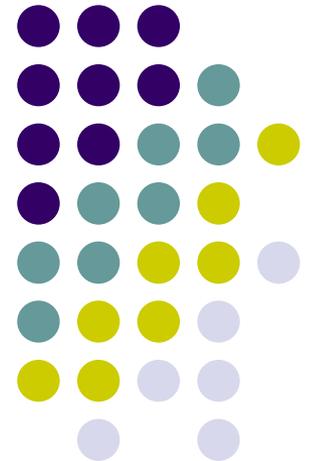
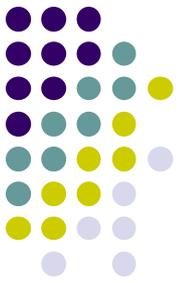


WELCOME TO WILMINGTON VAMC

Primary Care Clinic
Group Orientation Class



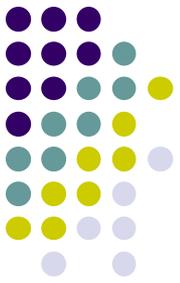
Why choose the VA?



- VA wants to be the provider of choice.
- We envision ourselves as a recognized leader in providing excellence in the continuum of care.
- We have a commitment to excellence.

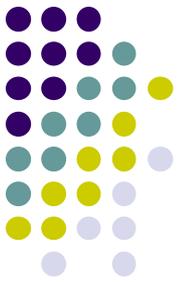


Wilmington VAMC

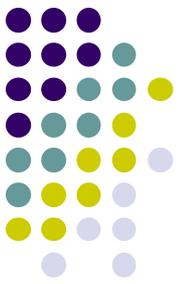


- Wilmington VA currently serves more than 25,000 veterans.
- Our Hospital and CBOCs had over 206,500 outpatient visits and over 2,200 admissions in 2009. The CLC Nursing Home had 131 admissions.
- Our patient satisfaction scores are among the highest in our VISN (Veterans Integrated Service Network).

Putting Veterans First



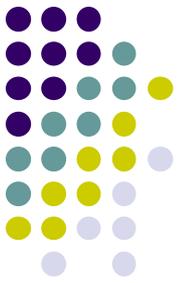
- VA pledges to:
 - Treat you with courtesy, compassion, and respect at all times.
 - Communicate with you accurately, completely and clearly.
 - Provide timely service to you.
 - Make our services accessible to you.
 - Fully answer your questions, concerns and complaints.



Mission Statement

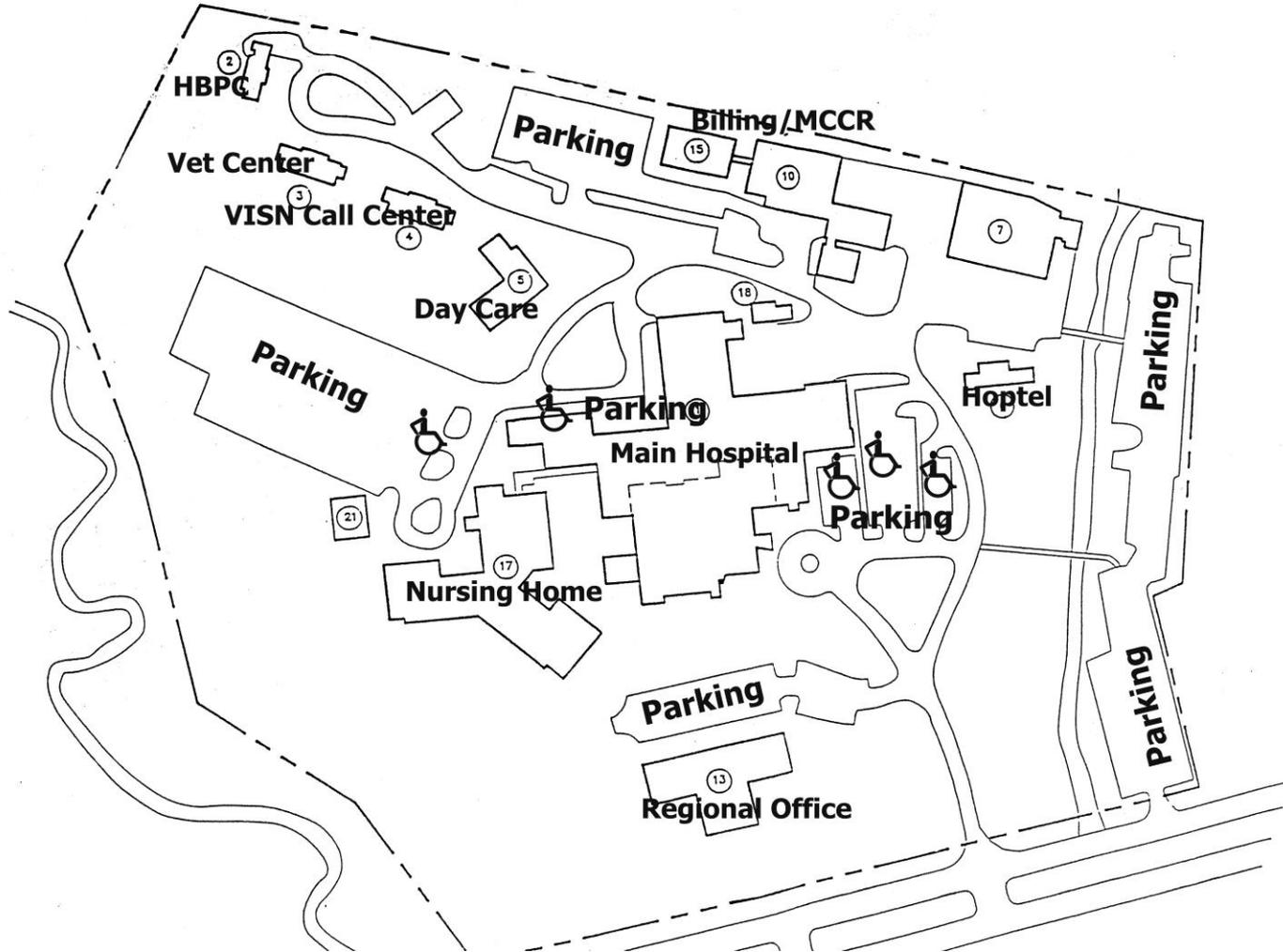
- VHA mission is to honor veterans by providing exceptional health care that improves their health and well-being.
- Our vision is to be (1) a patient-centered, integrated health care organization for veterans providing excellence in health care, research, and education; (2) an organization where people choose to work; and (3) an active community partner and a backup for national emergencies.

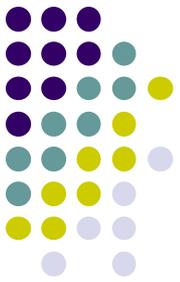
Wilmington VAMC



- The Wilmington VA is one of ten medical centers in VISN 4, covering parts of PA, NJ, DE, OH, and WV.
- It is comprised of a 60 bed acute care hospital and 60 bed Nursing Home Care unit.
- The Wilmington VAMC is comprised of the main hospital campus and community based outpatient centers located in Vineland, Ventnor, and Cape May, New Jersey. We also recently opened new CBOCs in Georgetown and Dover, DE.
- The Regional Office of the Veterans Benefit Administration is located on our campus.

