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VA | U.S. Department of Veterans Affairs

Oscar G. Johnson VA Medical Center

Patient Resource Guide



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Welcome to the Oscar G. Johnson VA Medical Center

We thank you for choosing the Department of Veterans Affairs (VA) to be your partner in wellness and health. Our employees are committed to successfully fulfilling our mission to honor America's Veterans by providing exceptional health care that improves their health and well-being. They are also at the heart of achieving our vision of being a leader in rural health care by focusing on excellence and putting our Veterans first.

This resource guide contains general information about the services and facilities available to you and how to access them. We have trained clinicians who are experts in their field, but no one knows you better than you and your loved ones. Therefore, it is important that you and your family are involved in your care.

Thank you for your service to our country. We cannot think of a more noble mission than to serve America's Veterans. We will continue to strive to provide you with the highest quality health care. You deserve no less.

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Getting Started

Who Is Eligible for VA Health Care?

Veterans are encouraged to enroll for care with the Oscar G. Johnson VA Medical Center (OGJVAMC). It costs nothing to enroll, and it may be one of the most important things a Veteran can do to ensure their continued health and well-being. There are different variables that determine whether a Veteran is eligible to receive VA health care, as well as the services they may qualify for.

These variables include:

- Nature of a Veteran's discharge from military service (honorable, dishonorable, etc.)
- Length of service
- VA service-connected disabilities
- Income level
- Toxic exposures

OEF/OIF/OND Eligibility

Most Veterans, including National Guard and Reservists, who served in a theater of combat operations after November 11, 1998, and were discharged under other than dishonorable conditions, are eligible to receive free VA health care for combat-related conditions and enhanced enrollment priority for 10 years after separation from active duty. After 10 years, services are still available for a copay based on income.

Each VA medical center has a team ready to help Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) Service members and Veterans coordinate their health care. The Military2VA (M2VA) team can be contacted at: **800-215-8262**, ext. **32756**

For more information about VA health care eligibility, log on to: **www.va.gov/health-care/eligibility** or call the Enrollment and Eligibility Office for the OGJVAMC at: **906-774-3300** or **800-215-8262** (toll-free), ext. **32810**

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How to Enroll for VA Health Care

To receive VA health care, you must be enrolled in the VA health care system.

You can apply for VA health care in one of four ways:

1. **In person**, at the OGJVAMC or through your local county Veteran Service Officer.
   - » When enrolling in person, you will be asked to complete VA Form 10-10EZ, Application for Health Care Benefits
   - » To help expedite the enrollment process, bring:
     - A copy of your discharge paperwork (DD Form 214).
     - A copy of both sides of your current insurance card (including Medicare or Medicaid).
     - Information about your combined household finances.
2. **Electronically**, by completing VA Form 10-10EZ, Application for Health Care Benefits, online at: **www.va.gov**
3. **By phone**, by calling the Health Eligibility Center at: **877-222-8387**
4. **By mailing** the completed VA Form 10-10EZ, Application for Health Care Benefits, to:

   Oscar G. Johnson VA Medical Center
   Enrollment and Eligibility Office
   325 East H. Street
   Iron Mountain, MI 49801

QuickNote

If you mail in your application or complete it online and are found eligible, you will receive an enrollment letter from VA instructing you to contact OGJVAMC to schedule your first appointment. To do so, call: **906-774-3300** or **800-215-8262** (toll-free), ext. **32810**

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VA Health Care Enrollment Priority Groups

Upon receipt of a completed application, the Veteran's eligibility is verified. Based on their specific eligibility status, Veterans are assigned to one of the following priority groups. The groups range from 1 to 8, with priority group 1 being the highest priority and priority group 8 being the lowest.

Priority Group 1

- Veterans with service-connected disabilities rated 50% or more

Priority Group 2

- Veterans with service-connected disabilities rated 30%-40%

Priority Group 3

- Veterans who are former prisoners of war (POWs)
- Veterans awarded the Purple Heart
- Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty
- Veterans with service-connected disabilities rated 10%-20%
- Veterans awarded special eligibility classification under Title 38, U.S.C., Section 1151, "Benefits for individuals disabled by treatment or vocational rehabilitation"

Priority Group 4

- Veterans who are receiving aid and attendance or housebound benefits
- Veterans who have been determined by VA to be catastrophically disabled

Priority Group 5

- Veterans who have conditions that are not service-connected or who have noncompensable conditions rated 0% disabling and whose annual income and net worth are below VA's adjusted income limits
- Veterans receiving VA pension benefits
- Veterans eligible for Medicaid benefits

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Priority Group 6

- Veterans with compensable 0% service-connected conditions
- Veterans who qualify for PACT Act care
- Veterans who have received the Southwest Asia Medal
- Veterans seeking care solely for disorders associated with:
  - Exposure to herbicides while serving in Vietnam
  - Exposure to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki
  - Service in the Gulf War
  - Combat service in a war after the Gulf War or during a period of hostility after November 11, 1998

Priority Group 7

- Veterans who agree to pay specified copayments with an income or net worth below VA's geographically adjusted income limits

Priority Group 8

- Veterans who agree to pay specified copayments with an income or net worth above VA's income limits and geographically adjusted income limits:
  - **Subpriority a/b:** Veterans with 0% service-connected conditions who are enrolled as of January 16, 2003, and who have remained enrolled since that date, with additional income considerations
  - **Subpriority c/d:** Veterans with conditions that are not service-connected who are enrolled as of January 16, 2003, and who have remained enrolled since that date, with additional income considerations
  - **Subpriority e:** Veterans with 0% service-connected conditions, applying for enrollment after January 16, 2003
  - **Subpriority g:** Veterans with conditions that are not service-connected who are applying for enrollment after January 16, 2003

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VA Medical Center and Clinic Locations



The Oscar G. Johnson VA Medical Center (OGJVAMC) has 17 acute care, general medicine beds and a 40-bed Community Living Center (CLC) for extended care and short-term rehabilitation. The medical center has an Urgent Care Center and a surgical department with Basic Ambulatory Surgery designation. Community-based VA clinics provide primary care and mental health outpatient services, as well as additional services offered per location.

