

FEBRUARY 2022
VERSION 3

VA MANCHESTER HEALTHCARE SYSTEM PATIENT GUIDE

Manchester - Brady Sullivan - Conway - Portsmouth - Somersworth - Tilton

Front cover art, *Light at the End of the Tunnel* was created by Veteran and Employee, Paul Gangi.

Paul Gangi

U.S. Army Calvary 2/11 ACR and 1/172 FA

NH National Guard with a deployment to Iraq, 2004-2005

Paul describes his inspiration for *Light at the End of the Tunnel*.

"I am a Operation Enduring Freedom II Combat Vet, after the war I was lost. Drowning in alcohol, looking for a reason to die. The VA was the light at the end of the tunnel for me. I started as a CWT (compensated work therapy) and got hired on (permanent employee) in 2010. This place saved my life, literally. So for many trapped in the darkness, may the VA be that light at the end of the tunnel for you".

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Manchester Healthcare System

Welcome to VA Manchester Healthcare System



VA Core Values - "I CARE"

Integrity - Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

Commitment - Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

Advocacy - Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

Respect - Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

Excellence - Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

Note from the Director

Kevin M. Forrest, FACHE- Manchester VA Healthcare System Director


It is my pleasure to welcome you to the Manchester VA Healthcare System. The Healthcare System is made up of the Manchester VA Medical Center and the 4 Community Outpatient Based clinics in Conway, Tilton, Portsmouth, and Somersworth. The Medical Center offers a full range of outpatient services, including surgical care and a Community Living Center.


This Patient Guide provides a directory of clinics and patient care services, important phone numbers, detailed information about programs, and information about patient and visitor amenities.


Here at the Manchester VA, we are dedicated to providing safe, quality and compassionate care to our Veterans. As the Medical Center Director and a Veteran with more than 20 years of service in the Army, I want to thank you for entrusting us with your care and choosing VA!


- Kevin Forrest


Locations


 **Manchester VA Medical Center**
718 Smyth Rd.
Manchester, NH 03104

 **Tilton CBOC**
630 West Main Street
Tilton, NH 03276
(603) 624-4366

 **Conway CBOC**
71 Hobbs Street
Conway, NH 03818
(603) 624-4366

 **Portsmouth CBOC**
302 Newmarket Street
Pease Air National Guard Base*
Portsmouth, NH 03803
(603) 624-4366

 **Somersworth CBOC**
5 Terrascape Parkway
Somersworth, NH 03878
(603) 624-4366

 **Brady Sullivan Tower**
1750 Elm St.
Manchester, NH 03104
(603) 624-4366



***Background check required for initial entrance**

COMMUNITY BASED OUTPATIENT CLINICS



Services offered at Conway, Portsmouth, and Tilton Clinics:

- Primary Care
- Women's Health
- Home-Based Primary Care
- Mental Health
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation



Services offered at Somersworth Clinic:

- Primary Care
- Women's Health
- Home-Based Primary Care
- Mental Health
- Dermatology
- Pulmonology/Sleep Med.
- Virtual Care
- Laboratory
- Case Management
- Social Work
- Clinical Pharmacy Consultation
- Podiatry
- Physical Therapy- *Coming in April!*

MANCHESTER SERVICES

Basement

Cappuccino's Café	6175
Open 7am – 2pm, Monday – Friday	
Cardiology	2570
Caregiver Support Program	6895
Services and support for family members or caregivers providing care to Veterans.	
Infusion Therapy	2570
Provides intravenous therapy for cancer treatment and blood disorders.	
Intimate Partner Violence Assistance Program	6040
Program specific information on page 18.	
Military2VA(M2VA)	6074
The M2VA team supports Post 9/11 Veterans in connecting to VA care and resources to ease the transition from military to civilian life.	
Oncology/Hematology	2570
Polytrauma/Traumatic Brain Injury (TBI)	1960, 6455
The TBI program provides comprehensive assessment and treatment for all Veterans with traumatic brain injury. Veterans will benefit from a coordinated case management approach offering tools and services to help be able to reintegrate successfully, and improve their quality of life. Also offered in the TBI Clinic, is the Neurotoxin Clinic (formerly Botox Clinic), which provides relief from a variety of ailments including, but not limited to migraines, spasmodic torticollis, limb spasticity, focal dystonias, and primary axillary hyperhidrosis.	
Privacy/Freedom of Information Act (FOIA)	6700
The Privacy team is available to assist Veterans with any questions about the safeguarding of their medical records or to assist them with amendment of their records.	
Prosthetics	6358
The term “prosthetic” includes artificial limbs and any devices that support or replace a body part or function. VA provides all clinically appropriate and commercially available, state-of-the-art prosthetic equipment, sensory aids, and devices to Veterans, crossing the full range of patient care.	
Radiology	6291
Radiologic services include, x-ray, ultrasound, MRI, CT, Nuclear medicine and DEXA scans. Open Monday-Friday 8am-4:30pm. Walk-ins for x-ray only on Saturday and Sunday, 8am-4:30pm.	
Recreation Therapy	5044
Recreation Therapy utilizes recreation and goal-based interventions to address the needs of Veterans with illnesses and/or disabilities. Through Recreation Therapy Veterans can enhance their quality of life, physical health, mental health and overall well-being.	

Basement Cont.

