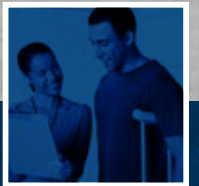


PATIENT HANDBOOK

What you need to know while you are our guest



**VA Nebraska-Western Iowa
Health Care System**

1-800-451-5796

VA NEBRASKA-WESTERN IOWA HEALTH CARE SYSTEM

1-866-687-7382

NURSE VA ADVICE LINE
(AFTER 4 P.M. WEEKDAYS; WEEKENDS & HOLIDAYS)

1-855-560-1722

VA NWHCS AUTOMATED INFORMATION SYSTEM



Bellevue CBOC

2206 Longo Drive
Ste., 102
Bellevue, NE 68113
402-591-4500

Grand Island CBOC

2201 N. Broadwell Ave.
Grand Island, NE 68803
308-382-3660

Holdrege CBOC

1118 Burlington St.
Holdrege, NE 68949
308-995-3760

Lincoln CBOC

600 S. 70th St.
Lincoln, NE 68510
402-489-3802

Norfolk CBOC

710 S. 13th, Ste. 1200
Norfolk, NE 68701
402-370-4570

North Platte CBOC

600 E. Francis St., Ste. 3
North Platte, NE 69101
308-532-6906

**Omaha VA
Medical Center**

4101 Woolworth Ave.
Omaha, NE 68105
402-346-8800

O'Neill CBOC

555 East John Street
O'Neill, NE 68763
402-336-2982

Shenandoah CBOC

512 S. Fremont St.
Shenandoah, IA 51601
712-246-0092



WELCOME

On behalf of the employees of VA Nebraska-Western Iowa Health Care System (VA NWIHCS), thank you for your service to our country. We are honored to now serve you. Our goal is to provide exceptional health care that exceeds your expectations. This booklet provides information to begin your VA health care and wellness journey. In order for us to meet your unique needs and expectations, we encourage you to be a partner in your health care– with your providers and care team. Our employees welcome any chance to assist you as you navigate through our health care system.

*Very Respectfully,
VA NWIHCS Staff*

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VA CORE VALUES

- Integrity**
- Commitment**
- Advocacy**
- Respect**
- Excellence**

VA CORE CHARACTERISTICS

- Trustworthy**
- Accessible**
- Quality**
- Innovative**
- Agile**
- Integrated**



YOUR CARE

PATIENT ALIGNED CARE TEAM

During your first outpatient appointment at a VA Nebraska-Western Iowa Health Care System (VA NWIHCS) facility, you'll be assigned a primary care provider (PCP) who will oversee your health. Your provider may be a physician, nurse practitioner or physician assistant.

Each primary care provider is a part of a Patient Aligned Care Team (PACT) that centers around you – the expert on your needs. Your PACT will include your primary care provider, registered nurse (RN) case manager, social worker, pharmacist and clerical support. These people make up the team that coordinates your health care. **(You must see your primary care provider at least once each year if you want to receive your prescriptions from the VA).**

PRIMARY CARE

A primary care provider is the person responsible for your overall health care and your medications. You'll be assigned to a PCP after your first visit. Each primary care provider is a part of a Patient Aligned Care Team (PACT).

SPECIALTY CARE

A specialist is a doctor whose practice is limited to a particular branch of medicine or surgery. They diagnose and treat conditions, illnesses or injuries associated to their branch of medicine. For example, a Podiatrist specializes in the diagnosis, medical and surgical treatments of disorders of the foot, ankle, and lower extremities. Another example is a Urologist who specializes in the urinary system.

GETTING A REFERRAL FOR A SPECIALIST

To see a specialist, you must make an appointment with your primary care provider, who will determine if you need to see a specialist. If a specialist can help, your primary care provider must put in a referral for you. You won't be able to see a specialist the same day, but you will get an appointment for a consultation with the specialist to determine a treatment plan.

The surgery speciality clinic will coordinate your care, before, during and after surgery or procedure, then you will return to your primary care provider. The specialists are not in clinic every day. They have set schedules to see patients in clinic on assigned clinic days and perform procedures/surgery on the other days.

Surgery Specialities Available

- Bariatrics
- ENT/Otolaryngology
- Eye/Ophthalmology
- Gynecology (GYN)
- General Surgery
- Neurosurgery
- Orthopedics/Ortho Hand
- Plastic Surgery
- Podiatry
- Thoracic Surgery
- Urology
- Vascular Surgery
- Wound Care

NAVIGATING YOUR CARE WHEN YOU HAVE QUESTIONS

IF IT MIGHT BE A LIFE, ORGAN OR LIMB-THREATENING EMERGENCY?

IF YOU HAVE CHEST PAINS, SHORTNESS OF BREATH, TINGLING IN A LIMB BLEEDING ETC.

Call 9-1-1 or Go to the Nearest Emergency Department

PROBLEM OR QUESTION

IF YOU HAVE A CONCERN OR PROBLEM THAT CANNOT WAIT UNTIL YOUR NEXT APPOINTMENT OR YOU WANT TO LEAVE A MESSAGE FOR YOUR PROVIDER.

DURING BUSINESS HOURS

(Monday-Friday, 8 a.m.- 4 p.m.)

Call the Call Center:

402-346-8800 option 3
1-800-451-5796 option 3

AFTER HOURS

(After 4 p.m. weekdays; weekends & holidays)

Call the Nurse VA Advice Line:

1-866-687-7382

ROUTINE SERVICES

TASKS THAT YOU NEED TO DO IN ORDER TO RECEIVE SERVICES OR CARE.

CHRONIC CARE HELP OR SPECIALITY CLINIC

Call Your PACT:

Your PACT must make referrals when it's not an emergency.

Going to the Emergency Department will not get you a referral faster.

ENROLL IN THE VA

Go to the Eligibility Office:

Monday-Friday
8 a.m. to 4:30 p.m.
(except federal holidays) or

Call: 1-877-222-8387

MEDICATION REFILLS

Out of Medication or for Narcotic Refill?

Call the NWHCS Pharmacy:
402-995-4903

Can it Wait?

Log on and Order Through My HealthVet:
www.myhealth.va.gov

Call: 402-346-8800, Option 1 or
1-855-560-1722

Mail Your Refill:
See page 12

APPOINTMENTS/ MESSAGES TO PROVIDER

Schedule, Re-Schedule or Cancel an Appointment

Call: 402-346-8800, option 2 or
1-800-451-5796 option 2

OR

Log on to My HealthVet:
www.myhealth.va.gov

YOUR CARE

APPOINTMENTS

Outpatient visits are pre-scheduled clinic appointments to see a care provider: pharmacist, a nurse or another PACT member. You should make every effort to keep your scheduled appointment. If you are unable to keep your appointment, call as soon as possible so we can fill that appointment with another patient waiting to be seen.

GET THE MOST FROM YOUR APPOINTMENT:

Before Your Appointment

- Complete all the paperwork that was given to you.
- Think about what you want to know about your health and write down any questions you want to ask. List one or two of your most pressing concerns.
- Write down the answers to the following questions:
 - Describe the problem or symptoms. Where is it? When did it start?
 - Does anyone at home have the same problem?
 - What do you think is causing it? What have you tried? Did it work?
 - Do you have any pain? If so, where and what type of pain? How long does it last?
 - Have you recently begun a diet or started exercising? Have you lost weight?
- Be as accurate as possible. Do not exaggerate, understate or leave facts out.

The Day of Your Appointment

- Follow any instructions you are given especially if you are told not to eat or drink before your appointment.
- Bring your glucometer or any other items your provider tells you to bring to ALL your appointments. Bring a paper and pen to take notes.
- Bring a list of all of your medications, including any herbal supplements and nutritional supplements you may be taking. Include the name, strength or dose amount, number of pills you take each time and what time of day you take them.
- Bring your appointment letters.
- Wear clothing that is easy to take off and put on.
- Be on time and be sure to check in at least 30 minutes prior to your scheduled appointment time.
- Come early if you have lab work or other medical tests scheduled.
- Remember to bring or wear your glasses and/or hearing aid(s).

At the Appointment

- If you think you might have trouble understanding or hearing, consider bringing a relative or friend to help you ask questions.
- Repeat what the provider says to you in your own words to be sure you understand.
- Keep the conversation on track. Focus on the questions that matter to you.
- Tell the provider if you don't understand. It's okay to ask for a better explanation.

Closing the Visit

- What is the next step in your care? Let the provider know if you cannot or will not do what is suggested.
- Ask for written information about your medication(s), condition, illness and treatment.
- Make sure you know exactly how and when to take your medication(s).
- Make sure you know who to call if you have questions or concerns.

RETURN APPOINTMENTS

For return appointments, you will receive a letter to remind you that you are due to see your provider. Make sure we have your current address so you receive these letters. When you get this letter, call the scheduling line to make an appointment.

SCHEDULING: 402-346-8800, OPTION 2

OR TOLL FREE: 1-800-451-5796, OPTION 2

MONDAY-FRIDAY: 7:30 A.M. TO 4 P.M., EXCEPT FEDERAL HOLIDAYS

TRANSITIONAL/ CO-MANAGED 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, if you choose to keep another provider outside of the VA system, we will work with your private sector doctors to coordinate your health care. We call this transitional or co-managed care. It means, your VA and private doctors must work together to provide safe, clinically appropriate, and ethical medical care. Please keep in mind, some medications may not be provided by VA. A complete review of records from your private sector doctor is required prior to dispensing medications through the VA. We ask you purchase the first 30 day supply of your new medications ordered by your private sector doctor, this allows time for records to be received and reviewed.

