



VA Butler HEALTHCARE Making Lives Better® • butler.va.gov

Building 1

H A N D B O O K

Veteran Orientation





INTRODUCTION



WELCOME



John A. Gennaro, FACHE, MBA, MHSA
Director

At VA Butler Healthcare, we have the great privilege and responsibility to care for the men and women who have served our nation. Our goal is to provide high quality care to Veterans – care that is patient centric, data-driven, continuously improving, and team-based. With everything we do, we will ask the question: ‘How is this Veteran-centered?’ If we cannot answer that fundamental question, we’ll go back to the drawing board! Putting Veterans first is what we are all about at VA, everyday.



Timothy Burke, MD
Chief of Staff

High quality health care to America’s Veterans is our utmost goal. VA Butler Healthcare provides Veterans care that puts them at the center of their health care experience. This care model takes into account the patients’ experiences, preferences, and involves them in new ways. Patient-centered means putting the Veteran first: doing the right thing to care for their unique needs and wishes; providing the right screenings; and making the appropriate decisions about managing diseases and reducing health risks.



LOCATION(S)

VA Butler Healthcare is located in the heart of Butler County, on the bus line, and convenient to shopping, dining, and community support services for Western Pennsylvania and Eastern Ohio-area Veterans. We have been attending to Veterans' total care since 1947 and are the health care choice for over 18,000 Veterans – providing comprehensive Veteran care including primary, specialty, and mental health care – as well as health maintenance plans, management of chronic conditions, preventive medicine needs and social support services. We proudly serve America's Veterans at our main campus as well as at our five Community-Based Outpatient

Clinics in Armstrong, Southern Butler County (Cranberry Township), Clarion, Lawrence and Mercer Counties. At VA Butler Healthcare we are *Making Lives Better*© for America's Veterans every day in every way.

Community-Based Outpatient Clinics deliver care consistent with that received at our main facility. We recognize that a high percentage of our Veterans are better served close to their homes, and we appreciate the opportunity to offer the high quality care associated with VA Butler Healthcare, to all of our Community-Based Outpatient Clinic Veterans and their families.



VA BUTLER HEALTHCARE
800.362.8262

325 New Castle Road
Butler, PA 16001



COMMUNITY-BASED OUTPATIENT CLINICS – *Convenient and Close to Home*



313 Ford Street, Suite 2B
Ford City, PA 16226

ARMSTRONG COUNTY

724.763.4090

Monday-Friday, 8 am – 4:30 pm

Services Available:

Registration, primary care, physical exams, tobacco cessation counseling, pharmacy counseling, Coumadin clinic, routine laboratory, Tele-Health, Tele-Derm, Tele-Retinal Diabetic Eye Exams, Tele-MOVE!, nutrition, women’s health care, social work services, palliative care, outpatient behavioral health services, Chaplain services, and transportation assistance.



AC Valley Medical Center
855 Route 58, Suite 1
Foxburg, PA 16036

CLARION COUNTY

724.659.5601

Monday/Tuesday, 8:30 am – 5 pm

Wednesday/Thursday, 8:30 am – 4:30 pm

Friday, 8:30 am – 12 pm

Services Available:

Registration, primary care, physical exams, tobacco cessation counseling, Coumadin clinic, routine laboratory, Tele-Health, Tele-Derm, Tele-Retinal Diabetic Eye Exams, Tele-MOVE!, nutrition, women’s health care, social work services, palliative care, outpatient behavioral health services.



Freedom Square
1183 Freedom Road, Suite A101
Cranberry Twp, PA 16066

CRANBERRY TOWNSHIP (Butler County)

724.741.3131

Monday-Friday, 8 am – 4:30 pm

Services Available:

Registration, primary care, physical exams, tobacco cessation counseling, pharmacy counseling, Coumadin clinic, routine laboratory, Tele-Health, Tele-Derm, Tele-Retinal Diabetic Eye Exams, Tele-MOVE!, nutrition, women’s health care, social work services, palliative care, outpatient behavioral health services, and transportation assistance.



COMMUNITY-BASED OUTPATIENT CLINICS – *Convenient and Close to Home*



Ridgewood Professional Centre
1750 New Butler Road
New Castle, PA 16101

LAWRENCE COUNTY

724.598.6080

Monday-Friday, 8 am – 4:30 pm

Services Available:

Registration, primary care, physical exams, tobacco cessation counseling, pharmacy counseling, Coumadin clinic, routine laboratory, Tele-Health, Tele-Derm, Tele-Retinal Diabetic Eye Exams, Tele-MOVE!, nutrition, women's health care, social work services, palliative care, podiatry, outpatient behavioral health services, and transportation assistance.



295 N. Kerrwood Drive, Suite 110
Hermitage, PA 16148

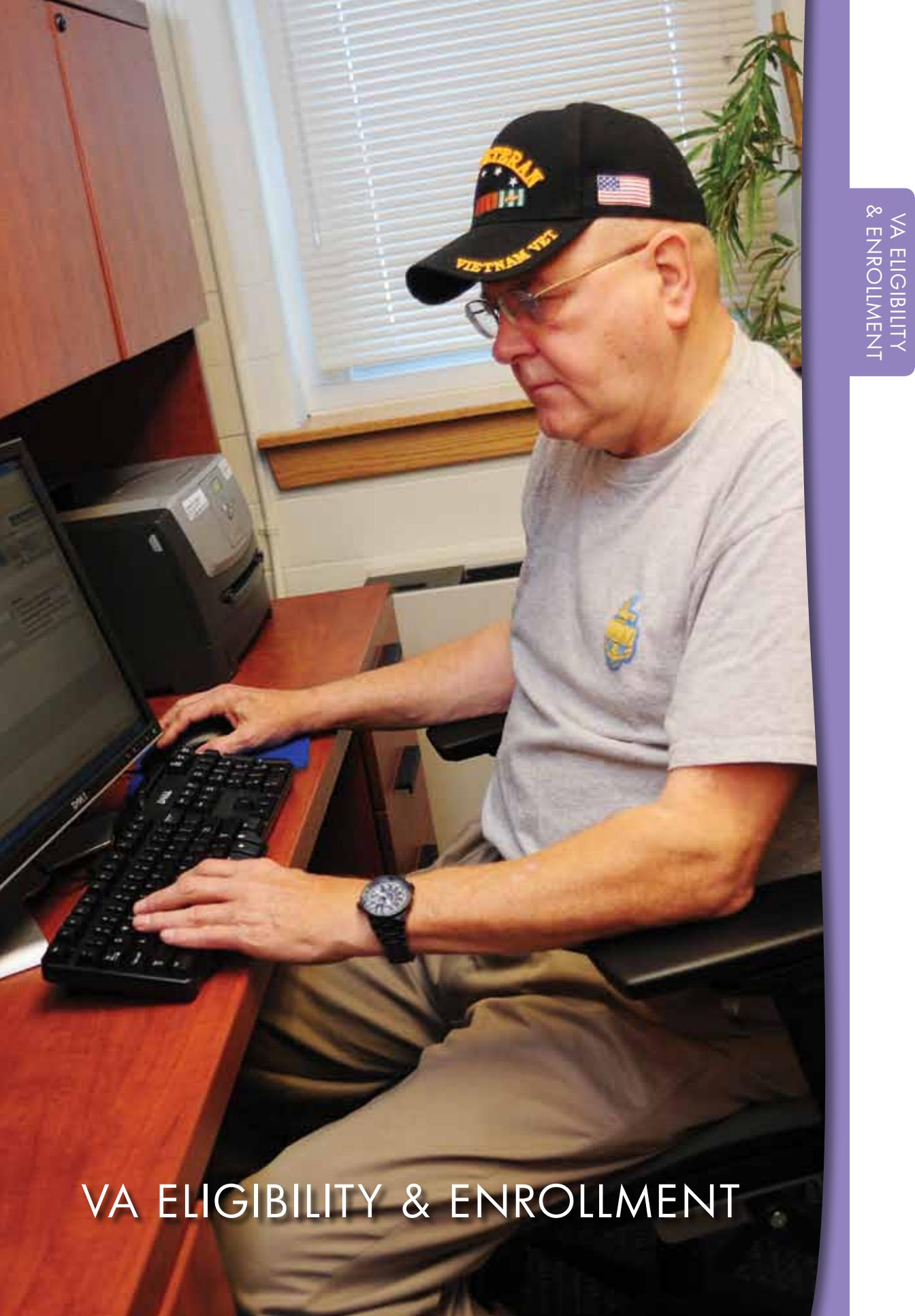
MERCER COUNTY

724.346.1569

Monday-Friday, 8 am – 4:30 pm

Services Available:

Registration, primary care, physical exams, tobacco cessation counseling, pharmacy counseling, Coumadin clinic, routine laboratory, Tele-Health, Tele-Derm, Tele-Retinal Diabetic Eye Exams, Tele-MOVE!, nutrition, diabetic eye exams, women's health care, social work services, palliative care, outpatient behavioral health services, physical therapy, podiatry, radiology, and transportation assistance.



VA ELIGIBILITY & ENROLLMENT



VA ELIGIBILITY & ENROLLMENT

VA Butler Healthcare's Pre-Registration Office provides assistance with VA eligibility, enrollment, financial assessments, benefits, and updating your personal information. The Pre-Registration Office is located near the Primary Care Clinic waiting area. [Contact the Pre-Registration Office by calling toll-free 800.362.8262 ext. 5011 or direct dial 724.477.5011.](tel:800.362.8262)

AM I ELIGIBLE?

Any person who served in the active military, naval, or air service and was discharged or released under conditions other than dishonorable may qualify for VA health care benefits. A financial assessment will determine your eligibility level.

HOW DO I ENROLL?

To begin the VA enrollment process, please complete the Application for Health Care Benefits. It is available online at: www.1010ez.med.va.gov/sec/vha/1010ez/.