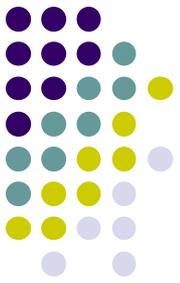
Campus Map





What is Primary Care?

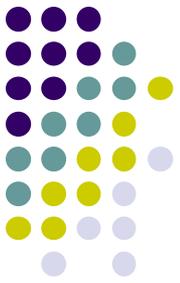
- Provides coordinated management of all your medical problems
- Assigns one medical provider and one team
- Offers collaboration with other specialists when needed
- Delivers high quality health care



Primary Care Phone Numbers

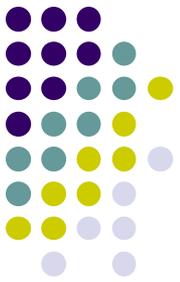
- MAIN HOSPITAL NUMBER:
1-800-461-8262
302-994-2511
 - Team A Ext. 5451
 - Team B Ext. 5452
 - Team C Ext. 5453
 - Teams D & E Ext. 5454

How does Primary Care Clinic Work?



- Team Approach
- Team Members
 - Primary Care Provider
 - Nurses
 - Administrative Support Staff
 - Social Work

Types of Care



- Provider Appointment Clinic
- Nurse Clinic
- Telephone Advice

Provider Appointment Clinic

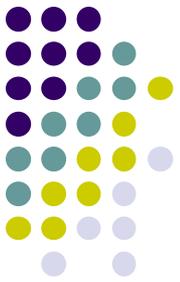


- First Visit
 - What to bring
 - office records from ALL outside practitioners for the past 12 months
 - medications [in original bottles]
 - copies of recent labs and diagnostic tests



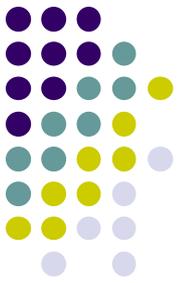
First Visit

- VA card
- Health insurance/Medicare Card
- Prescriptions for current medications



Check-In

- ***It is very important that you check in at least 20 minutes before your scheduled appointment!***
 - Verify information
 - Surveys
 - Prevention

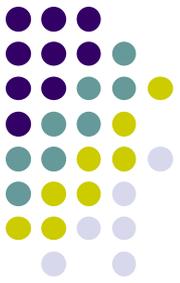


Check-In

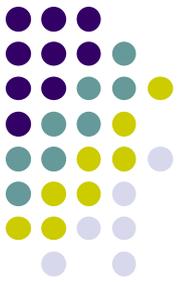
- Clinic visits are timed. Please make every effort to arrive early so that we may service all of our veterans in a timely fashion.
- If you arrive late, you may be asked to reschedule or wait for a cancellation.
- ***Remember to allow time for parking and your visit with the nurse!***

Provider Visit

[scheduled appointments]



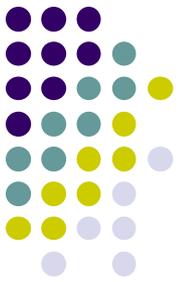
- Physician or Nurse Practitioner
 - History and Physical
 - Medications
 - Diagnostic Tests
 - Plan of care



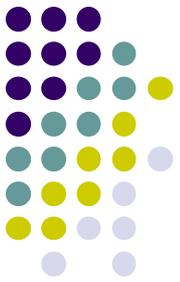
Dual Care

- Dual Care is when a veteran chooses to receive health care from a VA provider and a non-VA provider at the same time.
- Your VA provider has final authority and responsibility on your VA care and medications as long as you are in the VA system.

Dual Care

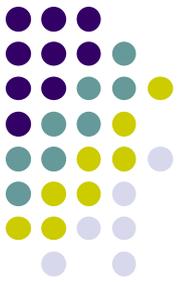


- Your responsibilities:
 - Update your VA provider on any changes in your health or medication at each visit.
 - Give your VA PCP copies of medical records from all non-VA providers.



Dual Care

- Please make arrangements to obtain your medical records. In most cases, a signed release of information consent is needed.
- Release of Information is available to help you with the process.
 - located on 6th Floor, West Ext. 5242
 - signed release form available



Check out

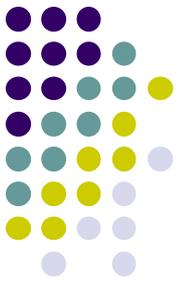
- Schedule future appointments:
 - Call between 8:00 AM and 4:00 PM on Monday through Friday (except Federal Holidays)
- 1-800-461-8262
- 302-994-2511
- Team A Ext. 5451
 - Team B Ext. 5452
 - Team C Ext. 5453
 - Teams D & E Ext. 5454

Check Out

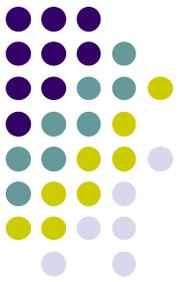


- Advanced Clinic Access
 - You and your provider decide when you need to be seen.
 - This process allows you to schedule appointments at times that meet YOUR needs.
 - It also lets you coordinate multiple visits on the same day.

Cancelling Appointments



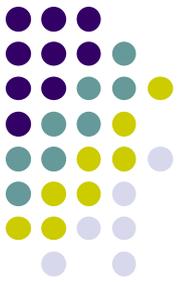
- PLEASE CALL
 - allows provider to service another patient in the event that you cannot make your appointment.
 - You have the option to cancel your appointment when you get the automated telephone reminder. Please listen to the menu until the end of the message.



Nurse Clinic

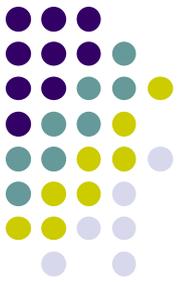
- Prevention
 - BP checks
 - Immunizations
 - Teaching
 - Screening for various diseases
- Evaluation of walk-in patients
 - **CALL FIRST**
 - providers will see patients with *urgent problems* the same day