Rehabilitation Medicine	6268
Occupational Therapy, Physical Therapy and Speech Therapy.	
Sleep Study Clinic	3891
The sleep study clinic performs overnight in lab testing as well as portable Home Sleep Testing.	
Spinal Cord Injury & Disorders Services	6434
The mission of the Spinal Cord Injury (SCI) Center is to promote the health, independence, quality of life, and productivity of Veterans with spinal cord injuries and disorders (SCI/D). We provide coordinated life-long services to Veterans with SCI/D diagnoses.	
Telehealth - Connected Care	1924
Connecting Veterans to care through technology – find out more information on page 21.	
Veteran Canteen Retail Store	
Open Monday - Friday, 8am-4pm	

1st Floor

Agent Cashier	6387
Pay your VA bills onsite at the Manchester VA. Room NW 110, Business hours 8:30am - 12:30pm.	
Beneficiary Travel- Mileage Reimbursement	1914
Process and coordinate travel for eligible Veterans.	
Billing Clerk Office (VA billing)	5803, 5815
The billing clerk can answer questions related to VA billing. Note: Does not include Care in the Community bills	
Community Living Center	6218
Inpatient unit providing short stay rehabilitation and skilled nursing care.	
Eligibility	6799
The eligibility team is available to assist Veterans in signing up for healthcare services, obtaining a VA ID card and answering general eligibility questions.	
Laboratory Services	
Please ensure that you have an appointment prior to arriving. Open Monday – Friday, 7am - 5pm	
Lost & Found	6422
My HealtheVet Coordinator	2291
The My HealtheVet coordinator is available to answer questions about using the computer system and can upgrade the user to a premium account.	

1st Floor Cont.

Patient Advocate	6491
See page 27 for more information.	
Pharmacy	3199
Primary Care	3199
Primary Care Mental Health Integration (PCMHI)	1825
PCMHI is available for same-day mental health needs.	
Release of Information	6183
Room N138, Fax # 603-629-3282	
Transportation	5132, 5135
Veteran Benefit Administration Rep.	1-800-827-1000
Visual Impairment (VIST)	6475
Visual Impairment Services Team (VIST) coordinates services, benefits, tools and rehabilitation to legally blind and visually impaired Veterans. Helps Veterans adjust to vision loss and maintain optimal independence in all aspects of day-to-day functioning.	
Voluntary Services	6419, 6422
Voluntary Services provides wheelchair transport for Veterans who require assistance getting into the medical center and to their appointments. If you need help, please call our transport desk at (603) 624-4366, Ext. 6197	

2nd Floor

Anticoagulation Clinic	6065
Chapel	2159, 6185, 6184
Clinical Chaplains are available for pastoral counseling, grief care, advance directives, and to facilitate or provide religious services. The Chapel and Blessed Sacrament room are available 24/7.	
Diabetes Clinic - Nutrition	6753
Nutritional consultation and support for diabetic patients.	
Nutrition	6407, 6404
Provides comprehensive nutrition assessment, establish nutrition diagnosis, determine necessary interventions.	
Podiatry	2260
Specialty & Acute Medicine Clinics	2260
<ul style="list-style-type: none">• Allergy• CPAP Clinic• Dermatology• Endocrinology• Home Oxygen• Infectious Disease	<ul style="list-style-type: none">• Neurology• Pulmonary• Pulmonary Function Testing• Rheumatology• Sleep Medicine

3rd Floor

Agent Orange/Environmental Exams 2872

Exams for Veterans who have been exposed to environmental or occupational hazards in the military.

Audiology 2175

Audiology service provides comprehensive hearing and balance (VNG) examinations, tinnitus management & fitting of hearing aids and various assistive listening and alerting devices.

Compensation & Pension 6680

Completion of disability exams/questionnaires ordered by Veteran Benefit Administration to assist in processing Veterans' claims.

Integrative Pain Care Clinic 2702 (nursing), 2175 (scheduling)

Outpatient treatment and management of acute and chronic pain; Services: Acupuncture, Chiropractic, Behavioral Medicine (health psychology and social work), Nurse Practitioner, Physical Medicine and rehabilitation physician, and Fellowship Trained Interventional Pain Management Physicians.

Ophthalmology 2175

Optometry 2175, 6917

Optometry Service offers comprehensive eye exams to include treatment and management of ocular diseases such as glaucoma, diabetic eye disease, macular degeneration, cataracts, dry eye disease, acute red eyes and many other ocular diseases and issues. Low vision services are also offered. Prescription eyeglasses are available to those that are eligible.

Whole Health 5046

The Whole Health approach to care equips Veterans with the tools to discover what really matters to them. Whole Health at Manchester VA includes wellness classes, health coaching, group acupuncture and more.

4th Floor

Anesthesia

Gastroenterology 1966

General Surgery 1966

Ophthalmology 2175

Orthopedics 1966

Same Day Surgery 6098

Same Day Surgery Scheduler 1027

Urology 1966

Vascular Clinic 1966

5th Floor

Homeless Outreach/Services **603-703-2948 , 603-782-6969**

Our goal is to assist homeless Veterans accomplish personally meaningful goals for housing, employment, recovery (both mental health and substance abuse) and independent living. The program integrates both VA-based and/or community-based programs and services, according to each Veteran's needs and preferences.

Mental Health **1825**

Comprehensive management and treatment of mental health disorders. See Page 26 For more information.

Substance Use Disorder Clinic **1825**

6th Floor

Women's Health Clinic **3199**

Comprehensive primary care for women, which includes gynecology.

Women Veterans Program Manager **6541**

The Women Veterans Program Manager works with the facility to ensure timely, equitable, high-quality comprehensive care in a sensitive and safe environment.

Additional Programs

Beneficiary Travel- Veteran Transportation Service **5132, 5135**

Coordination and scheduling of Veteran travel. This includes Boston Shuttle and ambulance reimbursement.

Community Care Call Center **5960**

Military Sexual Trauma Coordinator **5501**

LGBTQ+ Veteran Care Coordinator **6962, 603-851-1552**

Provides LGBTQ+ care coordination and resources. See page 25 for more information.

LGBTQ+ Clinic **6962, 603-851-1552**

Comprehensive gender affirming care for transgender patients. Location and provider will be provided upon consult.

Lung Cancer Screening Coordinator **1865**

Lung Cancer screening is for Veterans age 50-80, current or former smokers-quit less than 15 years, smoked at least 30 pack years. This screening looks for disease before you have symptoms.

Traveling Veteran Coordinator **5983**

See page 20 for more information.

