



# Acute Care Hospital Stays Admissions Information

## Our Mission

*Honor America's Veterans by providing exceptional health care that improves their health and well-being.*

# About Our Medical Centers

- VA Health Care Upstate New York Medical Centers are Joint Commission accredited.
- VA Medical Centers and Community Based Outpatient Clinics are smoke-free.
- Parking is free at VA Medical Centers and Community Based Outpatient Clinics.
- We offer 24 hour 7 days a week escort service if needed at the Albany and Buffalo VA Medical Centers.
- Cell phone photos, cameras, video equipment, and tape recorders are not allowed on Medical Center campuses or patient care areas.
- Cell phones can be used in designated areas.
- Alcoholic beverages, narcotics, weapons, ammunition, lighter fluid or non-safety matches are not allowed on VA grounds.
- VA Medical Centers practice zero tolerance for violence and therefore disruptive or threatening behavior will result in immediate action.

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# Welcome

## Admissions

Admission to the hospital can occur in many ways. You may be treated in the emergency room or clinic and need to be admitted to the hospital for more medical treatment. Other times, your admission may be planned ahead of time, such as for surgery. Either way, you need to know what to expect so that you feel at ease during your hospital stay. If you are a woman Veteran receiving inpatient care VA will provide you privacy and care that is gender-specific.

This Admissions booklet provides you information that will better prepare you for an inpatient stay, discharge home or transition to a rehabilitation unit, or Community Living Center.



## Pre-Operative Clinic

Prior to being admitted to the hospital for surgery you will have an appointment with the pre-operative clinic staff.

The Pre-operative clinic staff will explain:

- Tests or procedures you will need to have done before being admitted such as EKG, blood work, x-rays and information on anesthesia
- Who to call the day before to find out what time to report the day of surgery
- What medicines are ok to take the day of admission
- Whether you can eat or drink before admission
- If you are having surgery at a VA medical center, you may be able to pre-donate your own blood for the procedure. If you have questions about blood donation, speak with your health care team at least two weeks prior to your surgery.
- When admitted to a VA Medical Center you will be asked by administrative staff whether you would like to be included in the Patient Directory. If you choose not to be included your room number will not be given out (even to family and friends) and you will also not be able to receive flowers or mail. You may change your decisions about being included in the Patient Directory at any time during your hospital stay.

You will sign a consent form to have the surgery done.

Make sure that you read the admissions information and follow the directions given to you.

You may want to bring a list of questions that you would like to ask when you meet with the pre-operative clinic staff:

- What is the name of the doctor in charge of your hospital stay?
- How long will you be in the hospital?
- Will you be able to go home right from the hospital?
- What type of care will you need at home after discharge?
- What side effects or problems might you expect?

## Co-Managed Care

If you are a Veteran who receives health care from both a VA provider and a community provider, it is important that your treatment plan is coordinated by both your VA and community providers to insure that you receive the best and most effective care. It is your responsibility to supply your VA provider with your medical records from your private physician.

You may have recommendations from your community provider on the types of medications, treatments, and diagnostic tests that you wish to have done at VA. Please note that your VA provider must use his or her own clinical judgment to decide about what medical treatment and tests are most appropriate, effective, and necessary. **ONLY** then is your VA provider able to order medications, tests and treatments. VA providers may not supply medications or other treatments to patients for medical problems not being cared for at VA.

## What to Bring

- A list of the medications you are taking. Make sure that you tell your health care team about any medications and the dose that you take at home. This includes any vitamins or over-the-counter medicines that you take regularly. Your health care team, most importantly your pharmacist needs to watch for any interactions or side effects that may occur with all of your medications. If you are taking part in a research project and are on special medication, please bring it to the hospital and tell your health care team. Leave all other medicine at home.

- medical insurance
- health care proxy form
- toothbrush
- toothpaste
- shaving kit
- deodorant
- important phone numbers
- slippers
- reading material
- cane or walker
- one pair of shoes and clothes for discharge
- glasses
- dentures
- hearing aids

A bath robe and pajamas will be provided to you.

Please do not bring valuables with you to the hospital.

## Patient Identification

When you present in admissions or in the emergency department you will be given an identification wrist band. This wrist band will have your picture, date of birth, social security number, barcode with social security number for medication dispensing, and if appropriate color coded patient risk alerts to assist health care providers better understand your needs as a patient. The wrist band is to be worn at all times. If you lose your wrist band, please tell a member of your health care team.



# Your Health Care Team

Your health care team will provide the best care possible. If you have any questions or are unclear about your treatment plan, a medication, or any issue about your care, please ask a member of your health care team.

Your health care team will work with you and your family to make the right decisions regarding your care and plan for your discharge. They are here to make your stay as comfortable and pleasant as possible.



## Members Include:

**Attending Physician** supervises other doctors and residents in training who are involved in your care. The attending physician directs your plan of care, treatments, orders medications, tests, and consults you may need to specialty care.

**Physician Assistant (PA)** are health care professionals, trained and credentialed, to provide medical services to patients within a defined scope of practice under physician supervision.

**Residents** are doctors who are graduates from medical school and are in training.

**Nurse Manager** manages the unit or floor where you receive your inpatient care. They work to resolve any issue that may come up during your stay.



**Nurse Practitioner (NP)** are registered nurses who are health care professionals educated at the graduate level, credentialed to provide health care to patients and are certified to practice in a specific specialty area.

**Nursing Staff** provide hands-on care as needed, give medications and treatments, and advise you about what you are able to do for yourself during your hospital stay.

**Pharmacist** oversees and educates you about the medications prescribed by your doctor.

**Rehabilitation Therapists** include Occupational Therapy (OT) who helps you relearn skills about how to take care of yourself, and recommends any adaptive equipment to assure safety at home; Physical Therapy (PT) helps build-up your strength, ability to walk, and recommend walking aids; and Speech and Language Therapy (SL) evaluates and treats communication problems. Your doctor will send a consult for any of the therapies if needed, prior to discharge.

**Social Worker** assists you and your loved ones to determine your needs and prepare you for your discharge home or to another facility. A social worker can assist you if you need help with health care decisions, advanced directives, rehabilitation, medical home equipment, long term care, assisted living, hospice care, or home care.