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Health Care Services

Note: Many of our services are also offered virtually. Ask your health care provider for more details.

Medicine

- Acupuncture
- ALS Clinic
- Amputee Clinic
- Audiology
- Cardiac rehabilitation
- Cardiology
- Chiropractic care
- CPAP Clinic
- Dermatology
- Diabetes
- Diabetic education
- Endocrinology
- Epilepsy
- Gastroenterology
- General medicine
- Geriatric medicine
- Gynecology
- Hematology
- Hepatitis C
- Home-based care
- Hospice care
- Infectious disease
- Mental health
- Nephrology
- Neurology
- Nutrition
- Occupational therapy
- Oncology
- Optometry
- Pain management
- Palliative care
- Physical therapy
- Primary care
- Psychiatry
- Pulmonology
- Recreational therapy
- Respiratory therapy
- Rheumatology
- Speech pathology
- Spinal cord injury
- Transplant care
- Urgent care
- Visual impairment
- Whole health
- Women's health
- Wound care

Clinical Support Services

- Caregiver support
- Chaplain
- Imaging (X-ray, CT scan, ultrasound)
- Pathology and laboratory medicine
- Pharmacy
- Prosthetics
- Social work
- Transition and care management

Surgical Services

- General surgery
- Nail clinic
- Orthopedics
- Podiatry
- Urology

Other Health Care Services

- Dental
- Dietitian
- Long-term care
- Short-term rehabilitation
- Tobacco cessation

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Important Phone Numbers

Main number: **906-774-3300**
Toll-free: **800-215-8262**

For scheduling appointments or to speak with a nurse:

To schedule an appointment:	**800-215-8262**, press 2, follow prompts
To speak with a nurse (24/7):	**800-215-8262**, press 3

Call **911** in case of medical emergencies. VA cannot pre-authorize payment for ambulance and/or emergency services that do not begin at a VA facility, so it is important to notify VA within 72 hours after accessing emergency care outside of VA for care coordination and consideration of VA payment. Eligible Veterans must notify VA within 72 hours of the start of emergency care for consideration of care coverage and care coordination. Call: **844-72HRVHA** (**844-724-7842**)

Director's Office	
Patient Advocates	Ext. 34400
Public Affairs Officers	Ext. 32001/32018/32012
VA Police	Ext. 32030

Administrative Services	
Administrative Officer of the Day, 24/7	Ext. 32636
Agent Cashier	Ext. 32189
Caregiver Support Program	Ext. 32705
Decedent Affairs	Ext. 32636
Enrollment and Eligibility	Ext. 32810
HR Employment Information	Ext. 32280
M2VA Program	Ext. 32756

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My Health*e*Vet Coordinator	Ext. 34806
Patient Billing – VA Care	Ext. 33530
Patient Billing – Non-VA Care	877-881-7618
Patient Safety	Ext. 32039
Privacy Officer	Ext. 32023
Release of Information	Ext. 32603
Travel Office/Beneficiary Travel	Ext. 32811
VA Community Care	Ext. 34422
Voluntary Services	Ext. 32780
Clinical Services	
Audiology	Press 2, then 4
Dental Clinic	Press 2, then 4
Eye Clinic	Press 2, then 4
Mental Health Services	Press 2, then 3
Physical Medicine and Rehabilitation Services	Press 2, then 4
Primary Care Services	Press 2, then 2
Prosthetics	Press 2, then 4
Specialty Care Services	Press 2, then 4
Women Veterans Program	Ext. 32388
Transportation Services	
Bus to Milwaukee VAMC	Ext. 32445
Veterans Transportation Network	Ext. 32780
Veterans Transportation Service	Ext. 32445
National Hotlines	
Homeless Veterans Hotline	877-424-3838
Smoking Quitline	855-784-8838
Veterans Benefits Administration	800-827-1000
Veterans Crisis Line	988, then press 1, or text 838255
Women Veterans Call Center	855-829-6636

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Directions to the Medical Center

The Oscar G. Johnson VA Medical Center (OGJVAMC) is located at:
325 East H Street,
Iron Mountain, MI 49801



From US-2 East/ US-141 South (Ironwood, Hancock, Marquette):

1. Follow US-2 East/ US-141 South to Iron Mountain.
2. Turn right onto East H Street (at the three-way stoplight).
3. Turn left into OGJVAMC's main entrance.

From US-2 West/US-141 North (Manistique, Sault Ste. Marie, Menominee):

1. Follow US-2 West/US-141 North to Iron Mountain.
2. Turn left onto East H Street (at the three-way stop sign).
3. Turn left into OGJVAMC's main entrance.

From Southwest WI (Rhinelander):

1. Follow US-8 to Laona, WI.
2. Turn left onto WI-101.
3. Turn right onto CR-C.
4. Stay straight onto CR-N.
5. Follow CR-N through Aurora, WI.
6. CR-N crosses Menominee River and becomes M-95/Carpenter Ave.
7. Turn right onto West H Street (becomes East H Street).
8. Turn right into OGJVAMC's main entrance.

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Veterans Transportation Network

Disabled American Veterans (DAV) provides round-trip transportation to OGJVAMC via nine established routes throughout the Upper Peninsula and portions of Northern Wisconsin. Ambulatory patients who have medical center appointments can contact the applicable van coordinator below to schedule a ride at an assigned pickup point on the route. The van returns after all passengers have completed their appointments. Passengers are responsible for making their own arrangements for transportation to and from the route pickup point.