Brady Sullivan

Complementary & Integrative Health (CIH) & Well-Being Programs 5046

Veterans enrolled at Manchester VA are welcome to engage in group programs, such as yoga, tai chi, mindfulness, etc. to further support individual health and wellness goals. Please refer to the monthly Whole Health program calendar for a comprehensive list of available programs.

Home Based Primary Care 5876

VAMC offers Home Based Primary Care (HBPC) services through referrals from the clinical services. HBPC works within the Veterans home to provide point of care assessments, diagnostics and other nursing tasks. The office location is for administrative staff only.

Wellness Center-Open Gym/Group Exercise 5046

After discussing any new exercise routine with your primary care doctor, Veterans enrolled at Manchester VA are welcome to utilize the new gym equipment in suite 200 at the Brady Sullivan Tower. Check in at the desk, complete a quick orientation, and take advantage of this great space with large windows and new fitness equipment! (Shower facilities are not available). The facility can only be used during open gym hours as noted on the Whole Health monthly calendar.

Whole Health Coaching 5046

See page 31 for more information.

Urgent Care Center

Mental Health 1825, 6487

Select Mental Health services are now located on the first floor of the Urgent Care Center including group therapy, marriage and family therapy, neuropsychological assessment, and vocational rehabilitation. All other Mental Health services continue to be provided in their current locations on the fifth (Outpatient Mental Health & Substance Use Disorders Clinics) and first (Primary Care Mental Health Integration) floors of the Main Building.

Urgent Care 3199

Urgent Care has moved! Please see the picture for the new location. Urgent Care is available for non-emergent care services. Open 7 days a week, 8am-4:30pm, with the exception of federal holidays.

Vocational Rehab 6922, 1825

Voc. Rehab helps Veterans get back into the workforce by evaluating their strengths and matching their talents. Also known as compensated work therapy (CWT). Located in room SE117/118.

Mission

To be the premier, integrated academic healthcare system in New England with a highly engaged team, providing exceptional care to the Veterans we serve.

Main Address

VA Manchester Healthcare System
718 Smyth Rd.
Manchester, NH 03104

Manchester VA Main Telephone Numbers

(603) 624 – 4366 or (800) 892-8384

Hours of Operation

Normal business hours are Monday- Friday from 8:00am – 4:30pm for outpatient clinics.

Urgent Care is open 7 days a week, 8:00 – 4:30 pm.

**Please note, Urgent Care is closed on Federal Holidays.

Wi - Fi

The Manchester VA offers free wireless internet (Wi-Fi) for Veterans and visitors at the Main Medical Center in Bldg. 1, and in some of our other buildings and facilities. The Wi-Fi service allows our Veterans and visitors with internet-enabled wireless devices, such as smart phones, tablets, and laptops, to use the internet during outpatient visits and hospital stays.

Please note that our Wi-Fi is an open public network, and it should not be used to access or transmit personal data, such as health information, social security numbers, credit card information, bank accounts, and other confidential transactions.

Smoke Free Campus

The Manchester VA is committed to providing a safe and healthy environment for all who enter. Smoking is no longer allowed on campus; this includes e-cigarettes. If you would like to speak with your provider about quitting smoking, please call ext. 3199 and ask for a smoking cessation consult.

Lost & Found

Lost & Found is in the Voluntary Services office:

Room E103, close to the Pharmacy and Lab.

Contact number: (603) 624 –4366 ext. 6422

Hours: 8:00am – 4:30pm

Emergency Care

If you are experiencing a life-threatening emergency (i.e. chest pain, shortness of breath), **call 911** or go to the closest Emergency Room. Please remember, Manchester VA has an Urgent Care, and it is not equipped to handle emergency level situations.

Emergency Care Notification Process

Should you require Emergency Care, please notify the VA Centralized Call Center 1-(844)72HRVHA or (844-724-7842) should you ever receive emergency care and/or hospitalization within 72 hours of the start of care.

Urgent Care- After Hours

Urgent Care is open at the Manchester VA from 8am - 4:30pm, Monday - Friday. Urgent Care is closed on all federal holidays. For after hours, care on a holiday, or care closer to home, NH Veterans can utilize their Care in the Community Urgent Care benefit. Use this locator to find a participating Urgent Care close to your home. <https://www.va.gov/find-locations/>

Scan the QR code for more information



Telephone Call Center

When you call the Manchester VA during normal business hours, dial ext. 3199 and you will be connected to a Call Center Representative. The Call Center is staffed by Manchester employees from 8:00am – 4:00pm. From 4:00pm – 7:59am, the calls are handled by our counterparts in VISN 2.

Services Offered:

- Schedule appointments
- Cancel appointments
- Update contact information
- Relay a message to your care team
- Request medication renewals/refills
- Nurse Triage

The Call Center is staffed with nurses 24 hours a day and they are available to answer medical questions and symptom related calls. **Please call 911 if you are experiencing an emergency.**

Pharmacy Services

Hours: 8:00am – 5:00pm, 1st floor

Direct automated refill line (603) 626-6543

Toll free (800) 892-8384 ext. 6543 or ext. 3232

MISSION Act (Care in the Community)

The Department of Veterans Affairs ended the Veterans Choice Program and now offers Veterans a program which increases their access to quality health care. This program is called the “Maintaining Internal Systems and Strengthening Integrated Outside Networks” Act (the MISSION Act).

The MISSION Act empowers Veterans to have more choices about where and when they receive their health care.