Telephone Advice

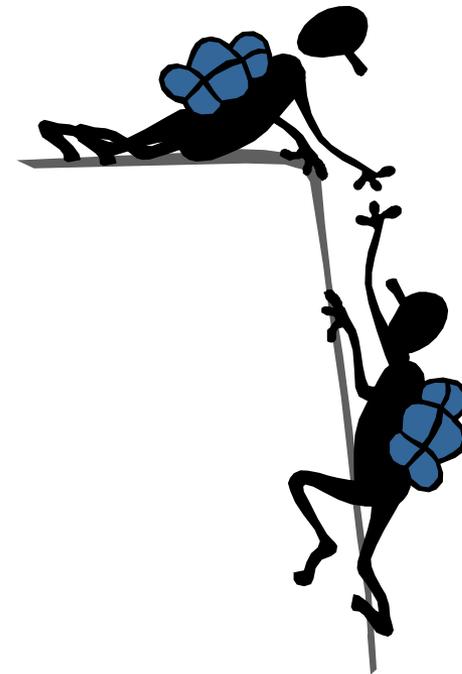


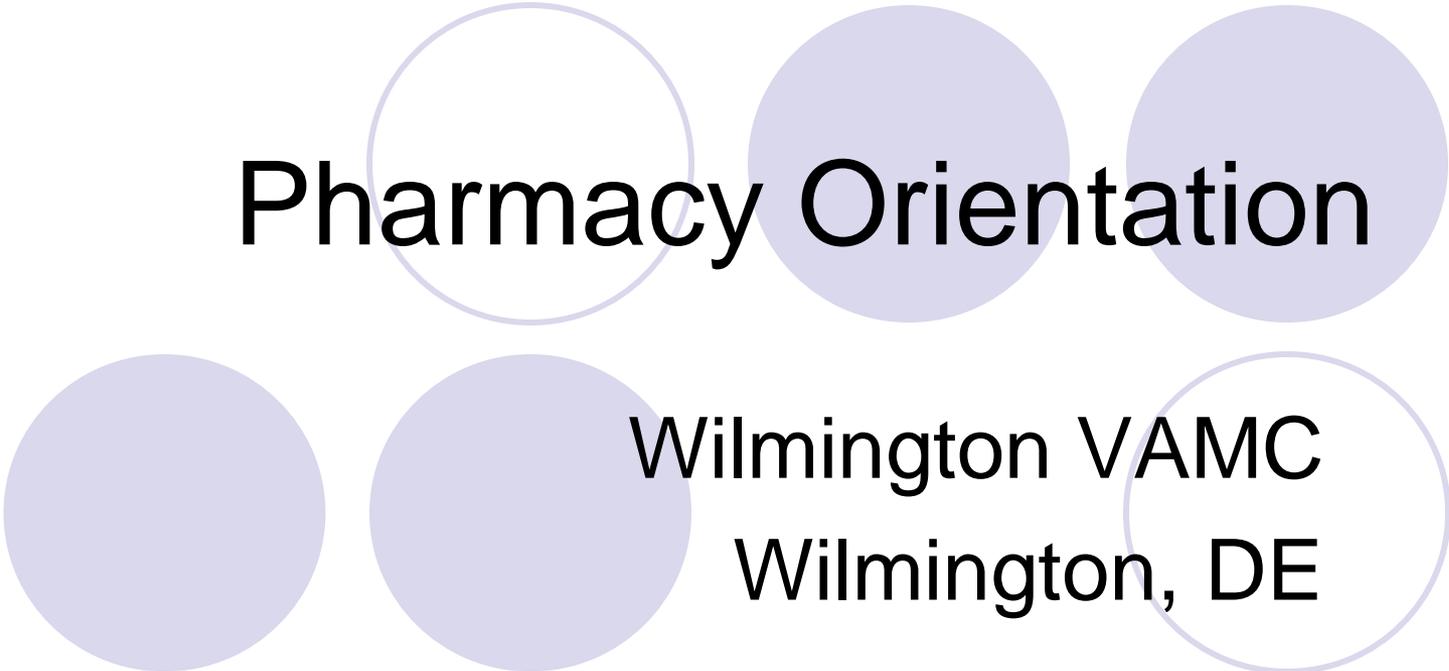
- If you have a problem and think you need to come to the medical center, call the team nurse who can:
 - possibly help you with your problem over the phone
 - make a same day appointment if needed
 - make a future appointment if needed

Advice Line



- Available 24 hours a day, seven days a week
- Provides medical advice between visits
- 1-800-877-6976

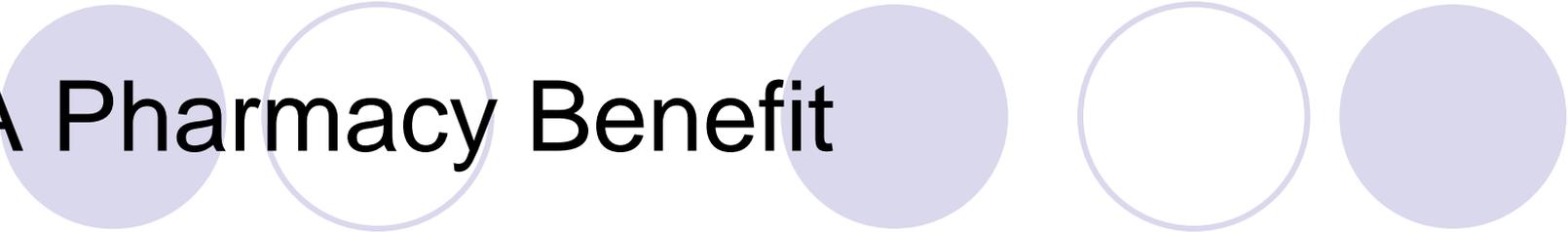




Pharmacy Orientation

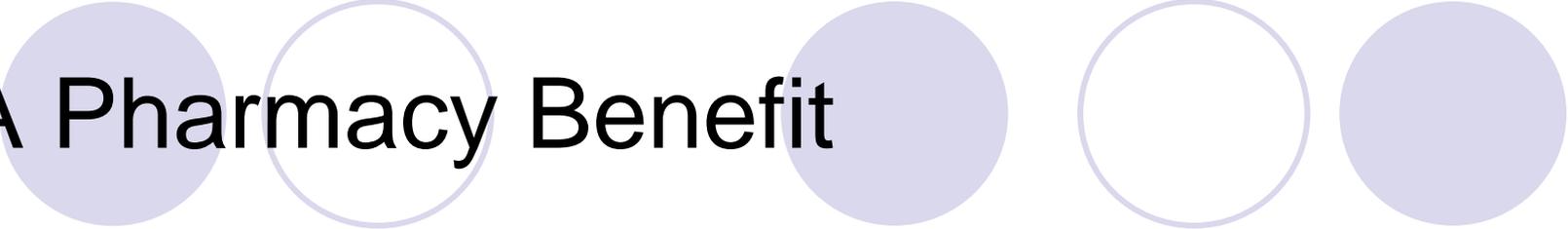
Wilmington VAMC
Wilmington, DE

VA Pharmacy Benefit



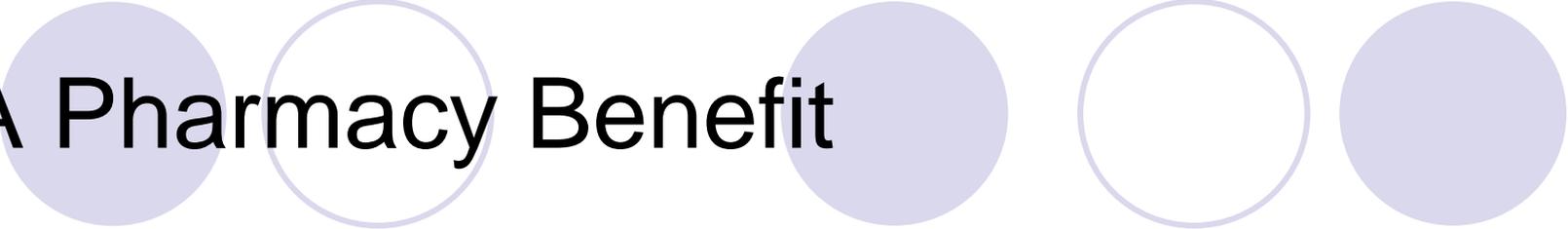
- The VA is not a private or retail pharmacy like Walgreens or CVS
- The main goal of the VA pharmacy benefit is to provide the veteran with the highest quality drug therapy:
 - Rational use of medication
 - Appropriate use of medication