Enroll for care TODAY in one of four easy ways:



VISIT US at VA Butler Healthcare or one of our VA Outpatient Clinics near you



CALL our Pre-Registration Office toll free at 800.362.8262 ext. 5011 or direct dial at 724.477.5011



GO ONLINE and complete VA Form 10-10EZ at www.1010ez.med.va.gov/sec/vha/1010ez/ or



PRINT VA Form 10-10EZ at www.va.gov/healthbenefits/ and mail it to:

VA Butler Healthcare Pre-Registration
325 New Castle Road
Butler, PA 16001

Whether mailing or bringing your application in-person, please include the following items:

- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- A copy of your DD214, *Armed Forces Report of Transfer or Discharge*
- A copy of your Purple Heart award letter if it is not noted on your DD214



WHAT IS THE MEANS TEST?

Each year VA requires most Non-Service-Connected (NSC) Veterans and 0% Service-Connected Veterans to complete a financial (income) assessment (referred to as a **Means Test**) to determine ability to pay copayments for medical care, prescription medications, and priority for enrollment in VA health care. Failure to complete the **Means Test** annually will cause your priority for enrollment in VA health care to lapse.

You will NOT be charged a copayment for a VA medication used for treatment of a Service-Connected (SC) medical condition. Those who are classified as SC – 50% or greater – will NOT be charged a copayment on any VA medication. You may be exempt from copayment based on financial hardship as determined by your financial (income) assessment or **Means Test**.

Please ensure that we have the most current information on file for you. Current income data is required for all Non-Service Connected (NSC) Veterans, and for the spouse/dependent.

WHAT ARE PRIORITY GROUPS?

Once you apply for enrollment, your eligibility will be verified. Based on your specific eligibility status, you will be assigned to a Priority Group. The Priority Groups range from 1-8, with 1 being the highest priority for enrollment. Some Veterans may have to agree to copayments to be placed in certain Priority Groups. You may be eligible for more than one Enrollment Priority Group. In that case, you will always be placed in the highest Priority Group you are eligible for. (See Priority Group Table below)

ELIGIBILITY CATEGORIES	
GROUP 1	<ul style="list-style-type: none">• Veterans with service-connected disabilities rated 50% or more disabling• Veterans assigned a total disability rating for compensation based on unemployability
GROUP 2	<ul style="list-style-type: none">• Veterans with service-connected disabilities rated 30% or 40% disabling
GROUP 3	<ul style="list-style-type: none">• Veterans who are former POWs• Veterans awarded the Purple Heart• Veterans awarded the Medal of Honor• Veterans whose discharge was for a disability that was incurred or aggravated in the line of duty• Veterans with VA service – connected disabilities rated 10% or 20% disabling• Veterans awarded special eligibility classification under Title 38, U.S.C., Section 1151, “benefits for individuals disabled by treatment or vocational rehabilitation”

ELIGIBILITY CATEGORIES (continued)

GROUP 4	<ul style="list-style-type: none"> • Veterans receiving increased compensation or pension based on their need for regular Aid and Attendance or by reason of being permanently housebound • Veterans who have been determined by VA to be catastrophically disabled
GROUP 5	<ul style="list-style-type: none"> • Non-service-connected Veterans and non-compensable service-connected Veterans rated 0% disabled whose annual income and net worth are below the established VA Means Test thresholds • Veterans receiving VA pension benefits • Veterans eligible for Medicaid benefits
GROUP 6	<ul style="list-style-type: none"> • Compensable 0% service-connected Veterans • Veterans exposed to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki • Project 112/SHAD participants • Veterans who served in the Republic of Vietnam between January 9, 1962 and May 7, 1975 • Veterans who served in the Southwest Asia theater of operations from August 2, 1990, through November 11, 1998 • Veterans who served in a theater of combat operations after November 11, 1998 as follows: <ul style="list-style-type: none"> - Veterans discharged from active duty on or after January 28, 2003, for five years post discharge
GROUP 7	<ul style="list-style-type: none"> • Veterans with incomes below the geographic means test (GMT) thresholds who agree to pay the applicable copayment
GROUP 8	<ul style="list-style-type: none"> • Veterans with gross household incomes above the VA national income threshold and the geographically-adjusted income threshold for their resident location who agree to copayments • Veterans eligibility for enrollment: <i>Non compensable 0% service-connected and:</i> <ul style="list-style-type: none"> - Sub priority A: Enrolled as of January 16, 2003 who have remained enrolled since that date and/or placed in this sub priority due to changed eligibility status - Sub priority B: Enrolled on or after June 15, 2009 whose income exceeds the current VA National Income Thresholds or VA National Geographic Income Thresholds by 10% or less • Veterans eligibility for enrollment: <i>Non-service Connected</i> <ul style="list-style-type: none"> - Sub priority C: Enrolled as of January 16, 2003, who remained enrolled since that date and/or placed in this sub priority due to changed eligibility status - Sub priority D: Enrolled on or after June 15, 2009 whose income exceeds the current VA National Income Thresholds or VA National Geographic Income Thresholds by 10% or less • Veterans not eligible for enrollment: <i>Veterans not meeting the criteria above:</i> <ul style="list-style-type: none"> - Sub priority E: Non compensable 0% service-connected - Sub priority G: Non service-connected

HOW DO I GET A VETERANS IDENTIFICATION CARD (VIC)?

Once your eligibility for VA medical benefits is verified, you may have your photo taken at VA Butler's Pre-Registration Office in preparation for the Health Eligibility Center to process your Veterans Identification Card, also known as a VIC card. Your card will be mailed to you within seven to ten business days from the Health Eligibility Center in Atlanta, GA. Please bring it to all of your outpatient appointments and use it with the VA kiosks (our automatic check-in systems) conveniently located in each clinical area waiting room.

Please note, your VIC card is not your insurance card. It is to be used for VA identification (ID) purposes only. Please bring your insurance cards with you to all appointments.





VA PRIMARY
CARE

VA PRIMARY CARE



VA PRIMARY CARE

VA Butler Healthcare uses a team approach to health care referred to as PACT, or Patient Aligned Care Team. You are the center of the care team which also includes your family members, caregivers, and your health care professionals – a primary care provider, nurse care manager, administrative medical health technician and a medical support assistant. PACT is each Veteran working together with health care professionals to plan for whole-person care, lifelong health and wellness, and excellence in every aspect of patient care. PACT focuses on:

PARTNERSHIPS between Veterans and health care teams

ACCESS TO CARE through a variety of methods
(such as My HealthVet Secure Messaging and Telehealth)

COORDINATED CARE among all team members

TEAM-BASED CARE with Veterans at the center of their PACT

We offer a wide range of treatment programs, placing a special focus on health care prevention. Primary care services available to you include:

- Diagnosis and Management of Acute and Chronic Medical Conditions
- Advance Directives
- Cancer screenings
- Immunizations and health screenings
- Nutrition and weight counseling
- Onsite blood draw
- Prescriptions
- Radiology
- Tobacco Cessation
- Women Veterans' health care

You are encouraged and expected to seek assistance from your PACT team. VA Butler's Veteran Experience Officer can also assist you and your family members with questions, concerns and difficulties regarding your health care experience. The patient advocate facilitates between VA resources and you to find the best solutions, as well as provides assistance educating and working with you to receive the highest quality care and services. [To learn more, please call VA Butler's Veteran Experience Officer at 724.287.2547 \(office\) or 724.841.9091 \(cell\).](#)





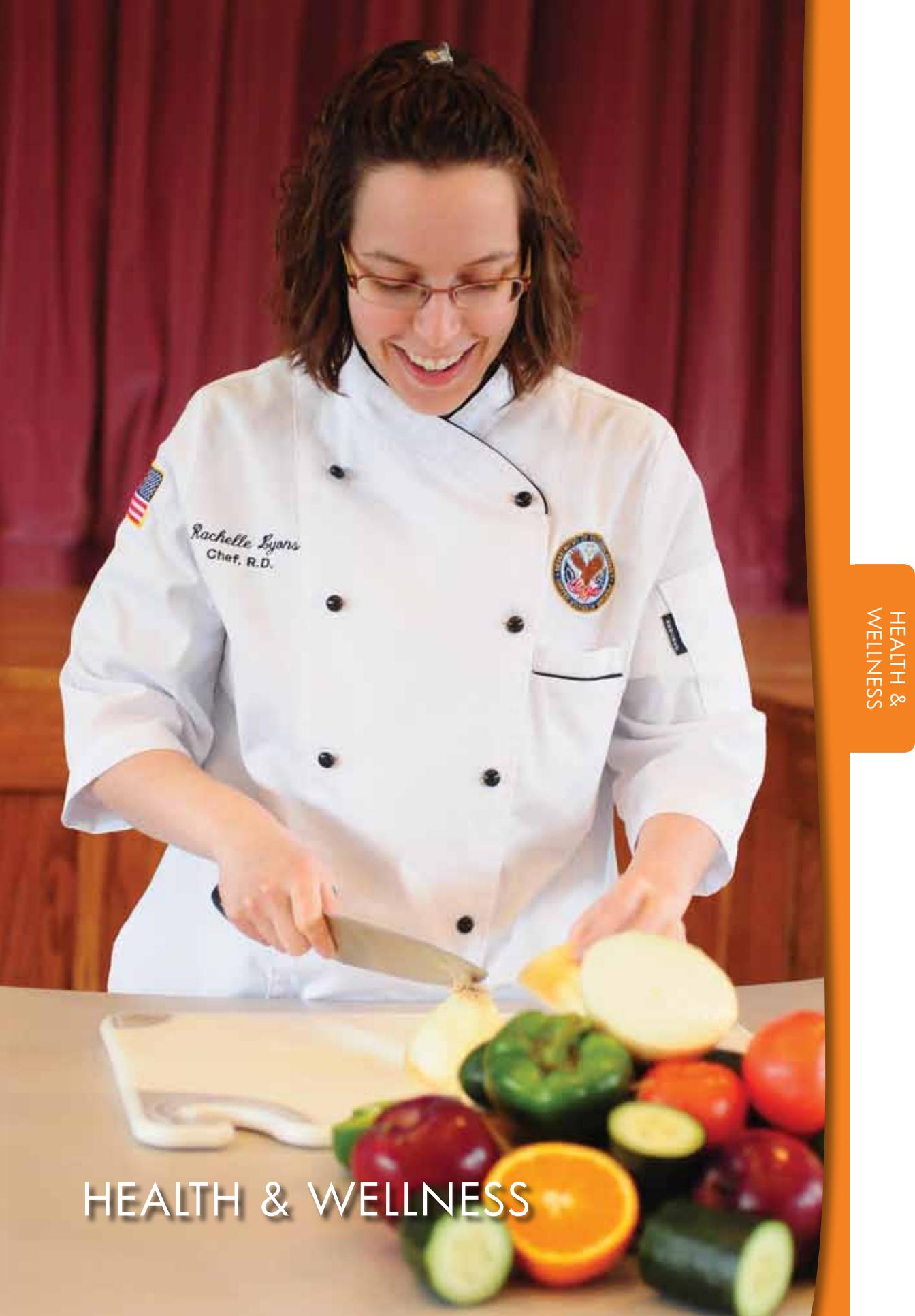
VA BUTLER HEALTHCARE PACT TEAM

DUAL CARE

We recognize that some Veterans may wish to get health care from a VA provider as well as a private physician. Dual Care refers to patients who have a VA health care provider and a private health care provider – often for treatment of the same medical condition(s).