**Dietician** works with you on diet and nutrition to insure you eat balanced meals.

**Patient Advocate** can help you resolve any patient issue that cannot be resolved by your health care team. Ask any team member to contact the patient advocate for you or call:

- Albany (518) 626-6934
- Bath (607) 664-4797
- Canandaigua (585) 393-7612
- Rochester (585) 463-2653
- Syracuse (315) 425-4345
- Western New York Health Care at Batavia (585) 297-1121
- Western New York Health Care at Buffalo (716) 862-8752

## Patient Safety

When going for surgery, or having a medical procedure, you will be asked your full name, full social security number, what procedure you are having done in your own words, and the site (for example left or right leg or arm) of the surgery or procedure. A "MARK" will be made on your body to show the correct surgery site. When having a procedure at your bedside, something called a "Time Out" is called to make sure the correct procedure is done, on the correct site, for the right patient.

The hospital takes special steps to make sure that you are safe in the hospital. Your health care team continually evaluates all reported safety concerns. You are encouraged to speak up, if something does not seem right and you see something that is a likely concern for your safety.

Precautions and every effort is made to make sure that you do not fall during your stay. You are evaluated for safety on how you carry out your daily living needs, ability to dress and bathe yourself, and walk safely. The team makes sure you are not confused or forgetful. Staff may use lifting equipment to safely move you in and out of bed or they may advise you to use the bedrails or a wheelchair.

Let us know if you notice any change in your health that cause you to feel like you are going to fall or have an allergic reaction to food or medicines. We need to know about these changes to keep you safe when you are in the hospital.



# Hospital Room-Post Operative Care

When you arrive on the unit after your procedure, the nursing staff will give you an orientation to the unit and room. Your room will have a bed, nightstand, small closet and phone. The nurse will go over:

- How to use your hospital bed
- Call bell (to alert staff when you need assistance)
- Television
- Phone
- Securing any valuables
- Schedule for meal times
- Visiting hours



During your hospital stay you may receive a copy of The Daily Plan for your care. The Daily Plan will tell you what tests you will be given and a list of the medications you are taking.

**Your health care team encourages you to remain on your unit or floor so that you receive your medications and treatments and avoid exposure to possible infections. Always ask the nursing staff if you can leave the unit or floor. At the Buffalo VA patients are required to remain on their unit or floor.**

## Skin Care

The health care staff will take actions to help you protect your skin while you are in the hospital. This includes turning your body while in bed, using special mattresses, and watching for any changes in your skin. Remember to routinely shift the weight of your body when seated or in bed.



# Sudden Changes in your Health Status

Your health care team monitors your health status for any sudden changes, such as changes in your mental status, heart rate, breathing or blood pressure. If you or your family notices that you are getting sicker, or are concerned that something is wrong, tell a nurse or doctor right away. If sudden changes occur, the staff may alert a special response team in the hospital. The special response team intervenes BEFORE you have a health crisis. The team may include a doctor, nurse, and respiratory therapist who will quickly assess you. They work to make any changes in your care or transfer you to a higher level of care for closer observation.

## Visiting Hours

- Visiting hours are open at the Albany, Bath, Buffalo and Syracuse VA Medical Centers.
- Waiting areas are available throughout the medical centers. Please ask staff for the nearest location. Televisions and reading materials are placed in these areas for your enjoyment.
- Guests will be asked to mind quiet hours on certain floors.
- Patients in the Intensive Care Unit may be limited to one or two people for short visits (up to 15 minutes) depending on the patient's condition.
- Visitors are asked not to eat in patient rooms or bring food or beverages to patients without asking clinical staff.
- If you are ill, please do not come in to visit.



# Phone Calls

You can make phone calls using your cell phone in an approved area or use the bedside phone. If you need to make a long distance call you will need to use your cell phone, or call collect, or use a calling card when you use the bedside phone. Pay phones are also available. Just ask the staff where one is located.

Outside callers should call the main hospital phone number and ask for you by name and floor/unit. If you do not want to receive phone calls please tell your health care team.

**Albany** - Bedside telephones are provided on all inpatient floors/units with the exception of the psychiatric and intensive care units.

**Bath** - Bedside/portable telephones are available upon request with the exception of the domiciliary.

**Canandaigua** - Bedside phones are available through the nursing stations in buildings 7, 8 and 33. Buildings 3 and 9 have patient (only) pay phones.

**Syracuse** - Most patient rooms have bedside telephones. Your bedside phone number is a five-digit number.

**VA Western New York Healthcare System at the Buffalo VA** - Bedside telephones are provided on all floors/units with the exception of the intensive care unit and inpatient psychiatry.



# Controlling Hospital Infections

## Staying Healthy/Help Control Hospital Infections

Washing your hands with soap and water for 15-20 seconds, or using the alcohol based hand cleansers available at the hospital is the most important thing you and your loved ones can do to help control the spread of hospital infections.

To stay healthy, you and your loved ones should wash your hands when entering and leaving your room, before eating, using the bathroom, or touching surfaces or body parts.

All staff should wash their hands upon entering your room, before giving you hands-on care, and before leaving your room. When in doubt, it is "ok" for you to ask staff if they have cleaned their hands. Multi Drug Resistant Organisms (MDROs) are hospital infections that are difficult to treat and require antibiotics. These infections include Methicillin-Resistant Staphylococcus Aureus (MRSA), C. difficile (C.diff).

**MRSA** is a very common germ that about 1 out of 3 people have on their skin or in their nose. The germ does not cause any problems for those who have it on their skin. However, sometimes, it can cause a bad infection such as blood, skin or wound infections or pneumonia. MRSA is best prevented by washing your hands. It can be spread to others by touching contaminated equipment and on the hands of others. Patients with MRSA are treated with special antibiotics. Healthy people can carry MRSA in their body without knowing it. You will be tested to see if you have MRSA prior to being admitted on to the inpatient ward.