VA Pharmacy Benefit



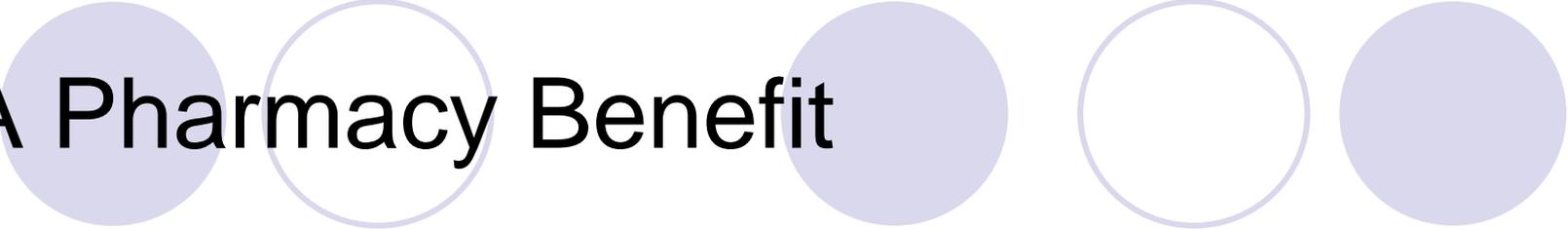
- The VA follows a national “formulary.”
- A formulary is a list of drugs which the VA uses as primary drug therapy for most patients.
- A group of physicians, pharmacists and other healthcare professionals select medications for the VA formulary based on available medical evidence.

VA Pharmacy Benefit



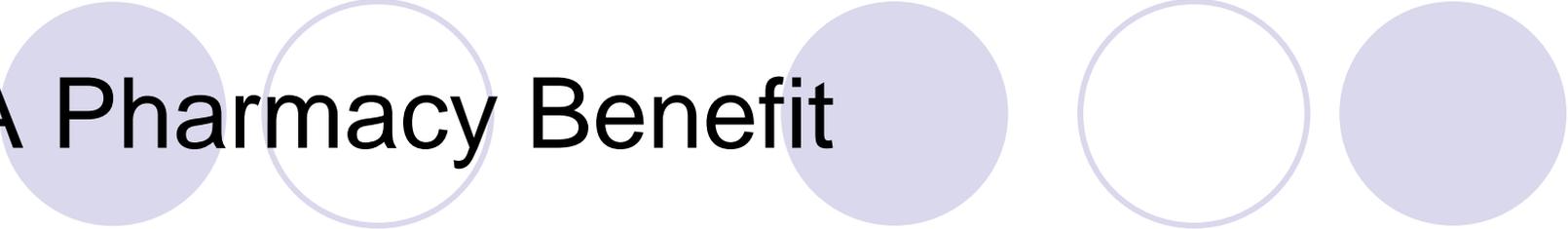
- Your VA provider will review your medication therapy and will recommend VA formulary medications where appropriate.
- The VA formulary medication should provide the same or better results as medications prescribed to you in the community which are not on the VA formulary.

VA Pharmacy Benefit



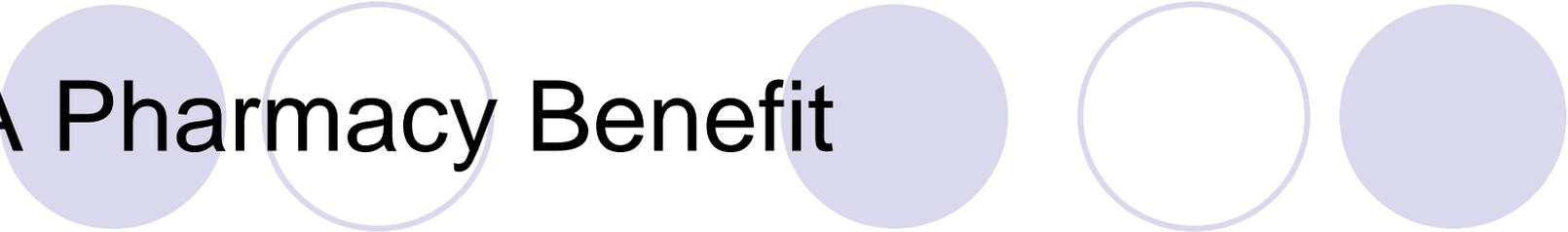
- If the VA formulary does not contain a medication for which your VA provider deems necessary, he/she may make a special request for it.
- This special request may require additional information.

VA Pharmacy Benefit



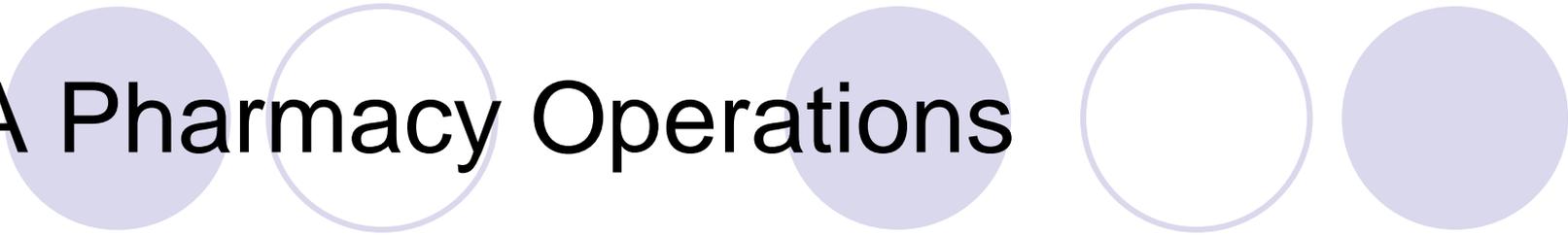
- The request may not be approved if there is a suitable formulary alternative available, or if the request does not meet national VA standards of appropriate use.
- Discuss formulary issues with your VA provider, not the Pharmacy Service.