Guidelines for Dual Care:

- Provide complete, up-to-date VA provider and private physician contact information (telephone number, address, and fax number) to both health care providers **(VA and private).**
- Provide an up-to-date copy of the portions of your patient record that relate to the condition(s) you are being treated for by both health care providers **(VA and private).**
- Bring all current medication prescription bottles to both of your health care provider appointments **(VA and private).**



Rachelle Lyons
Chef, R.D.



HEALTH &
WELLNESS

HEALTH & WELLNESS



HEALTH & WELLNESS

Your PACT team is committed to educating you about your health and keeping you informed and proactive in preventing disease to maintain good health.

The best cure is preventing the onset of disease. We are committed to raising the awareness of healthy behaviors and encouraging and supporting you in your efforts to adopt healthy lifestyles. To facilitate this, nine “Healthy Living” messages were developed:

1. BE INVOLVED IN YOUR HEALTH CARE – Take an active role. Work with your health care team to improve your health.
2. BE TOBACCO FREE – Quitting the use of tobacco is the single most important thing you can do to improve your health and protect the health of your family members.
3. EAT WISELY – Eat a variety of foods including vegetables, fruits, and whole grains. Limit salt, fat, sugar, and alcohol.
4. BE PHYSICALLY ACTIVE – Avoid inactivity. Aim for at least 2 ½ hours of moderate-intensity aerobic activity each week.
5. STRIVE FOR A HEALTHY WEIGHT – Maintain an ideal weight. If you need to lose weight, losing even a little will help.
6. LIMIT ALCOHOL – Avoid “binge drinking.” If you choose to drink alcohol, drink in moderation (women no more than 1 drink a day; men no more than two drinks a day).
7. GET RECOMMENDED SCREENING TESTS AND IMMUNIZATIONS – Get an annual checkup to stay up-to-date with the recommended screenings and immunizations for your age group. Recommendations for preventive services depend on your age, gender, health status, and family history.
8. MANAGE STRESS – Pay attention to stress. Learn about ways to help you manage and reduce your stress.
9. BE SAFE – Find out how to prevent sexually transmitted infections, falls, and motor vehicle crashes. Take action to protect yourself and those you love from harm.

To learn more, please call VA Butler’s Health Promotion & Disease Prevention Program Manager at 800.362.8262 ext. 2292, or visit www.butler.va.gov/services/Health_and_Wellness.asp.

TOBACCO CESSATION

Tobacco use is the leading preventable cause of premature death. Tobacco harms nearly every organ of the body and causes one in five deaths in the United States alone. To help Veterans quit tobacco use, VA Butler offers tobacco cessation classes and tobacco cessation support groups. [To learn more, please call VA Butler's Tobacco Cessation Lead Clinician at 800.362.8262 ext. 2738 or visit \[www.prevention.va.gov/Be_Tobacco_Free.asp\]\(http://www.prevention.va.gov/Be_Tobacco_Free.asp\).](#)

NUTRITION SERVICES & MOVE!

VA Butler provides one-on-one nutrition counseling for Veterans referred by their Primary Care Provider. Registered dietitians can help you to better understand how the food you eat influences your health, and will work with you to improve your health. If you are interested in an appointment with a dietitian, talk to your PACT team to obtain a referral. Veterans can also attend VA Butler's "Nutrition Kitchen." A VA dietitian will provide frequent demonstrations on healthy cooking to give you a real- world cooking education.

MOVE! is the national VA weight management program that focuses on healthy lifestyle changes by eating right and getting exercise regularly. There are several support and maintenance program options available, ranging from group and individual sessions to in-home and telephone programs. The **MOVE!** Program is designed to meet the individual health and wellness needs of each Veteran through nutrition, physical activity, and behavioral lifestyle changes and self management tools. There are no copayments for the

program! [To learn more, please call VA Butler's MOVE! Team at 800.362.8262 ext. 5504 or visit \[www.move.va.gov\]\(http://www.move.va.gov\).](#)

MY HEALTHEVET

My HealthVet is VA's award-winning online Personal Health record, located at www.myhealth.va.gov that offers Veterans, active duty service members and registered users anywhere, anytime, Internet access to health care information, resources, and wellness tools. My HealthVet is the gateway to web-based health education and online services – including a privacy-protected message service that allows you to communicate non-urgent health-related information with your VA health care team. With My HealthVet, users access trusted, secure VA health and benefits tools and information at your convenience. My HealthVet is VA's 24/7 online access to VA. [To learn more, please contact VA Butler's My HealthVet Coordinator at 800.362.8262 ext. 2595 or visit \[www.myhealth.va.gov\]\(http://www.myhealth.va.gov\).](#)

VA PASTORAL CARE

VA Butler's Pastoral Care Department provides emotional and spiritual comfort and support to Veterans and their families. Veterans in need of physical, emotional, or spiritual support are treated with compassionate, nonjudgmental, and non-coercive care. We are here to help you discover or strengthen your spiritual identity on your journey through a medical, physical, or mental crisis. [To learn more, please call VA Butler's Chief Chaplain at 800.362.8262 ext. 5009 or visit \[www.butler.va.gov/services/Pastoral_Care.asp\]\(http://www.butler.va.gov/services/Pastoral_Care.asp\).](#)



VA SPECIALTY
CARE MEDICINE

VA SPECIALTY CARE MEDICINE



VA SPECIALTY CARE MEDICINE

VA Butler's Specialty Care Clinic addresses a variety of specialty care medicine services including:

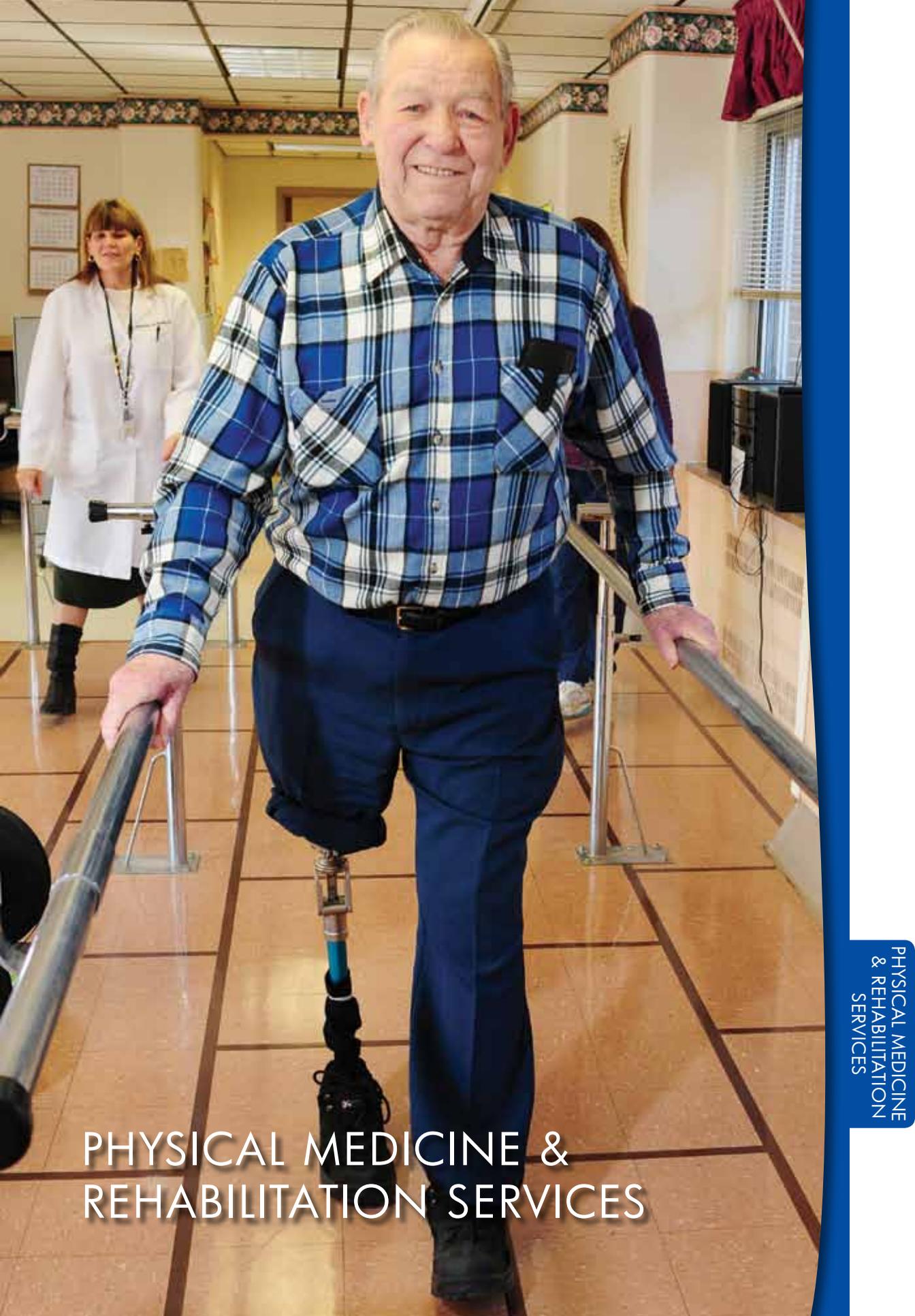
- Audiology
- Cardiology
- Chaplaincy
- Chiropractic
- Dental
- Dermatology
- Neurology
- Nutrition
- Gynecology
- Optometry/Ophthalmology
- Pain Management
- Physiatry
- Podiatry
- PTSD (Post Traumatic Stress Disorder)
- Retinal Imaging
- Sleep Medicine
- Speech Pathology
- Substance Abuse
- Spinal Cord Injury
- Physical Medicine & Rehabilitation Services
 - Physical Therapy
 - Occupational Therapy
 - Kinesiotherapy
 - Speech Therapy
 - Prosthetics