**Clostridium difficile (C diff)** is a germ that causes diarrhea, fever, loss of appetite, nausea, and belly pain and tenderness. C diff can live outside the body for a very long time and can be found on objects in your environment. It can be spread by touching. Patients with C diff are also treated with antibiotics.

### Other hospital infections include:

**Catheter Associated Bloodstream Infections** occur when bacteria travel down a tube or catheter placed into a large vein and enters the blood. Patients with catheter associated bloodstream infections may have fever or chills, or the skin around the catheter may become swollen and red. The infection is treated with antibiotics.

**Catheter-associated Urinary Tract Infections** occur if you have a urinary catheter and germs travel along the catheter and cause an infection in your bladder or your kidney.

**Surgical Site Infections** occur after surgery in the part of the body where the surgery took place. Most patients do not get an infection after surgery. However, three out of 100 patients who have surgery get an infection. Common symptoms are redness or pain around the area where you had surgery, drainage of cloudy fluid from a surgical wound, or fever. Patients with surgical site infections are treated with special antibiotics. However, sometimes additional surgery is required.

**Ventilator-Associated Pneumonia (VAP)** is an infection of the lungs or pneumonia that develops in a person who is on a ventilator. A ventilator is a machine that helps a patient breathe by giving oxygen through a tube.



## Precautions and Isolation

You will also notice the routine use of gloves and sometimes masks and gowns by health care staff. They wear this protective wear based on your treatment or for a patient who is on isolation precautions.

Sometimes, patients need to be isolated or are moved to a room with limited access due to infections from germs that easily spread to others. You may see a sign outside the door to warn others. In those instances, staff will wear gloves, masks, or gowns when entering the room. Make sure that your visitors are aware of any precautions or isolation restrictions. When in doubt, visitors should ask staff what actions to take to be protected.

## Treatment Plan



You and your health care team will develop a treatment plan for you based on your diagnosis or condition. That treatment plan may have several treatment options for you to choose from.

If you are unsure about your treatment plan or what treatment is best for you, you can talk with additional health care providers. You can ask for a second opinion. The more information you have about a treatment plan and options, the better you will feel about your decisions.

Sometimes it is helpful to talk to other people about your condition, but be cautious about accepting any advice. Remember that each person is different. You need to base your health care decisions on your own needs. Others may help you prepare, tell you what to expect, and explain what worked best for them.

## Health Education

Educate yourself about your illness, diagnosis, medical tests, and treatment. You can get information from your health care team, the library, respected Web sites such as My Health<sup>e</sup>Vet and support groups. Make sure you ask for information in your preferred language. Ask your health care team for health education resources and information you can take home.

## Supplies or Equipment

You may receive special supplies or equipment such as canes or walkers, or a wheelchair to use during your hospital stay. After surgery, you may be on monitoring equipment (telemetry), or special pumps for medicines. You will be instructed on their use. Feel free to ask any questions about these items and how to safely and properly use them.



# Inpatient Conveniences

## Absentee Voting

You can still vote while you are hospitalized. Contact your social worker for assistance. Veteran patients who are expecting an extended admission and are registered voters can obtain an absentee ballot. The procedure should be started a few weeks before Election Day.

## Dining/Shopping

The Dining and Retail Shops offer a daily menu at reasonable, tax-free prices. Retail shops offer products and a wide range of other services for your convenience. The canteen/retail store hours vary by location. Ask a member of your health care team for specific hours at your medical center.

## Chaplain/Pastoral Care

Upon request, VA chaplains are available to provide spiritual care to any patient and his/her family. VA care utilizes a holistic approach that offers pastoral support for the seriously ill, the terminally ill, as well as bereavement counseling. Let a member of your health care team know if you would like to speak with/meet one of our chaplains.

## Interpreter Services

Interpreter services are available for deaf, speech impaired, and non-English speaking Veterans and their family members. Please contact your health care team or the Patient Advocate to arrange for interpreter assistance.

## Lodging

Veterans and their loved ones may request lodging on a first-come first-serve basis. On-site lodging provides overnight accommodations for people traveling for long distances, early appointments, post-operative visits, or travel problems due to unforeseen weather conditions. In times of serious illness, family members of hospitalized Veterans may use the lodging services to be near their loved one. Ask a member of your health care team how to make a reservation.



## Lost and Found

If you lose any personal items while at a VA facility, tell your health care team. If needed, contact VA police.

## Mail

Mail with your name on it will be delivered to you. Mail received after you are discharged will be forwarded to your home address. Mail should be addressed as follows:

Stratton VA Medical Center  
113 Holland Avenue  
Albany, NY 12208

Bath VA Medical Center  
76 Veterans Avenue  
Bath, NY 14810

Canandaigua VA Medical Center  
400 Fort Hill Avenue  
Canandaigua, NY 14424

Syracuse VA Medical Center  
800 Irving Avenue  
Syracuse, NY 13210

VA Western New York Healthcare System at Batavia  
222 Richmond Avenue  
Batavia, NY 14020

VA Western New York Healthcare System at Buffalo  
3495 Bailey Avenue  
Buffalo, NY 14215



## Patient Funds

Patients are advised not to bring money to the hospital. Patients with cash on hand may place their money with the Agent Cashier. You will need to pick up your money at discharge. In place of cash, families are asked to purchase coupon books at the canteen/retail store for patient use. Inpatients in extended care programs can open a patient fund account through the Veterans Service Center.

Albany	Monday-Friday	8:30-4:00 p.m.
Bath	Monday-Friday	8:30-11:30 p.m. and 12:30 p.m.-3:30 p.m.
Canandaigua	Monday-Friday	9:00-3:00 p.m.
Syracuse	Monday-Friday	8:30-noon and 12:30 p.m.-3:00 p.m.
VA Western New York Healthcare System at Buffalo	Monday-Friday	8:30 a.m.-3:30 p.m.
VA Western New York Healthcare System at Batavia	Monday-Friday	10:00-2:00 p.m.

## Reading Material

Books and magazines are available to inpatients.



## Transportation

The Disabled American Veterans (DAV) and the Volunteer Transportation Network (VTN) provides transportation to ambulatory 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 ambulatory; this means a Veteran must be able to get from their home to the vehicle and into the vehicle and medical center/clinic without assistance. 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. You may contact the DAV for assistance.