Under the MISSION Act, Veterans can:

- Still choose to have the VA provide their care at VA facilities
- Receive approved care virtually with Telehealth (health care using a telephone or a computer);
- Work with their VA health care team to see if they meet the criteria to receive their health care through approved non-VA medical providers in the community. Veterans need to be enrolled in VA health care to use community care benefits.
- For more information, please visit www.va.gov/COMMUNITYCARE/programs/veterans/GeneralCare.asp, call (844) 698-2311



Scan the QR code for more information

Care in the Community Billing

If the Veteran is receiving Care in the Community services, they may be subject to co-payments. Co-payments are based on priority groups and service connected disability. If you receive a bill, but feel it is incorrect, please call VA Health Resource Center: 866-400-1238, Monday – Friday, 8 a.m. – 8 p.m. EST

Billing and Insurance

If you have private health insurance, bring your health insurance information and picture identification with you to your appointment at the Manchester VA. The VA bills private health insurance companies for care received by Veterans at VA facilities. The VA has established guidelines for Veterans and their co-payments. Co-payments may be charged for different services, including inpatient care, outpatient care, prescriptions, and long-term care. Co-payments can be paid at the Manchester VA at the Agent Cashier’s office in Bldg. 1 Room NW 110 or by mail. If your insurance company pays for some of your charges, you will receive a credit on your bill.



Scan the QR code for more information

Patients and Visitors

We care about our patients and visitors. We want everyone to feel safe and comfortable here. We ask you to help us by being considerate and respectful of other patients, visitors, and our staff. If you bring children or service animals with you, please supervise them. If you have a concern, ask to speak to a service level Patient Advocate.

Animals

Only trained service dogs are allowed on VA property. Pets and emotional support animals are not allowed. For your animal's safety, please do not leave ANY animals in your car unattended. If you have questions, please contact our VA Service Dog Champion, at (603) 624-4366 ext. 6475.

Weapons

Weapons are prohibited on any VA sites; this includes leaving them in your vehicle. Please leave all guns, knives or anything that could be considered a weapon, at home.

VA Police

The VA Police are members of the Federal Law Enforcement Community and are dedicated to ensuring a safe environment throughout the healthcare facility. As a patient, if you see something that is concerning, speak up! The VA police will investigate any concerns brought forward. Keeping the VA safe is team effort, and the police need your help in maintaining this environment.

Beneficiary Travel Program

VA travel pay reimbursement through the Beneficiary Travel program pays Veterans back for mileage and other travel expenses to and from approved health care appointments.

Travel claims can be submitted online:

<https://eauth.va.gov/accessva/>

To find out more about beneficiary travel program:

<https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>



Scan the QR code for more information

Ethics Consultation

Ethics consultation is a service provided by specially trained VA staff. When there is uncertainty or conflict about the right thing to do, ethics consultants work with patients, families and staff to help them make good decisions to resolve these concerns. Ethics consultants will not investigate complaints or allegations of misconduct. These are handled by the Patient Advocate Office.

Who can request an ethics consultation?

- Anyone can ask for an ethics consultation.

What does an ethics consultation cost?

- Ethics consultations are free. You will not be billed for an ethics consultation.

How do I request an ethics consultation?

- Phone: (603) 624-4366 Extensions: 3622 & 6185

VA Health Identification Card (VHIC)

The VHIC is for identification and check-in at VA appointments. It cannot be used as a credit card or an insurance card, and it does not authorize or pay for care at non-VA facilities.

- To receive a VHIC, you can walk-in to eligibility, Monday-Friday 8am-4pm. Please bring another form of ID, such as a passport, driver's license and documentation to confirm your home address (electric bill, voter registration card).
- ID not required; the VHIC card is not required for VA healthcare, if you do not have VHIC card, you may be asked to provide some other form of ID to verify identity.
- Photos are taken in eligibility and cards are mailed directly to the Veteran (usually within 7-10 business days).



Please don't be a No-Show!

If you are unable to make your scheduled appointment, please let us know as soon as possible. Other Veterans are waiting for healthcare and an unused appointment is a missed opportunity for us to provide care to another Veteran.

Environmental/Agent Orange Exposure Exams & Registry

Veterans may have been exposed to a range of chemical, physical, and environmental hazards during military service. VA's health registry evaluation is a free, voluntary medical assessment for Veterans who may have been exposed to certain environmental hazards during military service.

The evaluations alert Veterans to possible long-term health problems that may be related to exposure to specific environmental hazards during their military service.

VA has established several health registries to track and monitor the health of specific groups of Veterans.

The registry data helps VA understand and respond to these health problems more effectively.

You may be eligible to participate in one or more of these health registries:

- Agent Orange Registry
- Airborne Hazards and Open Burn Pit Registry
- Gulf War Registry (includes Operations Iraqi Freedom and New Dawn)
- Ionizing Radiation Registry
- Depleted Uranium Follow-Up Program
- Toxic Embedded Fragment Surveillance Center

Use the chart below to help determine your eligibility.

Period of Military Service	Agent Orange	Airborne Hazards and Open Burn Pit	Depleted Uranium Follow-up	Gulf War	Ionizing Radiation	Toxic Embedded Fragments
1940s–1950s					●	
1960s	●				●	
1970s	●					
1990s		●	●	●		
2000s–Present		●	●	●		●



Scan the QR code for more information

Intimate Partner Violence Assistance Program

Intimate partner violence is a specific type of domestic violence that refers to physical, verbal, emotional, and sexual abuse, as well as stalking, between intimate partners. An intimate partner can include anyone with whom an individual has had an intimate relationship – including current or former spouses; boyfriends or girlfriends; and romantic, dating, or sexual partners. Intimate partners may or may not be sexually intimate or live together. Intimate Partner Violence occurs in both heterosexual and same-sex relationships and can affect anyone of any age, including older adults. For more information: <https://www.socialwork.va.gov/IPV/Index.asp>

National Domestic Violence Hotline at 1-800-799-7233 (SAFE)



Scan the QR code for more information

Military Sexual Trauma (MST)

VA uses the term “military sexual trauma” (MST) to refer to sexual assault or harassment experienced during military service. MST includes any sexual activity that you are involved with against your will.

If you are having current difficulties related to MST, VA is here to support you in whatever way will help you best — from simply learning more about how MST affects people, to treatment that helps you cope with how MST is impacting your life currently, or if you prefer, treatment that involves discussing your experiences in more depth.

