tower, Room 8C-103 and is open 9:00 a.m. to Noon and 1:00 p.m. to 4:00 p.m., Monday through Friday. Pamphlets, books, and audiovisuals on a wide variety of topics are



available to help you and your family understand and manage physical and emotional illnesses. A talking book program of recorded literature is also available for veterans with visual or physical handicaps. You can reach this library by calling (937) 268-6511, extension 2312.

The **Tri-Section Library** is located in Building 410. It is open Monday through Friday, 8:30 a.m. to 11:30 a.m., 1:00 p.m. to 4:00 p.m. The Tri-Section Library can be reached at [937] 268-6511, extension 1104.

HOSPITALITY HOUSE

A guest house sponsored by the 3rd District Veterans of Foreign Wars is open 24 hours a day, seven days a week. It provides convenient, comfortable, affordable overnight accommodations to the family members of seriously ill veteran patients.

The current rate of \$5.00 a day is subject to change. There is no specified “check-in” time; however, advance registration is recommended. There is a limit of three nights stay unless extended by a physician’s statement. Call for reservations 268-6511, extension 1022.

RECREATION

Recreation Therapy Service provides a broad range of activities and programs to assist patients to learn how to best use their spare time. Activities include hobbies, games, sports, music communications, outdoor and spectator events.

Group and individual activities are offered to improve the quality of life and contribute to treatment goals and objectives. For information call Recreation Therapy Service at [937] 268-6511, extension 2919.

WOMEN’S HEALTH SERVICES

Our Medical Center provides a wide range of services for eligible women veterans including hospitalization for medical surgical and mental health problems, outpatient care, substance abuse treatment, domiciliary care, and nursing home care.

Specific outpatient services for eligible women veterans are provided through the Women’s Center for Health Promotion (WCHP) and the Gyn Consult Clinic.

WOMEN'S CENTER FOR HEALTH PROMOTION

This women's clinic specializes in the unique health care needs of women veterans. Our staff is particularly sensitive to issues related to privacy and comfort. Health care is provided by a team that consists of physicians, nurse practitioners, and other supportive personnel.

Specific services offered include:

- Pap smears
- Family planning services
- Menopause treatment (hormone replacement therapy)
- Mammograms
- Diagnosis and treatment of breast disorders
- Treatment of common minor women's health problems
- Screening for other physical and mental health problems
- Referral to other specialists as needed

GYN CONSULT CLINIC

The Gyn Consult Clinic is staffed by a physician who specializes in the diagnosis and treatment of conditions affecting the female reproductive system. Gynecologist care may include office procedures (such as culposcopy and endometrial biopsies) or surgery.

VA is not currently authorized to routinely provide obstetrical care. Scheduling for this service generally requires a referral from another VA clinic.

For additional information about our women veterans health program, contact the Women Veterans Coordinator at (937) 267-3921.

SUBACUTE CARE

Veterans that do not need acute care may be admitted or transferred to a subacute care unit within the hospital. Subacute care patients may need a brief period of continued medical or rehabilitation care. There are three special programs within subacute care: Geriatric Evaluation and Management, Rehabilitation, and Hospice. There are general subacute beds, as well. The goal of most subacute care patients is to obtain maximum independence and to return to the community. For more information or to visit any of the subacute care units or programs, call (937) 268-6511, extension 1067.

HOSPICE

Inpatient Hospice provides specialized care to you and your family if you are facing a terminal illness. The focus of this care is controlling pain and other symptoms so you can remain as alert and as comfortable as possible. A 16-bed Inpatient Hospice Unit is located on 9 North. Outpatient Hospice Services are available through community agencies, by referral. A member of the Hospice Team is available to talk with you about Hospice. For more information, call (937) 268-6511, extensions 3751 or 3752.

RESPIRE CARE

Respite Care provides family members temporary relief from the responsibility of providing continuous care to a disabled veteran. Any veteran who is eligible to receive care in accordance with VA Policy, is eligible for Respite Care. For more information, contact the Respite Coordinator at (937) 262-2122.

VISUAL IMPAIRMENT SERVICES TEAM (VIST)

VA provides comprehensive health and rehabilitation services to eligible veterans with severe visual impairment. Eligibility for the VIST program requires that a veteran be legally blind and have an honorable discharge. From the VIST program, veterans may be entitled to special benefits including yearly physical, eye, and hearing examinations and counseling that specifically addresses individual needs. Further information on these and other special services for visually impaired veterans may be obtained by contacting the VIST coordinator at [937] 268-6511, extension 2631.

ADULT DAY CARE (ADC)

Adult Day Health Care provides therapeutic services for veterans. Services include medical, nursing, rehabilitation and other supportive services in a group setting during daytime hours. You can be evaluated for this program by a referral from your health care team. For more information call [937] 262-2174.

NURSING HOME CARE UNIT (NHCU)

The Nursing Home Care Unit is an extended care facility which provides medical, nursing, rehabilitation and other supportive services for a limited stay. Families or veterans who are interested in Nursing Home Care Unit placement should contact their social worker on their assigned unit or the Eligibility Clerk at [937] 268-6511, extension 2201. Tours of the Nursing Home Care Unit can also be arranged by calling [937] 268-6511, extension 2949.