### **Albany**

**(518) 626-5504**

Hours: 5:30 a.m. - 2:00 p.m.

Serving: Albany County

### **Bath**

**(607) 735-0583**

Hours: 7:00 a.m. - 3:00 p.m.

Serving: Alleghany, Chemung and Steuben Counties

### **Batavia**

**(585) 297-1170**

Hours: 7:00 a.m. - 2:00 p.m.

Serving: Genesee, Wyoming, and part of Erie and Livingston Counties

### **Buffalo**

**(716) 862-6544**

Hours: 6:00 a.m. - 2:00 p.m.

Serving: Erie, Niagara and part of Cattaraugus County

### **Canandaigua**

**(585) 393-7585**

Hours: 7:00 a.m. - 2:00 p.m.

Serving: Monroe, Ontario, Seneca, Wayne, and Yates Counties

### **Rochester**

**(585) 463-2661**

Hours: 7:00 a.m. - 2:00 p.m.

Serving: Monroe, Ontario, Seneca and Wayne Counties

### **Syracuse**

**(315) 425-4400, ext. 54353**

Hours: 7:30 a.m. - 3:00 p.m.

Serving: Herkimer, Jefferson, Lewis, Madison, Onondaga, Oneida, Oswego, St. Lawrence Counties

# Discharge Information

Your health care team will talk to you about your care before you leave the hospital. This often includes discussing your discharge date, follow-up appointments with your primary care team, and any aftercare arrangements you may need if you are unable to return home. If you are being discharged to a long-term care facility, rehabilitation center, residential care program or boarding facility your social worker will help you make any arrangements.

If you have any money placed at the Agent Cashier, plan to withdraw your money. If you are not able to get to the Agent Cashier, ask a member of your health care team so that they can assist you. Remember if you are being discharged on a weekend, you will need to do this ahead of time.

At discharge, you will most likely pick up your medicines from outpatient pharmacy. You will receive information and a schedule of when and how often you should take medications when you return home. Make sure you can read the labels printed on the pill bottles or ask for larger printed labels. The nursing staff will assist you if you are discharged after regular working hours. If you are a TRICARE patient, you will pick up your medications at an approved TRICARE pharmacy.

We will work with you to make sure you have your discharge arrangements made at least one day prior to your discharge. If you require help in arranging transportation or other special needs, your social worker can assist you.



## Discharge Questions to Ask Your Health Care Team

- What do I need to know about my health condition and diagnosis?
- What problems should I watch for?
- What actions should I take when I have problems with my health condition or diagnosis?
- Whom should I call if I have a question about a problem or concern? (Write down the name and phone number to call)
- Do I have a list of my medications and know when and how to take them?
- Do I know how to care for myself at discharge?
- Are the discharge instructions clear? What questions do I have about them? Who should I ask?
- If I am going to need help at home, have I talked with family and/or friends about it?
- Do I have all the medical equipment and/or supplies I will need at home and know how to use them properly?
- If I receive care or help at home, do they know that I am being discharged?
- Do I have all of my valuables?
- When and where is my next appointment?
- Do I know what activities or limits I will have when I return home?
- When can I return to work and normal activities?
- Does my ride know what time to pick me up?
- Do I know when a problem is severe enough to call 911 (examples, having chest pain or bleeding, falls and hurt self) when I return home?

## Post Discharge Phone Call

It is important that we have your correct phone number. You will receive a call from a member of your health care team after you are discharged to see how you are doing. You will be asked if you are feeling any pain or discomfort or experiencing unusual bleeding. You will also be asked about your medications and when your next appointment is with your health care provider.

**Release of Information (ROI)** If you need copies of your protected health information (medical record, lab results, X-rays, completion of disability and/or insurance forms, etc.) contact your local Release of Information (ROI) Department. Prior to the release of any information, you will need to sign an authorization form allowing us to release your information.

Forms can also be found at [www.va.gov/vaforms](http://www.va.gov/vaforms). VA Form 10-5345 allows the release of information from the VA to any third party, while VA Form 10-5345a can be used by the individual to request a copy of their own information. Completed forms can be mailed or faxed to your local Release of Information Office. Please understand that ALL requests for information MUST be in writing. VA cannot honor verbal requests for information. If you are unable to access the website above, contact your local ROI Office and a form can be faxed or mailed to you.

### ROI Contacts:

**Albany** - (518) 626-5600

**Bath** - (607) 664-4828

**Canandaigua** - (585) 393-7646

**Rochester VA Outpatient Clinic** - (585) 463-2660

**Syracuse** - (315) 425-4400 ext. 52005

**Western New York Buffalo** - (716) 862-6305



# Pharmacy

## New Prescriptions

Newly prescribed medication(s) can be picked up at VA pharmacy. Prescriptions that are mailed come from a centralized pharmacy affiliated with your VA facility. Mailed prescriptions usually arrive within 14 days.

## Refills

Refills are processed through the mail and are not picked up at the pharmacy window. You need to request your refill at least three weeks before you run out of medication. Routine medications should be re-ordered as soon as they are received. This will allow ample time for processing and delivery. Please be sure to keep VA informed of any changes in your address that would result in any delay or incorrect mailing.



You can order refills by:

- Completing and mailing the refill request slip that comes with each prescription
- Leaving the refill slip with the pharmacy
- Going to My HealthVet at [www.myhealth.va.gov](http://www.myhealth.va.gov)
- When ordering by phone, you will need your social security number and the prescription number(s) (Rx #). Using a touch-tone phone, call our automated refill request system:
  - **Albany:** 1-800-585-9772 or 518-626-5000 ext. 67449
  - **Bath:** 1-800-585-9772
  - **Canandaigua:** 1-800-585-9772
  - **Syracuse:** 1-800-792-4334 ext. 56505 or 315-425-6505
  - **VA Western New York Healthcare System (Buffalo and Batavia):** 1-800-532-8387, then press 1, then dial extension 6581 followed by the # sign or 716-862-6581

If you do not have any refills remaining, and need to continue the medication, please contact your provider as early as possible for a renewal.