Escanaba	906-233-0244
Houghton	906-482-0102
Iron Mountain	906-779-3167
Ironwood	906-667-1110
Marinette/Menominee	715-732-7567
Marquette	906-373-6191*
Ontonagon	906-884-4320
Rhinelander	715-369-6127
Sault Ste. Marie	906-635-6370

*Local rides from home to the Marquette VA Outpatient Clinic are also available.

Veterans Transportation Service

The Veterans Transportation Service (VTS) is a VA program that transports Veterans to and from their appointments at VA or VA-authorized facilities. VTS can transport Veterans who are wheelchair-bound or on oxygen.

To reserve a seat on the VTS van, call the VTS coordinator at:
906-774-3300 or **800-215-8262** (toll-free), ext. **32445**

Transportation to Milwaukee VAMC

OGJVAMC operates a passenger bus that travels to and from the Milwaukee VAMC on Tuesdays and Thursdays. The bus leaves at 7 a.m. from the main hospital. Please arrive 15 minutes early for check-in. Return time is based on patient appointments. You must have a reservation to use this service.

To reserve a seat, call OGJVAMC's Travel Office at:
906-774-3300 or **800-215-8262** (toll-free), ext. **32445**

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General Information

ATM

For your convenience, there is an automated teller machine (ATM) adjacent to the coffee desk near the first floor outpatient waiting area.

Canteen

The Veterans Canteen Service (VCS) includes a retail store, vending machines, and a full-service food café. The retail store and food café are located in the west wing of the basement floor. The canteen and cafeteria are open from 7 a.m. to 3 p.m., Monday through Friday (closed on Federal holidays). A vending machine is located in the first floor waiting area.

Chapel Service

906-774-3300 or **800-215-8262** (toll-free), ext. **32066**

Religious and spiritual support are available to Veterans and their loved ones. A religiously neutral chapel is located on the first floor of the hospital near the main elevators and is open to patients, visitors, and staff. Services are also available on eVideon (inpatient TVs). Contact Chaplain Services for service information.

Hours: 24/7, unless a worship service is scheduled.



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Release of Information

The Release of Information (ROI) office can help you access and receive copies of your medical record. It can also handle requests to make changes to your medical record. The ROI office is located on the basement floor just north of the main elevators (room B203) and can be reached at: **800-215-8262**, ext. **32603**

You may also fax information to: **906-779-3108**

Smoking

The Oscar G. Johnson VA Medical Center (OGJVAMC) is smoke-free. No smoking or vaping is allowed on any facility campus.

Service Dog Policy

VA welcomes all certified service dogs. As a patient, it is your responsibility to ensure the service dog is leashed/harnessed and under control at all times. The service dog should be clean, groomed, and healthy. It is your responsibility to clean up after your dog on hospital grounds. For your safety and that of other Veterans, you will not be able to bring your service dog into certain areas, including, but not limited to, MRI, and invasive and sterile procedure rooms. VA staff members are not allowed to watch your service dog, so please bring someone to care for them while you undergo your procedure (you may be asked to reschedule if you cannot do so).



Visitors

Call the medical center for specific ward visiting hours and information: **800-215-8262**, ext. **32636**

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Pharmacy

Oscar G. Johnson VA Medical Center Outpatient Pharmacy

906-774-3300 or **800-215-8262** (toll-free), ext. **37800**

Hours: Mon-Fri, 7:30 a.m.-5 p.m.
Located on the first floor, west of the outpatient waiting area.

Automated Telephone Prescription Refills/ Renewals

906-774-3300, ext. **32480** or **800-805-1870** (toll-free)

Prescription refills can be requested 24/7. Please use a touch-tone phone to call and have your Social Security Number (SSN) and your prescription number for each medication.

Internet Refill

Prescriptions may also be filled online using VA's My Health*e*Vet program. You will need a user ID and password to log in. Obtain a user ID by creating your personal profile.

Drug Information

Please visit My Health*e*Vet for information about any prescription you may be taking or to send a secure message to a pharmacist.

Drug Disposal

Oscar G. Johnson VA Medical Center (OGJVAMC) can help you safely dispose of expired or unwanted prescriptions and over-the-counter drugs. Check with your VA pharmacist about your options.

VEText

Keeps you informed by providing a tracking number with a link so you can track your prescription from the time it ships until it is delivered. To enroll in VEText, talk to your pharmacist.

Medication refills are filled by offsite consolidated mail order pharmacies and mailed to Veterans. This process takes time, so Veterans should request refills at least two weeks in advance.

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My healthevet

Pharmacy
- Refill prescriptions
- Track deliveries
- Receive shipment email notifications

VA Appointments
- Keep track of upcoming appointments
- Receive appointment reminder email notifications

Secure Messaging
- Communicate non-urgent matters with your care teams

Health Records
- View, print, or download your VA notes, lab test results, and other health information

Veterans Health Library
- Understand health conditions and treatments, and how to improve your health and well-being

VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

My healthevet

Follow these steps to register today!

1. **Visit: www.va.gov**
2. **Select the button to create an account.**
3. **Scroll to option 3 to sign in with a secure sign-in partner.**
4. **Select Id.me or Login.gov and follow the instructions to create a secure account and register.**

Want more information or have questions?

Log on to www.va.gov and click "Contact us" at the top right of the screen.

If you have any questions about My HealtheVet, contact the My HealtheVet Coordinator at: 906-774-3300, ext. 34806

NEW: Virtual Health Resource Centers

Learn how to use VA tools and technologies, including My HealtheVet, VA Mobile, and Telehealth. Call VA Telehealth at: 800-215-8262, ext. 34800

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Admission and Care Information

Call **911** in case of medical emergencies.

Triage Clinical Contact Center (to speak to a nurse)

Available 24/7. Call: **800-215-8262**, press 3

Urgent Care Clinic

Urgent Care Clinic hours are Monday through Friday, 7 a.m. to 6 p.m. CST, including holidays. Closed on weekends. To locate an approved Urgent Care Clinic in the community, visit:
www.va.gov/find-locations

Admission

The Administrative Office is open 24/7 and is located on the first floor near the Urgent Care Clinic.

