

Boise Veterans Affairs Medical Center



Primary Care Patient Booklet



Department of
Veterans Affairs

Table of Contents

| | |
|---|------------|
| Director’s Note | 2 |
| Mission, Vision and Values..... | 3 |
| Primary Care Locations | 4-5 |
| Primary Care Services | 6 |
| Scheduling an Appointment | 7 |
| Checking In..... | 8 |
| Making the Most of Your Visit..... | 9 |
| What to Expect | 9 |
| Nurse Care Manager..... | 10 |
| Prescriptions..... | 11-12 |
| Opioid Pain Medications..... | 13 |
| Beyond Primary Care | 14 |
| Veterans Crisis Line | 15 |
| My HealthVet | 16 |
| Smoking Cessation Help..... | 16 |
| The Healthy Women’s Center | 17 |
| The OEF/OIF Program | 18 |
| Specialty Services at the Boise VA Medical Center | 19 |
| Useful Websites..... | 20 |
| Important Phone Numbers..... | 21 |
| Boise VA Medical Center Site Map..... | 22-23 |
| Community Clinics State Map | 24-25 |
| Boise VA Driving Directions and Map | back cover |

Main Facility Primary Care Clinics

- Boise, Idaho

Community Based Outpatient Clinics

- Twin Falls, Idaho
- Caldwell, Idaho

Outreach Clinics

- Burns, Oregon
- Mountain Home, Idaho
- Salmon, Idaho



Boise Veterans Affairs Medical Center
500 West Fort Street
Boise, Idaho 83702

Director's Note

Hello, and welcome to the Boise VA Healthcare System!

This booklet offers a look at our VA health care community, which is diverse in its scope, ambitious in its achievements and—most important—extremely passionate about Veteran-centered care. Please consider this greeting a first step in our ongoing commitment to your health. It is truly an honor to serve you.

Sincerely,

David Wood

Medical Center Director
Boise VA Medical Center



Department of
Veterans Affairs

Boise VA Healthcare System

Mission Statement

To honor America's veterans by providing exceptional health care that improves their health and well being.

Values

Our core values are to Care, Heal, Teach and Discover, reflecting the delivery of exceptional health care with compassion, in a teaching and research environment.

Goals

To provide the highest quality health care and safety.

To exceed customer expectations—every time.

To increase productivity, efficiency and service.



Boise VA Medical Center Main Facility Primary Care Clinics

Patients can receive comprehensive primary care at the main facility Primary Care clinics:

Boise VA Main Facility
500 West Fort Street
Boise ID 83702
208-422-1000
Toll Free: 866-437-5093



HOURS

Our Primary Care Clinics at the Boise VA main facility are open weekdays from 8:00 a.m. to 4:30 p.m. The last scheduled appointment time is 4:00 p.m. Primary care clinics are closed weekends and federal holidays.

Emergency room services are available 24 hours a day, seven days a week at the Boise VA Medical Center main facility.

Primary Care Community Based Outpatient Clinics (CBOCs) and Outreach Clinics

Patients can also receive primary care at any of the following CBOCs or Outreach Clinics:

Twin Falls, Idaho
260 Second Avenue East
Twin Falls, ID 83301
Phone: 208-732-0959
Fax: 208-732-7480
Hours: Monday–Thursday: 7:00 am - 5:30 pm; closed on Fridays



The Twin Falls Clinic

Caldwell, Idaho
4521 Thomas Jefferson Street
Caldwell, ID 83605
Phone: 208-454-4820
Fax: 208-454-4859
Hours: Monday–Friday: 8:00 am - 4:30 pm



The Caldwell Clinic

Burns, Oregon
271 North Egan Avenue
Burns, OR 97720
Phone: 541-573-3339
Fax: 541-573-3366
Hours: Monday–Thursday 8:00 am - 5:00 pm and Friday 8:00 am -12:00 pm



The Burns, Oregon Clinic

Mountain Home, Idaho
815 North 6th Street East
Mountain Home, ID 83647
Phone: 208-580-2001
Fax: 208-580-9993
Hours: Monday–Friday: 8:00 am - 4:30 pm