If you have questions about your medication, call the outpatient pharmacy and ask to speak to a pharmacist during regular business hours. The telephone number of the pharmacy can be found on your prescription bottle.

## Billing

VA is required to bill your private health insurance company for medical treatment provided for nonservice-connected conditions. Payment received from private insurance is applied to VA co-payment charges.

# Rights and Responsibilities of VA Patients and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans and to the Nation, we are committed to improving health care quality. We also train future health care 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 or resident of a community living center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions or would like more information about your rights and responsibilities.

## Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect as an individual. You will not be subject to discrimination for any reason including age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will respect your culture, personal values, beliefs, and preferences.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. We will accommodate your normal sleep and wake cycles, food likes and dislikes
- In the CLC and as a patient you have the right to be free from chemical and physical restraints. Only in rare cases will chemical or physical restraints be employed in the acute care setting to keep you and other patients free from harm.
- In the CLC you may keep your personal items and wear your own clothes. As an inpatient you may wear your own clothes depending on your medical condition.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support.
- You have the right to communicate freely and privately. You will have access to a public phone. You may participate in civic rights, such as voting and free speech.

- VA considers a patient or CLC resident's family anyone they consider family. Medical staff may restrict visitors for inpatients if medical or safety concerns require it.
- To provide safe treatment environment for all patients, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

## **Information Disclosure and Confidentiality**

- Your privacy will be protected.
- 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 (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be release with your consent unless authorized by law (an example of this is State public health reporting). You have the right to have access to or request a copy of your own health records.
- Please respect the privacy of other patients and CLC residents and do not reveal their health information that you may overhear or otherwise become aware of.

## **Participation in Treatment Decisions**

- You have the right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decision on your behalf when you can no longer do so.
- You, and any person(s) 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 like 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 result of 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 health care, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students and other 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 tell 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 CLC 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. If you have ethical issues or concern, you may speak with the Medical Center's Ethics Consultation Service for help.

## Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or email [vaoighotline@VA.gov](mailto:vaoighotline@VA.gov).

## Additional Rights and Responsibilities of Community Living Center Residents

Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member everyday to the extent that consistent assignment is possible.
- You may have visitors at any time of the day or night provided visitors are respectful of you, your need for privacy and the privacy of others. You may refuse visitors at any time.
- You have a right to conjugal visits and you have a right to privacy during those visits.
- Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area and you will have access to those activities that contribute to meaningful use of time.
- In preparation for being discharged to your own home, you and or your care giver may be invited to participate in activities that prepare you to go home such as self administration of medications and treatments.
- You and your care givers have a right to attend treatment planning meetings and participate in household or resident council.



# Rights and Responsibilities of Family Members of VA Patients and Residents of Community Living Centers

The Veterans Health Administration (VHA) is pleased to provide health care to Veterans. We will provide personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make the experience as positive and pleasant as we can. As part of our service to Veterans and to the Nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support the rights of patients and residents of community living centers (CLC) as well as your rights as a family member. This document outlines the basic rights and responsibilities of family members. Please talk with the VHA treatment team or a patient advocate if you have any questions or would like more information about these rights and responsibilities.

## 1. Nondiscrimination and Respect

- Our staff will create a treatment environment based on dignity, compassion, and respect. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, Veterans and their family members will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- We seek to honor the cultural and personal values, beliefs, and preferences of all patients, CLC residents, and their families. When a loved one is involved in support and care of a VA patient or resident, VA considers a patient or resident's family to include anyone related to the patient or resident in any way (for example, biologically or legally) and anyone whom the patient or resident considers to be family.
- Please help us offer care in a safe and respectful manner by treating patients, CLC residents, other family members and staff with respect and following the facility's rules. Family members are not allowed to do things that threaten the care of patients or interfere with staff members' ability to do their job.

## 2. Keeping Health Information Private and Secure

- The Veteran's private health care information will be protected to the fullest extent authorized by law. Information about the Veteran may be disclosed to you if the Veteran authorizes the release or if you are the Veteran's personal representative.
- Please respect the privacy of patients, residents, and other family members and do not reveal private health care information that you may overhear or otherwise become aware of.

### **3. Partnering in Care**

- Families are valued members of the VA care team. As members of the care team we encourage you to:
  - Share your insights, opinions and observations about the Veteran's care and progress.
  - Let the nursing staff know right away if you feel that the Veteran's condition has changed.
- Tell us right away if you are worried about the Veteran's care or treatment. Please ask questions if you do not understand the purpose of any part of the Veteran's care.
- If you are a family member of a CLC resident, you have a right to participate and share your voice and opinions in family and resident or household councils.

### **4. Family Members' Role in Treatment Decisions**

- Veterans have a right to make their own health care decisions as long as they are able to understand and tell their doctor and health care team what they want. Veterans have a right to include or not include others, such as family members or friends, in decisions about their care.
- Veterans have a right to express their preferences about future medical care in an advance directive. This includes the right to name a health care agent who will make health care decisions on their behalf if they can no longer communicate for themselves. We will respect these preferences.
- If you are asked to make health care decisions for a Veteran in VHA, the treatment team will offer you:
  - Treatment options based on the Veteran's unique medical circumstances and needs.
  - Information you can understand about the benefits and risks of these treatment options.
  - An interpreter or assistive device, if needed, to help you understand the Veteran's medical circumstances and treatment options.
  - As the health care decision maker, you generally have the same rights and responsibilities as the Veteran would have in making treatment decisions.
  - You may agree to or refuse any treatment option offered by the treatment team. Refusing treatment will not affect the Veteran's right to future care.

- Your decision about whether to accept or refuse treatments must be based on what you know the Veteran would want. If you do not know what the Veteran would want, the treatment team is available to help you consider what decisions are in the Veteran's best interest.
- When you are the health care decision maker, please:
- Share accurate and complete information about the Veteran's medical history to help us develop the best treatment plan.
- Take part in discussions and decisions about the Veteran's care.
- Help the treatment team understand how they can provide care that takes into account the Veteran's cultural and personal values, beliefs, and preferences.
- Talk with the treatment team when you think the Veteran's treatment plan may need to be changed.
- Let the treatment team know if you are not willing or able to follow the treatment plan. If the treatment team understands why the plan may be a problem, they may be able to make changes that address your concerns.
- Help us plan for the Veteran's move to the next level of care.