Please leave all valuables such as cash, credit cards, and jewelry at home. Veterans who are admitted can deposit valuables with the agent cashier for safeguarding until discharge.

QuickNote
Electrical appliances should not be brought to the hospital.

Facility Directory Opt-Out Option

If you do not desire to have your name in the directory, you may opt out. If you choose to opt out, employees from the Oscar G. Johnson VA Medical Center (OGJVAMC) will not be allowed to acknowledge that you are a patient at the facility. **Note:** This means that you will not have any mail or flowers delivered.

Discharge

Upon discharge, you will be provided with self-care instructions. Information on medications and how to contact your provider will also be included. Prior to leaving the hospital, ensure a follow-up appointment is made.

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Accommodations

Lodging (for Veterans): You may be provided lodging by VA if you have a medical necessity that is explained by your medical team. This must be requested by your medical team. Some factors that may affect the lodging decision are distance from the medical center, type of appointment, and time of your appointment. To verify if you have been approved for lodging, please contact your medical team or the travel office prior to coming to the medical center for your appointment.

Hotels (for friends and family): If your friends and/or family would like to stay nearby while you are admitted to the hospital, the following are some of the local area hotels that may have special hospital rates or Veteran discounts.

Please contact them directly to ask about their special rates:

AmericInn	906-774-1900
Baymont	906-776-8000
Comfort Inn	906-448-4422
Days Inn	906-828-3578
Holiday Inn Express & Suites	906-774-1668
Motel 6	906-563-7500
Mountain Host Motor Inn	906-776-0700
Mountain Inn	906-774-7400
TownePlace Suites by Marriott	906-448-2900



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Copayments

It is free to enroll in VA health care, and there are no deductibles or monthly premiums required. Depending on your income level and priority group placement, you may have some copayments.

For more information about VA copayments for outpatient care, inpatient stays, and medications, visit:
www.va.gov/healthbenefits/cost

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

Cost-Free Care for Certain Veterans

Many Veterans qualify for cost-free health care and/or medications based on:

- Receipt of a Purple Heart.
- Former prisoner of war (POW) status.
- 50% or more compensable VA service-connected disabilities (0%-40% service-connected disabilities may take a copay test to determine medication copay status).
- A determination as catastrophically disabled by a VA provider.
- An income level below the income limit.
- Other qualifying factors, including treatment related to their military service experience.



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VA Community Care Copayments

You will not have to pay anything at the time of an appointment or urgent care visit at a VA-contracted community provider. If you owe a copayment, VA will send you a bill.

Billing Insurance Companies

- If you have private health insurance, it may cover the cost of the copayments.
- VA bills and receives payment from your insurance company for care received for conditions unconnected to service. VA is required by law to bill private health insurance providers for medical care, supplies, and prescriptions provided for treatment of conditions unconnected to service.
- All Veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouses.
- VA recommends that you retain any current health coverage to provide you with options and flexibility in the future.

If you are having difficulty paying assessed copay charges, you may apply for a hardship determination, copay waiver, offer in compromise, or repayment plan to assist you.

For assistance, contact the Consolidated Patient Account Center (CPAC) toll-free at: **800-215-8262**, ext. **33530**



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The Whole Health Journey

Components of Proactive Health and Well-Being





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The Components of Proactive Health and Well-Being

The Components of Proactive Health and Well-Being diagram (on the previous page) will help you think about your whole health. All areas in the circle are important and connected. Improving one area can benefit other areas in your life and influence your overall physical and mental health and well-being. The human body and mind have great healing abilities that can be strengthened.



The inner circle represents you, your values, and what really matters to you. Being in a state of mindful awareness helps you see what matters to you.



The next circle represents your self-care. This represents the circumstances and choices you make in your everyday life.



The next ring represents professional care you receive. Professional care may include tests, medications, supplements, surgeries, examinations, treatments, and counseling. This also includes complementary approaches such as acupuncture and mind-body therapies.



The outer ring represents the people and groups to whom you are connected.

At the Oscar G. Johnson VA Medical Center (OGJVAMC), there are opportunities to learn more about whole health, as well as participate in health and wellness services to help support your whole health journey. These services include an Introduction to Whole Health class, health and well-being courses, health coaching, mindfulness, meditation, yoga, tai chi, and much more. Talk with your Patient Aligned Care Team (PACT) to learn more!

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Primary Care

Patient Aligned Care Team

The Patient Aligned Care Team (PACT) is VA's care delivery model that emphasizes a team-based, patient-driven approach to care that is more comprehensive, better coordinated, and more accessible. It involves each Veteran working together with health care professionals to plan for whole-person care and lifelong health and wellness.

QuickNote

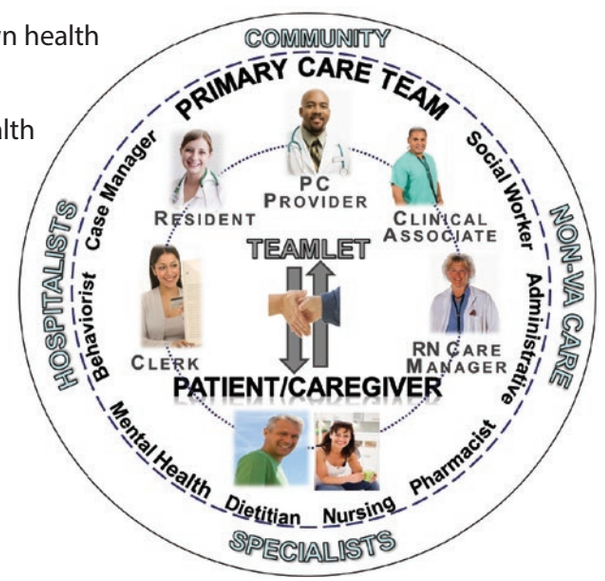
Call your PACT or use secure messaging through My HealtheVet for non-urgent issues.