If you experienced MST, talk with your primary care provider about a consult to receive MST related counseling services.

For more information:

<https://www.mentalhealth.va.gov/mentalhealth/msthome/index.asp>



Scan the QR code for more information

Military2VA (M2VA) Case Management Program

The M2VA team can connect you with the appropriate VA health care and resources you need to help ease your transition from active duty to Veteran status. If you are a recently separated Veteran, please call (603) 624-4366 ext. 6074 or [Returning Service Member Care](#)

Program provides the following services:

- Case Management
- Links to community resources
- VA care and benefits assistance
- System navigation
- Access to VA health care
- Veteran advocacy

Scan the QR code for more information



Veteran Health Education

Veterans can access healthcare education 24/7 on <https://veteranshealthlibrary.va.gov/>

Scan the QR code for more information



Women Veterans Program Manager (WVPM)

Women Veterans Program Manager addresses the health care needs of women Veterans and works to ensure that timely, equitable, high-quality, comprehensive health care services are provided in a sensitive and safe environment at VA health facilities nationwide. We strive to be a national leader in the provision of health care for women, thereby raising the standard of care for all women.



855.VA.WOMEN
WOMEN VETERANS
CALL CENTER

Call or Text: 1-855-829-6636

Traveling Veteran Program

If you are planning to travel longer than 2 weeks, please reach out to our Traveling Veteran Coordinator (TVC) at ext. 5983.

The TVC will help you pre-plan needed care when you travel extended periods of time. The TVC will then contact you to set up your care at the nearest VA facility to your travel location. You do not have to be assigned to Primary Care at that facility to receive care there. (Only Veterans who meet certain medical criteria are able to have assigned Primary Care providers at two different facilities.) The TVC will help you get registered at this VA so they can view your medical records. This helps with your care coordination.

Before you start traveling, please:

Let your Primary Care Team and/or specialty care provider(s) know you plan to travel. Give them the dates you are leaving and returning.

- Give them your temporary address and a contact telephone number. Ask that this information be put in your record as a “temporary address.”
- Talk with them about any care coordination that will be needed while you are away.

Examples of care that needs to be pre-planned:

- Regular monthly or bi-weekly injections or infusions
- Follow-up lab tests because of changes in medicines, etc.
- Anticoagulation monitoring.

Make sure you have enough medicines and/or refills to last you for the entire time you are gone. Routine medicines are provided by the Manchester VAMC Pharmacy and can be mailed to your temporary address. Request your refills by:

- Using MyHealtheVet.
- Calling the Manchester Pharmacy Line at (603)624-4366 ext. 6595.

If you run out of or lose your medication, a VA near you can provide a temporary supply (usually 10-14 days) until your refills from Manchester VAMC arrive. You may have to travel to the closest main VA facility to pick-up them up as smaller VA facilities do not have pharmacies. The TVC will be able to give you the location and telephone number of the VA facilities near your travel location.

Advanced Directives

Planning for the future

Want more information?

Talk with your primary care provider about a social worker consult. Every Primary Care team has an assigned social worker who can help guide you through the process.

CONTACT INFO:

Make a request through secure message or leave a message for your provider thru the call center.
(603) 624-4366 ext. 3199

Advance Directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an Advance Directive can help your doctors and family follow your wishes.

It is up to you to decide if you want an Advance Directive. Your decision will not affect your access to health care or other Veterans Health Administration (VHA) services.

There are two types of Advance Directives: Durable Power of Attorney for Health Care, and a Living Will. In the VA, these two types can be completed in one form. You may complete neither, one, or both of the following:

Durable Power of Attorney for Health Care

In this type of Advance Directive, you name a person as your Health Care Agent. If you are not able to make your own health care decisions, your healthcare team will contact your Health Care Agent to make those decisions for you.

Living Will

In this type of Advance Directive, you state your preferences about treatments you want or do not want in different situations when you cannot make treatment decisions yourself. A Living Will helps your Health Care Agent or other people know which treatments you would choose.

Advance Directives are important documents that we recommend you have in your medical records. Ask our staff for more information.

Your Rights:

- Right to accept or refuse any medical treatment.
- Right to complete a Durable Power of Attorney for Health Care.
- Right to complete a Living Will.

Your Responsibilities:

If you have an Advance Directive, it is important to give the Manchester VAMC a copy for your health record.

Chaplain Services

The VA Manchester Chaplain Service is committed to serving both religious and non-religious Veterans. Our team of chaplains is committed to providing pastoral care and support to anyone who requests to meet with a VA Chaplain at our facility and Community-Based Outpatient Clinics (CBOC). Chaplain coverage is available 24 hours a day, seven days a week, particularly in urgent situations or emergencies. Our chapel and Blessed Sacrament Room is located on the second floor of the main building and are open 24 hours a day, seven days a week for veterans and their family members.

Chaplains are part of the health care team. They are trained to help with the religious, spiritual, psychological, and social needs of patients, families, and hospital staff. Chaplains work in health care settings such as hospitals, clinics, and nursing homes. Board Certified Chaplains (BCCI) have gone through years of education and hands-on-experience. They have more training and experience in health care than clergy who work in the community. They are often connected with a particular faith, yet they work with anyone regardless of their beliefs.

The primary role of VA Chaplains include:

- Pastoral Counseling
- Family Support
- Communication with your Caregivers
- Individual Pastoral Care
- Grief Support -See the Whole Health handout "[Coping with Grief Following a Death \(PDF\)](#)" for more information
- Assistance with Ethical Concerns
- Help with Advance Directives -you can learn more about advance care planning at the following VA website: [https://www.va.gov/geriatrics/guide/longtermcare/advance Care Planning.asp#](https://www.va.gov/geriatrics/guide/longtermcare/advance%20Care%20Planning.asp#)
- Support End-of-Life Decisions
- Help with Decision-Making
- Spiritual and Religious Services such as Baptisms, Communion, and Funerals



CONTACT INFO:

VA Manchester Chaplains can be contacted at (603) 716-6079 (603) 624 - 4366 ext. 2159, 6184, and 6185. Also available on MyhealthVet

Connected Care

Going beyond face to face appointments

Want more information?