VA Pharmacy Benefit

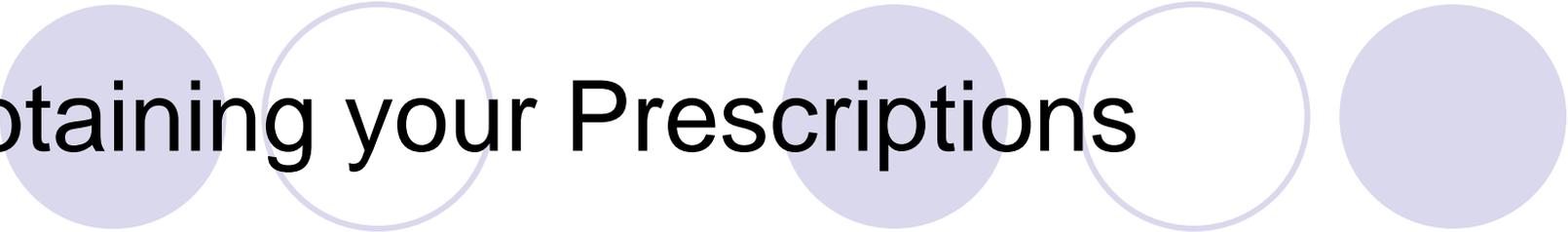


- If you are receiving care from a private physician and are coming to the VA primarily for medications, please understand that your VA provider may not provide every medication (or substitute) unless they have enough medical information to support the use of the medications.
- When your VA provider issues a prescription, they are taking on the medical responsibility for that prescription.

VA Pharmacy Operations



- Location: Building 1 -first floor
- Hours of Operation:
 - Monday 8:00am – 5:00pm
 - Tuesday 8:00am – 5:00pm
 - Wednesday 8:00am – 6:00pm
 - Thursday 8:00am – 5:00pm
 - Friday 9:00am – 5:00pm
 - Closed Saturday, Sunday and holidays



Obtaining your Prescriptions

- You may **ONLY** pick-up **NEW** prescriptions
- Refills **MUST** be mailed - the pharmacy window is not for regular refills
- When your prescription is ready to be picked up, your name will display on TV monitor in outpatient pharmacy waiting room or cafeteria
- You must provide identification (VA ID card or license) when picking up prescriptions



Obtaining your Prescriptions

- DO NOT leave the outpatient pharmacy area until you have checked your medications
- Make sure you have received all your requested medications – sometimes medications will be packaged in multiple bags
- Make sure all the medications has your name on the labels



Obtaining your Prescriptions

- The VA Pharmacy Service lists the generic name on the prescription label for all medications, regardless if a branded medication or a generic medication is used.
- This prevents confusion, as some drugs have several brand names, but all distinct drugs only have one generic name.



Obtaining your Prescriptions

- If you requested for your medications to be mailed, you do not have to stop by the outpatient pharmacy, unless you need to speak with a pharmacist
- Expect your medication to be mailed to you within 7 to 10 days
- Your medications may be mailed from a Centralized Mail Out Pharmacy (CMOP)
- Your medications may arrive in multiple packages
- Regardless of where the prescription is filled, you should contact this medical center with prescription questions and problems

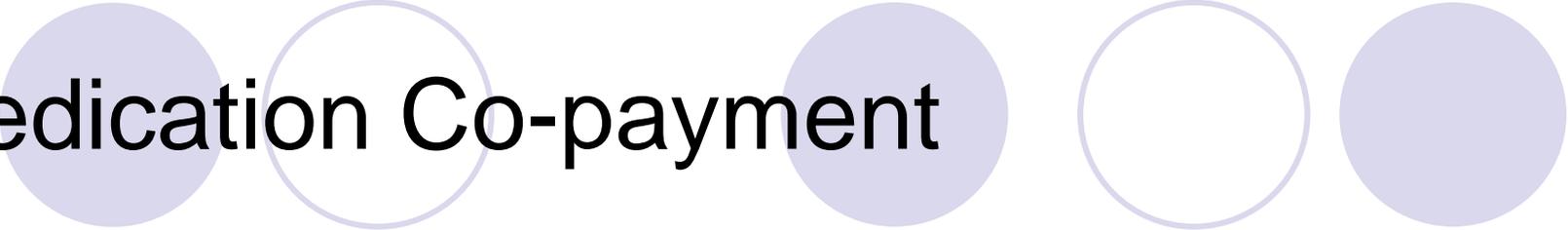
Requesting Refills

- Refills will NOT be sent automatically to you – need to be requested at least 10 days prior to prevent running out of medication
- Refills may be requested 3 ways:
 - Call anytime (see refill brochure)—EASY and FREE!
 - MyHeatheVet Website: www.myhealth.va.gov
 - Mail in your refill request (slips and/or form)



Medication Co-payment

- \$8.00 per medication for each 30-day or less supply of medication
 - This includes charging for Over the Counter (OTC) medications (e.g. aspirin, Tylenol, vitamins, cough syrup)
 - There is no co-payment charged for supply items. However, you are billed for select items such as AccuChek test strips.



Medication Co-payment

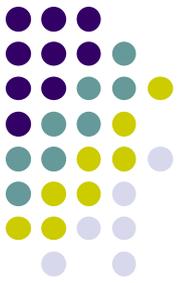
- You may not be charged a co-payment when:
 - If your income is below a certain level
 - If a medication is prescribed for a service connected condition
 - If rated at 50% or greater service connected

Other Points

- Tablet splitting [e.g. Zocor (simvastatin) 40mg tablet]

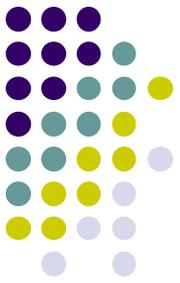


Specialty Clinics



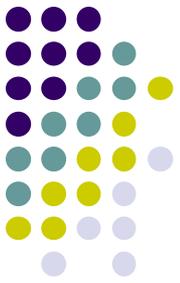
- Arthritis
- Audiology
- Behavioral Health Services
- Cardiology
- Dermatology
- ENT
- GI
- GU

Specialty Clinics



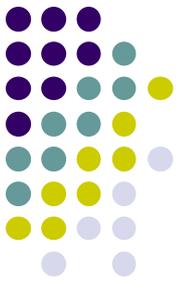
- Hematology-Oncology
- Neurology
- Ophthalmology/Optometry
- Orthopedics [select cases]
- Podiatry
- Pulmonary
- Surgery
- Physical and Rehab Med.
- Women's Health

Specialty Clinics



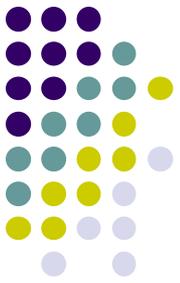
- As a general rule, consults are reviewed within 24 hours. You should receive a letter in about 10 days notifying you of your appointment date.
- Service connected veterans are given first priority scheduling.
- Appointments are usually scheduled within 30 days.

Specialty Clinics



- If there is a need to be seen at a specialty clinic that is not available at this campus, you will be referred to Philadelphia VA or to a VA authorized facility.
- Please remember to call if you need to cancel an appointment.
- Inter-facility transfers are handled by Patient Transfer Office.