## **5. Visiting the Veteran**

- Family visits can help you support the Veteran as he/she copes with illness or injuries. Schedule your visit to meet the Veteran's medical and emotional needs. For example, many patients get tired easily, so short visits may be better.
- VA Community Living Centers have unrestricted visiting hours.
- On VA acute care inpatient units, medical staff may need to restrict visiting hours or place other visiting restrictions if medical or safety concerns require it. You will be promptly informed about any visitor restriction and the reason for it.
- Please keep a close eye on your children for their own safety and the safety of others. Children should never be left unattended. At times, patients or CLC residents may not wish to have visitors or may wish to set other limits on visits. We will respect the Veteran's wishes for visits.

## 6. Concerns or Complaints

- If you need advice on how to resolve an ethical concern about the Veteran's care, you may speak with the Medical Center's Ethics Consultation Service.
- You are encouraged and expected to seek help from the VA health care treatment team and/or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process in your preferred language. Any privacy complaints will be addressed by the facility Privacy Officer. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or the Veteran has been neglected, abused or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you have concerns about the quality of the health care that the Veteran is receiving, you may contact the VHA Office of the Medical Inspector at 1-800-634-4782.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact the Joint Commission's Office of Quality Monitoring at 1-800-994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at 1-800-488-8244 or email [vaoighotline@VA.gov](mailto:vaoighotline@VA.gov).

# Information About the New York State Health Care Proxy:

**This is an important binding legal form that allows you to appoint someone you trust as (your Health Care Agent) to make health care decisions for you if you should lose the ability to make decisions for yourself. By appointing a Health Care Agent, you can make sure that the Health Care Provider follows your wishes.**

1. This form gives the person you choose as your agent the authority to make all health care decisions for you, except to the extent you say otherwise in this form. "Health Care" means any treatment, service or procedure to diagnose or treat your physical or mental condition.
2. Unless you state otherwise, your agent will be allowed to make all health care decisions for you, including decisions to remove or withhold life-sustaining treatment.
3. Your agent will start making decisions for you when doctors decide that you are not able to make health care decisions for yourself. You may write on this form any information about treatment that you do not desire and/or those treatments that you want to make sure you receive. Your agent must follow your instructions (oral and written) when making decisions for you. If you want to give your agent written instructions, do so right on the form. For example, you could say:

"If I become terminally ill, I do/don't want to receive the following treatments..."

"If I am in a coma or unconscious, with no hope of recovery, then I do/don't want..."

"If I have brain damage or a brain disease that makes me unable to recognize people or speak and there is no hope that my condition will improve, I do/don't want..."

"I have discussed with my agent my wishes about \_\_\_\_\_ and I want my agent to make all decisions about these measures."

Examples of medical treatments about which you may wish to give your agent special instructions are listed below. This is not a complete list of the treatments about which you may have instructions.

- artificial respiration
- artificial nutrition and hydration (nourishment and water provided by feeding tube)
- cardiopulmonary resuscitation (CPR)
- antipsychotic medication
- electric shock therapy
- antibiotics
- psychosurgery
- dialysis
- transplantation
- blood transfusion
- abortion
- sterilization

Talk about choosing an agent with your family and/or close friends. You should discuss this form with a doctor or another health care professional, such as a nurse or social worker, before you sign it to make sure that you understand the types of decisions that may be made for you. You may also wish to give your doctor a signed copy. You do not need a lawyer to fill out this form.

You can choose any adult (over 18), including a family member, or close friend, to be your agent. If you select a doctor as your agent, he or she may have to choose between acting as your agent or as your attending doctor. A physician cannot do both at the same time. Also, if you are a patient or a resident of a hospital, Community Living Center/Long Term Care facility or mental hygiene facility, there are special long term care facility restrictions about naming someone who works for that facility as your agent. You should ask the staff at the facility to explain those restrictions.

You should tell the person you choose that he or she will be your health care agent. You should discuss your health care wishes and this form with your agent. Be sure to give him or her a signed copy. Your agent cannot be sued for health care decisions made in good faith. Even after you have signed this form, you still have the right to make health care decisions for yourself as long as you are able to do so, and treatment cannot be given to you or stopped if you object. You can cancel the control given to your agent by telling him or her or your health care provider orally or in writing.

## **Filling Out the Proxy Form**

Item (1): Write your name and the name, home address and telephone number of the person you are selecting as your agent.

Item (2): If you have special instructions for your agent, you should write them here. Also, if you wish to limit your agent's authority in any way, you should say so here. If you do not state any limitations, your agent will be allowed to make all health care decisions that you could have made, including the decision to consent to or refuse life-sustaining treatment.

Item (3): You may also write the name, home address and telephone number of an alternate agent.

Item (4): This form will remain valid indefinitely unless you set an expiration date or condition for its expiration. This section is optional and should be filled in only if you want the health care proxy to expire.

Item (5): New York State law allows you to give instructions concerning organ and tissue donation in this section. You do not have to fill out this section of the Health Care Proxy for the document to be valid.

Item (6): You must date and sign the proxy. If you are unable to sign it yourself, you may direct someone else to sign in your presence. Be sure to include your address.

Item (7): Two witnesses at least 18 years of age must sign your proxy. The person who is appointed agent or alternate agent cannot sign as a witness.

# NEW YORK STATE HEALTH CARE PROXY FORM

(1) I, \_\_\_\_\_  
(PRINT YOUR FIRST, MIDDLE AND LAST NAME)

hereby appoint \_\_\_\_\_  
(PRINT YOUR PROXY'S FIRST, MIDDLE AND LAST NAME)

of \_\_\_\_\_  
(PRINT YOUR PROXY'S HOME ADDRESS AND TELEPHONE NUMBER)

as my health care agent to make any and all health care decisions for me, except to the extent that I state otherwise. This proxy shall take effect in the event I become permanently unable to make my own health care decisions.