PATIENT RESPONSIBILITIES

You need to coordinate your care when you have more than one provider. Please tell both your VA provider and your private sector doctor that you want to have your care coordinated. Give your VA provider the name, address, and telephone number of all of your private doctors. You should also give your private doctors the same information about your VA provider.

All necessary records and documents from your private sector doctor should be sent to the VA. If you would like information from your VA medical record sent to your private sector provider, you must contact the Release of Information office and sign a release form to have that done. For your safety, let your VA provider know about all medicines you're taking, including prescriptions written by your private sector doctor. Also include over-the-counter medicines, vitamins, and herbal medications. You will also want to tell your private doctor about any medicines prescribed by your VA provider.

VA PROVIDER RESPONSIBILITIES

Your VA provider must have the final say about how the VA will meet your health care needs. Your VA provider does not have to re-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 recommended medicine.

Some medicines need special blood tests. Your VA provider may 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 to the VA, 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 be in direct verbal or written contact, or acting on recommendations of a VA provider competent in that specialty. 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 the plan conflicts with national or local policies related to prescription of medications. A VA provider or pharmacist will explain his or her rationale for medication changes or why the medication will not be filled. If you receive controlled substances on an ongoing basis, close monitoring is required by one designated provider. The VA may provide these substances only if the VA is primarily responsible for and actively managing these medications.

VA POLICY

If you are seeking care, medications, or supplies from the VA, you must enroll in VA health care and have a primary care provider who manages your care, even if some of your care is provided in the community. If you receive medications through the VA, you will be required to see your VA provider at least annually. Specialty services will be provided according to the local facility or Veterans Integrated Services Network (VISN) policy once you are enrolled in primary care.

You need to tell your VA provider about any changes in your health, or changes in treatment or medicines made by your private sector provider. You will also want to tell your private sector provider__ about any changes made by your VA provider. You must pay any required VA co-payments.

OMAHA TRANSITIONAL/CO-MANAGED CARE: 402-995-5738
FAX: 402-995-5995

YOUR CARE

VETERANS CHOICE PROGRAM

On August 7, 2014, the Veterans Access, Choice and Accountability Act of 2014 (VACAA) was signed into law. Part of this law included the creation of the Veterans Choice Program (VCP). The VCP allows Veterans who are already enrolled in VA health care to receive health care in their community, while still having access to their regular VA health care. The current program allows Veterans who have to wait more than 30 days or travel over 40 miles for an appointment. A new law, which was enacted on April 19, 2017, made several changes to the VCP. It removed the August 7, 2017 expiration date, made VA the primary coordinator of benefits, and aligned VCP with traditional community care programs.

THE FUTURE OF COMMUNITY CARE MEANS VETERANS WILL HAVE:

- More options to access care and improved access to community care
- The option to choose to manage their own care or work with a navigator to coordinate their care

TEN THINGS TO KNOW ABOUT THE VETERANS CHOICE PROGRAM

- Call 1-866-606-8198 to make sure you qualify. We will work with you to ensure you are approved for care in your community.
- The Veterans Choice Program is a new, temporary benefit that allows eligible Veterans to receive health care in their communities rather than waiting for a VA appointment or traveling to a VA facility.

1. Am I eligible for the Choice Program?

- You must have been enrolled in VA health care on or before August 1, 2014, or be eligible to enroll as a recently discharged combat Veteran. You must also meet at least one of the following criteria:
 - You are told by your local VA medical facility that you will need to wait more than 30 days for an appointment from the date clinically determined by your physician, or, if no such date is provided, your preferred date.
 - Your residence is more than 40 miles driving distance from the closest VA medical facility.
 - You need to travel by plane or boat to the VA medical facility closest to your home.
 - You face an unusual or excessive burden in traveling to the closest VA medical facility based on geographic challenges, environmental factors, or a medical condition. Staff at your local VA medical facility will work with you to determine if you are eligible for any of these reasons.
 - You reside in a State or a United States Territory without a full-service VA medical facility that provides hospital care, emergency services and surgical care, and reside more than 20 miles from such a VA medical 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 White River Junction VAMC.

2. What do I do if I think I am eligible?

- Call the Choice Program Call Center at 866-606-8198 to verify your eligibility and set up an appointment.

3. Can I call my non-VA doctor to make an appointment?

- No, please call the Choice Program call center at 866-606-8198 to verify eligibility and set up an appointment.

4. How is the 40 mile calculation made?

- This calculation is based on the driving distance from your permanent residence (or an active temporary address) to the closest VA facility, including Community-Based Outpatient Clinics and VA Medical Centers.

5. If I am eligible for the Choice Program, can I receive Beneficiary Travel for travel to appointments with a Choice provider?

- Yes, the Choice Act does provide the ability to pay for travel to the Choice preferred provider for Veterans who are eligible for Beneficiary Travel. However, the Choice Act did not provide any new Beneficiary Travel eligibility.

6. I didn't get my Choice Card, what do I do?

- You do not need your Choice Card to access the Choice Program. If you didn't receive a Choice Card, simply call 866-606-8198 to find out if you are eligible and to make an appointment.

7. How do I get my prescription filled if I use the Choice Program?

- The Choice Program non-VA Provider will issue a prescription with up to a 14 day supply of a National Formulary drug. You may have the 14 day supply prescription filled at any non-VA pharmacy of your choosing and may submit a request for reimbursement to VA. For prescriptions needed past 14 days, please follow standard procedures to fill a prescription at the VA pharmacy.

8. If I use the Choice Program, does that affect my VA health care?

- No, not at all. You do not have to choose between the two—the Choice Program is here to make it easier to access the care you need, close to home

9. Am I responsible for Medicare, Medicaid or TRICARE cost-shares?

- No, these plans are not considered Other Health Insurance for purposes of the Choice Program. You will not be billed for any of the cost-shares associated with these plans.

10. What is my responsibility for copayments to my other insurance?

- Nothing. VA is now the primary coordinator of benefits for VCP, so you are only responsible for your VA copayment.
- Your VA copayment will be determined by VA after the care is provided. VA copayments will be billed by VA after the appointment.
- What about VA copayments? Will they be collected by the community provider?
 - VA copays will be billed by VA after the appointment. If you currently pay VA copayments you will be subject to the same copayment requirements under the Choice Program. Your VA copay will be determined by VA after the care is provided.

For more information about the Veterans Choice Program, visit, www.va.gov/opa/choiceact.

Information from May 10, 2017 VA Community Care Handout (Information included here may be updated without notice. Visit www.va.gov/opa/choiceact for the most current information)

**VA CARE IN THE COMMUNITY QUESTIONS:
402-995-3104**



BILLING

CO-PAYS AND CHARGES

While there is no monthly premium required to access VA care, the Department of Veterans Affairs is required to charge Veterans in certain priority groups a co-payment for their outpatient visits and inpatient hospitalizations.

Whether or not you pay a co-payment is dependent on a number of factors including your enrollment priority group and your service-connected treatment.

This is determined by a process called “means testing” and is done annually. If you are not charged co-payments for medications or your health care, or are charged a reduced inpatient co-payment rate, you need to update and report your financial information to VA each year to prevent your status from lapsing. Please make sure to complete your financial assessment prior to its expiration date.

More information about means testing can be obtained at: www.va.gov/healtheligibility or by calling 402-995-4500, or visit the eligibility department where you receive care.

EMERGENCY SERVICES

Emergency services are considered specialty care, assessing a \$50 co-pay.

What is emergency care?

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

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

No. Call 911 or go to the nearest emergency room for emergent services. Once you are released from the ER follow up with your primary care provider.

- Please notify the AOD at 402-995-3250 within 72 hours of receiving care if you wish to submit emergency bills for payment consideration.

If I am being admitted to a non-VA 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 our AOD or Bed Coordinator. Within NWIHCS please call 402-995-3250. This must be done within 72 hours of arrival at the emergency room. If inpatient care is required and you desire VA care and payment consideration, always inform the non-VA medical facility staff that you want to transfer to a VA facility when your medical condition stabilizes.
- All emergency and inpatient bills should be submitted to VA Care in the Community Payment Division, for payment consideration.

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

Many factors are considered when determining coverage for emergency care. Your local VA Care in the Community Payment Division can explain your options.

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

Yes, it might. Check with your local VA Care in the Community Payment Division.

Where can I get more information?

You can get more answers to your questions at www.va.gov/communitycare. You may also contact your local VA Care in the Community Payment Division at 402-995-5400.

INPATIENT CO-PAYMENTS

Inpatient co-pays change yearly and are based on priority group. In addition to the standard inpatient co-pay, a per diem will be assessed for each day of hospitalization.

LONG TERM CARE CO-PAYMENTS

Some Veterans receive co-pays for nursing home care, adult day care, and care in their home. Actual co-pay charges will vary from Veteran to Veteran depending on financial information submitted on VA Form 10-10EC.

PRESCRIPTION CO-PAYMENTS

By law, VA must charge Veterans a co-payment for their outpatient medications. Currently the co-pay is \$8 or \$9, per month, per prescription. Priority Groups 2-6 are charged the \$8 co-pay. There is a maximum charge of \$960 per year. Priority Groups 7 and 8 receive a \$9 co-pay with no yearly maximum.

