

VA



U.S. Department of Veterans Affairs
Wilmington VA Medical Center

Wilmington VA Medical Center

Virtual Veteran Town Hall

July 22 and 23, 2020

Agenda

- COVID-19 Updates
- Moving Forward Plan
- Fourth Mission in Local Communities
- 72-Hour Notification
- Construction Updates/Facility Expansion
- Free Legal Advice/Assistance
- Suicide Prevention Resources
- Outreach Team
- Additional Resources
- Open Forum/Questions

COVID-19 Updates

- Rise in cases around the area and in the country overall.
- Imperative that everybody works together and:
 - **Wear Protective Masks** – Cover your mouth and nose.
 - **Wash Your Hands** – Warm soapy water or 70% alcohol for 20 secs.
 - **Practice Physical Distancing** – 6 feet of distance when you can.
 - **Stay Home, Call Your Doctor** if you have symptoms or may have been exposed.
 - **Be Mindful of Others** – We are all in this together.

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New Jersey COVID 19 As of 7/21

COVID-19 Timeline >

Total confirmed cases

Updated 21 min ago

14,774,887 +207,778

- Active cases 5,823,246
- Recovered cases 8,340,042 +146,904
- Fatal cases 611,599 +4,412

Browse

Sort

Filter to a location

Global 14,774,887

United States 3,895,803

New Jersey 177,256

New Jersey

Save location

Overview

177,256 +293

- Active cases 161,519
- Recovered cases -
- Fatal cases 15,737 +22

Trends

New and fatal cases

Expand

New Cases

New Cases

Overview

News & Videos

Graphs

Cape May 760
Cumberland 3148
Atlantic 3,088
Salem 837
Gloucester 2,855
Camden 7867
Burlington 5,478
7 County total
24,033

Track the coronavirus

Ask about COVID-19

Delaware COVID 19 as of 7/21

Positive Cases in State of Delaware

Total Positive Cases

13,624

143.0 per 10,000 people

Confirmed ⓘ

12,642

Probable ⓘ

982

Residents of Long-Term Care Facilities

1,160

Positive Cases by County

New Castle County >

6,125

Kent County >

2,013

Sussex County >

5,333

Unknown ⓘ

153

Moving Forward Plan

Do Not Delay Essential Care – Schedule Your Appointments Now

- Our main Medical Center and five Community Based Outpatient Clinics are open, safe and ready for your care.
- Please call ahead to notify us of your health care needs at **1-800-461-8262, select Option 2.**
- During this time, we want to discourage “walks-ins” and prefer that all care be scheduled.
- ***Please schedule all your appointments including blood work and x-rays prior to coming to any of our facilities.***
- We will do our best to consolidate all of your care into one visit.

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Moving Forward Plan Hours of Operation

- Our main medical facility remains open for routine, outpatient services Monday – Friday, 8 a.m. – 4:30 p.m.
- Our emergency department, inpatient care and Community Living Center remain open 24 hours a day, 7 days a week.
- If you need to access emergent care at any time call 911.
- If you have questions about your care outside of normal business hours, call **1-800-461-8262** and press **0** to speak with the Wilmington VA Medical Center night operator, who will be able to assist you Monday – Friday after 4:30 p.m., weekends and holidays.

Moving Forward Plan CBOC Operations – Delaware

(<https://www.wilmington.va.gov/emergency/index.asp>)

- **Kent County CBOC – Scheduled services are available:**
 - Laboratory work and *scheduled* face-to-face appointments will be open Monday – Friday, 8 a.m. – 4:30 p.m.
 - For urgent health care concerns, call 302-633-5216.
- **Sussex County CBOC – Scheduled services are available:**
 - All services are available by appointment Monday – Friday from 7:30 a.m. – 4:30 p.m.
 - For urgent health care concerns, call 302-633-5226.