Through our affiliation with VA Pittsburgh Healthcare Care System (VAPHS) we also provide access to:

- Allergies
- Arthritis
- Bariatric Surgery
- Cardiac Surgery
- Cardiology
- Ear, Nose, and Throat (ENT)
- Emergency Care Services
- Endocrinology
- Gastroenterology (GI)
- General Surgery
- Geriatric /Gerontology
- Hematology
- Infectious Disease
- Neurosurgery
- Oncology/Hematology
- Orthopedics
- Pain Services
- Pulmonary
- Reconstructive Surgery
- Renal
- Rheumatology
- Surgical Oncology
- Thoracic Surgery
- Transplantation (Liver/Kidney)
- Urology
- Vascular Surgery

All VA Specialty Care Clinic services are available through referral from your Primary Care Provider. Your provider may also refer you to other specialty care providers outside VA Butler Healthcare. [To learn more, please call 800.262.8262 ext. 2205 or visit \[www.butler.va.gov/services/Specialty_Care.asp\]\(http://www.butler.va.gov/services/Specialty_Care.asp\).](http://www.butler.va.gov/services/Specialty_Care.asp)





PHYSICAL MEDICINE & REHABILITATION SERVICES



Making Lives Better® ★ butler.va.gov

PHYSICAL MEDICINE AND REHABILITATION SERVICES

VA Butler offers an intensive level of inpatient and outpatient physical medicine and rehabilitation services to improve optimal independence in daily living, restore health, and provide physical and cognitive support including:

PHYSICAL THERAPY –

maximizes mobility, safety, and independence to reduce pain, inflammation, and movement restrictions, including; heat/cold treatments, ultrasound, whirlpool, massage, and therapeutic exercise

OCCUPATIONAL THERAPY –

increases functional independence with daily living activities, including: activities for upper extremity strength and coordination, dressing, hygiene, self-feeding, cognitive retraining activities, and adaptive equipment



KINESIOTHERAPY –

focuses on strength, flexibility and functional limitations, including: individual instruction to maximize mobility, safety, and independence

SPEECH THERAPY –

treats communication and swallowing disorders associated with stroke, traumatic brain injury, neurological condition, or laryngectomy

PROSTHETICS & SENSORY AIDS –

prescribes supplies, equipment, devices, and services to optimize health and independence of the Veteran, including: orthotics, hearing aids, eyeglasses, walking aids, and other medically necessary items. To learn more, please call 800.362.8262 ext. 5610 or visit www.butler.va.gov/services/Prosthetics.asp.

POLYTRAUMA –

is defined as a blast-related injury to two or more organ systems resulting in physical, cognitive, psychological, or psycho-social disabilities. VA Butler Healthcare offers services to help treat Veterans with polytrauma issues that occurred during deployment or at home. To learn more, please call VA Butler's Polytrauma Coordinator at 800.362.8262 ext. 2493 or visit www.polytrauma.va.gov.

TRAUMATIC BRAIN INJURY (TBI) –

may occur when a Veteran experiences exposure to blasts or explosions, vehicle accidents, falls or other heard trauma during deployment or at home. This type of injury can range from very mild to severe. Services are available to treat Veterans with TBI. To learn more about TBI, please visit www.polytrauma.va.gov/understanding-tbi/.



VA BEHAVIORAL HEALTH

VA BEHAVIORAL
HEALTH



Making Lives Better® ★ butler.va.gov

VA BEHAVIORAL HEALTH

VA Butler's Center for Behavioral Health (CBH) is a treatment resource for Veterans struggling with a wide range of emotional, readjustment and behavioral health issues such as post-traumatic stress disorder (PTSD), depression, anxiety, mental illness, substance abuse, or military sexual trauma (MST). Interdisciplinary staff includes psychologists, psychiatrists, psychiatric nurses and social workers. Psychiatric medication and evidence based treatments are available as recommended. [To learn more, please call VA Butler's Center for Behavioral Health at 800.362.8262 ext. 5039 or visit www.butler.va.gov/services/Behavioral_Health.asp.](http://www.butler.va.gov/services/Behavioral_Health.asp)



DOMICILIARY RESIDENTIAL REHABILITATION TREATMENT

VA Butler's 56-bed Domiciliary is a residential facility on VA Butler's main campus for eligible male and/or female Veterans who may be dealing with issues such as homelessness, mental health, substance abuse and unemployment. The Domiciliary provides a residential, rehabilitative, therapeutic environment with a goal of successfully reintegrating Veterans back into the community. [To learn more, please call 800.362.8262 ext. 5033 or visit www.butler.va.gov/services/Domiciliary_Residential_Rehabilitation_Treatment.asp.](http://www.butler.va.gov/services/Domiciliary_Residential_Rehabilitation_Treatment.asp)

OUTPATIENT SUBSTANCE ABUSE TREATMENT

If you are struggling with alcohol, tobacco, or drug use (this can include use of street drugs as well as using prescription medications in ways they weren't prescribed), effective treatments are available for eligible Veterans at VA Butler Healthcare. Substance abuse treatments address problems related to unhealthy use of alcohol to life-threatening addictions. Treatment options include therapy, either alone with a VA therapist or in a group, as well as medications to help Veterans refrain from alcohol, tobacco and drug use. [To learn more, please call VA Butler's Mental Health Department at 800.362.8262 ext. 5039 or visit \[www.mentalhealth.va.gov/substanceabuse.asp\]\(http://www.mentalhealth.va.gov/substanceabuse.asp\).](#)

MILITARY SEXUAL TRAUMA (MST)

VA Butler Healthcare provides free, confidential counseling and treatment to male and female Veterans for mental and physical health conditions related to experiences of MST. You are not required to be service-connected and may be able to receive this benefit even if you are not eligible for other VA care. You do not need to have reported the incident when it occurred or have other documentation that it did occur. [To learn more, please call VA Butler's MST Coordinator at 800.362.8262 ext. 2498 or visit \[www.butler.va.gov/services/Military_Sexual_Trauma_MST_Treatment.asp\]\(http://www.butler.va.gov/services/Military_Sexual_Trauma_MST_Treatment.asp\).](#)

POST-TRAUMATIC STRESS DISORDER (PTSD)

Post traumatic stress disorder is a normal reaction to a traumatic or life-threatening experience. Strong emotions caused by the event can cause changes in the brain that may result in PTSD. When you have PTSD, dealing with the past can be difficult. Treatment is available to help you recover. PTSD treatment options may include: Psycho-education classes, building coping skills, individual and group therapies, medication, and/or evidenced-based treatments. [To learn more about PTSD and PTSD treatment, please call VA Butler's Mental Health Department at 800.362.8262 ext. 5039 or visit \[www.ptsd.va.gov\]\(http://www.ptsd.va.gov\).](#)

SUICIDE PREVENTION

The Veterans Crisis Line connects Veterans in crisis and those who care about them with immediate services from qualified, caring VA responders through a confidential toll-free hotline, online chat, or text message. Veterans and their loved ones can call 800.273.8255 and press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year. [To learn more, please call VA Butler's Suicide Prevention Coordinator at 800.362.8262 ext. 2737 or visit <http://veteran.scrisisline.net/> for more information.](#)



VA SOCIAL SUPPORT SERVICES



VA SOCIAL SUPPORT SERVICES

VA Butler's Social Support Services help Veterans and those who care about them with comprehensive Veteran care and support services. Social workers are available to help Veterans find resources to meet their needs within the VA system and in their community including; home health, legal assistance, transportation, and community living resources and services. Social workers also offer counseling conducted through one-on-one discussions, family conferences, and group classes. [To learn more or to contact a VA Butler Healthcare Social Worker, please call 800.362.8262 ext. 2485 or visit \[www.socialwork.va.gov\]\(http://www.socialwork.va.gov\).](#)

ADVANCE DIRECTIVES

An *Advance Directive (AD)* is a general term that refers to legal forms or documents that help your provider and family members understand your wishes about your health care. An advance directive assists them in deciding types of treatments if you are too ill to decide or unable to communicate for yourself. There are two types of Advance Directives:

- **A living will** lets you state in advance what kind of care you do or do not want if there comes a time when you cannot make these decisions for yourself.
- **A durable power of attorney for health care** is used to appoint a person you trust to make health care decisions for you when you cannot or choose not to make your own decisions. This person is called a proxy or health care agent.

A *Mental Health Advance Directive (MHAD)* is a legal document you complete that details instructions and wishes for mental health treatment should you become incapacitated and not able to make health treatment decisions on your own. The Directive is also known as a *Declaration for Mental Health Treatment* or a *Psychiatric Advanced Directive*.