- Non-service connected Veterans – required co-pay
- Service connected Veterans rated less than 50% - required co-pay
- Service connected Veterans rated 50% or greater – no co-pay
- Medications dispensed for service connected conditions – no co-pay
- Former POW's – no co-pay
- Veterans with income lower than the VA pension level – no co-pay
- Medication authorized under 38 U.S.C. 1710(e) for Vietnam era, herbicide exposed Veterans, radiation exposed Veterans, Persian Gulf War combat exposed Veterans – no co-pay
- Medication for treatment of sexual trauma as authorized under 38 U.S.C. 1720D – no co-pay
- Medication for treatment of cancer of the head and neck authorized under 38 U.S.C. 1720E – no co-pay
- Medications provided as part of a VA approved research project authorized by 38 U.S.C. 7303 – no co-pay
- Medications administered during treatment – no co-pay

OUTPATIENT CO-PAYMENTS

Outpatient co-payments are based on a three-tiered system:

- **No Co-payment:** Services for which there is no co-payment assessed are publicly announced VA public health initiatives (e.g., health fairs), or an outpatient visit consisting solely of preventive screening and/or immunizations (for example: influenza immunization, pneumococcal immunization, tobacco screening).

- **Basic \$15 Co-payment:** A basic outpatient visit is an event of care in a clinic that provides primary care, or in a clinic that is tightly associated with the larger interdisciplinary primary care team.
- **Specialty \$50 Co-payment:** A specialty care outpatient visit is an event of care furnished in a clinic that does not provide primary care, and is usually only provided through a referral. Some examples of specialty care provided at a specialty care clinic are ambulatory surgery, audiology, cardiology, computerized axial tomography (CAT) scan, magnetic resonance imagery (MRI), nuclear medicine studies, optometry, radiology services requiring the immediate presence of a physician, and surgical consultative services.

CO-PAY QUESTIONS

Information regarding co-pays may be reviewed at www.va.gov/healtheligibility/costs or by calling The Health Resource Center at 1-866-347-2352.

**VA CARE IN THE COMMUNITY PAYMENT DIVISION:
402-995-5400**

AGENT CASHIER

The Agent Cashier is available to Veterans wishing to make co-payments or receive reimbursement for eligible travel. Hours are 8:30 a.m. to 4 p.m. Monday through Friday, unless otherwise posted.

**GRAND ISLAND: 308-382-3660 EXT. 92124
OMAHA: 402-995-3171**



PHARMACY

OUTPATIENT PHARMACY

The outpatient pharmacy provides new prescription orders, change prescription orders, and process emergent prescription orders. The outpatient pharmacy does not provide refill services. Refills are mailed to you from our consolidated mail order pharmacy.

NEW PRESCRIPTIONS

You **MUST** check in with a pharmacist in the outpatient pharmacy if you intend on picking up a new medication. They will talk with you about any new medicine your provider orders for you. If you do not pick up a new medication from the pharmacy it will usually take 10 days to arrive.

PHARMACY TELEPHONE CARE SYSTEM

This system is available 24 hours a day, 7 days a week to:

- Check on a prescription
- Order refills for your medicines
- Request a medication renewal

The automated phone system will give you step-by-step instructions. This system also allows you to talk directly with someone in the VA pharmacy during business hours (8 a.m. to 4:30 p.m., Monday-Friday).

PHARMACY TELEPHONE CARE SYSTEM: 1-855-560-1722

PRESCRIPTION FROM A PRIVATE SECTOR PROVIDER (COMMUNITY PROVIDER)

If you are transferring your prescriptions to VA, your VA providers may need to replace some of your medications with equivalent medications on the VA formulary. The formulary lists all medications available at the VA. VA providers will work closely with your community provider to coordinate your care. You or your community provider can access the VA formulary at: www.pbm.va.gov

By law, VA pharmacy cannot fill a prescription written by a non-VA provider. VA is NOT responsible for reimbursing you for medications filled at a private pharmacy.

You must provide the following information to your VA Provider when requesting a new prescription written from your community provider:

- 1. The most recent history and physical and office note**
- 2. Lab and test results**
- 3. The reason the prescription was written**
- 4. A copy of the prescription**

It is recommended you purchase the first month at an outside pharmacy to give your VA provider adequate time to review the request and communicate with your community provider.

REFILLING PRESCRIPTIONS

Phone

Call **1-855-560-1722** using a touch-tone phone. Enter your Social Security Number, followed by (#). Select option 2.

Press 1 - Refills

Enter the prescription number followed by the (#) sign

Press 2 - Status of Prescription

Enter the prescription number followed by the (#) sign

Press 8 - To Speak With Pharmacy Staff

8 a.m. to 4:30 p.m., Monday-Friday

Drop Box

Drop off your refill slip in the box outside the Pharmacy the day you receive your prescription. Your next refill will be mailed to you. Mailed prescriptions usually take 14 days to arrive.

Mail Order

Mail your refill slip to the return address on your prescription label or the address provided below. Be sure to mail your refill slips as soon as you receive them or at least 10 business days before you run out of medication. Mailed prescriptions usually take 14 days to arrive after the request has been received by the VA pharmacy.

Grand Island VA Pharmacy

2201 N. Broadwell Ave.
Grand Island, NE 68803

Lincoln VA Pharmacy

600 S. 70th St.
Lincoln, NE 68510

Omaha VA Pharmacy

4101 Woolworth Ave.
Omaha, NE 68105

Online

Enroll in My HealthVet at the VA to use this feature, then log on to the website at www.myhealth.va.gov. Refer to page 20 of this handbook for instructions.

PHARMACY CO-PAYMENTS

Depending on your eligibility, you may be charged a co-payment for medications. You can get information about patient eligibility from the benefits counselor at your local VA facility.

FOR MORE INFORMATION ABOUT MEDICATION CO-PAYMENTS, CALL 1-877-222-VETS (8387)

VISIT: WWW.VA.GOV/HEALTHBENEFITS

Effective early 2017, copay amounts are:

Priority Group	Outpatient Medication Tier	Copayment amount		
		1-30 day supply	31-60 day supply	61-90 day supply
2-8	Tier 1 (Preferred Generics)	\$5	\$10	\$15
	Tier 2 (Non-Preferred Generics and some OTCs)	\$8	\$16	\$24
	Tier 3 (Brand Name)	\$11	\$22	\$33
	\$700 Medication Copayment Cap			

Copayments stop each calendar year for Priority Groups 2-8 once a \$700 cap is reached.

These changes apply to:

- Veterans without a service-connected condition, or
- Veterans with a disability rated less than 50%
 - who are receiving outpatient treatment for a non-service connected condition, and
 - whose annual income exceeds the limit set by law.

Note: Medication co-payments do not apply to former Prisoners of War, catastrophically disabled Veterans, or those covered by other exceptions as set by law.

VA charges a co-payment for each 30 day or less supply of medication provided on an outpatient basis for the treatment of non-service connected condition.



GUIDANCE

PATIENT ADVOCATE

Nebraska-Western Iowa Health Care System (VA NWIHCS) strives to provide you the best care possible in the most courteous and efficient manner, and we value comments about your experiences. We always seek to improve our service to Veterans, and your comments help us do that. Your Patient-Aligned Care Team (PACT) and other hospital staff are available to assist you answer any questions, issues, or concerns you may have. Run into a problem, talk with your PACT or ask to with the supervisor.

If you feel you need further assistance to make sure your concerns are addressed, ask to speak with the Patient Advocate. You may also contact the Patient Advocate if you wish to compliment a particular VA staff member. The Patient Advocate is available from 7 a.m. to 4 p.m., Monday–Friday, except for federal holidays. Issues that arise during other times should be directed to the Service Level Patient Advocate in each clinic or department.

GRAND ISLAND: 308-389-5132

LINCOLN: 402-489-63802 EXT. 97933

OMAHA: 402-995-3477

**NEED HELP RESOLVING AN ISSUE OR CONCERN?
WE ARE HERE TO HELP YOU.**

Start with Your Patient-Aligned Care Team or
Start with Your Service Level Patient Advocate

Patient Advocate

Veterans Service Officer

Veterans Benefits Counselor

VETS CENTER PROGRAM

The Vet Center Program was established by Congress in 1979 in recognition that significant numbers of Vietnam Veterans were experiencing readjustment problems. Vet Centers were established as community based counseling arms of the Department of Veterans Affairs. In 1991, following the Persian Gulf War, Congress extended eligibility to Veterans who served during other periods of armed conflict post Vietnam, World War II, the Korean War and Somalia. Also Veterans who were victims of sexual harassment or trauma while in the military are eligible for services at the Vet Center.

SERVICES

- Individual or group readjustment counseling
- Marital and family counseling
- Referral for benefits assistance
- Liaison with community agencies
- Job counseling and placement
- Substance abuse information and referral community education

MISSION

Provide a broad range of counseling, outreach and referral services to assist Veterans and family members overcome the readjustment problems associated with war and personnel trauma. All services are free to eligible Veterans and their families

LINCOLN VET CENTER: 402-476-9736
3119 O STREET, SUITE A; LINCOLN, NE 68510

SIOUX CITY VET CENTER: 712-255-3808
1551 INDIAN HILLS DRIVE; SIOUX CITY, IA 51104

OMAHA VET CENTER: 402-346-6735
2428 CUMING STREET; OMAHA, NE 68105

VISIT: WWW.VA.GOV/RCS

VETERAN BENEFITS COUNSELORS

A Veteran's benefits counselor can help you with information and assistance about Veterans benefits. You may call the regional office in your state or visit www.va.gov.

VETERAN BENEFITS COUNSELORS: 1-800-827-1000

VETERAN SERVICE OFFICER

When you come into the County Veteran Service Office you will be referred to a service officer for assistance. The County Veteran Service Officer has a compassionate understanding of the problems, which confront Veterans, widows, widowers, and children. The County Veteran Service Officer knows the extent, the meaning and the application of laws that have been passed by the U.S. Congress in the interests of Veterans and their dependents. They also know the rules and regulations adopted by the Department of Veteran Affairs to clarify and implement those laws. The County Veteran Service Officer will apply specialized knowledge in the best way suited to the needs of every individual Veteran or other beneficiary who comes to the office for assistance.