Referral to PVAMC



- Orthopedics
- Radiation Therapy
- Select ENT surgeries
- Cardiac Surgery
- Neurosurgery [Manhattan]

Partners in Health

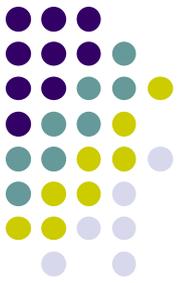


Please refer to these pamphlets for information about health promotion and disease prevention:

- Patient Rights and Responsibilities
- Healthy Lifestyle
- Advance Directives
- The Joint Commission “Speak Up” Program

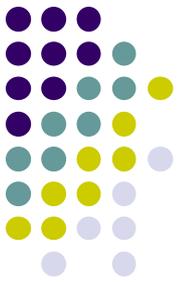
Out patient services

Social Work



Social Work provides:

- Assessment and referral for long term care services
- Assistance with Advance Directives
- Help if you think someone is taking advantage of you or if you feel mistreated in a relationship



Social Work

- Information and Referral to community resources so that you can continue to live in your own home
- Assistance with referrals for hospice and palliative care
- Help with financial, housing, employment, or transportation problems

Social Work



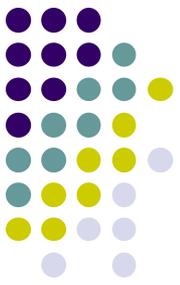
- Help in applying for benefits from the VA, Social Security and other government and community programs

Social Work



- Making an appointment
 - Consult from PCP
 - Walk-in
 - Telephone

Out-Patient Services



- BEHAVIORAL HEALTH SERVICES:
- New **Compensative Work Therapy/Supportive Employment, CWT/SE**
- Improved **Substance Abuse Treatment, SAT** programming (which includes **Smoking Cessation**)
- Formal **Post Traumatic Stress Disorder, PTSD, Military Sexual Trauma, MST** programming
- Formal **Outreach to recently returning Veterans, OIF/OEF** programming
- Additional **Programming to Homeless Veterans and Veterans with Serious Mental Illness, HCHV and SMI** programming

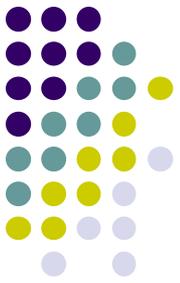
Other Out-Patient Services



- Women Veterans Program Manager
- Home Tele-Health
- Diabetic Teaching
- Smoking Cessation
- **Patient Education Resource Room** –
Location of the MyHealtheVet computer and
printer for veteran use.

Room 1072 – 1st Floor of the hospital.

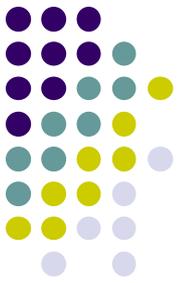
Other Out-Patient Services



- Benefits**
 - Prosthetics
 - Respite and Long Term Care

**available only if eligibility criteria is met

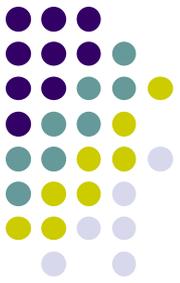
Out-Patient Services



- **PATIENT ADVOCATE/COMPLAINT PROCESS**

Your feedback is important to us as it helps our hospital to improve the services we provide. We encourage you to be an active participant in your healthcare. Please feel free to ask questions and to express concerns that you may have with the members of your treatment team or other departments that provide service. Our Patient Advocates are available to assist with questions or concerns that cannot be resolved within those areas.

All patients have rights and responsibilities and are outlined in a pamphlet in your folder.



Out-Patient Services

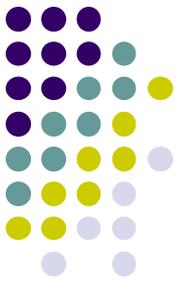
The Wilmington VA Medical Center has two Patient Advocates who can assist you with your concerns.

- **Kay Jamison**, Patient Advocate, Room 1174, Ext. 5556
- **Debbie Casey**, Patient Advocate, Room 1172, Ext 5354

To reach either Patient Advocate call their extension at

(302) 994-2511 or (800)461-8262

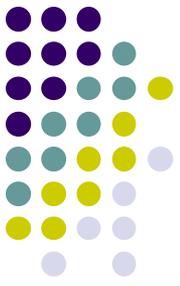
Out-Patient Services



Facility Patient Ambassadors

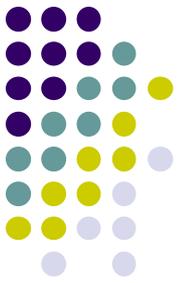
- The Wilmington VA Medical is working constantly to improve quality patient care.
- Our Patient Ambassadors are key members who have been empowered to help resolve patient care issues in their areas of responsibility.
- Patient Ambassadors are located throughout the facility and stand ready to assist patients and family with issues of concern.

Out-Patient Services



- **The Joint Commission “Speak Up” Program**
 - The goal of the “Speak Up” campaign is to help patients become more informed and involved in their health care.
 - Patients and family members of patients are encouraged to participate in care decisions without fear of retaliation.
 - If you have safety concerns, please contact Sandra Cahall, RN, Patient Safety Manager at Ext. 4564.
 - If your concerns about patient care and safety are not satisfied within the hospital you may contact the Joint Commission’s Office of Quality Monitoring by calling (800) 994-6610 or by email at www.jc.org.

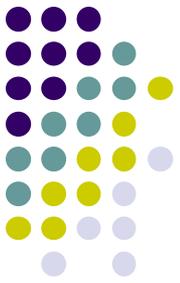
Out-Patient Services



- **MOVE!**
- National VA program designed to help veterans lose weight, keep it off and improve their health.
- **Healthier US Veterans** is another VA program designed to promote healthier living.

For more information visit:

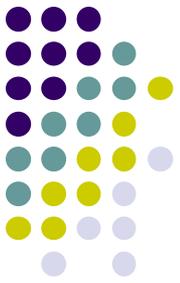
www.move.med.va.gov



Out-Patient Services

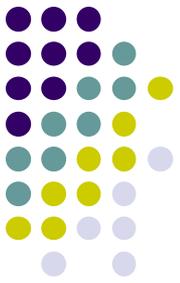
- Regional Office provides information about:
 - Disability Benefits
 - Education and Training
 - Vocational Rehabilitation and Employment
 - Home Loans
 - Burial Benefits
 - Dependents' and Survivors' Benefits
 - Life Insurance

Transportation



- Shuttle
- DAV [please refer to the schedule]
- VANS
 - Philadelphia
 - Ventnor

Updating Your Personal and Financial Information



Now that you are enrolled in the VA healthcare system, one of your major responsibilities and most important things that you need to do, as a patient, will be to keep the VA aware of any **CHANGES in your personal and financial information.**

Every time you check-in for an appointment, our clerical staff will be asking you to verify some of your information.