If you have completed an *AD* or *MHAD* and wish to make any changes, please notify your PACT Team as soon as possible. [To learn more about Advance Directives, please call VA Butler's Primary Care Social Workers at 800.362.8262 ext. 2485; to learn more about Mental Health Advance Directives, please call VA Butler's Behavioral Health Social Workers at 800.362.8262 ext. 5039.](#)

[To complete an Advance Directive \(VA Form 10-0137\) please visit \[www.va.gov/vaforms/medical/pdf/vha-10-0137-fill.pdf\]\(http://www.va.gov/vaforms/medical/pdf/vha-10-0137-fill.pdf\).](#)



HOMELESS VETERANS

VA Butler Healthcare provides continuous quality services and housing resources for eligible Veterans to end the cycle of homelessness and unemployment. If you are a Veteran who has lost your home or employment, there is hope. Options are available including; health care treatment, employment and job training, and housing support services for eligible Veterans. VA Butler Healthcare offers special programs and initiatives specifically designed to help homeless Veterans live as self-sufficiently and independently as possible. Services range from employment assistance and safe housing to health care and mental health care services. [To learn more, call VA Butler's Homelessness Program Coordinator at 888.362.8261 ext. 2439, the VA's National Call Center for Homeless Veterans at 877.4AID-VET \(877.424.3838\) or visit \[www.butler.va.gov/services/homeless/index.asp\]\(http://www.butler.va.gov/services/homeless/index.asp\).](#)

WOMEN VETERANS

VA Butler Healthcare provides women-centered health care and benefits programs. Comprehensive health care services are available specific to female Veterans' needs including gynecology, mammography, bone density testing, maternity care and counseling in a discreet and private setting. Coordination of support services for female Veterans including medical care, mental health treatment, and violence and abuse counseling are also available. [To learn more, please call VA Butler's Women Veterans Program Manager at 800.362.8262 ext. 2756 or visit \[www.butler.va.gov/services/women/index.asp\]\(http://www.butler.va.gov/services/women/index.asp\).](#)



MINORITY VETERANS

VA Butler Healthcare's Minority Veterans Program educates minority Veterans about their rights and assists eligible Veterans in their efforts to receive VA benefits and services. VA Butler's Minority Veterans Program Coordinator is available to meet one-on-one with Veterans and their families. [To learn more, please call VA Butler's Minority Veterans Program Coordinator at 800.262.8262 ext. 4318, the Center for Minority Veterans at 202.461.6191 or visit \[www.butler.va.gov/services/Minority_Veterans_Program.asp\]\(http://www.butler.va.gov/services/Minority_Veterans_Program.asp\).](#)

FORMER PRISONER OF WAR (FPOW) PROGRAM

If you are a former prisoner of war, you may be eligible to receive special priority for health care in all VA medical centers and Primary Care VA Outpatient Clinics. You are exempt from **Means Test** copayments for inpatient and outpatient medical care, specialty and behavioral health care, and prescription medications. FPOWs are also eligible for dental care, eyeglasses, and hearing aids. Extended care services such as in-home care and nursing home care are also available. VA Butler Healthcare has dedicated staff serving FPOWs. [To learn more, please call VA Butler's FPOW Advocate at 800.362.8262 ext. 2492 or visit \[www.butler.va.gov/services/Former_Prisoner_of_War_FPOW_Program.asp\]\(http://www.butler.va.gov/services/Former_Prisoner_of_War_FPOW_Program.asp\).](#)

RETURNING SERVICE MEMBERS

VA Butler provides priority health care and assistance to Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) service members.

You are eligible if:

- you served in a theater of combat operations during a period of war after the Gulf War or
- were in combat against a "hostile" force during a period of hostilities after November 11, 1998

You may also be eligible if:

- you serve(d) in the National Guard and/or Reserve in support of OEF/OIF/OND
- you were ordered to active duty and served for the full period for which you were called
- you were ordered to active duty and have separated from active military service with a discharge other than dishonorable conditions, or
- you have a service-connected condition.

OEF/OIF/OND combat Veterans receive cost-free medical care for any condition related your service in Iraq/Afghanistan for five years after the date of discharge or release, and may be eligible for one-time dental care if applied for within 180 days of separation date from active duty. [To learn more, please call VA Butler's OEF/OIF/OND Program Coordinator at 800.362.8262 ext 2493 or visit \[www.butler.va.gov/services/returning/index.asp\]\(http://www.butler.va.gov/services/returning/index.asp\).](#)





VOCATIONAL REHABILITATION

Vocational Rehabilitation at VA Butler assists Veterans to prepare for, find, and maintain suitable jobs.

Employment services such as job training, employment-seeking skills, resume development, and other work-readiness assistance is available for Veterans to achieve their employment goals. [To learn more, please](#)

[call VA Butler's Vocational Rehabilitation Manager at 800.362.8262 ext. 2590, or visit \[www.butler.va.gov/services/Vocational_Rehabilitation.asp\]\(http://www.butler.va.gov/services/Vocational_Rehabilitation.asp\).](#)

VA is contributing significant resources to numerous initiatives promoting Veterans education, training, and employment, including the post 9/11 G.I. Bill, vocational skills development services and programs, and VA for Vets. [For more information about VA hiring initiatives, please visit: <http://vaforvets.va.gov>.](#)

CAREGIVER SUPPORT

VA Butler offers a variety of support and service options both in and out of your home. If you are the family caregiver of a Veteran who was injured post-9/11, you may be eligible for additional VA services including a monthly payment, travel expenses while accompanying Veterans undergoing care, access to health care insurance, mental health services and counseling, comprehensive VA caregiver training and respite care. [To learn more about VA Caregiver Support Services, please call VA Butler's Caregiver Support Coordinator at 800.362.8262 ext. 2492, the National Caregiver Support line at 855.260.3274, or visit \[www.butler.va.gov/services/caregiver/index.asp\]\(http://www.butler.va.gov/services/caregiver/index.asp\).](#)

VISUAL IMPAIRMENT SERVICES

VA Butler's Visual Impairment Services Team (VIST) provides a comprehensive program of services for eligible Veterans who have low-vision or who are legally blind. VIST services include: eligibility and enrollment assistance, training and rehabilitation assessment, support and adjustment counseling for Veterans and their families, complete eye examinations, low vision evaluations, and a VIST support group. [To learn more, please call VA Butler's VIST Coordinator at 800.362.8262 ext. 2736 or visit \[www.butler.va.gov/services/Visual_Impairment_Services.asp\]\(http://www.butler.va.gov/services/Visual_Impairment_Services.asp\).](#)



VETERAN INPATIENT SERVICES



VETERAN INPATIENT SERVICES

COMMUNITY LIVING CENTER (CLC)

VA Butler's CLC includes 60 private residential rooms, a game room, a computer lab, a spa room for therapeutic programs, an atrium and outdoor garden and much more. Each Veteran enjoys a private room with Internet access, a study, and a private bath. VA Butler's CLC provides the following services:

- Skilled nursing care
- Rehabilitation
- Restorative care
- Dementia care
- Hospice and Palliative care
- Continuing care
- Respite care
- Geriatric evaluation and management
- Accommodations for overnight family stays



VA Butler's CLC is committed to providing Veteran-centered care. Each Veteran's plan for care is designed around their needs, preferences, and life-long habits. VA Butler's mission is to restore the Veteran to maximum function and independence while providing them safety and comfort. [To learn more, please call 800.362.8262 ext. 2210 or visit www.butler.va.gov/services/Community_Living_Center.asp.](http://www.butler.va.gov/services/Community_Living_Center.asp)

HOSPICE AND PALLIATIVE CARE

Hospice and Palliative Care provides comfort and support to Veterans with chronic or advanced life limiting disease. Services can be provided in-home or in VA Butler's Community Living Center. There is no medical copayment for hospice care.

- **Hospice Care** provides medical services for Veterans who have a known end of life illness with a time limit expectancy. Treatment goals focus on comfort and support rather than cure.
- **Palliative Care** provides a continuum of comfort and support for Veterans with a serious, complex or chronic illness. Care can be provided regardless of Veteran's expected longevity or severity with the illness. Palliative care is offered along with curative treatment and can be provided in the home, as outpatient care, or in an inpatient setting.

To learn more, please call VA Butler's Palliative Care Coordinator at 800.362.8262 ext. 2763 or visit www.butler.va.gov/services/Hospice_Care.asp and www.butler.va.gov/services/Palliative_Care.asp.







TELEHEALTH

Telehealth is health care provided in your home or close to your home. It changes the location where health care services are routinely provided. VA providers and patients can meet for health services without physically being in the same place.

Telehealth at VA Butler helps ensure you get the right care in the right place at the right time – and aims to make your home into the preferred place of care, whenever possible.

VA Butler provides three types of Telehealth: Store-and-Forward Telehealth, Home Telehealth, and Clinical Video Telehealth.