TO FIND A COUNTY VETERANS SERVICE OFFICER VISIT: WWW.NACVSO.ORG

THE JOINT COMMISSION

VA NWIHCS is accredited by The Joint Commission, an organization dedicated to assuring that health care facilities provide safe, high quality care. You have the right to notify The Joint Commission regarding any quality of care or safety concern in the health care system that it has not addressed. Anyone believing he or she has valid information about such matters that has not been addressed and/or resolved by the health care system or its management is encouraged to notify The Joint Commission.

**Division of Accreditation Operations
Office of Quality Monitoring The Joint Commission**
One Renaissance Boulevard
Oakbrook Terrace, IL 60181

**PHONE: 1-800-994-6610
FAX: 1-630-792-5636
EMAIL: COMPLAINT@JOINTCOMMISSION.ORG**

THE OFFICE OF INSPECTOR GENERAL

The Office of Inspector General (OIG) is an independent organization with the goal of minimizing fraud, waste, and abuse in VA programs, activities and functions. It is responsible for investigating criminal activity, waste, fraud, abuse, and mismanagement involving VA programs and operations, such as:

- Employee misconduct
- Patient abuse, or serious safety violations
- Theft from VA beneficiaries or misuse of government property
- False claims by beneficiaries, claimants, patients, employees, or contractors
- Systemic problems within VA programs or operations, or gross waste of funds or official time

As a patient, family member, community representative or employee of this health care system you have the right to notify the OIG regarding any acts of fraud, waste or abuse that it has not addressed. Anyone believing that he or she has pertinent and valid information about such matters that has not been addressed and/or resolved by the health care system or its management, is encouraged to notify the OIG at the Department of Health and Human Services.

**VA INSPECTOR GENERAL
P.O. BOX 50410; WASHINGTON, DC 20091-0410**

EMAIL: VAOIGHOTLINE@VA.GOV

1-800-488-8244
*TOLL FREE, 8:30 A.M. TO 4 P.M. ET
(MONDAY-FRIDAY, EXCEPT FEDERAL HOLIDAYS)*



SERVICES

AUDIOLOGY

The Audiology and Speech Pathology Departments provide comprehensive diagnostics and treatment to Veterans with hearing, speech, language, voice, and swallowing disorders. The goal is to provide consumer-focused audiology and speech pathology services to Veterans, which promotes independence and quality of life. We consider it our mission to achieve and maintain the highest quality of patient care using the latest in testing, fitting and verification technologies.

Services provided by licensed audiologists include diagnostic hearing evaluations, tinnitus assessment and management, hearing aid fittings, assistive listening device assessments and Compensation and Pension exams.

The Speech Pathology Division consists of licensed speech-language pathologists whose evaluations and treatments include head and neck cancer surgery patients, communication disorders, speech and language disorders and voice and swallowing disorders. Additionally, the Audiology and Speech Pathology Departments employ Telemedicine to provide many of these services to the community-based outpatient clinics.

AUDIOLOGY BATTERY AND SUPPLIES REORDER

- Batteries are reordered through the VA Denver Acquisition and Logistics Center
- Items can be ordered via telephone using our "NEW" Automated 24-Hour Reorder System
- Call our main phone number, 303-273-6200, and follow the prompts. You will be prompted to press "1" to use the automated battery re-order system.
- At this time the most commonly requested batteries can be ordered using our automated line, including sizes: 10, 13, 312, 675, 675HP, AA, AAA, and 9V.
- In order to ensure your personal information is kept secure you will be prompted to enter your nine-digit social security number and verify your mailing zip code to place your order.

AUDIOLOGY COMPENSATION AND PENSION

If you are seeking service connection for hearing loss or tinnitus, or an increase in your current pension, you must be SCHEDULED for a specific evaluation designated for compensation and pension claims.

This Open Access Clinic will not provide compensation and pension audiograms.

You must contact your service organization representative or the Veteran's benefits office to initiate the claims process. Contact the Veteran's Benefits Administration at 1-800-827-1000 or visit www.va.gov.

OMAHA AND LINCOLN AUDIOLOGY WALK-IN HOURS (OPEN ACCESS CLINIC)

MONDAY, TUESDAY, WEDNESDAY & FRIDAY: 8 TO 11 A.M.; 1 TO 3 P.M.

THURSDAY: 8 TO 11 A.M., CLOSED FOR WALK-INS THURSDAY AFTERNOONS

CLOSED FEDERAL HOLIDAYS AND AT NOON THE FRIDAY FOLLOWING THANKSGIVING, AND CHRISTMAS EVE.

LINCOLN AUDIOLOGY: 402-486-7863

OMAHA AUDIOLOGY: 402-995-3119

OMAHA SPEECH PATHOLOGY: 402-995-3457

GRAND ISLAND AUDIOLOGY: 308-382-3660 EXT. 92378

GRAND ISLAND SPEECH PATHOLOGY: 308-382-3660 EXT. 92023

WALK-IN CLINIC IS NOT AVAILABLE

DENTAL

Dental Service supports the mission of VA through patient care, education, and research. The Dental Service provides oral health care including treatment of oral conditions that are detrimental to overall health, outpatient care, inpatient care and emergency care for relief of pain and acute infections.

Determination on the status of dental benefits can be confirmed only through the eligibility in Dental; 402-995-3306 or eligibility clerk located in the Business office at 402-995-4050, Grand Island at 308-389-3600 ext. 92167 or Lincoln at 402-489-3802 ext. 96255.

OMAHA, LINCOLN, AND GRAND ISLAND
MONDAY-FRIDAY: 7 A.M. TO 4 P.M.

DIETITIANS

If you have a chronic condition, a carefully planned diet can make a difference. With certain diseases, what you eat may reduce symptoms. In other cases, diet can improve health. For example, eating a heart-healthy diet can help lower high blood pressure; this reduces the risk of both heart attack and stroke. Even if someone does not have high blood pressure, eating a heart-healthy diet reduces the chance of heart disease in the future.

If you have a condition such as diabetes, high blood pressure, heart disease, if you are underweight or overweight, or if you just want to learn to eat a more healthy diet, a registered dietitian can assist you with education and counseling. If you feel it's time to seek the assistance of a registered dietitian ask your health care provider for a referral, or call your local outpatient clinic and ask to speak to a dietitian.

MOVE! WEIGHT MANAGEMENT PROGRAM

MOVE! Weight Management Program is a national VA weight management program designed to help Veterans lose weight, keep it off, and improve their health. The program is patient-centered, individualized, and emphasizes health and wellness through nutrition, physical activity, and behavior change. Veterans that participate have an appointment with a MOVE! provider to set individualized goals for weight loss that fit their lifestyle, receive a personalized report about their lifestyle habits, and are given a pedometer to track their steps once they have started participation in the MOVE! Program. Veterans will have regular follow-up and support in the form of phone calls, individual clinic visits, or group classes determined around your schedule. Talk with your provider before starting any weight loss program.

BELLEVUE, OR HOLDREGE: 402-591-4506

OMAHA: 402-995-3599 402-995-3847

LINCOLN: 402-489-3802, EXT. 96571

NORTH PLATTE: 308-532-6906, EXT. 2331

**SHENANDOAH, IA OR NORFOLK, NE:
712-246-0092, EXT. 6**

SERVICES

PHYSICAL MEDICINE AND REHABILITATION SERVICES

Your doctor may refer you to Physical or Occupational Therapy. Physical Therapy involves evaluation and treatment of gross motor control, mobility, joint dysfunction, and pain management. Occupational Therapy focuses on the evaluation and treatment of fine motor control, as well as problems that might affect one's ability to perform activities of daily living.

Occupational Therapy is available at Grand Island and Omaha. Physical Therapy is available at Grand Island, Lincoln, and Omaha, Monday through Friday. Ask your provider if you have concerns you believe might be helped by consultation with one of these services.

PROSTHETICS AND SENSORY AIDES

The VA NWHCS Prosthetic and Sensory Aides Service provides artificial limbs, wheelchairs, aids for the blind, hearing aids, glasses, computers, adaptive equipment for vehicles, modifications to make the home handicapped accessible, home oxygen, and other devices and services to return independence, mobility and dignity to the Veteran.

GRAND ISLAND: 308-382-3660 EXT. 92469

LINCOLN: 402-489-3802 EXT. 96232

OMAHA: 402-995-4707

MONDAY-FRIDAY: 8 A.M. TO 4:30 P.M.

WOMEN VETERAN'S HEALTH

VA is committed to meeting the unique needs of women Veterans by delivering the highest quality health care to each woman, while offering her the privacy, dignity, and sensitivity to gender-specific needs that she deserves. NWHCS has a full-time Women Veterans Program Manager ready to assist you in getting timely access to the health care you need.

GENERAL HEALTH

- Primary care
- Gynecological care
- Maternity care and newborn care
- Birth control
- Infertility evaluation and treatment
- Menopause evaluation and treatment
- Osteoporosis screening and treatment
- Cancer screenings
- Mammograms
- Wellness and healthy living
- Nutrition and weight management
- Smoking cessation programs

MENTAL HEALTH

- Management of depression, anxiety, and stress
- Adjustment from deployment
- Counseling and treatment for: military sexual trauma, parenting and caregiver issues, violence and abuse, alcohol and drug dependence

SPECIAL PROGRAMS

- Vocational rehabilitation
- Educational opportunities links to job and career counseling
- Homeless services

WOMEN VETERAN'S PROGRAM MANAGER: 402-995-4906

VISIT: WWW.PUBLICHELATH.VA.GOV/WOMENSHEALTH

RELEASE OF INFORMATION

The confidentiality of your health information is important to us. VA employees protect your health information and use or disclose it only as authorized by law. Your health information may be released to a third party such as your private doctor, employer, insurance company or social service agency; described in our Notice of Privacy Practices.