Talk with your primary care provider team about utilizing connected care services.

Connected Care (Telehealth)

Connected Care focuses on improving health care through technology by engaging Veterans and care teams outside of traditional health care visits.

VA Telehealth Services:

Improves convenience to Veterans by providing access to care from their homes or local communities when they need it. Telehealth technologies provide clinical care in circumstances where distance separates those receiving services and those providing services.

Services include:

- Remote patient monitoring
- VA video connect – appointments in the comfort of your own home

VA Mobile:

VA Mobile develops mobile apps that offer safe and secure access to VA records - all from a mobile device. VA apps are developed for both Veterans and health care professionals to allow them to access information on demand when they need it most, making it easier for Veterans to be more actively involved in their health care and giving VA care teams true mobility of patient data for the first time.

For more information, visit: <https://mobile.va.gov/>



Scan the QR code for more information

CONTACT

INFO:

To sign up for a MyhealthIeVet account contact our MyhealtheVet Coordinator:
(603) 624-4366
ext. 2291

MyHealtheVet:

MyHealtheVet is VA's web-based Personal Health Record for Veterans. With MyHealtheVet, Veterans have access to VA online tools that will help them track their health information and appointments, refills prescriptions, download information from their VA health records through VA Blue Button, communicate with their VA care team through Secure Messaging and access other resources to help them lead healthier lives.

For more information, visit:

<https://www.myhealth.va.gov/mhv-portal-web/home>



Scan the QR code for more information

Home Based Primary Care

Home Based Primary Care is health care services provided to Veterans in their home. A VA physician supervises the health care team who provides the services. Home Based Primary Care is for Veterans who have complex health care needs for whom routine clinic-based care is not effective.

The program is for Veterans who need team based in-home support for ongoing diseases and illnesses that affect their health and daily activities. Veterans usually have difficulty making and keeping clinic visits because of the severity of their illness and are often homebound, but that is not required

This program is also for Veterans who are isolated, or their caregiver is experiencing burden. Home Based Primary Care can be used in combination with other Home and Community Based Services.

What services can I get? HBPC provides a team of experienced health care professionals. Together they review the Veteran's health care needs and offer treatments and support for the Veteran and his/her caregivers. Services available in HBPC include:

- Primary care visits at home by a physician, nurse practitioner or physician's assistant
- Care management through a nurse practitioner, physician assistant, or nurse
- Social Work
- Rehabilitation
- Psychology
- Nutrition
- Pharmacy

If you are interested in Home Based Primary Care, talk with your Primary Care Provider about your eligibility.



Scan the QR code for more information

Gender Affirming Care

Serving ALL who served

The Manchester VA Medical Center is committed to providing top quality care to all Veterans including lesbian, gay, bisexual, transgender, and queer or questioning (LGBTQ+) Veterans, and Veterans with related identities. In support of this care and to protect your rights, we have policies including but not limited to the following:

- Discrimination based on sexual orientation or gender identity is prohibited.
- Same-sex partners are recognized as the patient's family, even if the partners are not legally married.
- Your name in the medical record will reflect your legal name.
- Veterans are encouraged to use the bathrooms that best align with their gender identity.
- The sex in your medical record should reflect your self-identified gender.
- You have the right to request that name and sex are updated as appropriate.
- Transgender Clinic- providing gender affirming care in a private location. Contact the names below for more information.

For medical or mental health questions:

Jessie Tustin, LICSW

Jessie.Tustin@va.gov

603-851-1552

Sandra D. Lawrence-Clarke, Ph.D.

Sandra.Lawrence-Clarke@va.gov

603-624-4366 x6962

For questions related to benefit claims, vocational rehab or discharge upgrades:

Edward Kelley

Edward.Kelley@va.gov

603-222-5834

Scan the QR code for more information



Mental Health

CONTACT INFO:

(603) 624-4366
ext. 1825

We believe every Veteran is a unique, worthwhile individual who should be treated with compassion, dignity, and respect, and that our success in providing optimal mental health care is based on: our shared goals and commitment; our versatility and flexibility; the high expectations we have of ourselves; our openness to new ideas; and our ability to work as a cohesive and comprehensive care line.

The Manchester Mental Health Service Line provides Outpatient Mental Health Treatment for all eligible Veterans.

Services Include:

- Individual Psychotherapy
- Marriage and Family Therapy
- Group Therapy
- Medication Management
- Substance Use Disorder Individual and group programming
- Medication Assisted Treatment for Substance Use Disorders
- Military Sexual Trauma Individual
- Primary Care-Mental Health Integration
- Homeless Services
- Veterans Justice Outreach Services
- Peer Support Specialists
- Therapeutic Work Employment Services
- Recovery Case Management Program

If you are experiencing a Mental Health Emergency, the Veterans Crisis Line is available 24/7



Patient Advocacy Program

CONTACT INFO:

If you've experienced any problems that you haven't been able to resolve by talking with your care team, please visit the Patient Advocate at your Manchester VA Medical Center, call 603-624-4366 ext. 6491 or contact through MyHealtheVet Secure Messaging to the Patient Advocate Team.

The Patient Advocacy Program is for all veterans and their families who receive care at the Manchester VA Medical Center, Community Based Outpatient Clinics and through VA Community Care.

If you have a compliment, suggestion, or concern regarding your care, first speak with your treatment team. Your treatment team includes your doctor, nurse, social worker, dietitian, pharmacist, chaplain, therapist, and other professionals associated with your medical care. If you feel your concerns are not being addressed by your treatment team, you may contact a VA Patient Advocate. A Patient Advocate is an employee who is specifically designated at each VHA facility to manage the feedback received from veterans, family members and friends. The Patient Advocate works directly with management and employees to facilitate resolutions.