STORE & FORWARD TELEHEALTH –

digital images, video, audio and clinical data are captured and stored, then transmitted or forwarded to another VA facility and evaluated by medical specialists

CLINICAL VIDEO TELEHEALTH –

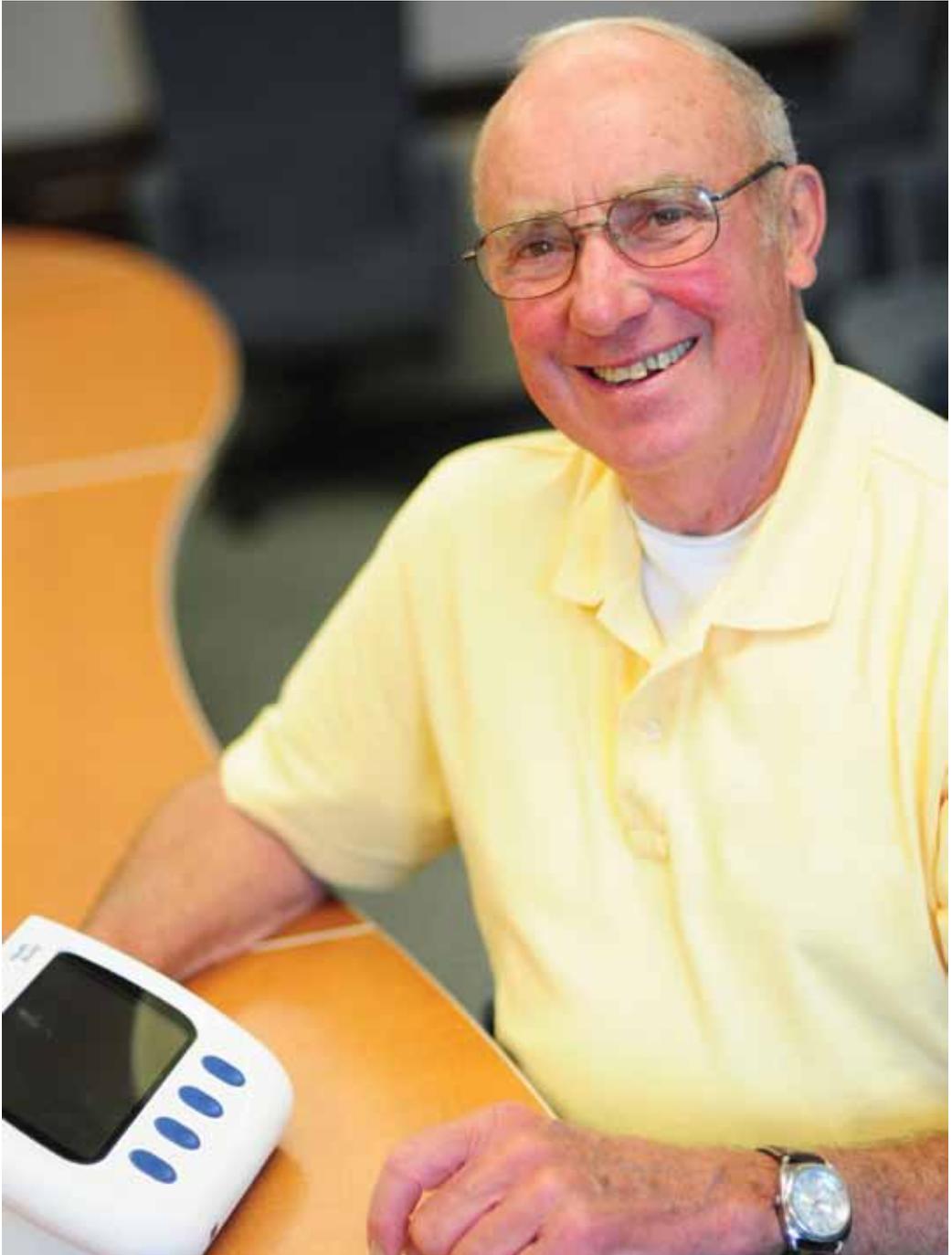
a telecommunications link that allows for instant interaction between Veterans and their provider or even two providers, typically via videoconferencing, providing a web cam video option to a face-to-face appointment for Veterans at VA Primary Care Outpatient Clinics.

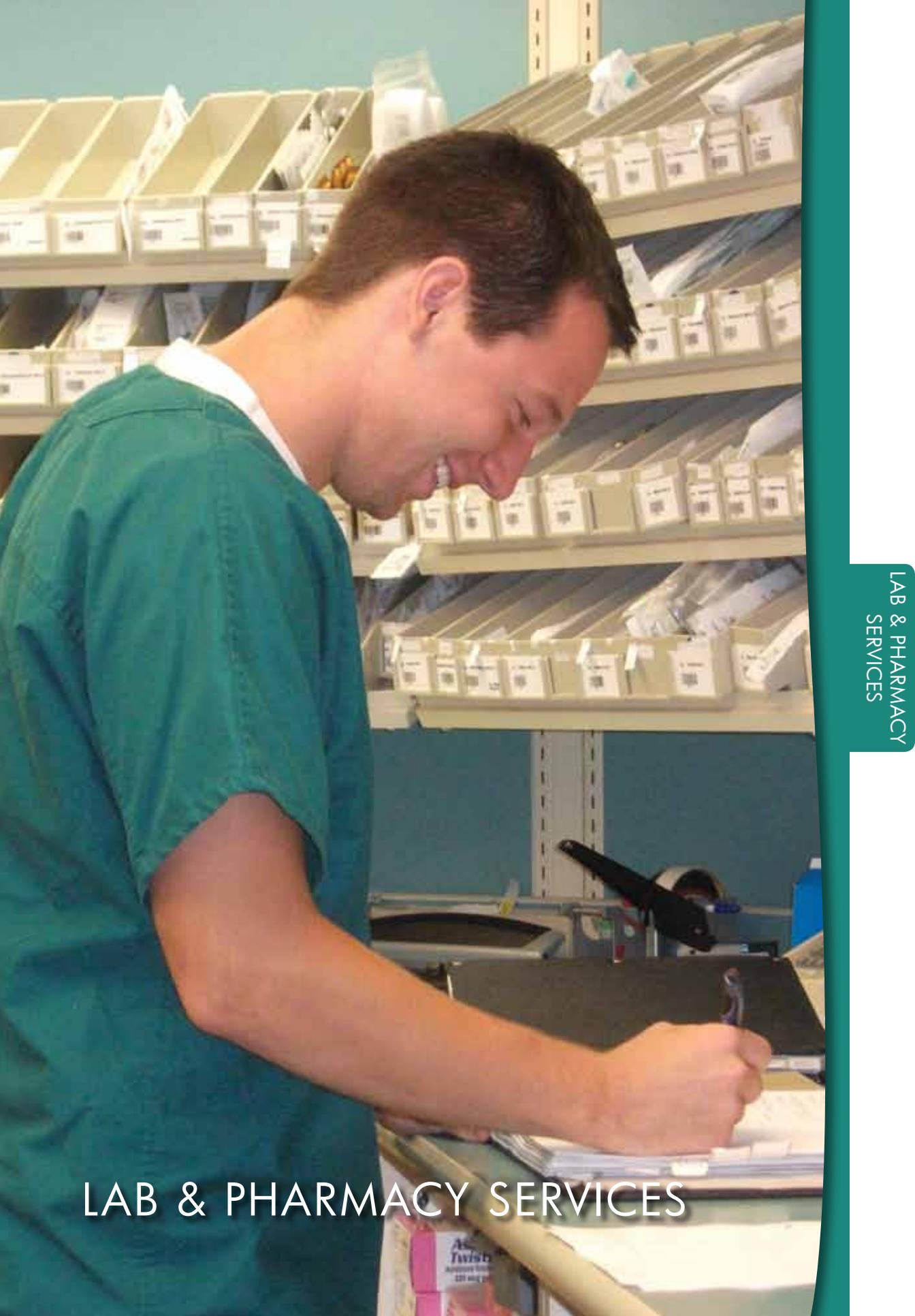


HOME TELEHEALTH –

remote monitoring technology (also known as home telehealth equipment) is used to communicate health information between Veterans and their care coordinators.

To learn more, please call VA Butler's Telehealth Coordinator at 800.362.8262 ext. 5037 or visit www.butler.va.gov/services/Telehealth.asp.





LAB & PHARMACY SERVICES



LAB & PHARMACY SERVICES

VA BUTLER HEALTHCARE'S LAB

open from 6:30 am – 4 pm, Monday through Friday

Labs can be drawn up to 30 days prior to or after the date of your appointment with the exception of anticoagulation labs. It is recommended labs be drawn at least seven days prior to your appointment, however, same day labs should be drawn at least two hours prior to your appointment. If you are having labs drawn at VA Butler Healthcare requested by VA Pittsburgh, please report to the lab between 6:30 am – 12 pm. [To learn more, please call VA Butler's Lab at 800.362.8262 ext. 4666 or visit \[www.butler.va.gov/services/Lab_Services.asp\]\(http://www.butler.va.gov/services/Lab_Services.asp\).](#)

VA BUTLER HEALTHCARE'S PHARMACY

open from 8am – 5pm, Monday through Friday

Veterans enrolled in VA health care are eligible for prescription medications but may be required to make a copayment for VA prescription medications not related to a service-connected condition. [To learn more, please call VA Butler's Pharmacy at 800.362.8262 ext. 5012 or visit \[www.butler.va.gov/services/Pharmacy.asp\]\(http://www.butler.va.gov/services/Pharmacy.asp\).](#)

MEDICATION RECONCILIATION

Medication Reconciliation is a way for you and your health care team to review all of your medications. This includes all prescription medications prescribed by your VA providers or providers outside the VA, as well as all over-the-counter medications, supplements, herbals and vitamins. It is important to take your VA medication list to each visit with your non-VA providers and talk with them about the care you receive at VA Butler Healthcare. This will help them to choose the safest and most effective treatments for you. *Each time you get a new medication or there is a change in your medications, be sure to update your medication list – the name of the medication, the dose, how often you take it, and why you take it (e.g., aspirin, 325 mg, take one tablet, once a day for my heart).*

VA FORMULARY

A formulary is a comprehensive list of medications developed and approved by a group of physicians and pharmacists to include a full-range of medications necessary to treat medical conditions. VA established its national formulary by consolidating locally developed and managed formularies into a core list of medications. VA's national formulary assures you will have the same access to the same medications at all VA Medical Centers. Like all health care systems, VA will pay for medications that are on the formulary. If your current medication is not on the VA formulary, a medically equivalent alternative will be prescribed for you.

Prescription Medication Refills/Renewals

- **Refills** - Your VA provider will authorize your VA prescription medication refills. VA prescription medication refills will be mailed to you at your request.
- **Renewals** - A prescription medication renewal is required when there are no longer any refills available on your prescription bottle or prescription refill slip. If you do not have any VA refills remaining on your VA prescription medication and you need to continue the prescription medication, please contact your VA provider at least two weeks prior to finishing the medication to renew the prescription.