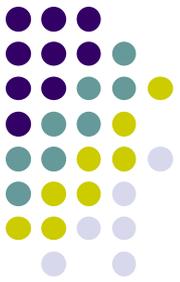
Address

Appointment Letters

Appointment Cancellation Notices

Important Notices sent from the VA

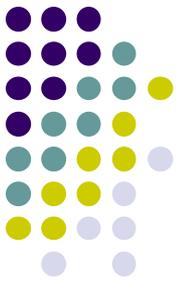
Billing Statements



Phone numbers

Appointment Reminders

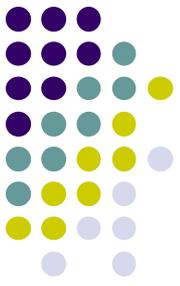
Clinic Cancellation Notices



Next Of Kin Information

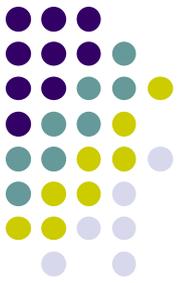
It is of vital importance that we know whom to contact in the event that something happens to you while you are here.

This is the person or persons whom you want us to call in an emergency situation.



Employer/phone changes

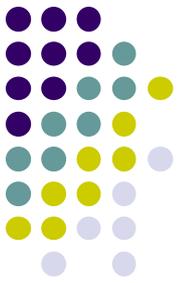
Again, this is information we use to contact you in the event that your appointment needs to be cancelled and/or rescheduled.



Financial Information

Veterans in certain Priority Groups may be exempt from having to make co-payments for Medications and/or some healthcare visits.

These veterans are required to provide the VA with annual updates of their Financial Information.

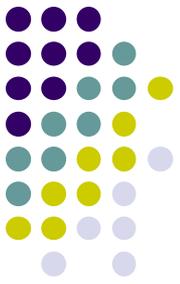


Anniversary Date

The day that you were enrolled in our HealthCare system becomes the anniversary date for your update requirement.

- **30-60 days before your Anniversary Date, our Financial Update section will mail you an update form (10-10EZR).**
- **Please fill out the form and mail it back promptly.**

What happens if you don't update your Financial Information by the Anniversary Date?

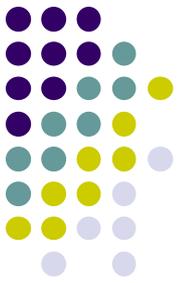


Failure to return the Financial Update form, in a timely manner, could result in having your benefits temporarily discontinued:

- You will start getting billed for appointments or medications that you normally wouldn't be billed for, and
- May cause some delay in the scheduling of future appointments.

So, it is very important that you return the form promptly.

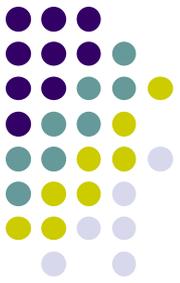
Insurance Information



Please bring your private insurance card with you and present it to the Check-in clerk.

By law, VA is allowed to bill third party insurance carriers for treatment provided to you for non-service connected conditions (NSC). This means VA can bill your insurance company for certain care. This includes policies held by you, your spouse or guardian. Neither VA nor the patient can bill Medicare; however, VA can bill supplemental policies you hold.

Insurance Information

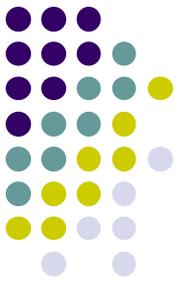


Reimbursements received from insurance carriers can be used to reduce or eliminate your co-payment debt.

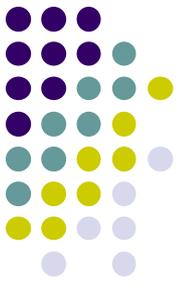
When the insurance carrier does not reimburse VA for the services provided, **you are responsible for co-pay amounts. The unpaid co-payment balance remains your payment responsibility.**

Monies collected from co-payments and insurance companies allow us to provide care to more veterans.

How Do I Update My Information?



- **In person.. when you check-in/check-out of one of your visits you will be asked every time you visit us about any changes.**
- **By phone ... call YOUR TEAM phone number. (You can't change or update Financial information over the phone - It requires a new form and your signature.)**
- **By Mail...VA Form 10-10EZR, Health Benefits Renewal (these are mailed prior to your anniversary date and are also available at the main Outpatient Center on the 1st floor.)**

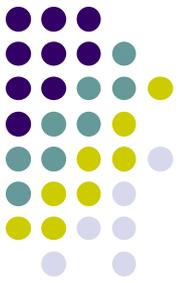


VA's medical benefits package

All veterans are enrolled and placed into 1 of 8 Priority Groups. Each Priority Group is distinguished by the degree or Service Connectivity of a veteran's disability.

Priority Group 1, for instance, are veterans who are suffering from severe disabilities that limit their ability to work and/or need continued care. They get the most benefits and possibly at no cost to the veteran.

VA's medical benefits package

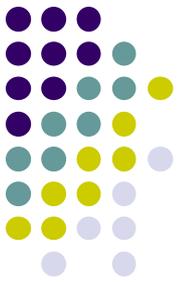


Priority Group 8, on the other hand, are veterans that are in good to excellent health, are gainfully employed, and don't need extensive healthcare coverage. They are required to make Co-Payments when they see their PCP, Specialists, and when they receive medications.



More.... About VA's medical benefits package

As a veteran of the armed forces and now an outpatient with our Facility, there is a long list of related benefits that are a part of the outpatient “package” that you may qualify for.



Outpatient Services*

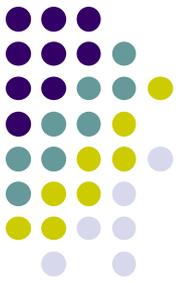
- **Basic Care Services—services provided by a primary care clinician..... \$15/visit**

- **Specialty Care Services—services provided by a clinical specialist such as surgeon, radiologist, audiologist, optometrist, cardiologist, and specialty tests such as magnetic resonance imagery (MRI), computerized axial tomography (CAT) scan, and nuclear medicine studies\$50/visit**



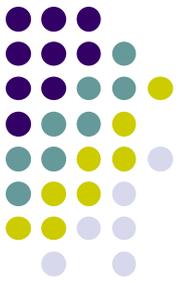
- ***Co-payment amount is limited to a single charge per visit regardless of the number of health care providers seen in a single day.**
- **The co-payment amount is based on the highest level of service received.**
- **There is no co-payment requirement for preventive care services such as screenings and immunizations.**

Medications



- **Prescriptions provided for treatment of non-service-connected conditions is \$8/per 30 day supply.**
- **[The total amount paid by veterans in Priority Groups 2 through 6 is limited to \$960 annual cap. VA Health Care]**

