

Veteran Updates

News and updates on Veterans issues from the San Francisco VA Health Care System • January 2015

Vets Can Track Mailed Prescriptions

There's a new service available through MyHealthVet that can help you track your VA prescriptions. It's called Track Delivery, and here's what it can do for you:

- You can track delivery of your VA prescriptions mailed in the last 45 days anytime and anywhere you have access to the Internet.
- Lets you know when your VA prescription package should arrive in the mail.
- Shows details about tracking information on each prescription.
- Lets you know if other items are included in the same delivery package.

As a VA patient, you may be given a prescription by your VA provider. Your prescription is received and processed by a VA Pharmacy. A new or immediate-need prescription may be picked up at the Pharmacy window at your VA facility.

The VA Mail Order Pharmacy dispenses and sends renewed or refilled prescriptions directly to your address on file. Most of the prescriptions you get from the VA will be sent to you by the VA Mail Order Pharmacy.

The Track Delivery feature in the Pharmacy section of MyHealthVet lets you view when your VA prescriptions were

shipped by the VA Mail Order Pharmacy, and shows the delivery service (UPS, U.S. Postal Service, etc.) handling your VA prescription.

By using the Track Delivery feature, you can track any prescription sent from the VA Mail Order Pharmacy. This may include:

- VA medicine that was refilled or renewed
- Wound care supplies
- Diabetic supplies
- Other products/supplies processed by the VA Mail Order Pharmacy

There is no limit to the number of VA prescriptions you are able to track when they are sent through the VA Mail Order Pharmacy. Some medicine, including narcotics, may require close patient follow-up and are not sent through the VA Mail Order Pharmacy.

If you are enrolled in the VA Health Care System and have a premium account (which means VA has verified your identity), you can access the Track Delivery feature by selecting the Pharmacy tab, then the Prescription Refill History option.

For more information about MyHealthVet, or how to upgrade to a premium account, contact our MyHealthVet Coordinator Stephen Chapman at (415) 221-4810, ext 3706 or stephen.chapman2@va.gov.

HELLO
My name is

**San Francisco
VA Health Care
System**

You may have noticed the phrase "San Francisco VA Health Care System" on our website and some of our publications. This new title describes the complete network of the San Francisco VA Medical Center and our six community based outpatient clinics in San Bruno, Santa Rosa, Clearlake, Eureka, Ukiah, and downtown San Francisco. From now on, we will use "San Francisco VA Health Care System" whenever we refer to this entire network.

Here's what you need to know:

- This new title will have little impact on day-to-day operations. There won't be changes in signs, forms, or facility names at this time.
- San Francisco VA Health Care System should only be used when referring to the San Francisco VAMC and all six CBOCs, collectively.
- Your Veteran experience will not be affected by the new title.

Veteran Kudos

“Thank you San Francisco VA Medical Center for the many years of top quality care. I could never receive better care from another facility in America and I am deeply grateful.” - S.T.U.

“San Francisco VA Medical Center is where I get all medical, dental, optical and all other care I need as I age. The staff there is amazing, I’ve been using this facility for over 10 years now; there are people of all races and every background who care for me in a professional yet loving manner.” –R.A.

“I can’t say enough good things about the care my brother has received at the San Francisco VA. His case is complicated and critical; the support I have been afforded is extraordinary and I thank everyone who is working hard to make his life the best it can be.” – G.P.D.

“I have been receiving medical care the San Francisco VA Medical Center since I moved to the Bay Area in 2012 and have been extremely impressed with their efficiency--specifically, Dr. Abigail Wilson and her team in the Women’s Health Center. The way this clinic is being run should be added as an industry Best Practice and rolled out to other VA Centers.” – K.P.

Art and Murals Give a New Look

Under the watchful eye of Interior Designer Elizabeth Taylor, new art has arrived at the Medical Center! You may notice brighter lighting and new bursts of color and tranquility adorning the walls and select stairwells. Paintings and photographic murals, carefully chosen by the Patient Centered Design Committee, which includes Veterans, have been created and strategically placed to promote health and wellness in a setting, such as our hospital, that can often be perceived as a somber, stressful environment.

“The Patient Centered Design Committee developed different themes for each stairwell. We have two stairwells dedicated to health and wellness,” said Elizabeth. One is dedicated to landscapes and another

to the theme of San Francisco. Murals were placed in the stairwells to encourage staff and visitors to take the stairs.

SFVAMC Photographer Ed Caballero contributed several of his wonderful photographs for the project.

The new art is one of many ongoing projects to improve and enhance the look and feel of our Medical Center.



Photo by Ed Caballero

Resources

National VA Phone Numbers:

VA Benefits/Claims

(800) 827-1000

Education (GI Bill)

(888) 442-4551

Health Care Benefits

(877) 222-8387

Veterans Crisis Line

(800) 273-8255 (Press #1)

Women Veterans Call Center

Open Mon- Fri 5 a.m. - 7 p.m.

Open Saturday 5 a.m. - 3:30 p.m.

(855) 829-6636

SFVAMC Phone Numbers:

Billing Office

(866) 347-2353

Mental Health/Substance Abuse

(415) 750-6674

Pharmacy (Auto Refill)

(415) 750-2233

Patient Advocate

(415) 750-6650

Telephone Linked Care

(800) 733-0502