The Salmon Clinic

Salmon, Idaho
705 Lena Street
Salmon, ID 83466
208-756-8515
Hours: Monday–Friday: 8:00 am - 4:30 pm

Services Available

Patients can receive a variety of services at each of our Primary Care Clinics:

- Lab testing
- Diagnostic radiology testing (Boise facility only)
- EKGs
- Women's health care*
- Diabetic education
- Nutrition counseling
- Retinal exams (for people with diabetes)*
- Social services
- MOVE (Management of Overweight Veterans) program
- Smoking Cessation programs*
- Living Well groups*
- Pharmacy clinics for high blood pressure or high cholesterol*
- Behavioral health care*
- Substance abuse treatment programs*
- Telepsychiatry and other telehealth programs*

Your assigned medical provider will attend to the majority of your medical needs and refer you to specialty services when necessary. Medical providers are not able to change your disability rating.

For help with your disability rating, please contact the VA Regional Office at 1-800-827-1000.

To learn what specialty services we offer, turn to page 19.

* - Note: specific services vary by clinic location



Scheduling Appointments

If you need to make, cancel or reschedule a Primary Care appointment or if you are running late to an existing Primary Care appointment:

- For appointments at the Boise VA main facility, contact your primary care team clerk (call 208-422-1000, choose option "4". Next, press the number that corresponds with your team and then choose option "2" to speak with your team clerk.)
- For appointments at one of CBOCs or outreach clinics, contact your clinic (see page 5 for contact information)

If you must cancel an appointment, please do so one to two days in advance of your scheduled appointment.

Our No-Show Policy

You are considered a "No Show" if you miss an appointment or if you arrive more than 10 minutes after your scheduled time without first alerting the clinic. In the event that you arrive more than 10 minutes late for your appointment time, we reserve the right to reschedule your appointment.



Checking In

BEFORE leaving home, grab your Veteran photo ID card and any necessary items outlined on the opposite page. You will need your ID card to check in to your appointment. Also please remember to bring all your insurance cards so that this information can also be verified.

Please arrive 30 minutes before your scheduled time to register and complete any necessary health screenings.

Upon arrival, staff will verify your appointment time, contact and insurance information. You will also be given a list of your medications to review prior to your appointment with your provider.

For appointments at the Boise VAMC: check in at the team where your appointment is scheduled (Red, Gold, Blue, Silver, Orange or Women's Clinic.) For CBOC and Outreach Clinic locations: go to the clinic facility's main check-in area.



Making the Most of Your Visit

Bring the following to your appointment:

- A list of your most important questions or concerns
- Any blood pressure or blood sugar readings you obtained at home. If you have questions about your monitoring device, please bring it with you as well.
- A written list of all medications you are currently taking, including VA and non-VA medications, over-the-counter drugs, herbal medicines, vitamins and supplements.
- Alternately, you can bring in medication bottles for all of the medications you are currently taking.
- Records of any visits you have had with other physicians outside the VA (we need these to ensure that your care is appropriately and safely coordinated).

Appointments: What to Expect

Your scheduled appointment time identifies when you are expected to see your primary care provider. Please arrive 30 minutes BEFORE your appointment time in order to prepare for your visit. If you arrive more than 10 minutes after your scheduled appointment time you may be asked to reschedule your appointment.

To begin your visit, you will first meet with a member of the nursing staff who will complete a health screening and check your weight, blood pressure, pulse rate and temperature.

Next, you will meet with your assigned primary care provider.

After your appointment, you need to check out with the clerk and—if necessary—schedule your next appointment.

Nurse Care Manager

Your Primary Care provider works with an assigned nurse care manager to help coordinate and manage all of your health care needs.

Your nurse care manager can assist you with the following:

- Blood pressure monitoring
- Diabetes monitoring
- Urgent but not emergency needs
- Education needs

You can make an appointment with your nurse care manager on weekdays from 8 a.m. to 4 p.m.

If you have a health emergency or if you are unsure and feel you need immediate attention, please go to the nearest Emergency Room in the area where you live.