To learn more, please see the [VA Prescription Medication Refills and Renewals Chart](#) or call VA Butler's Pharmacy at 800.362.8262 ext. 5012.

VA PRESCRIPTION MEDICATIONS

All Veterans are encouraged to refill their prescriptions by phone or Internet (*prescriptions cannot be refilled at the main VA Butler pharmacy window*). Please be sure to keep us informed of any change of address that would result in your medications being delayed or shipped incorrectly.

Prescription Medication **REFILLS**

VA prescription medication refills authorized by your VA provider may be approved for a period of up to one year for non-controlled substances and six months for controlled substances.

If your VA provider has authorized refills for your prescription medications, you may request your VA prescription refills in several ways:



ORDER VA prescription medication refills **ONLINE** through My HealthVet (myhealth.va.gov)



MAIL in the VA prescription medication refill slip that comes with your prescription at least **14 days** before you need a new supply of medication. If you do not have the refill slip, you can request refills by listing your prescription number or name of your medication on a piece of paper with your name, address, and social security number

MAIL TO: VA Butler Healthcare
ATTN: Pharmacy (001PH)
325 New Castle Road
Butler, PA 16001



CALL AudioCare, the automated telephone service at 724.285.2280 or toll free at 800.362.8262 ext. 2280 from a touch-tone phone to order VA prescription medication refills automatically or to speak with a phone representative during normal business hours

*If you are using the automated prescription medication refill line, all refills should be ordered at least **10 days** prior to when the refill is due to ensure prompt processing and time for delivery.*

Prescription Medication **RENEWALS**

VA prescription medications authorized by your VA providers that have NO refills remaining on the prescription – must be renewed by your VA provider.

You may request a VA prescription medication renewal in two ways:



CALL the VA Pharmacy at least **14 days** before you need the new supply of prescription medication. 724.477.5012 or 800.362.8262 ext. 5012



DISCUSS VA prescription medication renewals during your visit with your VA Provider

Enrolled Veterans are eligible for VA prescription medications. VA prescription medications must be written by a VA provider and filled at a VA Pharmacy. Not all prescription medications written by your VA provider will incur a copayment charge. Copayment on VA prescription medications is a fee determined by the number of days supply of medications issued and according to your Means Test classification and eligibility level.

COPAYMENT CHARGES

PRIORITY GROUP 1	EXEMPT from medication copayments
PRIORITY GROUPS 2-6	for each 30 day supply \$8
	60 day supply \$16
	90 day supply \$24
PRIORITY GROUPS 7-8	for each 30 day supply \$9
	60 day supply \$18
	90 day supply \$27

Medical supplies such as insulin syringes, alcohol pads, colostomy supplies, bandages, incontinent pads, and adult diapers are EXEMPT from copayment.

Prescriptions from **NON-VA PROVIDERS**

- Prescriptions from non-VA doctors cannot be filled by the VA pharmacy (*except in special circumstances**). If you would like to obtain a medication prescribed by a non-VA doctor, **the prescription and justification for the prescription**, such as the non-VA doctor's notes from your medical record, **must be forwarded to your VA provider**. It is at the discretion of your VA provider to issue a prescription to the VA pharmacy and your VA provider may choose to prescribe an alternative medication that is covered under VA benefits.
- To ensure that your non-VA providers are able to provide the safest, most effective care, always take your VA medication list to your non-VA doctors and talk with them about the care you receive from VA Butler Healthcare.

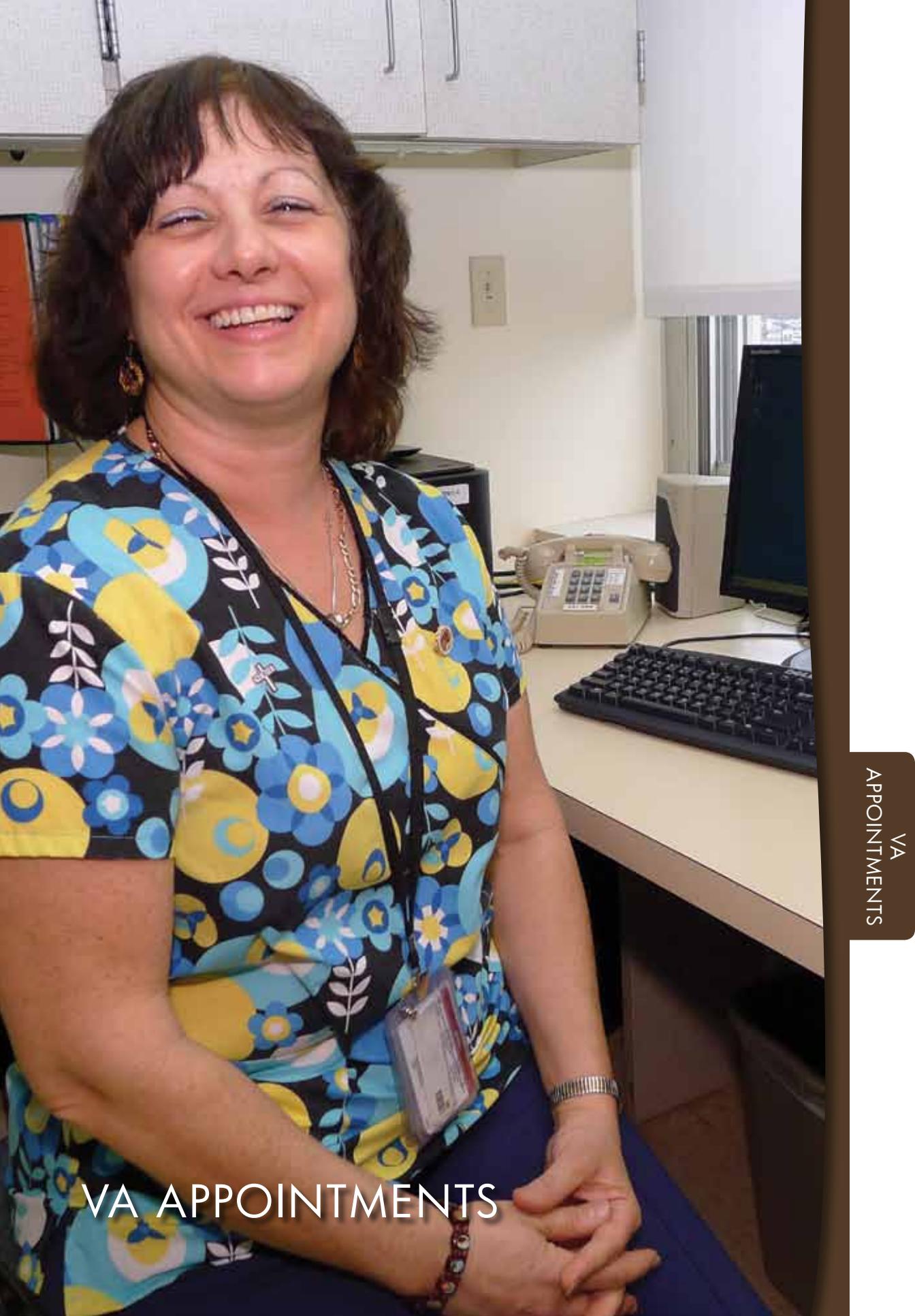
Prescriptions from **NON-VA PROVIDERS** (continued)

Here are several ways to get outside (non-VA) prescriptions to your VA provider:

- Your non-VA doctor can fax a prescription and supporting progress note to your VA provider
- Your non-VA doctor can mail an original paper prescription and a copy of a supporting progress note to your VA provider
- You may bring an original paper prescription to your next appointment. It must be accompanied by documentation or a supporting progress note. Please give this information to your Health Tech so that your VA provider can review it

****Veterans in Aid and Attendance, Housebound, and Fee ID programs, who do not have a VA doctor, can have non-VA prescriptions filled directly by a Primary Care Pharmacist.***

Please ask your non-VA doctor to send us a complete list (medication reconciliation) of the prescription medications they prescribe for you – and the reason this medication has been prescribed.



VA APPOINTMENTS

VA
APPOINTMENTS



Making Lives Better® ★ butler.va.gov

VA APPOINTMENTS

Eligible Veterans may schedule appointments with their VA PACT team by calling **800.362.8262 ext. 2294**. Extended hour appointments are available some weekdays and weekends. Veterans who attend the Community-Based Outpatient Clinics may contact their clinics directly for scheduling (see pages 1-2 for clinic information). If you have a concern about your medical condition, you may call your PACT team **Monday-Friday from 8 am – 4:30 pm**, or you may call the VA Nurse Advice Line 24 hours a day, 365 days a year by calling 888.558.3812 toll-free. [To learn more, please visit www.butler.va.gov/patients/appointments.asp](http://www.butler.va.gov/patients/appointments.asp).

AudioCare is also available 24 hours a day, seven days a week (including holidays) and can be accessed from any touch-tone phone by dialing **724.285.2280** or toll-free at **800.362.8262 ext. 2280**. AudioCare provides Veterans with an *Audio Reminder* option for appointment information and an *Audio Refill* option for medication refill inquiries and copayment balances.

Appointment No-Show Policy – If you have an existing appointment and cannot keep it, contact your PACT team as soon as possible to reschedule. This will open the appointment slot for Veterans requesting same-day appointments.