Co-payment Exemptions



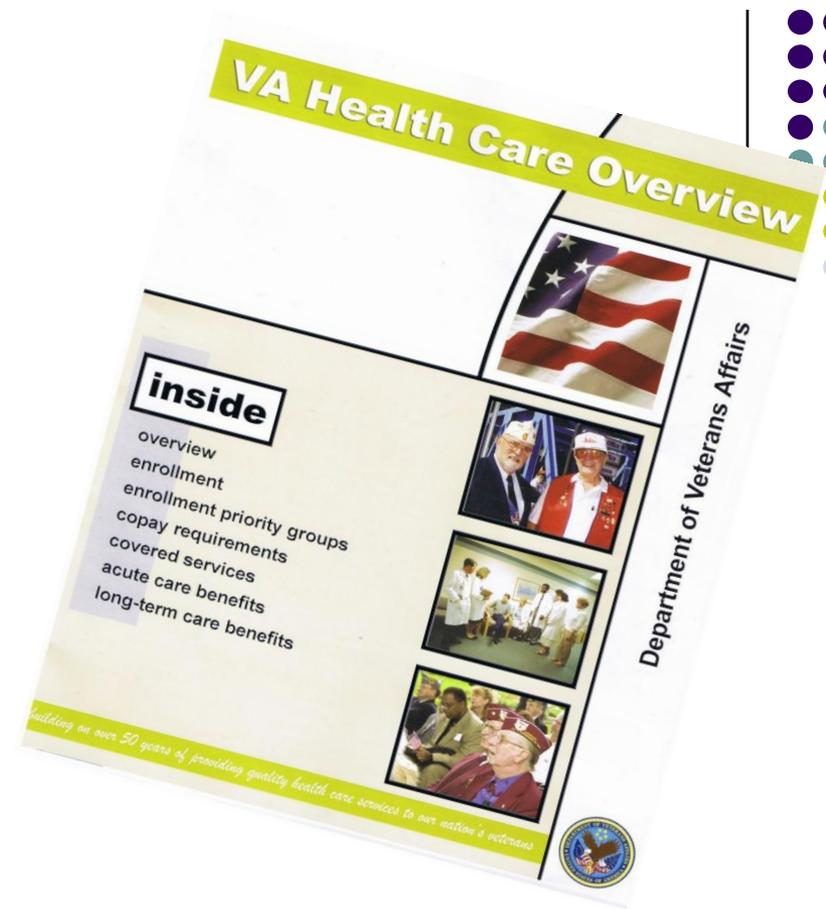
- Service-connected veterans rated greater than 50%.
- Medications dispensed for service-connected conditions.
- Veterans who are former POW's.
- Medication for treatment MST.
- Veterans with a low income.
- Medications for certain disabilities or diseases

Health Care Overview

This booklet has more information about benefits.

Look through it for an explanation about the Priority Group that YOU have been assigned to.

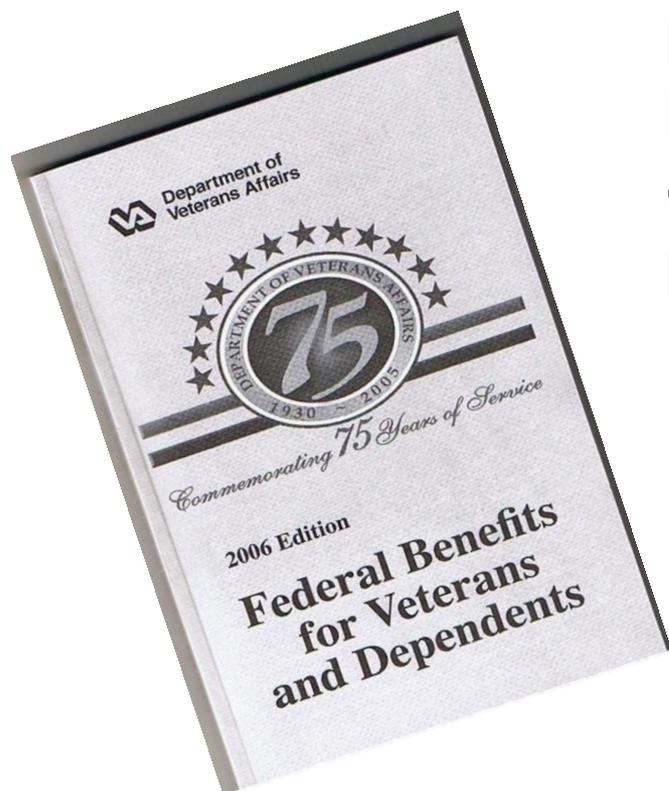
And please call us or stop by our Eligibility station anytime.





Federal Benefits for Veterans and Dependents

This is a more detailed booklet about benefits. And it has a complete listing all VA Medical Centers in the country, with addresses and phone numbers.



Use it as a constant reference to both your Health Care and other Veterans' benefits as they apply to you and your dependents.

Patient PHOTO ID CARDS



- Every VA patient must obtain an ID card.
- It is **ONLY** for VA medical use – not an insurance card.
- ID card needs to be shown at all visits.

In the future, the ID cards will be scanned by machine in order to check in for appointments and Lab work.

Compensation and Pension Program



All of you have been determined to be eligible for healthcare benefits at VA facilities. For most of you, those benefits are limited in scope dependent on the service connection to your condition/disability.

For example – Your PCP may schedule you for a routine eye exam, but you will probably have to purchase the glasses at your own expense at an outside retail store. Or, you may have a hearing exam here but you will have to purchase your hearing aids elsewhere.

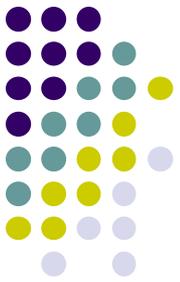
If you feel that a certain condition warrants being fully provided by VA, and thereby categorizing that particular condition as service-connected, the Compensation and Pension program may be the avenue for you to explore.

Compensation and Pension



- 1. The program is administered by the VA Regional Office and it involves filing a legal CLAIM to have the VA care for the disability or condition that you say was caused by your time in the service.**
- 2. If they find merit in your claim, a VA medical center may be asked to conduct an examination by a specialist.**
- 3. The results of the examination are then sent to the Regional Office for them to make the final decision.**

The Medical Center is not involved in the decision, we only conduct the examination. Your Primary Care Physician does not perform the examination.



Compensation and Pension

The process is complete when the Regional Office declines or renders an opinion and/or an award to change the status of your condition to service-connected.

If the award is granted, any examinations and medications related to the service connected condition will, from then on, be free of charge.

You will need to bring a copy of the Award letter to our Eligibility desk so that we can update your status.



Insurance

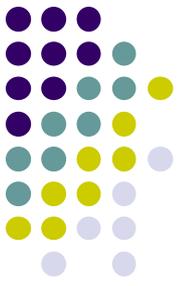
- The VA benefit is NOT an insurance policy
 - provides coverage for care only at VA facilities
 - does not pay for care at private hospitals
 - private hospitals cannot bill the VA



Websites

- My Healthe Vet
www.myhealth.va.gov
- Veterans Benefits Administration
www.vba.va.gov

We also have many special interest pamphlets available.



VA HEALTHCARE - VISN 4

Billing Call Center

1-866-777-1363