(2) Optional instructions: I direct my agent to make health care decisions in accord with my wishes and limitations as stated below, or as he or she otherwise knows. (Attach additional pages if necessary.)

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(Unless your agent knows your wishes about artificial nutrition and hydration [feeding tubes], your agent will not be allowed to make decisions about artificial nutrition and hydration. See instructions contained herein for samples of language you could use.)

(3) Name of substitute or alternate agent if the person I appoint above is unable, unwilling or unavailable to act as my health care agent.

\_\_\_\_\_  
(PRINT YOUR SUBSTITUTE PROXY'S FIRST, MIDDLE AND LAST NAME)

\_\_\_\_\_  
(PRINT YOUR SUBSTITUTE PROXY'S HOME ADDRESS AND TELEPHONE NUMBER)

(4) Unless I revoke it, this proxy shall remain in effect indefinitely, or until the date or conditions stated below. This proxy shall expire (specify date or conditions, if desired)

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**NEW YORK STATE HEALTH CARE PROXY (continued)**

(5) Anatomical Gift Donation (optional). Initial one of the following statements.

\_\_\_\_\_ I do not wish to make any anatomical gift.

\_\_\_\_\_ I hereby make this anatomical gift, if medically acceptable, to take effect upon my death. I give:  
(check one)

\_\_\_\_\_ (1) any needed organs, tissues or parts.

\_\_\_\_\_ (2) only the following organs, tissues or parts:

\_\_\_\_\_ to be donated for: (check one)

\_\_\_\_\_ (1) any purpose allowed by New York State Law.

\_\_\_\_\_ (2) these limited purposes:

**PRINCIPAL SIGNATURE**

(6) Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

**WITNESS SIGNATURES**

(7) I declare that the person who signed this document is personally known to me and appears to be of sound mind and acting of his or her own free will. He or she signed (or asked another to sign for him or her) this document in my presence. I further declare that I am at least 18 years of age, and am not the agent or alternate agent appointed in this document.

Name of Witness (PRINT): \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_

Name of Witness: (PRINT): \_\_\_\_\_

Signature: \_\_\_\_\_

Address: \_\_\_\_\_



# NEW YORK STATE LIVING WILL

I, \_\_\_\_\_ (PRINT NAME) , being of sound mind, make this statement as a directive to be followed in the event I become permanently unable to participate in decisions regarding my medical care. These instructions reflect my firm and settled commitment to decline medical treatment under the circumstances indicated below:

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I direct my attending physician to withhold or withdraw treatment that merely prolongs my dying, if I should be in an incurable or irreversible mental or physical condition with no reasonable expectation of recovery.

These instructions apply if I am: a) in a terminal condition; b) permanently unconscious; or c) if I am minimally conscious but have irreversible brain damage and will never regain the ability to make decisions and express my wishes.

I direct that treatment be limited to measures to keep me comfortable and to relieve pain, including any pain that might occur by withholding or withdrawing treatment.

While I understand that I am not legally required to be specific about future treatments if I am in the condition(s) described above I feel especially strong about the following forms of treatment: (Initial your choices on the lines provided.)

\_\_\_\_\_ I do not want cardiac resuscitation.

\_\_\_\_\_ I do not want mechanical respiration.

\_\_\_\_\_ I do not want tube feeding.

\_\_\_\_\_ I do not want antibiotics.

\_\_\_\_\_ I do want maximum pain relief.

Other directions (insert personal instructions): \_\_\_\_\_

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**DECLARANT SIGNATURE**

These directions express my legal right to refuse treatment under the laws of New York State. I intend my instructions to be carried out, unless I have rescinded them in a new writing or by clearly indicating that I have changed my mind.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Social Security Number: \_\_\_\_\_

**WITNESS SIGN**

Witness: \_\_\_\_\_

Address: \_\_\_\_\_

Witness: \_\_\_\_\_

Address: \_\_\_\_\_



# Additional Resources

## Caregiver Support

1-855-260-3274

For help with caring for Veterans with disabilities  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

## National Center for Homeless Veterans Hotline

1-877-4AID-VET 1-877-424-3838

## TelCare

1-888-838-7890

24-hour, toll-free medical advice for enrolled Veterans

## Veterans Crisis Line

1-800-273-TALK (8255)

A 24-hour crisis line where you can get help from trained mental health professionals. You can call for yourself or for someone that you care about. Your call is free and confidential.

## Veterans Service Contact Center

1-888-823-9656

For information on eligibility, VA health care benefits and enrollment, or questions on your billing statement

## My HealthVet

Veterans enrolled in VA health care are encouraged to register for My HealthVet at [www.myhealth.va.gov](http://www.myhealth.va.gov) and become an active partner in your health care.

To get the most out of your My HealthVet Personal Health Record, visit your local VA facility to get an upgraded account, known as In-Person Authentication (IPA). This will allow you to view your appointments, lab results and hematology reports on line and do secure messaging with your provider.

## E-Donate

You can now make a donation online to the Veteran program of your choice  
Click E-Donate at [www.visn2.va.gov](http://www.visn2.va.gov)

## Telehealth

Talk with your VA Patient Aligned Care Team (PACT) or contact the Telehealth coordinator at your medical center listed below for more information.

Albany (518) 626-5501

Bath (607) 664-4490

Buffalo (716) 862-8840

Canandaigua (585) 393-7545

Syracuse (315) 425-4400 ext. 5331

## Patient Advocate Information

Albany - (518) 626-7125

Bath - (607) 664-4797

Buffalo - (716) 297-1257

Canandaigua - (585) 463-2653

Syracuse - (315) 425-4345

## Joint Commission

VA Health Care Upstate New York medical centers are Joint Commission accredited.

If you would like to contact the Joint Commission regarding a medical centers' quality of care, you may contact them by mail, fax or e-mail. Include the name, street address, city, and state of the medical center. You may either provide your name and contact information or submit your complaint anonymously.

It is Joint Commission policy to treat your name as confidential information and not to disclose it to any other party. However, it may be necessary to share the complaint with the subject organization in the course of a complaint investigation.