Team-Based Approach

You are at the center of your care team. Surrounding you in support is the primary care provider, nurse case manager, clinical associate, social worker, pharmacist, and mental health and administrative clerk.

The team-based approach allows you to:

- Manage your own health.
- Drive your own health care.
- Own your health care goals.
- Own your plan of care.



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Women Veterans Health Care

The Oscar G. Johnson VA Medical Center (OGJVAMC) provides a full continuum of care for women Veterans to include comprehensive primary and specialty care, mental health services, disease prevention and screening, and urgent care. Primary care is offered from trained, gender-specific health providers at the main facility and its VA community-based outpatient clinics to ensure comprehensive care is available in a single visit. Full-scope gynecologic care is available for all women Veterans via face-to-face or telehealth visits.

Benefits for Women Veterans

In addition to the basic benefits all Veterans are eligible for, women receive additional gender-specific services, including breast and pelvic examinations and other reproductive health care services. VA provides the following services, which are specific to the treatment of women Veterans:

- Preconception counseling
- Contraceptive services
- Maternity care
- Infertility treatment
- Mammography
- Breast exams
- Menopause management
- Pap smears/pelvic exams
- Outpatient gynecologic procedures
- Referral for services that VA is unable to provide

For more information, visit: **www.womenshealth.va.gov**

Women Veterans Program Manager

A Women Veterans Program Manager is a health care professional who serves as an advisor and advocate for women Veterans. She is available to help women Veterans access the VA services they need – everything from medical care to mental health services. The Women Veterans Program Manager also works to develop women's health care programs and is committed to improving women's health care at your facility. To contact the Women Veterans Program Manager for OGJVAMC, call: **800-215-8262**, ext. **32388**

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Mental Health Services

The Oscar G. Johnson VA Medical Center (OGJVAMC) offers comprehensive, evidence-based mental health care and therapeutic services to Veterans in a variety of settings.

Key programs and services include the following:

Homeless Veterans Program

Veterans who are homeless or at imminent risk of becoming homeless can call **800-215-8262**, ext. **32541**, or visit: **www.va.gov/homeless**

Mental Health Intensive Case Management

Veterans with serious mental illness are offered a client-centered, community-based approach through Enhanced Rural Access Network for Growth Enhancement (ERANGE) to help them improve and maintain their independence.

Toll-free: 800-215-8262, ext. **32541**

Military Sexual Trauma/Intimate Partner Violence

Military sexual trauma (MST) refers to sexual assault or harassment that happened while a Veteran was in the military. Intimate partner violence (IPV), which is often called domestic violence, occurs when an intimate partner harms, threatens to harm, or stalks their partner.

Toll-free: 800-215-8262, ext. **32531**

Outpatient Mental Health

Veterans are offered a range of outpatient mental health services to suit their needs. These may include medication management, individual talk therapy, group therapy, and more.

Toll-free: 800-215-8262, ext. **32541**

Peer Support Services

Recovery-based services are provided to Veterans by Veterans.

Toll-free: 800-215-8262, ext. **32541**

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PTSD Clinic

A specialty mental health service that provides evidence-based, trauma-focused therapy services for Veterans diagnosed and struggling with symptoms of post-traumatic stress disorder (PTSD).

Toll-free: 800-215-8262, ext. **32541**

Primary Care-Mental Health Integration (PC-MHI)

Limited mental health services are provided to Veterans in the setting of primary care clinics.

Toll-free: 800-215-8262, ext. **32556**

Substance Use Disorder Program

Veterans with substance use disorder are offered outpatient treatment that is focused on recovery.

Toll-free: 800-215-8262, ext. **32541**

Suicide Prevention

Services are provided to Veterans that focus on the prevention of suicide. See pages 31 and 32 for more information.

Veterans Crisis Line: Dial **988**, then press 1

Vocational Rehabilitation Services

Work assistance programs are provided to assist Veterans with finding and keeping jobs.

Toll-free: 800-215-8262, ext. **32541**

Vet Center

The Escanaba Vet Center provides readjustment counseling services to Veterans who served in combat theater, experienced MST while on active duty, provided emergent/mortuary services for casualties of war, or served as drone operators. Services are also available to family members. Veterans do not need to be enrolled in VA health care to use Vet Center services.

Phone: 906-233-0244

Veterans Justice Outreach (VJO)

Assistance is provided to Veterans who are involved with legal actions.

Toll-free: 800-215-8262, ext. **32541**

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Additional Services

Caregiver Support Program

Caregivers of enrolled Veterans who require a caregiver are eligible for a host of VA services and benefits. For more information call **906-774-3300** or **800-215-8262** (toll-free), ext. **32705**, or visit: **www.caregiver.va.gov**

Direct Scheduling

The Oscar G. Johnson VA Medical Center (OGJVAMC) offers Veterans the ability to directly schedule routine appointments for the following services without a referral from their primary care provider. This change provides more timely care for the following services and frees up primary care providers to see patients who need more than just a referral:

- Amputee clinic
- Audiology
- Chiropractic care
- Diabetes education
- Gynecology
- Mobility evaluations
- Nutrition
- Optometry
- Pharmacy
- Primary care social work
- Tobacco cessation
- Weight management
- Whole health clinic
- Whole health introduction

To make an appointment for any of these services, call:
800-215-8262 (toll-free), press 2, then press 4



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Medical Social Work

906-774-3300 or **800-215-8262** (toll-free), press 2, then press 4

We help Veterans and their families with problems associated with the stress of an illness. Social workers help Veterans find resources to meet their needs within the VA system and in their community.

