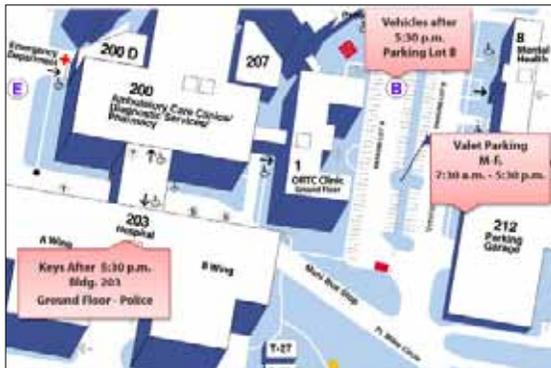


Veteran Updates

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

Patient Valet Parking to Begin March 19



Have you ever run late for your doctor appointment, or had to park what seems to be a mile away from the Medical Center, or felt you had to get here at o-dark-hundred just to find a parking space? If so, you're not alone. You're one of the thousands of Veterans we see each year who are justifiably frustrated with the parking

situation at our Medical Center, and have let us know about it. We heard you and we've taken action!

As part of our ongoing efforts to improve parking congestion and put a smile back on our patients' faces, we are pleased to announce a new service—Free Valet Parking for patients—starting March 19. This service is available from 7:30 a.m. to 5:30 p.m. Monday through Friday (except federal holidays).

A valet station will be located in front of the new patient parking garage (Bldg. 212). Patients should drive up to the entrance and present their vehicle keys to the attendant, who will park your vehicle for you. You will receive a claim ticket to present to the valet operator to retrieve your vehicle at the end of your visit. To ensure that only patients utilize this service, the attendant may ask patients to show their Veterans identification card. To retrieve your vehicle, present your claim ticket to the valet attendant by 5:30 p.m. After 5:30 p.m., vehicles will be relocated outside of the parking garage to "Parking Lot B" and keys may be retrieved from SFVAMC Police located in Bldg. 203, ground floor.

Valet Parking Info

Hours of Operation:

Monday – Friday, 7:30 a.m. to 5:30 p.m. (except federal holidays).

Location:

Patient Parking Garage, Bldg. 212

Cost:

This is a FREE service – no tipping is expected or allowed.

After Hours Pick-Up:

After 5:30 p.m. vehicles parked by the valet will be moved to "B" Parking Lot and keys will be with SFVAMC Police, Bldg. 203, Ground Floor. (Phone: 415-750-2003)

Just Say No to Travel Fraud

Beneficiary travel fraud can take money out of the pockets of deserving Veterans. Inappropriate uses of beneficiary travel benefits include such activities as:

- Providing incorrect addresses resulting in increased mileage.
- Driving/riding together and making separate claims.
- Taking no cost transportation, such as VA/DAV shuttle or Bauer's Transportation and making claims.

Veterans making false statements for beneficiary travel reimbursement may be prosecuted under applicable laws.

You can also help VA ensure the integrity of departmental operations by reporting suspected fraud, waste or abuse in VA programs or operations by contacting the VA Office of Inspector General.

Call the VAOIG toll-free hotline: 800-488-8244

Write the VAOIG Hotline:
VA Inspector General Hotline (53E)
P.O. Box 50410
Washington, DC 20091-0410

E-mail the VAOIG Hotline:
vaighotline@va.gov

FAX the VAOIG Hotline:
(202) 565-7936

Secure Messaging Now Here

The San Francisco VA Medical Center now offers email "Secure Messaging," a secure, online communication tool available 24/7 that allows Veterans to communicate easier and faster with their VA health care team.

With secure messaging, patients can contact their physician and health care team and communicate with them about any health-related questions or concerns.

To access secure messaging patients must first enroll in My HealtheVet which includes these 3 steps:

1. Go to www.myhealth.va.gov and click on register.
2. Print and complete the form to get an IPA (In-Person Authentication).
3. Bring the IPA form to any VA medical facility to be verified by a qualified VA staff member.

This online system also offers quick access to your military service information (such as deployments and retirement), your detailed personal health card, a list of your appointments, laboratory results, personal Wellness Reminders, and a quick way to refill your prescriptions.

To learn more go to www.myhealth.va.gov.



Healthy Living Drop-In Groups Just For You

If you're enrolled in Primary Care at the San Francisco VA Medical Center, you're invited to "drop in" and participate in a variety of Healthy Living Groups. All groups are free and meet each week for about an hour, unless otherwise noted. Groups are held in Medical Practice, Bldg. 200, 1st Floor. Just check in at the front desk to take advantage of this benefit! Current offerings are:

Adapting to Change: Coping with Health Changes and Aging
Mondays at 10 a.m.

Stress Management
Tuesdays at 8:30 a.m.

Smoking Cessation
Tuesdays at 1 p.m.

Rethinking Drinking
Tuesdays at 2 p.m.



MOVE Weight Management
Wednesdays at 1 p.m.

Diabetes and Mood
2nd Wednesday of every month at 2:30 p.m.

PTSD Drop-in Psycho-education Class
Thursdays at 11 a.m.

OEF/OIF/OND Reboot: Adjustment to Veteran Life
Thursdays at 2 p.m.

Resources

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 (Press #1)

Telephone Linked Care
(800) 733-0502

Town Hall Meeting for Veterans

When: March 21 from 9-11 a.m. and again from 5-7 p.m.

Where: 401 Van Ness Ave, Room 207, 2nd Floor.

What: Presentations on VA benefits, services and other Veterans resources.

Info: This event is hosted by Ed Ramirez, SFVAMC Minority Veterans Coordinator (415) 740-4399.

This event is held the third Wednesday of every month.



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Designed and produced by the SFVAMC Office of Public Affairs