Medication Refills vs. Renewals

Your most recent medication bottle label indicates how many refills you still have left on your prescription. When you still have refills left, there are 3 easy ways you can refill your medication:

- Request a refill by using the My HealtheVet website: www.myhealth.va.gov
For more information on signing up, go to page 16.
- Mail in the refill slip provided by the VA Pharmacy
- Call the Pharmacy Customer Care line by dialing 208-422-1000 or 1-866-437-5093, choosing option “2” and then choosing either option “1” (the automated prescription refill/renewal system) or option “2” (to speak with a pharmacy customer support agent.)

A medication renewal is required when there are no more refills available on your current prescription.

Here's how you can renew your prescription:

- all the Pharmacy Customer Care line by dialing 208-422-1000 or 1-866-437-5093, choosing option “2” and then choosing either option “1” (the automated system) or option “2” (to speak with a pharmacy customer support agent.) Call at least 10 business days before you need your medication.
- Discuss what medications you need to have renewed every time you have a clinic visit with your primary care provider.

If you call in a renewal, we will ensure that you receive your medications. We will not call you back unless we have questions or concerns.

Please note: We do NOT renew medications in the primary care clinic on a drop-in basis.



Prescriptions from Non-VA Providers

VA providers will not simply rewrite prescriptions issued by non-VA doctors. Your VA provider will independently evaluate the situation and, if they agree with the recommended plan, will prescribe the same medication or its equivalent. Your VA provider will often require progress notes from your non-VA provider before your request can be considered, so please obtain these non-VA records before you make your request.

VA providers are limited to prescribing medications that are on the VA National Formulary List.

Medications on this list fulfill certain safety, effectiveness and cost-efficiency standards.

Your VA provider may also advise you to receive certain tests or consults in order to get a specific medication. Please comply with this request. Due to VA laws and restrictions, this is the only way you can receive the medication.



Opioid Pain Medications

Opioid pain medications are highly controlled by state and federal law. Patients on these medications for pain control may need to sign an opioid agreement. This agreement states that only one provider will prescribe and monitor your use of opioid pain medications. Your provider may choose not to provide these medications if you refuse to sign this agreement or if you violate the terms of the contract. He may also want to monitor your medication usage by conducting random urine tests and unscheduled visits.

To renew your prescriptions:

Call to renew these medications at least 7 to 10 days before you take your last pill. Please give your provider three days' notice before you come in to pick up your opioid pain medication. We will not fill prescriptions for opioid pain medication on a walk-in basis.



Emergency Care

If you believe you have a life-threatening illness, Call 911 and go to the nearest hospital. Here are some examples of when you should consider going to the nearest hospital emergency room:

- If you fall and hit your head AND 1) you have a loss of consciousness, 2) feel more lethargic or confused or 3) are taking blood thinners (like aspirin, warfarin (Coumadin), clopidogrel (Plavix), etc.)
- If you are having chest pain that does not resolve in 10 minutes or after taking three tablets of nitroglycerin (one tab every 5 minutes, but no more than 3 tabs.)
- If you have symptoms of possible stroke including a sudden change in ability to think clearly, new facial droop, weakness on one side of the body or loss of speech.
- If you have one or more of the following:
 - Severe difficulty breathing or are wheezing
 - Severe abdominal pain that is new or different
 - Sudden new severe head pain, unresponsiveness or passing out
 - Sudden vision loss or double vision
 - Severe/uncontrolled bleeding from a wound, nose, urinary tract or rectum, vomiting or coughing up blood

Please do NOT use the Emergency Department for the following purposes:

- As a substitute for a primary care appointment for routine medical care.
- To refill opioid pain medications or other medications.

Beyond Primary Care

In addition to primary care, the Boise VA Healthcare System offers Veterans an array of specialized medical care options. We will introduce some of these programs and services in the next few pages.

Behavioral Health in Primary Care

The staff on the Integrated Care Team can help you to find effective ways to address habits, behaviors, or emotional concerns that get in the way of daily life and/or overall health. They work very closely with your primary care provider and nurse care manager.