Clinical Decision Appeal Process- There may come a time when you do not agree with your provider about the care that you are or will be receiving. Should this occur, discuss your concerns with your provider. If you still have concerns, we can have a second level review from your provider's supervisor or the Chief of the Service. If your concern is still unresolved, please contact the Patient Advocate who can assist you, if appropriate, in filing an appeal for a review of your concern.

Surveys - After your visit, you may receive a confidential questionnaire in the mail or an electronic survey to your email asking you about your satisfaction with recent outpatient or inpatient treatment at our medical center. Please use the survey to let us know of any concerns, complaints, or questions you have about your care. We also appreciate compliments about what we are doing right. Each veteran's survey is used to help VA identify opportunities for improvement and to note positive trends — locally, regionally, and nationally.

Patient Rights and Responsibilities - Employees must respect and support your rights as a patient. Patient Rights and Responsibilities are posted in outpatient and inpatient areas. If you have not received a copy of your Rights and Responsibilities, please contact the Patient Advocate who can provide you with a copy.

Primary Care

CONTACT INFO:

Interested in signing up for a primary care provider? Call (603) 624-4366 x3199.

Your Primary Care Provider and Care Team:

At VA Manchester, we take a team approach to health care—with you at the center. Research shows this kind of approach leads to better quality care, more satisfied patients, and fewer hospital visits.

Who will provide care for me at VA?

After you sign up for VA health care and choose your main VA location, we'll assign you to a health care team called a Patient Aligned Care Team (or PACT). Your team will be made up of you, those who support you (like your family members and caregivers), and your health care providers.

Your team will include a:

- Primary care provider (your main doctor, nurse practitioner, or physician's assistant)
- Clinical pharmacist (a pharmacist who works with you and your primary care provider to make sure you're taking the medicines that are right for you and your overall health)
- Registered nurse (RN) care manager (a nurse who makes sure your care is coordinated across all providers and services, and meets your health goals and your plan for care)
- Licensed practical nurse (LPN) or medical assistant and clerk (team members who help to support you and the other health care providers on your team)
- Social Worker (PACT Social Workers) provide care coordination, psychosocial assessments and vital linkages to VA and Community Resources to support and promote Veteran Centered Care

Your team will:

- Build a partnership with you. You'll be an active member of the team, and you'll work with your team to plan and make decisions to meet your personal health goals. Your team will offer wellness care, education, and lifestyle coaching to help you stay healthy.
- Provide or arrange for preventive care, such as immunizations (like flu shots) to prevent illness and screenings to help find diseases like cancer in their earliest stages—when treatment is most likely to be successful.
- Coordinate your care. Team members will meet often to talk with you—and each other—about your progress and goals. And they'll coordinate any care you may need from specialists outside the team.

Specialty & Acute Care Clinics

CONTACT INFO:

(603) 624-4366
ext. 2260

VA Manchester offers a variety of specialized care. Receiving your specialized care within VA allows for consistent care and communication with the Primary Care team. Specialists from the following clinics are available:

- Allergy
- CPAP Clinic
- Dermatology
- Endocrinology
- Hematology
- Home Oxygen
- Infectious Disease
- Infusion Clinic
- Neurology
- Oncology
- Pulmonary
- Pulmonary Function Testing
- Rheumatology
- Sleep Medicine

Allergy- diagnosis and treatment of allergic and immunologic conditions. Allergy testing and administration of allergy extracts to desensitize allergic reactions.

CPAP- management and education of CPAP equipment.

Dermatology- diagnosis and treatment of skin conditions.

Endocrinology- diagnosis and treatment of conditions related to the endocrine system. Diseases such diabetes, hypothyroidism, and more.

Home Oxygen- management of patients who require supplemental oxygen in the home.

Infectious Disease- treatment and management of infectious diseases that require lifelong management.

Infusion Clinic- infusions services for chemotherapy and blood products.

Neurology- diagnosis and treatment of nervous system disorders. Disorders such as, ALS, TBI, migraines and more.

Oncology/Hematology- diagnosis and treatment of cancer and blood disorders.

Pulmonology- diagnosis and management of lung disorders.

Pulmonary Function Testing- testing of the lungs that provides the Pulmonologist with vital information related to lung functioning.

Rheumatology- treatment and management of disorders that affect the joints.

Sleep Medicine- treatment of common sleep disorders such as sleep apnea.

Vet Centers

Vet Center is a community focused counseling center that provides confidential help for Veterans, service members, and their families in a comfortable non-medical setting.

We are proud to serve Veterans and service members from all conflicts and backgrounds.

Vet Centers are community-based centers located off-base across New Hampshire that offer:

Counseling Services:

- We provide individual, group, couples, and family counseling to talk through problems, brainstorm solutions, discuss what resources are available, and work with you to create effective and practical plans for your personal growth.

Referral Services:

- We provide medical, benefit, employment, and other VA and community referral services to help you and your family navigate time-consuming tasks, like applying for VA benefits, or finding a job.

Community Engagement:

- Vet Center helps you connect with your community by working with local partners and using our resources to advocate for your needs and connect you to other Veterans in your community.

To learn more about Vet Center eligibility, scan the QR code.



Locations:

Manchester Vet Center

1461 Hooksett Rd, B7
Hooksett, NH 03106
603-668-7060

Berlin Vet Center

515 Main Street Suite 2
Gorham, NH 03581
603-752-2571



Whole Health

Want more information?

Talk with your primary care team about What Matters Most in your life or contact the Whole Health team at x5046.

CONTACT INFO:

To learn more about getting involved in Whole Health activities, contact (603) 624-4366 Ext. 5046

Whole Health is an approach to health care that empowers and equips Veterans to take charge of their health and well-being and to live their life to the fullest. Traditionally, providers have focused on what's the matter with patients, zeroing in on their diseases and ailments. We are working to shift this focus by instead starting a conversation about what matters most to Veterans. We want to put the Veteran — rather than the disease — at the center of their health and health care.