- To initiate and authorize the release of your health information to a third party you will need to complete form 10-5345.
- To request a copy for your own use, you will need to complete form 10-5345a.

ROI FORMS ARE AVAILABLE:

1. **Online at www.va.gov/vaforms/search_action.asp**
 - Type the number of the form in the search engine at the bottom of the page.
2. **The ROI office can fax or mail a copy of the form to you, contact an office with the phone numbers below.**
3. **You can complete a form 10-5345a through the KIOSK interface available at each site.**
4. **You can pick-up forms in the Release of Information Office (ROI).**

GRAND ISLAND: ROOM SE117, 308-389-2151

LINCOLN: ROOM 086, 402-489-3802

OMAHA: ROOM 1330, 402-995-4166

CBOCS: FRONT DESK

RETURN COMPLETED FORMS:

1. **You can fax the completed forms to:**
 - ROI Fax: 612-725-1340.
2. **You can mail the completed form to:**
 - **Omaha VA Medical Center**
Attn: Release of Information (136D4)
4101 Woolworth Ave.
Omaha, NE 68105
 - **Grand Island VA Medical Center**
Attn: Release of Information (636A4)
2201 N. Broadwell Ave.
Grand Island, NE 68803
 - **Lincoln VA Clinic**
Attn: Release of Information (636A5)
600 S. 70th St.
Lincoln, NE 68510

LABORATORY SERVICES

BELLEVUE:

MONDAY-FRIDAY: 8 A.M. TO 4 P.M.

GRAND ISLAND: SECOND FLOOR, SOUTH

MONDAY-FRIDAY: 7 A.M. TO 5 P.M.

HOLDREGE:

MONDAY-FRIDAY: 8 A.M. TO 3:30 P.M.

LINCOLN: SECOND FLOOR, MAIN BUILDING

MONDAY, TUESDAY, THURSDAY, FRIDAY:

7 A.M. TO 4:30 P.M.

WEDNESDAY: 7 A.M. TO 5:30 P.M.

NORFOLK:

MONDAY-FRIDAY: 8 A.M. TO 3:30 P.M.

NORTH PLATTE:

MONDAY-FRIDAY: 8 A.M. TO 3:30 P.M.

OMAHA: FIRST FLOOR

MONDAY-FRIDAY: 7 A.M. TO 5 P.M.

SHENANDOAH:

MONDAY-FRIDAY: 8 A.M. TO 2:30 P.M.

MRI CLINIC

MRI is a magnet. All patients will be asked to remove all metal and change into scrubs prior to entering the MRI suite. All patients need to arrive 30 minutes prior to their scheduled MRI. If you require sedation for your MRI, this should be communicated to your provider who will order it.

GRAND ISLAND: 308-382-3660, EXT. 2689

MONDAY: 7:15 A.M. TO 4:15 P.M.

TUESDAY: 7 TO 11:15 A.M.

THURSDAY: 7:15 A.M. TO 3:30 P.M.

LINCOLN: 402-489-3802, EXT. 7805

MONDAY: 7 A.M. TO 2:15 P.M.

TUESDAY 7 A.M. TO 1 P.M.

OMAHA: 402-995-5389

MONDAY-FRIDAY: 7 A.M. TO 5:30 P.M.

SERVICES

MY HEALTHEVET

My HealthVet is VA's award-winning online personal health record. It offers Veterans Internet access to VA health care. Launched nationwide in 2003, My HealthVet is the gateway to web-based tools that empower Veterans to become active partners in their health care. With My HealthVet, Veterans can access trusted, secure, and informed health and benefits information at their convenience.

WEBSITE FEATURES

- Accurate health information you can trust
- 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

CREATE AND EDIT THE FEATURES OF THE PERSONAL HEALTH RECORD:

- Record a list of all your providers
- Self enter 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
- Self enter a list of your over-the-counter drugs or supplements and prescriptions from non-VA providers
- Record your physical activity or food intake in daily logs
- Record your emergency contacts

REGISTRATION AND AUTHENTICATION

To take advantage of all the features of My HealthVet, you need to complete the registration on the website and complete an in-person authentication at the VA. This authentication process protects your privacy and secures your personal health information.

TO COMPLETE THE IN-PERSON AUTHENTICATION PROCESS:

1. **Go to the website: www.myhealth.va.gov. You can use your home computer, a public computer (like at the public library) or a My HealthVet computer located at your facility.**
2. **Click on the "Register today" button and complete the registration form. When you are in the section, "Relationship to the VA," be sure to click on VA Patient.**
3. **Return to the My HealthVet home page.**
4. **Click on the "In-Person Authentication" link located in Quick Links.**
5. **Watch the brief orientation video.**
6. **Print out, complete and sign the My HealthVet release of information form (Form 10-5345a-MHV). These forms are also available near the My HealthVet computers located at the Omaha, Lincoln and Grand Island facilities.**
7. **Bring this form and a photo ID (Veterans ID card or driver's license) to one of the following Release of Information locations to process your in-person authentication:**
 - Omaha, Room 1201
 - Lincoln, Room 086
 - Grand Island, Room SE117
8. **The staff will verify your information and complete the process of In-Person Authentication.**

MY HEALTHEVET PROGRAM: 402-995-4966

MY HEALTHEVET NATIONAL HELP DESK: 1-877-327-0022

VISIT: WWW.MYHEALTH.VA.GOV

HEALTH PROMOTION AND DISEASE PREVENTION

Health Promotion Disease Prevention (HPDP) is committed to providing the highest quality service and programs to promote health and prevent diseases. We want to help you improve and take control of your health, by supplying you with the tools and skills needed to make healthier life choices. You can reduce your risk of certain illnesses, avoid trips to the hospital, and feel better in your mind, emotions, physical and spiritual self through healthy living. You can also control and lessen the severity of conditions you may already have.

Prevention is the best medicine and your health care team is very interested in your health and well-being. Partner with us by staying up-to-date on your health care screening exams, tests and lab work. Together we can help ensure a better quality of life for you in the future.

**HEALTH PROMOTION DISEASE PREVENTION
MANAGER: 402-995-4987**

VISIT: WWW.PREVENTION.VA.GOV

HERE ARE 9 EVIDENCE-BASED HEALTHY LIVING MESSAGES FOR YOU AND YOUR FAMILY.



Be Involved in Your Health Care. There are many ways to take an active role. Work with your health care team to improve your health.



Be Tobacco Free. Don't use tobacco in any form. If you are using tobacco, the VA can help you quit. Avoid second hand smoke.



Eat Wisely. Eat a variety of foods including vegetables, fruits and whole grains. It is important to include fat-free or low-fat milk and milk products in your diet, and limit total salt, fat, sugar, and alcohol.



Be Physically Active. Avoid inactivity. Some activity is better than none. Aim for at least 2½ hours of moderate-intensity aerobic activity each week. Every 10-minute session counts.



Strive for a Healthy Weight. If you need to lose weight, losing even a little will help. If you are of normal weight, maintain it. Staying in control of your weight helps you be healthy now and in the future.



Limit Alcohol. If you choose to drink alcohol, drink in moderation. If you are concerned about your drinking, talk to your VA health care team about getting help.



Get Recommended Screenings and Immunizations. Find out which vaccines, screening tests and preventive medications are right for you!



Manage Stress. Pay attention to stress. Tools are available to help you manage and reduce your stress.



Be Safe: Think Ahead. There are actions you can take to protect yourself and those you love from harm. Common safety issues are sexually transmitted infections, falls, and motor vehicle collisions.

SERVICES

VETERAN HEALTH EDUCATION CENTERS

Patient education is when information and skills are taught to improve or maintain health. Our staff have access to materials that support patient education. Throughout our facilities you will find several brochure racks that contain print material related to various medical conditions. You are welcome to take the materials for use. If you have questions regarding health education, please contact your primary care team. Personal assistance available, hours vary at each site.

**GRAND ISLAND VA MEDICAL CENTER:
AMB. CARE WAITING AREA**

LINCOLN VA CLINIC: ROOM 170

OMAHA VA MEDICAL CENTER: MAIN LOBBY

VETERAN HEALTH LIBRARY

Taking an active role results in better health. And now you never have to wait for an answer to your health care questions. The Veterans Health Library, found within My HealthVet, gives you instant access to thousands of VA-approved health information.

- Over 1,500 health and drug information sheets in English and Spanish
- Over 150 health education videos with Spanish language versions in development
- Online booklets with easy-to-use page turning
- View videos and animations to better understand your conditions, treatments, and self-care
- Understand a diagnosis and make treatment decisions
- Prepare for everything from tests to procedures through rehabilitation and recovery
- Manage your health on an ongoing basis
- Test your knowledge with quizzes

Access the Veterans Health Library:

- Direct Access - visit www.veteranshealthlibrary.org
- From My HealthVet - visit www.myhealth.va.gov

Find health information in three ways:

1. Search by keyword
2. Search alphabetically
3. Search by topic and subtopic

There are thousands of health information websites...



 **Veterans Health Library**
Your source for health information

But only one designed for you.

DISABLED AMERICAN VETERANS VOLUNTEER TRANSPORTATION NETWORK

The Disabled American Veteran (DAV) Volunteer Transportation Network (VTN) provides transportation to Veterans in need of medical care at a VA facility. This program is available due to the willingness and availability of volunteer drivers.

