

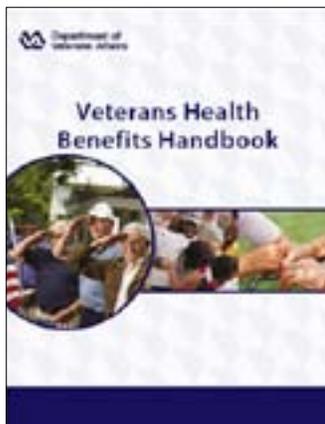
Veteran Updates

News and updates on Veterans issues from the San Francisco VA Medical Center • February 2012

Watch Your Mail for the New Veterans Health Benefits Handbook

VA is producing a new, personalized Veterans Health Benefits Handbook for Veterans who are enrolled in the VA health care system. The handbooks are tailored to each Veteran, providing our nation's heroes with a valid, current and understandable description of the benefits and responsibilities

that specifically pertain to them. In addition to highlighting specific health benefits, the handbook also provides contact information for the Veteran's preferred local facility, ways to schedule personal appointments, guidelines for communicating treatment needs and an explanation of the Veteran's responsibilities, such as co-payments, if applicable.



Distribution will begin in February 2012, and Handbooks will be mailed in priority group order, starting with priority group 1. VA expects it may take up to 16 months for each Veteran who is enrolled in the VA health care system to receive a

handbook. Veterans will receive written updates to their handbooks to reflect changes in their eligibility factors and preferred facility information.

VA is working on future enhancements for Veterans to access updated versions of their handbook online via MyHealthVet. So watch the mail for your own Veterans Health Benefits Handbook!

VetLink is Coming!

Coming early this Summer, the San Francisco VA Medical Center will be introducing VetLink – a self-serve kiosk with touch-screen technology. Patients can use the VetLink kiosks to check in for previously scheduled medical appointments and manage their personal information.

Currently, patients will be able to use VetLink to:

- Check in for previously scheduled medical appointments.
- Update demographic and contact information.
- View account balance information.
- Update insurance information.

What Are the Benefits of Using VetLink?

As part of check-in, Veterans and staff can easily manage Veteran information right from the VetLink kiosks. It will help to maintain accuracy of address and insurance information. After using VetLink to check in, the Veteran receives a printed list of appointment information to help manage the visit at the our VA medical center for the day.



Using VetLink to check in, the Veteran receives a printed list of appointment information to help manage the visit at the our VA medical center for the day.

Using VetLink is voluntary, but we encourage Veterans to use it. However, not using it will not affect access to health care or benefits.

Veterans & Military Resource Fair

When:

Friday, March 2 - 9 a.m. - 5 p.m.

Where:

War Memorial Veterans Building
401 Van Ness Ave., San Francisco

What:

Resource fair for servicemembers, Veterans and their families. Job fair, Veterans Town Hall, VA benefits, workshops, and more.

Sponsored by the SF Armed Forces Community Covenant

Please Don't Be a No Show

A dilemma facing all VA Medical Centers, and an avoidable inconvenience to other patients, is the alarming rise in patient "No Shows." This is a name used to describe patients with previously scheduled appointments who do not show up at their appointed time. We need your help. Please don't be a "No Show." What can you do to help?

- Call to cancel or reschedule your appointment as soon as you realize you cannot keep it (ideally within 48 hours. If you cannot keep your scheduled appointment, please call:

Medical Practice/Specialty Clinics: (877) 4USA VET (487-2838) select option 2.

Comp & Pension: (415) 750-2012.

- Verify that your address and phone number is updated in our system at your next visit.
- Let the clerk know if your appointment conflicts with another appointment at our facility.

Missed appointments deprive others of care. Please cancel your appointment so that your appointment time can be used by another Veteran in need.

Service Dogs Are Welcome



Veterans, we welcome you and your service dogs! For anyone not familiar, service dogs are specially trained and designated as such because they have specific skills to help someone with a physical illness or disability. Service dogs are allowed most anywhere except for sterile areas such as operating rooms. They should be kept on leash and controlled by their owners at all times. Patients who bring a service dog to our Medical Center are asked to please also bring

a friend or family who can look after it in the event the patient needs to receive treatment in a sterile area. Just a reminder that pets and companion animals are not the same as service dogs and must be kept outside the Medical Center. We ask all of our patrons to respect the purpose of service dogs, recognize that they're working animals, and—adorable as they are—shouldn't be distracted by petting or socializing.

SFVAMC Resources

WEB ADDRESSES

www.sanfrancisco.va.gov
www.facebook.com/SFVAMC

FREQUENTLY CALLED NUMBERS

Billing Office
(866) 347-2353

Mental Health/Substance Abuse
(415) 750-6674

OEF/OIF/OND Program
(415) 221-4810 x4405

Pharmacy (Auto Refill)
(415) 750-2233

Veterans Crisis Line
(800) 273-8255

Telephone Linked Care
(800) 733-0502