The practice of Whole Health

- Places each Veteran at the center of his or her own health care
- Shifts the focus of care toward health and well-being
- Utilizes Mindful Awareness to promote self-care and healing
- Emphasizes the importance of relationships and partnerships
- Incorporates a range of conventional and complementary approaches



Whole Health Coaching

Whole Health Coaches support the Veteran in achieving their standard of optimal health that takes into account the mental, physical, and social well-being of the Veteran. Using the Personal Health Inventory (PHI), the Whole Health Coach assists the Veteran in developing a Personal Health Plan (PHP) that is based on what matters most to the Veteran; the plan is based on the Veteran's own goals, values, preferences, and lifestyle.

Wellness Center

Veterans enrolled at Manchester VA are welcome to engage in group programs, such as yoga, tai chi, mindfulness, etc. to further support individual health and wellness goals and/or utilize the fitness center during open gym times. Please refer to the monthly Whole Health program calendar for a comprehensive list of available programs and the open gym schedule.

Women Veterans Program

CONTACT INFO:

Women Veterans
Program Manager
(603) 624-4366
ext. 6541

Breast Health
(603) 624-4366
ext. 1193/2498

Maternity Care
(603) 624-4366
ext. 1805/1859

Women are the fastest growing group in the Veteran population. Over the past two decades, our resources, services, and culture have transformed to meet your unique health care needs. Today's VA is focused on the needs of women Veterans and cultural transformation.

Services available include:

- Comprehensive women's health primary care services
- General health care and wellness checks, including routine screenings, women specific care, chronic disease management, and mental health services.

Gynecologic and Fertility:

All Veteran's eligible for Health Care services are eligible to receive infertility evaluation and treatment. Veterans may be eligible for IVF, under certain criteria. For questions relating to infertility care and treatment, please reach out to your Primary Care Provider or local Women Veterans Program Manager.

Breast Health and Mammography Care:

The Breast Health and Mammography team provides care coordination throughout the entirety of your mammography and breast health journey. Veterans in need of a Mammogram or Breast Health care are encouraged to speak with their Primary Care Provider. A consult must be received in order for your care to be authorized and covered. Our team works collaboratively with your Provider and the Community to ensure timely care is received.

Maternity Care Services:

VA offers Maternity Care Coordination and Services. Maternity Care services are available through VA's Community Care partnership. Veteran's eligible for VA Health Care are eligible to receive Maternity Care. To access your Maternity Care benefits, please notify your Primary Care Provider as soon as you become pregnant so that a Maternity-Consult may be placed. This consult is required in order for your Maternity Care benefits to be authorized. Maternity services include routine pregnancy care, diagnostic imaging, labor and delivery including hospital admission, newborn care including inpatient and outpatient care for the newborn for the first 7 days immediately following birth, and more. Maternity Care Coordination provides clinical care coordination services to Veterans enrolled in the program via telephone or Video Connect and includes monthly-bimonthly check in calls by the MCC Nurse and Social Worker. Veterans also receive a comprehensive lactation kit, including a breast pump, nursing pads, 3 nursing bras, lanolin cream, support belt, milk storage bags and a consultation call or video session with a lactation nurse.

BEA

VOICE FOR VETERANS

REPORT WRONGDOING

- ▶ Crimes and violations of rules/regulations
- ▶ Mismanagement or a gross waste of funds
- ▶ Abuse of authority
- ▶ Risks to patients, employees, and property

SUBMIT A COMPLAINT

ONLINE: www.va.gov/oig/hotline

FAX: 202.495.5861

MAIL: VA Inspector General Hotline (53H)

810 Vermont Ave, NW

Washington, DC 20420

PHONE: 800.488.8244

**SCAN HERE FOR
VA OIG HOTLINE**



**U.S. DEPARTMENT OF VETERANS AFFAIRS
OFFICE OF INSPECTOR GENERAL**

Report a Patient Safety Concern



Do you have a patient safety concern about a health care organization?



What we do...

The Joint Commission helps accredited health care organizations improve patient safety and the quality of their services. Your report of a patient safety or quality of care concern will help us guide the organization to make the necessary improvements which will reduce or preferably eliminate the likelihood of harm to patients in the future.

The Joint Commission's goal is to evaluate performance of the organization based on our established standards of care; therefore The Joint Commission does not evaluate the appropriateness of specific care of an individual patient; or address billing issues, payment/financial disputes or legal matters/disputes.

If you prefer, you also have the option to contact and work directly with the health care organization to seek resolution of your patient safety concern and/or on matters beyond the scope of The Joint Commission's review, as listed above.

How to report a concern?

The preferred method for submitting a concern is through our **online submission form**. This is the quickest and most direct way to reach us. You also have the option to submit your safety concern or event anonymously.



Online: www.jointcommission.org; Click on



located under "Connect With Us"



Mail: Provide a brief (please limit to two pages) summary of your safety concern and the complete name and address for the location where care was received. Please be as specific as possible.



Office of Quality & Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181

In order to protect your Personal Health Information, The Joint Commission **will not accept** copies of medical records, photos or billing invoices and other related personal information. Any such document received will be shredded upon receipt, per our policy.

Would you like to Thank A Nurse?

Please consider nominating them
for our international nurse recognition

The DAISY Award was established by the family of J. Patrick Barnes who died at age 33 of ITP, an auto-immune disease. The Barnes Family was awestruck by the clinical skills, caring and compassion of the nurses who cared for Patrick, so they created this international award to say thank you to nurses everywhere.

Submit your nomination at
WWW.Daisyfoundation.org
or scan the QR code



HONORING NURSES INTERNATIONALLY
IN MEMORY OF J. PATRICK BARNES



Thank you for entrusting us with your care!

Patient Guide created by Annie Duquette, RN
If you have any questions or suggestions for the next guide, please email,
annie.duquette@va.gov

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Manchester Healthcare System