- Acute care/ discharge planning
- Advance care planning
- Amyotrophic Lateral Sclerosis (ALS)
- Geriatric evaluation management
- Palliative care
- Primary care
- Spinal cord injury
- Transplant
- Visually impaired service team
- Women's health

Military2VA Program

The Military2VA (M2VA) program offers transitional assistance, case management, and outreach services to all eligible Veterans who have served after September 11, 2001. For more information, call **906-774-3300** or **800-215-8262** (toll-free), ext. **32756**, or visit: **www.va.gov/post911veterans**

Traveling Veteran Program

The Traveling Veteran program provides seamless care when you travel. If you will be away from your local VA for an extended time, please call your assigned primary care provider to discuss or request a Traveling Veteran Consult. For additional questions or concerns, call: **800-215-8262** (toll-free), ext. **34789**



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Nursing Home Care

VA provides limited nursing home services to Veterans through three national programs: nursing homes owned and operated by VA, the State Veterans Home program, and the Community Nursing Home program. Each program has admission and eligibility criteria specific to it.

VA nursing homes or Community Living Centers (CLCs) typically admit patients who require short-term care, who need placement for a service-connected disability, or who have a 70% or greater service-connected disability (all others are based on available resources).

CLCs offer:

- 24-hour skilled nursing care (e.g., help with a wound or IV care).
- Rehabilitation care.
- Access to social work services.
- Geriatric evaluation and management.
- Hospice care.



For more information, visit:
www.va.gov/GERIATRICS/Guide/LongTermCare/VA_Community_Living_Centers.asp

The Community Nursing Home program meets the nursing home needs of Veterans who require long-term nursing care, rehabilitation, respite, and hospice care in their own community, close to friends and family.

The State Veterans Home program is a cooperative venture between the state and VA. The state establishes eligibility criteria for short- and long-term care. Specialized services will depend on the home's capability to provide them.

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Suicide Prevention and Resources

Everyone feels down at times: Stressors in our life can be overwhelming. Stressors may include relationship difficulties, unemployment, financial worries, loss of loved ones, etc. When difficulties happen in life, it is normal to feel sad, angry, anxious, and irritable. Most people begin to feel better after a few days or weeks.

When feelings of sadness don't go away: Prolonged feelings of sadness may lead to intense feelings of hopelessness. When people have trouble finding solutions for their problems, they may feel like there is no way out of their current situation. This can lead to thoughts of suicide. It can also be difficult to let others know that you have been thinking about ending your life. If you are experiencing these thoughts, it is very important to seek help and not try to manage these feelings alone.

Signs of suicide: Warning signs may include thoughts about hurting or killing oneself; looking for ways to kill oneself; talking about death, dying, or suicide; or engaging in self-destructive behavior such as drug abuse. Seek professional help immediately if you experience any of these warning signs.

Other warning signs for suicide: Additional warning signs include hopelessness, anxiety, anger, dramatic changes in mood, difficulties sleeping, withdrawing from friends/family, engaging in risky behavior without thinking, and feeling there is no reason to live. It is important to reach out for help if you are experiencing any of these feelings.

Getting Help for Suicidal Thoughts

You matter to us: It is important to reach out for help if you are experiencing suicidal thoughts. Many effective treatment options are available through mental health services at the Oscar G. Johnson VA Medical Center (OGJVAMC). We recognize the sacrifices you have made for your country, and we want to ensure that you get the care you deserve. Your future is important to us and your loved ones.

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Helpful Resources

Veterans Crisis Line

The 24/7 Veterans Crisis Line provides immediate access to mental health crisis intervention and support through its hotline number or confidential chat or text functions. To start your confidential chat, visit: **www.veteranscrisisline.net**. You may also call **988**, then press 1, or text **838255** to speak to a qualified, caring provider.

Providing Mobile Apps to Help Veterans and Their Families

VA has a suite of award-winning mobile apps that can help you access your health care information and manage your own wellness. For more information, contact the OGJVAMC Virtual Health Resource Center: **800-215-8262**, ext. **34800**

Telephone Coaching for Families of Veterans

Coaching Into Care (CIC) assists families and friends in helping a Veteran seek care. For more information, visit:
www.mirecc.va.gov/coaching

Make the Connection

This online resource connects Veterans with testimonials of other Veterans by service and provides them, their families, and other supporters with information and solutions to issues affecting their lives. For more information, visit: **www.maketheconnection.net**

Veterans Self-Check Quiz

VA and the National Suicide Prevention Lifeline joined with the American Foundation for Suicide Prevention to create the Veterans Self-Check Quiz. This is a safe, easy way to learn whether stress and depression might be affecting you.
For more information, visit:
www.vetselfcheck.org

Veterans Crisis Line
DIAL 988 then PRESS 1

Confidential Chat: **www.veteranscrisisline.net**
Confidential Text: **838255**

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Frequently Asked Questions

Q: What may I receive if I am enrolled with VA?

A: Veterans enrolled in VA health care are eligible to receive necessary hospital and outpatient services, including preventive and primary care. These services include home health, prosthetics equipment, respite and hospice care, diagnostic and treatment services, rehabilitation, mental health, substance abuse treatment, and medications in conjunction with VA treatment.

Q: Will VA take care of my nursing home care needs?

A: The following Veterans will be offered skilled nursing home care when appropriate:

- Veterans requiring nursing home care for a service-connected disability
- Veterans with a service-connected disability rated 70% or greater
- Veterans determined by VA to be permanently unemployable and totally disabled because of a service-connected condition

Q: Can I get dental care if enrolled?

A: In general, dental benefits are limited to dental conditions determined by VA to be service-connected, to Veterans who were prisoners of war (POWs), to Veterans who are receiving compensation for a disability that is 100% service-connected, and to Veterans who are receiving compensation for a disability that is 100% service-connected or determined by VA to be individually unemployable.

Q: Am I eligible for prescriptions from VA?