To use these services, Veterans must be able to walk from their home to the vehicle, enter the vehicle unassisted, and walk from the vehicle to Omaha, Lincoln and Grand Island locations on their own. DAV cannot transport Veterans who use a wheelchair or oxygen.

The need for DAV transport is based primarily on a Veteran's inability to pay for the cost of public transportation. Veterans are transported for scheduled appointments only.

Requests for transportation differ by site. Please contact the facility closest to your home to make arrangements for transportation. Transportation in additional counties may be available.

GRAND ISLAND DAV COORDINATOR: 308-382-3660 EXT. 2189

LINCOLN DAV COORDINATOR: 402-489-3802 EXT. 7842

OMAHA DAV COORDINATOR: 402-995-3453

VOLUNTEERS

The staff of VA NWIHCS is reinforced by many volunteers who contribute thousands of hours of valuable service to the facility and Veterans. Volunteers try to create a warm, caring environment to make our Veterans' visits as comfortable as possible. Volunteers provide clerical assistance, staff the information desk, transport Veterans to their appointments and procedures, sponsor evening, weekend and holiday recreation activities, and much more. Voluntary Services accepts donations and charitable giving.

GRAND ISLAND VOLUNTARY SERVICE: 308-389-3600 EXT. 92146

LINCOLN VOLUNTARY SERVICE: 402-489-3802 EXT. 97938

OMAHA VOLUNTARY SERVICE: 402-995-3283

CAFETERIA, RETAIL STORE, ATM

The Patriot Store has gifts and personal items for sale. The store stocks a variety of merchandise that includes candy, snacks, bottled beverages, everyday toiletries, men's and women's clothing, postal stamps and a variety of gift items. The Patriot Café offers breakfast, hot lunch, deli sandwiches and a salad bar. Vending machines are available at various locations throughout each facility.

GRAND ISLAND

Patriot Café and Patriot Store: *Main Lobby*

- Breakfast: 7:30 to 10 a.m.
- Hot Lunch: 10:30 a.m. to 2 p.m.
- Deli and Salad Bar: 10:30 to 2:30 p.m.

Patriot Store

- Monday-Friday, 7:30 a.m. to 3:30 p.m.

The main vending machine area, ATM and change machine are located on the first floor across the hall.

LINCOLN

Barber Shop: *First Floor*

- Monday-Friday, 9 a.m. to Noon

Patriot Café and Patriot Store:

Ground Floor, Building 2

- Monday-Friday, 9 a.m. to 3:30 p.m.

OMAHA

Patriot Café: *Third Floor*

- Monday-Friday, 7 a.m. to 4 p.m.

Patriot Retail Store: *Third Floor*

- Monday-Friday, 7 a.m. to 4 p.m.

Patriot Brew: *First Floor, Main Lobby*

- Monday-Friday, 7 a.m. to 6 p.m.
- Saturday, 6:30 a.m. to 2 p.m.

The main vending area is on the third floor, in the main dining area, as well as a change machine. This area is open 24 hours. The ATM is located on the third floor by the main elevators.

SERVICES

CAREGIVER SUPPORT PROGRAM

VA's Caregiver Support Program was developed to support Caregivers of Veterans, our partners in ensuring the best care of Veterans. The Program provides a wide range of services to Caregivers of eligible Veterans of all eras. The local Caregiver Support Program serves as a source of information, connects you to resources, and provide you with support.

CAREGIVER SUPPORT PROGRAM: 402-995-4618

CAREGIVER SUPPORT LINE: 1-855-260-3274

VISIT: WWW.CAREGIVER.VA.GOV

PALLIATIVE CARE TEAM

The Palliative Care Team is a specially trained team of health care professionals who work with Veterans and their families to provide care to those with serious illnesses. The goal is to identify what is important to the Veteran and family to improve quality of life. The focus of palliative care is on the management of symptoms, providing emotional and spiritual support and planning ahead.

PALLIATIVE CARE TEAM: 402-995-5393

CHAPLAIN/PASTORAL CARE

Your spiritual well-being is regarded as an integral part of good health and complete health care. Whatever your religious tradition, hospital chaplains are available for pastoral counseling, spiritual guidance, and sacramental needs. Religious materials and communion are available upon request. Contact your health care team to arrange for assistance.

OMAHA CHAPEL: FIRST FLOOR, EAST WING

Worship services for patients and visitors are held in the Chapel and can be viewed on Channel 5 in patient rooms.

Protestant Worship with Holy Communion:

Every Sunday at 9 a.m.

Catholic Mass:

Weekdays at 6:55 a.m.

The day before holy days at 4:30 p.m.

OMAHA CHAPLAIN: 402-995-5779

GRAND ISLAND CHAPEL: SECOND FLOOR, NORTHWEST SIDE

Protestant Worship: Sundays 9 a.m.

Catholic Mass: Saturdays 11 a.m.

GRAND ISLAND CHAPLAIN: 308-382-3660, EXT. 2246

POLYTRAUMA SUPPORT CLINIC TEAM

The VA NWIHCS Polytrauma Support Clinic Team exists to provide comprehensive evaluation for eligible Veterans who are known to have or possibly have suffered injury to more than one major body system in a single deployment related event. This team consists of a rehabilitation physician, neuropsychologist, speech language pathologist, physical therapist, occupational therapist, nurse case manager, social work case manager and program support assistant. After the evaluation, therapies or other specialty consultations may be offered to help enhance the Veteran's function.

TRANSITION AND CARE MANAGEMENT PROGRAM

VA medical care is available to Veterans who are transitioning out of the military. The Post 9/11 Transitional and Care Management Program offers case management and advocacy services to all Veterans who have served in combat since November 11, 1998 and are transitioning to civilian life. Case Managers and Transitional Patient Advocates act on behalf of Veterans to obtain the services and benefits they are entitled to.

CASE MANAGERS PROVIDE:

- Individualized care for your readjustment needs
- Assistance with scheduling and accessing VA services
- Contact assistance for VA services near your home
- Information on VA and community services where you live

TRANSITIONAL PATIENT ADVOCATES PROVIDE:

- Information and assistance regarding health care benefits and eligibility within VA system
- Information about Veterans benefits
- Assistance in understanding Veterans' rights and responsibilities
- Assist Veterans and their families, in coordinating VA services within the health care system
- Resolve complaints and concerns about VA care

TRANSITION AND CARE MANAGEMENT PROGRAM: 402-995-4149

COACHING INTO CARE

Coaching Into Care works with family members or friends who become aware of their Veteran's post-deployment difficulties and supports their efforts to find help for the Veteran.

This is a national clinical service providing information and help to Veterans and the loved ones who are concerned about them. By encouraging caregivers to seek help, Coaching into Care focuses on getting caregivers the help they need when they need it.

COACHING INTO CARE LINE: 1-888-823-7458

LESBIAN, GAY, BISEXUAL, TRANSGENDER AND QUESTIONING PROGRAM

Under the Veteran Health Administration's National Lesbian, Gay, Bisexual, Transgender, Questioning (LGBTQ) Program, each VA health care system is required to have an LGBTQ Veteran Care Coordinator available to assist LGBTQ Veterans navigate the VA health care system, offer community resources, facilitate LGBTQ Veteran program development, and provide education about relevant laws and policies.

The LGBTQ Veteran Care Coordinator also serves as point of contact for Veterans and VA employees, overall source of information, advocate, and general problem-solver for LGBTQ Veteran-related health care issues.

**LGBTQ VETERAN CARE COORDINATOR:
402-680-9046**

SERVICES

SOCIAL WORK SERVICES- PRIMARY CARE

SOCIAL WORKERS HELP FIND VA AND COMMUNITY SOLUTIONS:

- Abuse, neglect, intimate partner violence
- Adult day care
- Advance directives, living will, end of life care planning
- Aid and attendance
- Assisted living information, long-term care planning
- Bath aide and homemaker services
- Burial benefits
- Caregiver and/or emotional distress
- Chronic medical conditions
- Employment assistance
- Family meetings
- Financial concerns
- Functional changes
- Home health care
- Homelessness/housing issues
- Hospice, palliative care
- Legal issues
- Meals on Wheels, food pantries
- Medicaid application
- Mental health care and substance abuse services
- Preparing for surgery
- Recently discharged from hospital needs
- Respite care services
- Skilled nursing home information
- Support groups
- Transportation concerns
- Veteran benefit questions
- Veteran's Home information

SOCIAL WORKER ASSESSMENT

The first step is generally for the social worker to meet with the Veteran, and often with their family. The social worker will ask questions about the Veteran's health, living situation, family and other support systems, military experience and the things they may need help with. The social worker will then write an assessment that will help the Veteran and their VA health care team make treatment plans.

ADVOCACY

Sometimes it can be hard for a Veteran to speak up for himself or herself. And sometimes Veterans are confused by such a big, bureaucratic agency like the VA. Social workers can advocate for Veterans.

EDUCATION

Social workers can help educate Veterans and their family about a health care condition, what services and programs are available, how to live a more healthy life, how to deal with stress and loss, and how to find support groups and other self-help programs in the community.

Social workers also educate other staff in the medical center and in the community about VA programs and services and about how problems Veterans may be having in their personal lives can impact their health.

ADVANCE DIRECTIVES

Advance directives are written instructions that tell your doctor what kind of care you would like to have if you are unable to speak for yourself. Two common types of advance directives are a living will and a power of attorney.

VA forms are available for you to prepare a living will or a power of attorney for health care. Your social worker can answer your questions and help you fill them out. If you already have an advance directive, please give a copy to one of your health care providers. It will be added to your medical record.