PATIENT HEALTH EDUCATION (PHE) SERVICES

The VA Medical Center has a national award-winning Patient Health Education Program (PHE) which provides a variety of activities, programs, and services. Doctors, nurses, psychologists, dietitians, social workers, and chaplains participate in teaching, counseling, and planning programs to meet your health education needs. Activities and programs offered include:

- Alcohol/Addiction Awareness Education
- Cancer-I-Can-Cope Program
- Diabetes Education
- Health Fairs
- Support Groups
- Smoking Cessation
- Lung Education
- Women Veterans' Health Education

For information about activities and programs, stop at or call:
Patient Health Education Office, 8th Floor, Room 8C-100, (937) 262-3376
Veterans Health Information Library, extension 2312

VOLUNTARY SERVICE

Volunteers visit the nursing units and are available to help patients with such things as writing letters and shopping. If you believe that you need a special service or some help which is not a regular part of your course of treatment, contact Voluntary Service, at [937] 268-6511, extension 2162.

The Veterans Affairs Voluntary Service, known as VAVS, plays a large role in the health care system provided to veteran patients throughout the United States. Thirty-five VAVS organizations that include veteran, civic and fraternal affiliations participate at this Medical Center. They offer aid to the veterans in many ways. For further information contact Voluntary Service at (937) 268-6511, extension 2162.

VETERANS CENTER (FOR READJUSTMENT COUNSELING)

The Veterans Readjustment Counseling Center staff offers education and counseling to Vietnam Era Veterans and the in-country veterans of Lebanon, Grenada, Somalia, World War II, Korea, Panama and the Persian Gulf to help them make a satisfactory post-war readjustment to civilian life. Hours of operation are Monday through Thursday 8:30 a.m. to 5:00 p.m. and Friday, 8:00 a.m. to 4:30 p.m. Evening hours are available by appointment. The Center is at 111 W. First St., Suite 101, Dayton, Ohio 45402.

The telephone number is (937) 461-9150.

VETERANS BENEFITS COUNSELOR

The Veterans Benefits Counselor is available to help both inpatient and outpatient veterans and their dependents with information and services about all veterans benefits.

The Veterans Benefits Counselor is located in Room 1C-167 of the Patient Tower. As most of the counselors duties concern inpatients, the office hours are 8:00 a.m. to 11:00 a.m. daily. Other arrangements can be made if needed by calling (937) 262-2129.

You may get general benefit information by calling the VA Cleveland Regional Office at 1-800-827-1000.

VETERANS SERVICE ORGANIZATIONS

Service organizations can provide assistance in filing claims for all veteran benefits. There are several service organizations located in the basement of building 409:

<u>ORGANIZATION</u>	<u>EXTENSION</u>
American Legion	2967
Secretary	2966
AMVETS	2965
Blind Veterans Association	1115
Disabled American Veterans	2962
Veterans of Foreign Wars	2964

THE NATIONAL CEMETERY

The Dayton National Cemetery was originally established as the permanent burial site for residents of the Central Branch of the National Asylum for Disabled Volunteer Soldiers on April 11, 1867. This is the third oldest National Cemetery in the United States.

All active duty personnel, retired military and veterans who have been discharged from the Armed Forces under conditions other than dishonorable and who are authorized VA benefits can be buried in the National Cemetery. Spouses as well as dependent children who are under the age of 21 years and who still reside with the veteran or who are 23, going to school, or who, before the age of 18 years were physically or mentally incompetent and depended wholly on the veteran for their livelihood are also authorized burial in the cemetery. The cemetery telephone number is Area Code (937) 262-2115. The Administrative Office is open Monday through Friday from 8:00 a.m. until 4:30 p.m.

PHONE NUMBERS

Main Switchboard 937-268-6511

CLINICS

Cardiology 262-2113
Compensation and Pension 267-3929
Eye 262-2105
Mental Hygiene 262-2186
Neurology 267-3906
Podiatry 268-6511 ext. 2971
Prime Care
 Blue 267-5366
 Red 267-5373
 Orange 267-5381
 Green 267-5380
 Springfield Community Based Outpatient Clinic 937-328-3385
 Middletown Community Based Outpatient Clinic 513-423-8387
Prosthetics 267-3988
Scheduled Care 1-800-368-8262 or 262-2197 (locally)
Urology 268-6511 ext. 2613
Women Veteran Services 267-3921
VA Tele-Nurse 1-888-838-6446
Scheduling for all other clinics 1-800-368-8262 or 262-2197 (locally)

SERVICES/PROGRAMS

Adult Day Care (ADC) 262-2174
Benefits Advisor 262-2129
Cashier ext. 2973
Chaplain ext. 2900
Dental 262-2102
Gift Shop/Retail Store ext. 2727
Laboratory ext. 2424
Library Service ext. 2312
Mental Health Services 262-2167
Patient Health Education Coordinator 262-3376
Patient Advocate 262-3383/2132
Pharmacy ext. 2250
Radiology 262-2103
Rehabilitation Medicine 262-2133
Social Work 262-2122
Speech/Hearing 262-2148
Visual Impairment Services Team (VIST) ext. 2631

ORGANIZATIONS

American Legion ext. 2967
American Legion Auxiliary ext. 2930
American Red Cross (VAVS) ext. 2929
AMVETS ext. 2965
Blind Veterans Association ext. 1115
Disabled American Veterans ext. 2962
Hospitality House ext. 1022
Masonic Service Association ext. 2928
Veterans of Foreign Wars ext. 2964
VFW Auxiliary ext. 2928

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DAYTON VA
PATIENT HANDBOOK
DEVELOPED BY:

PATIENT HEALTH EDUCATION OFFICE
&
MEDICAL MEDIA,
LEARNING RESOURCES CENTER