Integrated Care Team staff can help with:

- Depression
- Anxiety
- Sleep
- Stress
- Problem solving
- Chronic disease management (diabetes, heart disease, asthma, irritable bowel syndrome)
- Lifestyle changes (quitting smoking, exercise)



The Boise VA Medical Center also offers a wide range of specialty mental health services. The Integrated Care Team staff would be happy to talk with you further about these services if you are interested.

Veterans Crisis Line

Are you feeling hopeless? Are you thinking of harming yourself or ending your life? If you answered “yes” to any of these questions, call the Veterans Crisis Line immediately (1-800-273-8255).

Press “1” for Veteran.



My HealthVet (MHV)

MHV is a secure website where veterans can create a private Personal Health Record (PHR) to keep track of their own health information. For more information visit: www.myhealth.va.gov

ONLINE SERVICES AVAILABLE include:

- **VA prescription refills** – if ordered through MHV they are delivered to your address within 5 to 10 business days using the VA's consolidated mail-out pharmacy.
- **Secure messaging** with your primary care team and other Boise VA clinics. It is not e-mail, but an encrypted, secure communication tool to communicate with your healthcare team.
- **VA wellness reminders** – alert you to important tests, exams, or other medical procedures that you should schedule to protect your health.
- **Track health** measures and maintains health journals – blood pressure, blood sugars, etc.

HOW TO SIGN UP AT THE BOISE VAMC:

- Go to the Business Office My HealthVet clerk
- Ask your team for a sign-up packet



Smoking Cessation

At the Boise VA Medical Center, we understand that quitting smoking is not easy. We are committed to supporting you as long as you are trying to quit, and you are welcome back as many times as it takes to reach your goal.

If you are interested in kicking the habit, call your team nurse.

If you receive your care at the Boise VA main facility in Boise, call 208-422-1000 (select option 4, and then choose your team, and ask to speak to the nurse).

For CBOC and Outreach Clinic Locations: Call your clinic location phone number and ask to speak with the nurse.

Women Veteran's Program

Additional health care services available for women veterans:

- Breast Exams
- Gynecologic Care
- Birth Control
- Mammograms*
- Infertility Care*
- Obstetrics/ Maternity*
- Behavioral Health Services

*By Referral

A new Women's Primary Care Clinic is available and provides both gender-specific care (such as preventive breast and cancer screening), as well as general primary care services (such as management of diabetes and heart disease). Women veterans can now conveniently get all of their routine care within a single appointment, from nursing and medical staff who specialize in healthcare for women.



The OEF/OIF Program

Have you done any military service in Afghanistan or Iraq? If so, you may be eligible to enroll in the Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) program.

Some of this program's services include:

- Screening and treatment (if necessary) for diseases endemic to your deployment area
- Screening for post-traumatic stress disorder and traumatic brain injury.
- Comprehensive primary care and referral to appropriate specialty care.

To learn more about this program, contact our OEF/OIF transition patient advocate Geoff Hall at 208-422-1000 (select option 1, and then enter extension number 7516.)



Boise VA Specialty Care Services

| | |
|---|---------------------------------------|
| Alcohol and addiction treatment | Ophthalmology |
| Ambulatory care | Optometry |
| Anesthesiology | Orthopedics |
| Arthritis treatment | Pain Services |
| Audiology and Speech Pathology | Pathology |
| Cancer treatment | Pharmacy |
| Cardiology | Physical medicine |
| Chaplain services | Physical Therapy |
| Dental | Podiatry |
| Dermatology | Post-traumatic stress disorder clinic |
| Diabetes treatment | Former prisoner of war program |
| Dialysis | Proctology |
| Ear, Nose and Throat | Prosthetics |
| Emergency care | Psychiatry |
| Endocrinology | Psychology |
| Gastroenterology | Pulmonary |
| General medicine | Radiology |
| General surgery | Rehabilitation |
| Geriatric/Gerontology | Renal |
| Glaucoma | Rheumatology |
| Gynecology | Respiratory therapy |
| Home Based Primary Care | Seizure disorders |
| Impotency treatment | Sleep disorders |
| Infectious disease | Smoking cessation |
| Mammography | Social Work |
| Medical intensive care | Spinal cord injury support |
| Military Sexual Trauma evaluation and treatment | Stroke disorders |
| Neurology | Thoracic surgery |
| Neuropsychology | Vascular surgery |
| Nuclear medicine | Veterans outreach center |
| Nutritional counseling | Visual impairment support team |
| Occupational Therapy | War stress recovery |
| Oncology/Hematology | Weight management (MOVE) |
| Post-deployment clinic for returning Veterans | Women's health care |