Moving Forward Plan CBOC Operations – New Jersey

(<https://www.wilmington.va.gov/emergency/index.asp>)

- **Atlantic County CBOC – Scheduled services are available:**

- Primary Care Provider (PCP) appointments are available Monday – Thursday from 12 – 4:30 p.m.
- Laboratory work is available Monday – Friday from 7:30 a.m. – 12 p.m.
- For urgent health care concerns, call 302-633-5336.

- **Cape May CBOC – Scheduled services are available:**

- PCP appointments are available Monday, Tuesday and Thursday from 12 – 4:30 p.m.
- Laboratory work is available Monday – Wednesday from 8 a.m. – 12 p.m.
- For urgent health care concerns, call 302-633-5206.

- **Cumberland County CBOC– Scheduled services are available:**

- PCP appointments are available Monday - Thursday from 8:30 a.m. – 3:30 p.m. based on provider availability.
- Laboratory appointments are scheduled Monday – Friday 7:30 a.m. – 10:00 a.m.
- For urgent health care concerns, call 302-633-5466.

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Moving Forward Plan Virtual Care

We have relied more on virtual care to deliver care to our Veterans than ever before.

- **Overall** – [Wilmington VA Medical Center has surpassed 8,000 virtual visits \(922.6% increase\)](#) this fiscal year.
- **VA Connect** (www.connectedcare.va.gov/ or mobile.va.gov/app/va-video-connect)
- **MyHealtheVet/Secure Messaging** (www.myhealthevet.va.gov/)

Moving Forward Plan Visitation

To ensure the health and safety of our Veterans, staff and visitors, we're currently following CDC guidelines and limiting visitors for patients receiving care at on of our facilities. Limiting outside visitors helps us protect older Veterans and those who already have health issues.

No one under 18 years of age is permitted at this time.

If you want or need a family member or friend to be a part of a scheduled health care visit, please let us know ahead of time so we can safely prepare for their participation. We do make an exception for Veterans who qualify as an end-of-life "compassionate case."

Moving Forward Plan Rx Refills

- There are several ways you can request refills your prescriptions without having to come into one of our facilities.
 - **Online:** You can use My HealthVet at www.myhealthvet.va.gov to refill your VA prescriptions and view your VA prescription history online.
 - **Mail Order:** Medication refills can be requested by mailing the refill notice provided to you at the time of your original fill.
 - **Telephone:** Call our Automated Refill Line at **302-633-5484**.
- More information about or pharmacy services can be found on our website at www.wilmington.va.gov/services/pharmacy.

Fourth Mission in Local Communities

- **Fourth Mission:** Assist local communities in times of crisis.
- Throughout the pandemic, Wilmington VA staff answered the Fourth Mission call through:
 - **Delaware:** Wilmington VA staff assisted with testing in COVID hotspots in Kent and Sussex counties.
 - **New Jersey:** More than 100 VA nurses assisted with day-to-day operations and care at five community nursing homes in southern New Jersey. Read: [Deployed VA Nurses Share Their Stories](#)



72-Hour Community Care Inpatient and Emergency Room Notification 1-844-72HRVHA (1-844-724-7842)

- The notification processes for emergency and inpatient care in the community changed. All notifications of Veterans seeking emergency/inpatient care in the community will be reported to a centralized call center as of June 8.
- Failure to report in a timely manner may impact a Veteran's eligibility for VA to cover the cost of emergency treatment. For each notification, the treating facility will receive authorization or eligibility information and, if applicable, directions for claim submittal.
- The new number to report/transfer calls from a community partner or Veteran is **1-844-72HRVHA (1-844-724-7842)**.
- Resources
 - www.va.gov/COMMUNITYCARE/providers/info_EmergencyCare.asp
 - www.wilmington.va.gov/docs/72hr-notice-comm-IP-ER-care.pdf

Construction Updates Parking Garage



- Building brand new, four-story, 370-spot parking garage on our main campus.
- Anticipated completion date of mid-2021.
- Please allow some extra time (15 minutes) when visiting the hospital for an appointment.

Construction Updates Kent County CBOC

The current Kent County CBOC, located at 1198 South Governors Avenue in Dover, Delaware, will be relocated to the former Blue Hen Mall at 655 South Bay Road in Dover.

