

Veteran Updates

SCAN-ECHO: A New Way to Provide Patient-Centered Care

The San Francisco VA Medical Center (SFVAMC) has started a new program to increase access to specialty care for Veterans in rural and medically underserved areas.

This program, called the Specialty Care Access Network-Extension for Community Healthcare Outcomes (or, SCAN-ECHO), has taken video teleconferencing to the next level of excellence in serving our Veterans.

Unlike usual video teleconferencing, or VTEL, which visually and audibly links one patient with one primary care provider in another location, SCAN-ECHO uses VTEL technology to link several primary care providers, many of whom are in different rural communities within our service area, simultaneously to a specialist here at SFVAMC.

The exchange of information that ensues enables rural primary care

clinicians to gain the knowledge needed to provide care that was not previously available in their communities.

It also saves Veterans with chronic conditions who require complex care, from having to travel to San Francisco VA to get the medical care they need.



During a SCAN-ECHO session, primary care providers take turns presenting cases and the specialist (such as Catherine Rongey, MD, shown right) recommends a treatment plan.

HIV, inflammatory bowel disease (IBD), and epilepsy.

It's the right thing to do: Veterans shouldn't have to drive or travel hundreds of miles to receive care, especially those with PTSD, if they are able to receive the care they need locally.

As a patient, if you know you can go to your local physician, you might be more inclined to seek help.



Were you at Camp Lejeune between 1957 & 1987?

If you were living or working at the U.S. Marine Corps Base Camp Lejeune, North Carolina, for 30 days or more between 1957 and 1987, you or your family members may have been exposed to drinking water contaminated with industrial solvents, benzene, and other chemicals. Under a new law, you may receive VA medical care for 15 health conditions.

Veterans already enrolled in VA health care should contact your local VA health care facility to receive care under the new law.

The new law applies to health care, not disability compensation.

Those not already enrolled should call 877-222-8387 for assistance.

Good to Know: Telephone Linked Care

Our Telephone Linked Care (TLC) gives you direct access to a Patient Services Assistant and an Advice Nurse so that you can receive personalized, timely attention for your health care concerns.

Reasons to call TLC? Call TLC if you have a question about your health, medicines, appointments, or eligibility.

What's the number? You can reach TLC by calling (415) 752-1212 (from San Francisco) or (800) 733-0502 and you will be connected with a team of people who can help with your health care questions or concerns.

When to call? TLC is available to take your calls 24 hours/day and seven days a week.

For emergencies: If you have a medical emergency, please call 911 immediately.



Have you Heard? Order Hearing Aid Batteries Online

The VA has an extensive network of services and benefits for Veterans with hearing loss, and VA offers a quick way to reorder hearing aid batteries online.

If you have a MyHealthVet account and have registered for eBenefits at www.ebenefits.va.gov "premium account" you can order hearing aid batteries online. Go to your eBenefits account and access the "My Personal Dashboard." This will bring up a page featuring information specific to your medical profile.

On the dashboard, you can navigate to the "Apply for Benefits" column and select from the subcategory called "Health" an option called "Order Medical Equipment."



This link will take you to a page where you can order hearing aid batteries. Once ordered, your batteries should arrive within 7-10 days.

Resources

Clearlake VA Clinic
(707) 995-7200

Eureka VA Clinic
(707) 269-7500 **(As of 10/1/2012)**

San Bruno VA Clinic
(650) 615-6000

S.F. VA Downtown Clinic
(415) 281-5100

Santa Rosa VA Clinic
(707) 569-2300

Ukiah VA Clinic
(707) 468-7700

Healthy Ideas: Tailgating Dishes

Try these healthy appetizers at your next tailgate:

- Whole-grain (or gluten-free) tortilla roll ups with low-fat cheese, salsa, avocado and black beans.
- Pasta salad made with whole-grain pasta, low-fat dressing, cucumbers, olives and low-fat cheese.
- Lean meat sandwiches on whole-grain bread with spinach, tomato, onion and low-fat dressing.
- Fresh fruits of the season.

For more ideas ask your VA dietitian.