Useful Websites

Veterans can use Boise VA Healthcare System's website to find out more about the Boise VA Healthcare System. The website also has information about how to apply for VA health care benefits.

www.boise.va.gov

Another great general-use site for Veterans is the U.S. Department of Veterans Affairs website. www.va.gov

The Veterans Benefits Administration maintains an extensive website where veterans and their families can research their eligibility for VA benefits. www.vba.va.gov/VBA/

My HealthVet web portal enables Veterans to refill prescriptions, securely communicate with their primary care team and more. Learn more at: www.myhealth.va.gov

Healthy Living Messages offers tips on eating healthy and staying active to help reduce the risks of diabetes and obesity. www.prevention.va.gov

The MOVE! Weight Management Program for Veterans can help you get moving for a healthier lifestyle. www.move.va.gov



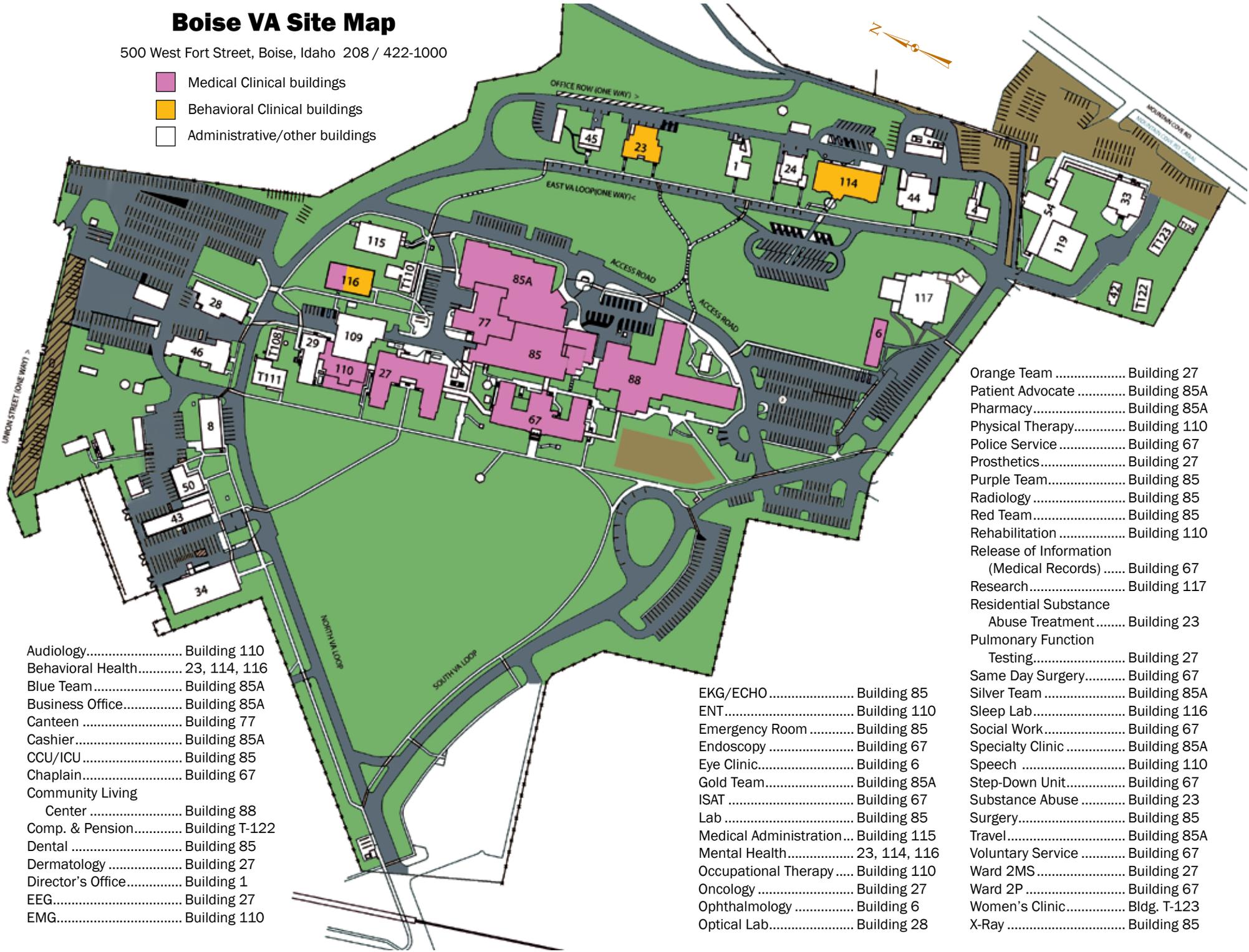
Important Phone Numbers

| | |
|--|---|
| Boise VA Medical Center Main Facility | 208-422-1000 |
| Toll Free | 866-437-5093 |
| Eligibility/Enrollment/Benefits | |
| (last name begins with A-H) | 208-422-1096 |
| (last name begins with I-P) | 208-422-1220 |
| (last name begins with Q-Z) | 208-422-1224 |
| Transportation/DAV Vans | 208-422-1000 (select option 1, and then enter extension number 7555) |
| Automated Pharmacy | 208-422-1000 (select option 2, and then press "1") |
| OEF/OIF Program | 208-422-1000 (select option 1, and then enter extension number 7516) |
| Patient Advocate | 208-422-1034 |
| Women's Clinic | 208-422-1000 (select option 1, and then enter extension number 7758) |
| Benefits | 1-800-827-1000 |
| Health Care | 1-877-222-VETS (8387) |
| VA Inspector General | 1-800-488-8244 |
| Veterans Crisis Line | 1-800-273-8255 Press 1 |

Boise VA Site Map

500 West Fort Street, Boise, Idaho 208 / 422-1000

- Medical Clinical buildings
- Behavioral Clinical buildings
- Administrative/other buildings