BLUE CLINIC SOCIAL WORKER: 402-995-9745

RED CLINIC SOCIAL WORKER: 402-995-5607

YELLOW CLINIC SOCIAL WORKER: 402-995-5401

MEDICAL FOSTER HOME

The Medical Foster Home Program is a non-institutional care program that gives Veterans an alternative to nursing home placement. The Medical Foster Home Program serves those Veterans who are unable to live independently and prefer a family-like setting for their long-term care. Veterans are matched with a caregiver in the community that can meet that Veteran's specific level-of-care needs. The Veteran's care is provided in the caregiver's home 24 hours a day, seven days a week. The Veterans receive their personal care and supervision from their caregiver. The Veteran is responsible for the cost of the Medical Foster Home. The cost may be paid using a combination of private income, Social Security, savings, and VA pension or service connection. Charges are based on care needs and financial resources of the Veteran. We are always looking for caregivers for our program. If you or anyone you know may be interested in being a caregiver please contact the coordinator of the program.

MEDICAL FOSTER HOME COORDINATOR: 402-995-4796

TELEHEALTH FOR RURAL VETERANS

To reduce driving time and increase access to care for rural Veterans, VA NWIHCS is leading the way in Telehealth. Using high-speed Internet and video conferencing technology, Veterans can visit a clinic close to home while seeing a provider hundreds of miles away.

These visits include appointments via teleconferencing between Veterans and their care providers in Nutrition, Mental Health, Pharmacy, Oncology, Orthopedics and the MOVE! Weight Management Program. Talk with a member of your PACT about opportunities for Telehealth appointments.

GERIATRIC TEAM

The Geriatric Evaluation program is a multidisciplinary assessment in which a Veteran (and accompanying family members) meets with nurses, a consulting pharmacist, a psychologist, a social worker, and a geriatrician. This team focuses on patients with cognitive or behavioral problems, functional challenges (that may threaten the ability to live independently), and medical complexity. The initial visit entails a very thorough assessment by this group of professionals; at the follow-up visit, the patient and family are provided with the team's assessment and individualized recommendations.

GERIATRIC TEAM: 402-995-4971

HOME-BASED PRIMARY CARE

For Veterans who find it hard to make it to clinic appointments due to physical or psychological limitations, they can be seen at home. The Home-Based Primary Care (HBPC) Team provides a team approach to care, similar to PACT, in the Veteran's home.

GOALS OF HBPC ARE TO:

- Maximize function and independence.
- Reduce the need for clinic and emergency room visits and hospitalizations
- Improve quality of life.
- Keep Veterans in their homes longer, reducing the need for nursing home care.
- Teach Veterans and caregivers ways to restore or maintain their independence.

HOME-BASED PRIMARY CARE: 402-995-3782

SERVICES

MENTAL HEALTH CARE SERVICES

The VA offers a variety of mental health care programs and services for Veterans. The programs help Veterans work toward a healthy and productive life. Services include inpatient and outpatient care for:

- Anxiety
- Case management
- Community living and wellness skills
- Couples and family therapy
- Depression
- Group therapy
- Homeless services
- Individual psychotherapy
- Medication management
- Military sexual trauma
- Psychological and neuropsychological testing
- Post-Traumatic Stress Disorder (PTSD)
- Stress management
- Substance abuse programs
- Supportive therapy
- Tobacco cessation
- Vocational rehabilitation

Psychologists, psychiatrists, and social workers are available to help you with any mental health issues you may have. They can help you address issues such as coping with return to civilian life, PTSD, and problems with substance use. Talk with your primary care provider if you think you may benefit from these services.

CRISIS PREVENTION HOTLINE

Are you or someone you care about feeling helpless and/or hopeless? If you or a loved one is in distress or having thoughts about harming themselves, you can contact our Mental Health Clinic or the Veteran's Crisis Line.

MENTAL HEALTH CLINIC: 402-995-4944

VETERANS CRISIS LINE: 1-800-273-TALK (8255), PRESS 1 FOR VETERANS

MENTAL HEALTH INTENSIVE CASE MANAGEMENT (MHICM)

MHICM is a community-based program for Veterans with disabling mental health problems who live within a 40-mile radius of the Omaha VA Medical Center. It could be considered an "outpatient clinic without walls." The program provides mental health services to eligible Veterans in their homes and communities. The goal of the MHICM program is to support Veterans and their caregivers in meeting recovery goals and minimizing demoralizing.

MHICM PROGRAM: 402-599-2191

SUBSTANCE USE DISORDERS PROGRAM

Substance Use Disorders Program (SUDP) located at the Omaha, Lincoln and Grand Island facilities. This program includes primarily therapy groups, education, medication management, and individual therapy for Veterans struggling with addictive and substance abuse disorders. Level of care may include residential, partial hospitalization, outpatient, intensive outpatient, individual therapy and maintenance programs with both day and evening hours.

This is a voluntary program for Veterans with alcohol or drug related charges and convictions, as well as those in drug court or those that have other legal system involvement.

GRAND ISLAND SUDP: 308-382-3660 EXT. 92293

LINCOLN SUDP: 402-489-3802, EXT 96619

OMAHA SUDP: 402-995-4301

TOBACCO CESSATION

If you want or need assistance quitting tobacco VA NWIHCS is here to help. We offer individual and group counseling and medications to help you succeed in your effort to quit. Tell your health care provider you need assistance quitting tobacco and they will offer you medications and counseling.

Interested in *Quitting?*

Get quick and easy access to help

Call toll free to talk to a counselor about quitting tobacco

1-855-784-8838

Monday - Friday
8AM-10PM ET

Consejería en Español
es disponible

**1-855
QUIT-
VET**

Get texts to help you quit

Text the word **VET** to **47848** from your mobile phone
Visit smokefree.gov/VET

Text **URGE, STRESS, or SMOKED** anytime to **47848** for support
Standard messaging rates apply.

smokefreeVET

A partnership between the U.S. Department of Veterans Affairs and the National Cancer Institute at the National Institutes of Health, U.S. Department of Health and Human Services

RESEARCH

For more than 85 years, the VA Research and Development Program has focused on improving Veterans lives through health care research. The VA Research program is unique because of its focus on medical issues that affect our Veterans. The VA Research program has been identified as setting the standard in quality of care. If you are interested in volunteering for a research study you may contact the Clinical Research Unit in Omaha.

OMAHA CLINICAL RESEARCH UNIT: 402-995-4045

INTEGRATED ETHICS COUNCIL

Patients and staff face difficult and potentially life-altering decisions every day. In the day-to-day business of health care, uncertainty or conflicts about values - that is, ethical concerns - inevitably arise. The Integrated Ethics Council is available for ethics consultations.

**INTEGRATED ETHICS HOTLINE:
1-855-ETHICS8 (1-855-384-4278)**

Support

Family & friends

Text the word **VET** to **47848**



Smokefree Vet
Facebook



Medication

Your VA provider can prescribe **nicotine replacement therapy (NRT)** or other medications when you quit

Counseling

Talk to your VA provider about quitting or call **1-855-784-8838** to speak with a counselor and develop a personalized quit plan

Self-help Materials

smokefree.gov/veterans

www.publichealth.va.gov/smoking

Stay Quit Coach app



VA  U.S. Department
of Veterans Affairs
www.va.gov

A photograph of two elderly men in a conversation. The man on the left is wearing glasses and a dark jacket, looking towards the other man. The man on the right is wearing a dark sweater over a collared shirt and is smiling, with his hand near his chin. The image has a red overlay.

INFORMATION

VA PATIENT RIGHTS AND RESPONSIBILITIES

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. 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, to other Veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. RESPECT AND NONDISCRIMINATION

- 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 seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home 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 nursing home 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 nursing home 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.

II. INFORMATION DISCLOSURE AND CONFIDENTIALITY

- You will be given 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 associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized 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 have this discussed with you by 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.

III. PARTICIPATION IN TREATMENT DECISIONS

You, and any persons you choose, will be involved in all decisions about your care. You will be given 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.

- 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. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, 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 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 are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary 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 and 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 healthcare ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. COMPLAINTS

You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

INFORMATION

FREQUENTLY ASKED QUESTIONS

Q. I contact the VA and I ask to speak with my primary care provider (PCP). I either never get a phone call back or it takes several days to get a return call. How can I talk with my primary care provider?

Usually when you call the VA, you are connected to the nurse line where you can leave a message regarding your question or concern for your PCP. If the PCP is with patients, they usually will not call until they are done. Another option is to contact your RN case manager (CM) for your provider or use the secure messaging function in My HealtheVet. You may be able to get the answer from the RN CM instead of waiting to get a response back from your PCP. Your RN CM is a great resource and can answer your questions.

Q. How do I find out who my RN CM is?

Your RN CM is your link between you and your PCP. You can find out who your RN CM is by going to the clinic you are assigned to and asking the staff who your RN CM is. You will be given his or her direct office number. You may be able to get the answer from the RN CM instead of waiting to get a response back from your PCP.

Q. I asked my PCP to refill my medications at my last visit, but I am not sure this was done. Also, I am service-connected for some of my medications and I want to make sure I am not going to be charged for those.

If you are concerned about medication refills, start by calling the VA Pharmacy at 402-995-4903 to resolve any issues related to refills or payments.

Q. I met with my PCP and I was told I would be notified of the results of my lab work, I have yet to hear from anyone.

This is a great time to get to know who your PACT RN is or specialty RN case manager. It is the responsibility of the PACT to make sure you are informed and a PACT RN can give you those results and discuss what the next step should be. Usually a "next step" letter is mailed following primary care appointments but the Veteran can always contact their PACT RN or call our call center at 402-995-346-8800.

Q. I was told I was being referred to __ clinic for further treatment/ assessment. I have never received an appointment time.