This move will increase the clinic space from its current size of 9,000 square feet to over 29,000 square feet. The additional space will allow for the expansion of services such as primary care, behavioral health, specialty services, and telehealth.

Anticipated opening early Fall.



Construction Updates Cape May and Atlantic County CBOCs

The Cape May County CBOC will be relocating from its current location on the Cape May Coast Guard Station to a portion of the Rio Grande Mall in Rio Grande, New Jersey.

This move will allow for expansion into an 11,000 square foot clinic offering primary care, behavioral health, specialty care, and telehealth.

Anticipated opening early Fall.

Finalizing bid selection for new Atlantic County CBOC. No estimate on completion date.



Free Legal Advice/Assistance



During Normal Business Hours – No appointment necessary!

Medical Legal Partnership is available at Wilmington VA Medical Center every **first Wednesday** of the month from 1:30 – 2:30 p.m. via SKYPE calls. **Call-in Information: Phone: 844-376-0278, Access Code: 2148469129#**

- **Dates:** August 5, October 7, November 4, December 2

After Normal Business Hours – *Appointment Only*

Call the Veteran Pro Bono Legal Clinic to schedule an appointment to receive virtual and/or phone consultation outside of normal business hours.

- **Local:** 302-468-5670, **Toll Free:** 855-872-5911

More Information

If you have any additional questions about this service, please contact Cecilia Gonzalez, Veterans Justice Outreach Specialist, via:

- **Email:** Cecilia.Gonzalez2@va.gov, **Phone:** 302-824-9322 or John.Walter@va.gov at 302-379-2085
- **Flyer:** www.wilmington.va.gov/docs/Wilmington_VAMC_Legal_Clinic_Flyer.pdf

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Suicide Prevention Resources

Free Gun Locks Now Available!

Gun locks are available for free to all Veterans by contacting one of our Suicide Prevention Coordinators.

- General number: 1-800-461-8262 Ext. 4805
- Wilmington VA Medical Center: 302-275-5676
- Sussex County CBOC: 302-354-7052
- Atlantic County CBOC: 302-300-6570

You can also call the Veterans Crisis Line at 1-800-273-8255 (Press 1) and you will be able to contact a local Suicide Prevention Coordinator.



Suicide Prevention Resources

988 Expansion

New Suicide Prevention 988 expansion initiative, a new national three-digit emergency telephone number to access crisis call centers across the country for suicide prevention and mental health services, including the Veterans Crisis Line, by July 2022. Read more [here](#).



Veteran Outreach Team

The mission of the Wilmington VA Medical Centers Outreach team is to provide Veterans with information regarding all VA Health Care services they may be entitled to.

If you or a Veteran you know is not enrolled in VA health care or who has questions about enrollment or eligibility, contact our team via:

- **Webpage:** www.wilmington.va.gov/services/Outreach.asp
- **Email:** VHAWIMOutreachTeam@va.gov
- **Contact Numbers**
 - **Delaware:** 302-357-8715
 - **New Jersey:** 302-304-5509 / 302-358-9736
- **Calendar of Events:** www.wilmington.va.gov/calendar.asp

Additional Resources and Information

- [2019 Annual Report](#): Read about our 2019 operating statistics and successes.
- [Summer 2020 Newsletter](#): Read about Moving Forward, new VA Travel Reimbursement System and more.
- [Community Living Center Residents Stay Connect, Active During COVID-19](#)
- **Flu Shots**: Be on the lookout for information on our upcoming immunization strategy.

Follow us on social media and sign up for our email list to get the most up-to-date information.

- www.wilmington.va.gov
- If you would like to receive News and Announcements and Emergency Alerts from Wilmington VA Medical Center please subscribe to our [email list](#) .
- Follow @WilmingtonVAMC on
 -  [Facebook](#)
 -  [Twitter](#)
 -  [Instagram](#)
- **Calendar of Events:** www.wilmington.va.gov/calendar.asp