A: Veterans receiving care from VA health care facilities are eligible to receive prescriptions from VA. Medications from non-VA providers can be filled if they are part of the VA Community Care Network and the appointment was authorized by VA. All prescriptions must follow the VA National Formulary. For copayment information, visit: **www.va.gov/healthbenefits/resources/publications/hbco/hbco_copayments.asp**

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Q: Does VA provide hearing aids and eyeglasses?

A: The Oscar G. Johnson VA Medical Center (OGJVAMC) offers both audiology and eye care services, including preventive health care services, and routine hearing and vision testing for all enrolled Veterans and those Veterans exempt from enrollment. Eyeglasses and hearing aids are provided to Veterans who meet established eligibility criteria.

Q: What will be my costs if I enroll for VA health care?

A: No monthly premium is required to use VA care, but you may have some copayments, depending on your income level and priority group placement. For more information about VA copayments, visit: **www.va.gov/health-care/about-va-health-benefits/cost-of-care**

Outpatient Visits Not Requiring Copays

Copays may not apply to the following: publicly announced VA health fairs; outpatient visits solely for preventive screening and/or immunizations (e.g., immunizations for influenza and pneumococcal disease); screening for hypertension, hepatitis C, tobacco, alcohol, hyperlipidemia, breast cancer, cervical cancer, colorectal cancer (by fecal occult stool blood test); education about the risks and benefits of prostate cancer screening; and smoking cessation counseling (individual and group). Laboratory, flat film radiology, and electrocardiograms may also be exempt from copays.

Q: Is there someone I can call if I have a health care question?

A: You should contact your VA primary care provider if you have questions about your health care. You can also speak with a nurse 24/7 by calling the Triage Clinical Contact Center at: **906-774-3300** or **800-215-8262** (toll-free), press 3

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Q: What if I get sick while traveling?

A: You may receive health care at any VA health care facility in the country. To minimize any out-of-pocket expenses while traveling, learn where the nearest VA health care facility is in that area. For a list of VA health care facilities nationwide, contact the VA Health Benefits Service Center at **877-222-8387** or visit the VA website at: **www.va.gov** (click on "Find a VA Location")

Q: What is the coverage for urgent care and emergency services?

A: OGJVAMC provides urgent care in our facility and through community-based Urgent Care Clinics that are in the VA Community Care Network (flip to page 38 for details).

Emergency Care in Non-VA Facilities

OGJVAMC provides urgent care onsite, Monday through Friday, 7 a.m. to 6 p.m., including holidays. Urgent care can also be provided through the VA Community Care Network (for facility-specific details, flip to the "Urgent Care" tab).

Call **911** in case of medical emergencies. VA cannot pre-authorize payment for ambulance and/or emergency services that do not begin at a VA facility, so it is important to notify VA within 72 hours after accessing emergency care outside of VA for care coordination and consideration of VA payment. Eligible Veterans must notify VA within 72 hours of the start of emergency care for consideration of care coverage and care coordination. Call: **844-72HRVHA** (**844-724-7842**)

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VA Community Care

The VA Mission Act of 2018 streamlined and improved community care paid for by VA and established a new urgent care benefit. The VA Mission Act replaced the Veterans Choice Program as of June 6, 2019.

Eligibility Information and Requirements

- Veterans must receive approval from VA community care prior to obtaining care from a community provider.
- Veterans must be enrolled in VA health care and have received VA care or community care within the last 24 months.
- Eligibility for community care will continue to be dependent upon a Veteran's individual health care needs or circumstances.
- VA staff members generally make all eligibility determinations.
- Veterans will usually have the option to receive care at a VA medical facility regardless of their eligibility for community care.



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Eligibility Criteria

Meeting any one of the five eligibility criteria is sufficient to be referred to a community provider. The Veteran does not need to meet all five of them to be eligible.

- The Veteran needs a service not available at a VA medical facility.
- The Veteran lives in a state without a full-service VA medical facility.
- VA cannot provide care within certain designated access standards.
- The VA service line does not meet certain quality standards.
- It is in the Veteran's best medical interest.



All community care referrals require pre-authorization. The Veteran is responsible to know when their authorization expires and will be responsible for any charges incurred from receiving care outside of the authorization timeline. If you have any questions or to check the status of your authorization, call: **800-215-8262**, ext. **34422**

Designated Access Standards

Access Standards	Primary Care, Mental Health, Noninstitutional Extended Care	Specialty Care
Drive Time	30 minutes	60 minutes
Wait Time	20 days	28 days

Speak with your primary care team to determine if VA community care is right for you.

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Urgent Care

Veterans have access to Urgent Care Clinics in the communities that are contracted in the VA Community Care Network for treatment of illnesses or injuries needing immediate attention but are not considered life-threatening. There is no limit to the number of times a Veteran may use VA urgent care providers, and no VA pre- or post-authorization or notification is required. However, copays may apply.

If you choose to visit a non-VA Urgent Care Clinic:

- You **must** be enrolled in VA health care **and** have received care from a VA or VA-authorized community provider in the last 24 months.
- You must tell clinic staff that you would like to use your VA urgent care benefit and confirm that the clinic is part of VA's contracted network. **If the clinic is not a part of VA's contracted network, you will be responsible for the bill.**
- **You will not have to pay anything at the time of the visit.** If you owe a copayment, VA will send you a bill.

For more information on VA community care and the urgent care benefit, visit: **www.va.gov/communitycare**

Finding VA Community Providers and Urgent Care Clinics in Your Local Area

- To find a participating Urgent Care Clinic, VA community care provider, or pharmacy in your area, visit: **www.va.gov/find-locations**



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Advance Directives

As a VA patient, you have a say in the health care you receive. When you are ill, your doctor should explain what treatments there are for your illness so that you can decide which one is best for you. But if you were too ill to understand your treatment choices or to tell your doctor what treatment you want:

- Who would you want to make decisions for you?
- What type of health care would you want?
- What health care wouldn't you want?

Questions like these may be hard to think about, but they're important. That's why VA wants you to know about a legal form you can complete. It's called an advance directive.