BEFORE YOUR VA APPOINTMENT

- Follow any appointment instructions you are given – especially if you are told in your appointment letter not to eat or drink before your appointment
- If your VA provider has ordered any additional testing (including 12-hour fasting lab, EKG, etc.) please arrive earlier than your appointment time and report to the lab to have your lab work drawn prior to your appointment
- Bring your appointment letter, medical records from outside medical providers, VA Identification Card (VIC), insurance cards/information, all current medications, any eye glasses or hearing aids you wear, and any health monitoring records, logs or journals you keep (including all advance directive or living will forms)
- Consider inviting a relative or friend to accompany you – to help you ask questions if you think you might have trouble understanding or hearing

DURING YOUR VA APPOINTMENT

- Check in for your appointment through the kiosks (our automatic check-in system) after your lab work is completed (if ordered). The kiosks will print out appointment instructions for you
- Present your kiosk appointment instructions and appointment letter to your PACT Medical Support Assistant after you check in through the kiosk
- Repeat what the VA Provider and/or VA nurse says to you – in your own words – to be sure you understand



AFTER YOUR VA APPOINTMENT

- Ask your nurse or VA provider to review any new orders or instructions
- Request written information about your medication(s), condition, illness, and treatment plan
- Visit your pharmacist for medication counseling after your appointment (if you receive prescriptions)
- Check-out with your PACT team before you leave

Emergency Care – VA Butler Healthcare does NOT provide walk-in urgent care services and does not accept emergent patients by ambulance. If you need emergent or urgent care, your medical needs must be addressed in one of the following ways:

- If you are experiencing a medical emergency, contact 9-1-1 immediately for transport to your local hospital emergency room
- If you have an urgent medical need, contact the toll-free **VA Nurse Advice Line** at **888.558.3812**. This line is answered 24 hours a day, 365 days a year by specially trained and certified registered nurse practitioners who are available to answer questions about your medical condition. You may also seek urgent care at another VA emergency room including the VA Pittsburgh Healthcare System located on University Drive in Oakland (Pittsburgh). Contact VA Pittsburgh at **866.482.7488**.

A medical emergency is when you have an injury or illness that is so severe that without immediate treatment, the injury or illness threatens your life or health. If you are admitted to a hospital for emergency care, please notify your PACT team as soon as possible to assist in coordinating your care – preferably within 72 hours.

Non-VA Care is medical care provided to eligible Veterans outside of VA when VA facilities are not available. A pre-authorization for treatment in the community is required for Non-VA Care – unless it's a medical emergency. Emergency care may be reimbursed based on eligibility. [To learn more, please call VA Butler's Fee Basis Office at 800.362.8262 ext. 2776, or visit \[www.nonvacare.va.gov\]\(http://www.nonvacare.va.gov\).](#)



My healthvet
www.myhealth.va.gov

MOVE!
HEALTH MANAGEMENT & PROMOTION
FOR VETERANS
www.healthvet.va.gov

TRANSPORTATION
RESOURCES

TRANSPORTATION RESOURCES



TRANSPORTATION RESOURCES

We understand traveling a long distance or not having the ability to drive yourself can make it difficult for you to get to your VA medical appointments. VA Butler Healthcare is committed to providing you access to transportation resources. We can help! Talk to your PACT team to learn more about these resources.

MILEAGE REIMBURSEMENT

To learn more about your eligibility, contact your PACT team or visit www.va.gov/healthbenefits/access/Beneficiary_travel.asp

SPECIAL MODE TRANSPORTATION

VA can provide special mode transportation such as a wheelchair van. Discuss your needs with your PACT team; in some cases we can pre-arrange to have a ride come right to your door.

DISABLED AMERICAN VETERANS (DAV) VANS

The DAV operates a nationwide transportation network with volunteer drivers to assist Veterans in getting to and from VA Butler Healthcare and Community-Based Outpatient Clinics. DAV transportation requires a 2-4 week notification and is based on volunteer driver availability. [To learn more, contact the DAV office at 800.362.8262 ext. 5010.](#)



COMMUNITY TRANSPORTATION

Transportation resources and shared ride services are available in the surrounding counties including: Armstrong, Beaver, Butler, Clarion, Lawrence, and Mercer. Some transportation services may require a fee. [To learn more, please contact your VA Butler social worker at 800.362.8262.](#)

VETERAN SHUTTLE SERVICE

VA Butler Healthcare also offers a shuttle to VA Pittsburgh twice daily for Veterans who have appointments in Pittsburgh. The first shuttle bus leaves VA Butler each weekday at 7:30 a.m. The afternoon shuttle leaves for Pittsburgh at 1:30 p.m. and does not return to Butler until all VA Butler Veterans' appointments are completed for the day.

[To learn more, contact VA Butler's patient transportation services at 800.362.8262 ext. 5090 – or call/visit the Primary Care Information Desk for details at 800.362.8262 ext. 2561.](#)





PATIENT RIGHTS



PATIENT RIGHTS

VA Butler Healthcare will respect and support your rights as a Veteran and patient. Please read through Patient Rights & Responsibilities information that was provided to you. [For more information or if you have questions, contact your PACT team, the Patient Advocate at 888.362.8262 ext. 2547, or visit \[www.va.gov/health/rights/patientrights.asp\]\(http://www.va.gov/health/rights/patientrights.asp\).](#)

HIPAA –

or the *Health Insurance Portability and Accountability Act of 1996* – set the standards for use and disclosure of individuals' health information. The main purpose of this act is to assure that individuals' health information is properly protected while allowing the flow of health information needed to provide and promote high quality health care, and to protect the public's health and well being.

RELEASE OF INFORMATION (ROI) –

prior to releasing any information, Veterans must sign a consent form (VA 10-5345) authorizing VA to release your medical records. To complete the form, please visit www.va.gov/vaforms/medical/pdf/vha-10-5345-fill.pdf. Forms must be properly completed and mailed or presented in person – with one form of state or government-issued photo identification (driver's license or Veteran Identification Card [VIC Card]).

To request copies of your medical information for yourself, including medical records, lab results, x-rays, VA prescription medication list, disability, and/or insurance forms, etc. you must complete VA Form 10-5345a located at www.va.gov/vaforms/medical/pdf/vha-10-5345a-fill.pdf.

To learn more, please call VA Butler's Release of Information (ROI) Office at 800.362.8262 ext. 5041 or visit the ROI staff – located in the Primary Care area – during normal business hours.



IMPORTANT NUMBERS

A

Adult Day Health Care
800-362-8262 ext. 5025

Appointments
800-362-8262 ext. 2294

AudioCare
800-362-8262 ext. 2280

Audiology
800-362-8262 ext. 2205

B

Behavioral Health
800-362-8262 ext. 5039

Billing Office
800-362-8262 ext. 2567

C

Caregiver Support
800-362-8262 ext. 2492

Community Living Center
800-362-8262 ext. 2223

D

DAV Office
800-362-8262 ext. 5010

Dental
800-362-8262 ext. 5011

Domiciliary Residential
Rehabilitation Treatment
800-362-8262 ext. 5033

F

Former Prisoner of War
(FPOW) Program
800-362-8262 ext. 2492

H

Health and Wellness
800-362-8262 ext. 2292

Home Based Primary Care
800-362-8262 ext. 5037

Homeless Veterans
800-362-8262 ext. 2439

Hospice Care
800-362-8262 ext. 2763

L

Lab Services
800-362-8262 ext. 4666

M

MOVE! Program
800-362-8262 ext. 5504

Military Sexual Trauma (MST)
800-362-8262 ext. 2498
800-362-8262 ext. 2486

Minority Veterans Program
800-362-8262 ext. 4318

My HealtheVet
800-362-8262 ext. 2595

O

Optometry and Ophthalmology
800-362-8262 ext. 2205

P

Palliative Care
800-362-8262 ext. 2763

Pastoral Care
800-362-8262 ext. 5009

Pharmacy
800-362-8262 ext. 5012

Physical Medicine and
Rehabilitation (PM&R)
800-362-8262 ext. 5610
800-362-8262 ext. 5047

Polytrauma
800-362-8262 ext. 2493

Post-Traumatic Stress Disorder
800-362-8262 ext. 5039

Pre-Registration Office
800-362-8262 ext. 5011

Primary Care
800-362-8262

Prosthetics
800-362-8262 ext. 2535

R

Release of Information (ROI)
800-362-8262 ext. 5041

Returning Service Members
800-362-8262 ext. 2493

S

Specialty Care
800-362-8262 ext. 2205

Speech Therapy
800-362-8262 ext. 2239

Substance Abuse Treatment
800-362-8262 ext. 5039

T

Telehealth
800-362-8262 ext. 5037

Tobacco Cessation
800-362-8262 ext. 2738

Transportation Resources
800-362-8262 ext. 5090

V

Veterans Crisis Line
800-362-8255, press 1

Veteran Experience Officer
800-362-8262 ext. 2547
724-841-9091 (cell)

Veterans Justice Outreach
(VJO)
800-362-8262 ext. 2240

Visual Impairment Services
800-362-8262 ext. 2736

Vocational Rehabilitation
800-362-8262 ext. 2590

W

Wellness Center
800-362-8262 ext. 4619

Women Veterans
800-362-8262 ext. 2756





325 New Castle Road
Butler, PA 16001
724.287.4781
800.362.8262 (toll-free)

-  www.butler.va.gov
-  www.facebook.com/VAButlerPA
-  www.twitter.com/VAButlerPA
-  www.butler.va.gov/news/MediaCenter.asp



Community-Based Outpatient Clinic LOCATIONS

Armstrong County

Primary Care VA Outpatient Clinic
724.763.4090

Clarion County

Primary Care VA Outpatient Clinic
724.659.5601

Cranberry Township (Butler County)

Primary Care VA Outpatient Clinic
724.741.3131

Lawrence County

Primary Care VA Outpatient Clinic
724.598.6080

Michael A. Marzano (Mercer County)

Primary Care VA Outpatient Clinic
724.346.1569



VA consists primarily of a central office (VACO), and the National Cemetery Administration (NCA), Veterans Benefit Administration (VBA) and Veterans Health Administration (VHA). VA's five core values define who we are, our culture and how we care for Veterans, their families and other beneficiaries. The values are **Integrity**, **Commitment**, **Advocacy**, **Respect**, and **Excellence** (I CARE). The core characteristics define what we stand for, and help guide how we will perform our core mission; they shape our strategy and will influence resource allocation and other important decisions made within VA.



www.va.gov/icare/