Mail:

The Joint Commission

Office of Quality Monitoring

One Renaissance Boulevard Oakbrook  
Terrace, IL 60181

If you have questions about how to file your complaint, you may contact the Joint Commission toll free in the U.S weekdays from 8:30 a.m. to 5:00 p.m. central time: (800) 994-6610

# Reaching us is easy



[www.visn2.va.gov](http://www.visn2.va.gov)

## VA Medical Centers

### Albany

113 Holland Avenue  
Albany, NY 12208  
(518) 626-5000

### Batavia

222 Richmond Avenue  
Batavia, NY 14020  
(585) 297-1000

### Bath

76 Veterans Avenue  
Bath, NY 14810  
(607) 664-4000

### Buffalo

3495 Bailey Avenue  
Buffalo, NY 14215  
(716) 834-9200

### Canandaigua

400 Fort Hill Avenue  
Canandaigua, NY 14424  
(585) 394-2000  
(800) 204-9917

### Syracuse

800 Irving Avenue  
Syracuse, NY 13210  
(315) 425-4400

## Community-Based Outpatient Clinics

### Auburn

Auburn Memorial Hospital  
17 Lansing St.  
Auburn, NY 13021  
(315) 255-7002

### Bainbridge

109 North Main Street  
Bainbridge, NY 13733  
(607) 967-8590

### Binghamton

425 Robinson Street  
Binghamton, NY 13901  
(607) 772-9100

### Catskill

Greene Medical Bldg.  
159 Jefferson Heights  
Catskill, NY 12414  
(518) 943-7515

### Clifton Park

1673 Route 9  
Clifton Park, NY 12065  
(518) 626-5205

### Coudersport Satellite Clinic of Wellsville

24 Maple View Lane, Suite 2  
Coudersport, PA 16915  
(814) 260-9342

### Dunkirk

Valor Health Center  
166 East 4th Street  
Dunkirk, NY 14048  
(800) 310-5001

### Elmira

Health Services Building  
200 Madison Avenue, Suite 2E  
Elmira, NY 14901  
(877) 845-3247 ext. 44640

### Fonda

Camp Mohawk Plaza  
2623 State Highway 30A  
Fonda, NY 12068  
(518) 853-1247

### Glens Falls

84 Broad Street  
Glens Falls, NY 12801  
(518) 798-6066

### Jamestown

608 West 3rd Street  
Jamestown, NY 14701  
(716) 338-1511

### Kingston

63 Hurley Avenue  
Kingston, NY 12401  
(845) 331-8322

### Lackawanna

Our Lady of Victory  
Family Care Center  
227 Ridge Road  
Lackawanna, NY 14218  
(716) 822-5944

### Springville Satellite Clinic of Lackawanna

27 Franklin Street  
Springville, NY 14141  
(716) 592-7400

### Lockport

5883 Snyder Drive  
Lockport, NY 14094  
(716) 438-3890

### Malone

3372 St. Rt. 11, Main Street  
Malone, NY 12953  
(518) 483-1529

### Mansfield Satellite Clinic of Elmira

63 Third Street Suite 104  
Mansfield, PA 16901  
(570) 662-0507

### Massena

1 Hospital Drive  
Massena, NY 13662  
(315) 769-4253

### Niagara Falls

2201 Pine Avenue  
Niagara Falls, NY 14301  
(716) 862-8580

### Olean

465 North Union Street  
Olean, NY 14760  
(716) 373-7709

### Oswego

437 State Route 104E  
Oswego, NY 13126  
(315) 207-0120

### Plattsburgh

80 Sharron Avenue  
Plattsburgh, NY 12901  
(518) 561-6247

### Rochester

465 Westfall Road  
Rochester, NY 14620  
(585) 463-2600

### Rome

Griffiss Park  
125 Brookley Road, Building 510  
Rome, NY 13441  
(315) 334-7100

### Saranac Lake

33 Depot St.  
Saranac Lake, NY 12983  
(518) 626-5237

### Schenectady

1322 Gerling St.  
Sheridan Plaza  
Schenectady, NY 12308  
(518) 346-3334

### Tompkins/Cortland County

1451 Dryden Road  
Freeville, NY 13068  
(607) 347-4101

### Troy

295 River Street  
Troy, NY 12180  
(518) 274-7707

### Watertown

19472 U.S. Route 11  
Watertown, NY 13601  
(315) 221-7026

### Wellsville

3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
(877) 845-3247 (Bath)

### Westport/Elizabethtown

7426 NYS Rte. 9N  
Westport, NY 12993  
(518) 626-5236

## Vet Centers

### Albany Vet Center

17 Computer Drive West  
Albany, NY 12205  
(518) 626-5130

### Binghamton Vet Center

53 Chenango Street  
Binghamton, NY 13901  
(607) 722-2393

### Buffalo Vet Center

2372 Sweet Home Road, Suite 1  
Buffalo, NY 14228  
(716) 862-7350

### Rochester Vet Center

2000 South Winton Road  
Building 5, Suite 201  
Rochester, NY 14618  
(585) 232-5040

### Syracuse Vet Center

716 East Washington Street,  
Suite 101  
Syracuse, NY 13210  
(315) 478-7127

### Watertown Vet Center

210 Court Street, Suite 20  
Watertown, NY 13601  
(315) 782-5479

## Caregiver Support

**1-855-260-3274**

For help with caring for a  
disabled Veteran

[www.caregiver.va.gov](http://www.caregiver.va.gov)

## Health Information on the Web

[www.myhealth.va.gov](http://www.myhealth.va.gov)

## National Call Center for Homeless Veterans Hotline

**1-877-4AID-VET**

**1-877-424-3838**

## TelCare

**1-888-838-7890**

24-hour, toll-free medical advice  
for enrolled Veterans

## Veterans Crisis Line

**1-800-273-TALK (8255) press "1"**

## Veterans Service Contact Center

**1-888-823-9656**

For information on eligibility, VA  
health care benefits, enrollment, or  
questions on your billing statement

## Women Veterans Call Center

**1-888-VA-WOMEN**

**1-888-829-6636**

For information on eligibility,  
benefits and health care

## E-Donate

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