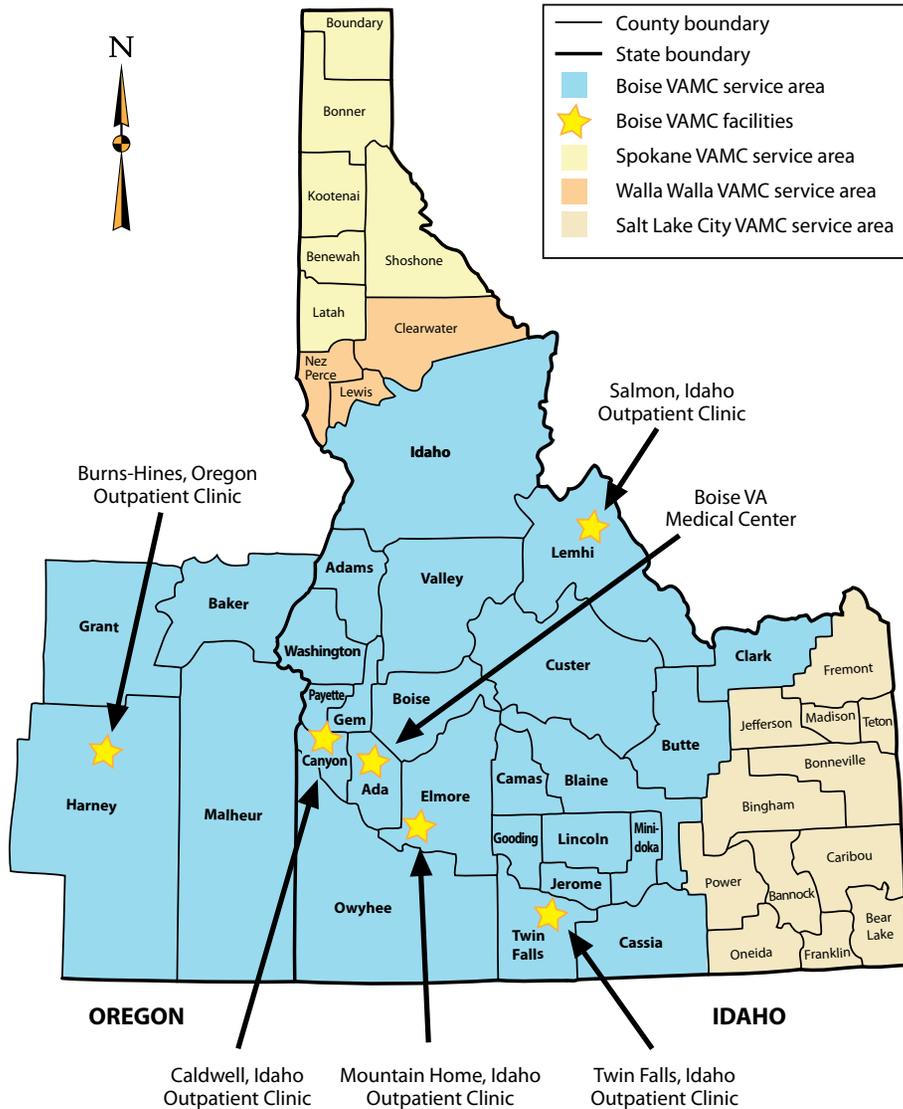


- Audiology..... Building 110
- Behavioral Health..... 23, 114, 116
- Blue Team..... Building 85A
- Business Office..... Building 85A
- Canteen Building 77
- Cashier..... Building 85A
- CCU/ICU..... Building 85
- Chaplain..... Building 67
- Community Living Center Building 88
- Comp. & Pension..... Building T-122
- Dental Building 85
- Dermatology Building 27
- Director's Office..... Building 1
- EEG..... Building 27
- EMG..... Building 110

- EKG/ECHO Building 85
- ENT..... Building 110
- Emergency Room Building 85
- Endoscopy Building 67
- Eye Clinic..... Building 6
- Gold Team..... Building 85A
- ISAT Building 67
- Lab Building 85
- Medical Administration... Building 115
- Mental Health..... 23, 114, 116
- Occupational Therapy Building 110
- Oncology Building 27
- Ophthalmology Building 6
- Optical Lab..... Building 28

- Orange Team Building 27
- Patient Advocate Building 85A
- Pharmacy..... Building 85A
- Physical Therapy..... Building 110
- Police Service Building 67
- Prosthetics..... Building 27
- Purple Team..... Building 85
- Radiology Building 85
- Red Team..... Building 85
- Rehabilitation Building 110
- Release of Information (Medical Records) Building 67
- Research..... Building 117
- Residential Substance Abuse Treatment..... Building 23
- Pulmonary Function Testing..... Building 27
- Same Day Surgery..... Building 67
- Silver Team Building 85A
- Sleep Lab..... Building 116
- Social Work..... Building 67
- Specialty Clinic Building 85A
- Speech Building 110
- Step-Down Unit..... Building 67
- Substance Abuse Building 23
- Surgery..... Building 85
- Travel..... Building 85A
- Voluntary Service Building 67
- Ward 2MS..... Building 27
- Ward 2P Building 67
- Women's Clinic..... Bldg. T-123
- X-Ray Building 85

Boise Veterans Affairs Medical Center Service Area



Community Based Outpatient and Outreach Clinics

Patients can also receive primary care at any of the following CBOCs or Outreach Clinics:

Twin Falls, Idaho

260 Second Avenue East, Twin Falls, ID 83301
 Phone: 208-732-0959
 Fax: 208-732-7480
 Hours: Monday - Thursday: 7:00 am - 5:30 pm;
 closed on Fridays