Q: What is an advance directive?

A: An advance directive is a legal form that helps your doctors and family members understand your wishes about medical and mental health care. It can help them decide about treatments if you are too ill to decide for yourself. For example, if you are unconscious or too weak to talk. There are two types of advance directives: durable power of attorney for health care and living will.

Q: What is a durable power of attorney for health care?

A: This form lets you name the person you trust to make health care decisions for you if you can't make them yourself (i.e., your health care agent). They will have the legal right to make health care decisions for you. You can choose any adult to be your agent. It's best to choose someone you trust, who knows you well, and who knows your values. You should make sure the person is willing to serve as your agent. If you don't choose an agent, your doctor will choose someone to make decisions for you in the following order: legal guardian (if you have one), spouse, child, parent, sibling, grandparent, grandchild, or a close friend. Your health care team, or a court, will make decisions for you in accordance with VA policy if none of the above is available.

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Q: What is a living will?

A: A living will is a legal form that states what kinds of treatments you would or wouldn't want if you become ill and can't decide for yourself. It can help your health care agent and your doctor make decisions the way you want them to. Writing down what kind of treatment you would or wouldn't want can help make it easier for those who are asked to make decisions for you.

Talk with your family, your health care agent, and your doctor about your wishes so they won't have to wonder what you want and if they're doing the right thing. If you don't have a living will, decisions will be made for you based on what is known about you in general and about your values. That's why it's important to discuss your wishes with your loved ones, your doctors, and your health care team.

Q: Must my health care agent always follow my living will?

A: Most of the time, yes. Your health care agent should try to respect your wishes. But it can be hard to imagine future health and say just what treatment you would want at that time. Sometimes, your agent may have to interpret your wishes. In a VA advance directive, you can say if you want your agent to do just what your living will says, or if they may make the decision they think is best for you at that time, even if it isn't what you said you would want.

Q: Should I have an advance directive?

A: Yes, it's a good idea to have one. An advance directive helps protect your right to make your own choices. It helps make sure people respect your values and wishes if you can't speak for yourself. Your advance directive is used only when you aren't able to make decisions yourself.

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Q: How do I complete an advance directive?

A: Fill out VA Form 10-0137, VA Advance Directive: Durable Power of Attorney and Living Will. You can also use any valid state advance directive form. Talk to a health care professional at your local VA health care facility. This might be a social worker or your primary care doctor. You can also talk to your spiritual advisor or attorney. Your VA health care team can make your advance directive part of your medical record.

Q: Do I need to fill out a durable power of attorney and a living will?

A: No. Even though the VA form contains both, it's up to you whether you complete the durable power of attorney for health care, the living will, or both.

Q: Can I change my advance directive?

A: Yes, you may change or cancel your advance directive at any time. In fact, you should review your advance directive periodically, especially if there is a change in your health, to make sure it's up-to-date. If you change it, be sure to tell your health care team and have them put it in your health record. Share your new directive with your family members and other loved ones.



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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 tab. 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.

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with Federal law, VA policy, and accreditation standards of The Joint Commission, you 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.
- 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 seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You, or someone you choose, have 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.

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- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the CLC, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the CLC, you may keep personal items and are expected to wear your own clothes. As an inpatient, you may wear your own clothes depending on your medical condition.
- You have the right to keep and use personal items as long as they are safe and legal.
- You have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the medical center or in the CLC.
- You have the right to communicate freely and privately. You will have access to public telephones and VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (e.g., biologically or legally) and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any person you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients or CLC residents and staff, 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.

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2. Health Information and Privacy

- 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 (e.g., copayments), 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 released without your authorization unless permitted by law (e.g., 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 any health information that you may overhear or otherwise become aware of.

3. Partnering in Care

- You have a right to express your preferences concerning future medical care in an advance directive, including designating a health care agent to make health care decisions 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 in your preferred language. You will be given all options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care but you take responsibility for the impact this decision may have on 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. This will help us provide you the best care possible.

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- You will be given, in writing, the name and title of the provider in charge of your 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 your 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 CLC 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 will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- 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 or not 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 concerns, you may speak with the medical center's Ethics Consultation Service for help.

4. 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.

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- 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 Office of Quality Monitoring at **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.

Additional Rights and Responsibilities of CLC Residents

- Staff will knock on your bedroom door prior to entry.
- You have the right to receive care from the same staff member every day 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 caregiver may be invited to participate in activities that prepare you to go home such as self-administration of medications and treatments.
- You and your caregiver have a right to attend treatment planning meetings and participate in household or resident council.

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Resources

Oscar G. Johnson VA Medical Center
906-774-3300 | **800-215-8262** (toll-free)

Veterans Crisis Line
Dial **988**, then press 1, or text 838255

To schedule an appointment
800-215-8262, press 2, then follow prompts

To speak to a nurse
800-215-8262, press 3

Prescription Refill Line
800-215-8262, press 1

Enrollment and Eligibility Office
800-215-8262, ext. **32810**

Patient Advocate
800-215-8262, ext. **34400**

OEF/OIF/OND Veterans, Military to VA, OEF/OIF/OND Veterans (M2VA)
800-215-8262, ext. **32756**

Billing
800-215-8262, ext. **33530** (VA Care)
877-881-7618 (Non-VA Care)

Release of Information
800-215-8262, ext. **32603**

Vet Center
906-233-0244

Women Veterans Program Manager
800-215-8262, ext. **32388**

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Oscar G. Johnson VA Medical Center

Patient Resource Guide

Welcome to the Oscar G. Johnson VA Medical Center!

We provide Veterans with the exceptional health care they deserve. Use this guide to learn about the services and facilities available to eligible Veterans through the Oscar G. Johnson VA Medical Center.

- Health care locations and services
- Getting to the medical center
- Important telephone numbers and websites
- General information

ChooseVA

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