Your PACT can help you get specialty appointments. All consults to specialty services originate from the primary care doctor. It is important to call your RN CM if you have not been notified when your appointment has been scheduled.

Q. I live in Lincoln but I want to have my PCP in Omaha. Will I get the full travel pay to Omaha?

No, you are paid mileage from your home to the nearest VA facility. Since, VA offers PCP care at the Lincoln CBOC you will only receive travel pay to the Lincoln CBOC.

Q. I would like to change PCPs.

There is a form you will need to complete and return to the VA for processing. It can take up to 90 days to take effect. Once you have made the change we ask that you stay with that PCP for one year prior to placing another request to change PCPs.

Q. Will VA refer me to a community provider for services/treatment?

If there is a service the VA does not offer, (i.e., pre-natal services, etc.) you will be sent to a community provider at VA's expense. The VA will not pay retroactively for services, (i.e., a Veteran seeks chiropractor services for six months and then sends the bill to the VA). VA has to refer the Veteran in order for VA to pay the bill.

Q. I had to go to the local ER over the weekend and I need to know if the VA will pay for that visit.

All bills for community services need to be processed through the Non-VA Care office. There is no guarantee of VA payment but with proper documentation (it was charted that VA was contacted prior to going to the ER) or in the ER (VA was full or unable to handle the situation, i.e., trauma) payment may be approved.

FIRE/DISASTER DRILLS

For the protection of patients and staff, each facility has its own fire and disaster plan. If you discover a fire, tell a staff member right away. If you are in an area that needs to be evacuated, follow the instructions from the staff. Exit signs show the location of emergency exits. Fire alarms are near each exit.

PARKING

Parking areas are designated for visitors, employees, volunteers, patients, service-connected Veterans, and the handicapped. Please obey the posted signs and ground painted symbols. Inpatients are requested to keep their cars at home. If this is not possible, VA Police should be notified. Parking for VA outpatients and visitors is free of charge at all of our facilities. VA Police enforce all regulations and will issue warnings and tickets to drivers who violate the rules.

PROHIBITED ITEMS

Patients are not allowed to have alcoholic beverages, unauthorized controlled substances, firearms, ammunition, knives, pepper spray (mace), stun guns, tasers, any other type of weapons, lighter fluid, non-safety matches or straight edge razors. If a patient has any of these items, they need to immediately inform VA staff, or send the items home with a friend or family member. Latex balloons are prohibited inside the facilities.

RECORDING DEVICES

For reasons of patient privacy, the use of cameras, video equipment, tape recorders and the use of a cellular phone for recording of any kind is prohibited. The use of cellular phones in patient care areas at all VA NWIHCS facilities is also prohibited. Cellular phone usage is limited to non-patient care areas. Please silence your cell phones during appointments and classes.

SMOKING

Staff, visitors, volunteers, and patients may not smoke anywhere indoors or near any exits or entrances. Electronic cigarettes are prohibited inside the facilities as well. Please be considerate of nonsmokers and only smoke in designated areas. VA Police may issue tickets if the smoking policy is not obeyed. Smoking shelters are available in Lincoln, Grand Island and Omaha.

VA POLICE

The Omaha, Grand Island and Lincoln facilities have VA Police on duty 24 hours a day for your care and protection. If you need assistance, or your family or friends need an escort to their car, contact the VA Police.

GRAND ISLAND VA POLICE: 308-389-5198

LINCOLN VA POLICE: 402-489-3802 EXT. 96640

OMAHA VA POLICE: 402-995-3202

VISITING HOURS

Visiting hours are based on the needs of the patient, and visitors are encouraged to discuss any special visiting needs with the unit's head nurse. Whenever possible and medically appropriate, the nurse will coordinate special visiting arrangements to meet patient and family needs. Talk to your nurse for the hours of the unit you would like to visit.

WI-FI ACCESS

Set up your wireless card SSID: VA_WIFI, open your web browser and accept the terms and conditions to be connected.

ZERO TOLERANCE

To maintain a safe environment for patients, staff, visitors, and volunteers, our facilities have a zero tolerance for violence. Behavior that is disruptive, threatening or violent may result in police action and possible restrictions being placed on future VA health care visits.

INFORMATION

LINCOLN

866-851-6052 OR 402-489-3802

When dialing the extension, dial 9 first.
Please listen to the options.

Ambulatory Care Appointments	402-486-7801
Billing	866-347-2352
Eligibility	6255
Compensation and Pension/Omaha	800-451-5796 ext. 3215
Dental	6675
DAV Travel (Local)	7842
Homeless Program	6843
Fee Basis/Non-VA Care Unit	6264
Lodging/Hoptel	7815
Mental Health	7923
MOVE! Weight Management Program	6571
Nutrition	6581
Patient Advocate	7933
Pharmacy	6504
Physical Therapy	6656
Prosthetics	6232
Public Affairs	402-995-4719/5547
Release of Information	7884/7880
Scheduling	7801
SUDP	7823
Travel/Van Rides	866-580-1810 ext. 2153
VA Police	6640
Women Veterans Program	402-995-4906
Veteran Benefits/VBA	800-827-1000

GRAND ISLAND

866-580-1810 OR 308-382-3660

When dialing the extension, dial 9 first.

Ambulatory Care	866-580-1810 or 308-382-3660
Option 2	Appointments
Option 4	Health Care Concerns
Audiology	2378
Billing	866-347-2352
Community Programs	2044
Community Living Center	
North	2442
South	2155
Compensation and Pension/Omaha	800-451-5796 ext. 3215
DAV Travel	2189
Dental	2255
Diabetes Nurse	2686
Eligibility	2483/2167
Eye	2406
Fax for Outpatient Clinics	308-385-2738
Home Based Primary Care	2107
Home Oxygen	2426
Lodging/Hoptel	2153
Mental Health	2134
MOVE! Weight Management Program	2384
Nutrition	2207/2440
Occupational Therapy	2204/2280
Patient Advocate	2132
Pharmacy Questions	866-580-1810 or 308-382-3660, Option 1
Physical Therapy	2122
Prosthetics	2152
Public Affairs	402-995-4719/5547
Radiology	2282
Release of Information	2151
Respiratory Therapy	2333
Speech	2023
Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)	2331
Travel/Van Rides	2153
VA Police	2198
Veteran Benefits/VBA	800-827-1000
Voluntary Service	2146
Women Veterans Program	402-995-4906

OMAHA

402-346-8800 OR 800-451-5796

Dial 9 before entering an extension.

Please listen to the options.

Direct Dial 402-995-XXXX (extensions below)

Ambulatory Care Clinics

Anticoagulation	4608
GI Lab	4014
Gold	4064
Green/Surgery	4068
Orange/Eye	3216
Primary Care (<i>Red, Yellow and Blue Clinics</i>) Appointments and Nurse Advice	3076

Audiology/Speech	3119
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Billing	866-347-2352
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Choice Program	1-866-606-8198
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Choice Program Customer Service	402-995-3104
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Compensation and Pension	3215
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DAV Travel	3453
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Dental	3306/3307
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Dialysis	4125
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Diabetes Class	4900/4870/5827
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Eligibility/Registration	4050
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Emergency Room	3250
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Geriatrics Department	4803
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Home Based Primary Care	3783
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Homeless Program	4010
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Inpatient Wards

5E	3526/3527
6E	3800
7E	3905
Intensive Care Unit (ICU)	5151
10E	4209

Lodging/Hoptel	4458/3250
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Medical Evaluation Unit	3806
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Mental Health Clinic	4944
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Mental Health Intensive Case Management (MHICM)	4010
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MOVE! Weight Management Program	3776
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Nutrition	4080
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OEF/OIF/OND Patient Advocate	4714
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Patient Advocate	3477
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Patient Travel	4458
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Pharmacy	4903
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Physical Therapy	3650
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Prosthetics	4707
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Post Traumatic Stress Disorder (PTSD) Clinic	4944
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Public Affairs	4719/5547
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Recovery Center	4550
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Release of Information	402-599-2150
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Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)	4301
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Surgery Evaluation Unit	3688
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VA Police	3202
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Veteran Benefits/VBA	800-827-1000
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Voluntary Service	3283
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Women Veterans Program	4906
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FACILITY LOCATIONS

Omaha VA

Medical Center

4101 Woolworth Ave.
Omaha, NE 68105
402-346-8800

Bellevue CBOC

2206 Longo Drive
Ste., 102
Bellevue, NE 68113
402-591-4500

Grand Island CBOC

2201 N. Broadwell Ave.
Grand Island, NE 68803
308-382-3660

Holdrege CBOC

1118 Burlington St.
Holdrege, NE 68949
308-995-3760

Lincoln CBOC

600 S. 70th St.
Lincoln, NE 68510
402-489-3802

Norfolk CBOC

710 S. 13th, Ste. 1200
Norfolk, NE 68701
402-370-4570

North Platte CBOC

600 E. Francis St., Ste. 3
North Platte, NE 69101
308-532-6906

O'Neill CBOC

555 East John Street
O'Neill, NE 68763
402-336-2982

Shenandoah CBOC

512 S. Fremont St.
Shenandoah, IA 51601
712-246-0092

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REVISED SEPT. 2017

THIS BOOK IS MEANT AS A GUIDE TO VA
NEBRASKA-WESTERN IOWA HEALTH CARE
SYSTEMS PROGRAMS AND SERVICES. FOR
THE MOST CURRENT LISTING OF SERVICES,
PROGRAMS AND POLICIES VISIT WWW.
NEBRASKA.VA.GOV OR WWW.VA.GOV.



VA



U.S. Department of Veterans Affairs

Veterans Health Administration:
Nebraska-Western Iowa Health Care System