Caldwell, Idaho

4521 Thomas Jefferson Street, Caldwell, ID 83605
 Phone: 208-454-4820
 Fax: 208-454-4859
 Hours: Monday - Friday: 8:00 am - 4:30 pm

Burns, Oregon

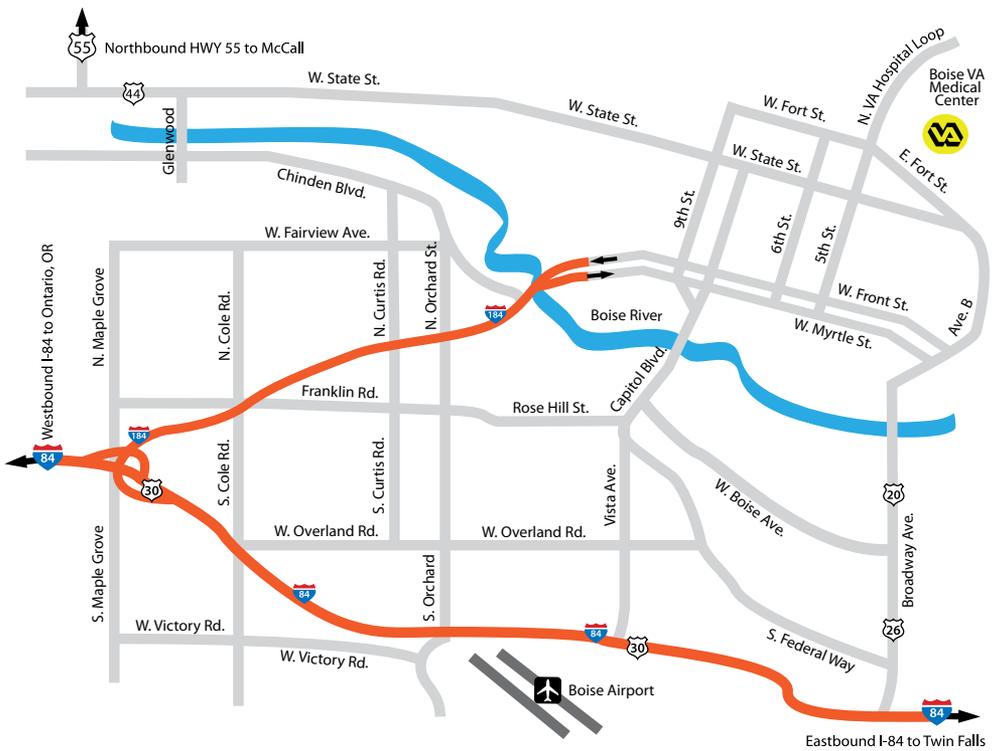
271 North Egan Avenue, Burns, OR 97720
 Phone: 541-573-3339
 Fax: 541-573-3366
 Hours: Monday - Thursday 8:00 am - 5:00 pm and
 Friday 8:00 am - 12:00 pm

Mountain Home, Idaho

815 North 6th Street East, Mountain Home, ID 83647
 Phone: 208-580-2001
 Fax: 208-580-9993
 Hours: Monday - Friday: 8:00 am - 4:30 pm

Salmon, Idaho

705 Lena St.
 Salmon, ID 83466
 208-756-8515
 Hours: Monday - Friday: 8:00 am - 4:30 pm



Driving Directions to Boise VAMC Main Facility

From the East

Take I-84 towards Boise, Idaho.

Take Exit 54.

Turn right onto Broadway - stay in the right hand lane until you reach the VA Medical Center

Broadway merges into B Avenue – continue on - St. Luke’s Hospital will be on your left.

Turn right onto Fort St. – the Idaho Elks Rehab Hospital will be on your right.

Turn right onto North 5th Street into the VA Medical Center.

From the West

Take I-84 towards Boise, Idaho.

Merge onto I-184 East (heading towards downtown Boise).

Continue 0.6 miles on Myrtle Street (I-184 becomes Myrtle Street).

Turn left at 5th Street.

Proceed 0.7 miles (northeast) and enter VA Medical Center grounds.