

San Francisco VA Medical Center

The Hoptel Lodging Information

Please review this information before traveling to SFVAMC to help you plan for your stay.

What is the Hoptel?

To provide easier access to medical care for Veterans traveling a distance for care, the San Francisco VA Medical Center (SFVAMC) provides shared overnight accommodations (bed, linens, and shower facility) in the Hoptel.

Who can stay in the Hoptel?

Veterans living more than 50 miles from SFVAMC with a scheduled clinic appointment or procedure at SFVAMC within a day of their Hoptel stay. Reservations must be scheduled prior to your arrival at SFVAMC by your provider or designated clinic staff. Please notify your provider or clinic when you think you will need Hoptel lodging.

A stay in the Hoptel is not an inpatient admission, and nursing and care-giving assistance are **not** available. Lodgers must be able to attend to their own personal care needs and be able to get back and forth from scheduled appointments and procedures independently (or with their pre-approved caregivers).

When the Hoptel is full, Veterans may be assigned to other lodging locations either on VA campus, or in rare cases depending on availability, in a local motel. The motel is accessible by public transportation, and Veterans are responsible for the MUNI bus fare. Taxi service is also available.

Note: The Hoptel generally fills up 2-3 weeks in advance. Please contact your clinic to request a reservation as soon as you receive your appointment letter. For follow-up appointments you may request that the clerk make the Hoptel reservation while you are in the clinic.

Wait List Information

Veterans on a wait list are not guaranteed a bed and may have to wait until 5 p.m. to see if a bed opens up. Ground floor rooms are not guaranteed for those on a waitlist. If you decide not to remain on the wait list, **please call (415) 221-4810, x2528 or x2529** so we know you are not coming.

What if I use a walker or a wheelchair?

The Hoptel rooms are wheelchair accessible on the ground floor only. The second floor is accessible only by stairs. **Please note: Ground floor rooms are reserved for lodgers in wheelchairs or with walkers.** The majority of the Hoptel rooms are shared, and single rooms cannot be reserved or requested ahead of time.

May I bring a friend/family member or caregiver?

Lodging for caregivers is available only for Hoptel lodgers who require assistance during their stay in the Hoptel. The request must be prearranged and must come from a VA provider. Arrangements will be made in collaboration with Hoptel staff, as space is available. Caregivers may not stay in the Hoptel while the Veteran is hospitalized.

What time is check-in and check-out?

Report for Hoptel check-in between 11 a.m. – 4 p.m. at Building 9. Check-out is 10 a.m. daily. Reservations are subject to cancellation at 4 p.m. on the date of reservation (this does not apply to Eureka shuttle passengers with confirmed reservations). If you think you will arrive after this, please contact the Hoptel office to discuss arrangements. Shuttle Passengers: Please be aware of your scheduled departure time and plan accordingly.

When are the Hoptel staff available?

Regular Hoptel Office Hours: Monday – Friday: 7:30 a.m. - 9 p.m.

Saturday: CLOSED – Check in at ED

Sunday: 12 noon - 8:30 p.m.

If you have reservations and are arriving outside of these hours, please report to the Emergency Department located in Building 200 to check-in (this may involve a wait depending on ED activity).

What about medications and treatments? Guests should bring and be able to administer their own medications and any needed supplies. Medications requiring refrigeration may be stored in the Hoptel office and are accessible during office hours.

Are service animals permitted in the Hoptel?

Yes. Service animals are permitted in the Hoptel. Please contact the Hoptel prior to your arrival to discuss arrangements. Owners are responsible for controlling and cleaning up after their service animals.

What if I use oxygen?

If you are oxygen-dependent and arrive at the Hoptel without prior authorization and/or without needed equipment, you will not be lodged. This is for your safety. Oxygen-dependent Veterans may lodge in the Hoptel **only** with prior clearance from a medical provider. Approved lodgers are responsible for arranging and/or transporting all necessary equipment. Respiratory staff are not available in the Hoptel.

What about meals?

A complimentary dinner meal will be provided to Hoptel guests who arrive and are able to check-in by 4 p.m. A dinner meal is provided for each night of scheduled lodging. Clear liquid meals are available for GI-prep patients only.

Meal Options to be ordered at check-in time:

1. **A Cold Box Dinner** is available for pick up at the Hoptel Office between 4 p.m. - 8:30 p.m.
2. **A Hot Meal Tray** will be delivered at set times (5:30 p.m. and 6 p.m. only) in the vending machine dining area of Building 203, Ground Floor, Room GA-2. Once the hot meal is ordered it cannot be changed.

A refrigerator and microwave are available for use by Hoptel guests. Limited take-out options are also available.

What about storage for personal belongings?

Locked wardrobe cabinets are located in bedrooms for securing personal belongings. There is limited space for your belongings. All items brought to SFVAMC Hoptel are the responsibility of the guest, so we encourage you to bring only necessary items that are not of significant value. VA Police maintain the right to search the Hoptel rooms and lockers with cause.

What can I bring to the Hoptel?

- Valid photo identification (i.e., a state-issued photo id/driver's license, passport or your VA photo ID card). This is required to check-in to the Hoptel.
- Food items you may wish to eat during your stay and/or enough money to buy food or other items you may need to purchase during your stay. Vending machines are available on the campus, as well as a cafeteria, during business hours.
- Earplugs if sensitive to noise.
- Medications and/or other self administered medical equipment as prescribed by your health care provider and other required personal items such as extra pillows or blankets (sheets, one pillow, blanket and towel are provided).
- Bring only personal clothing and toiletry items that you will need. Nightclothes are not provided. It can be chilly at night, especially during winter months, so prepare accordingly.
- Alarm clock if needed.

What kinds of things are NOT permitted in the Hoptel?

- Animals/pets that are not service animals.
- Guns, firearms of any type, or any weapon or explosive.
- Alcoholic beverages or any illegal substances.
- Personal appliances such as hotplates.
- Soliciting, vending and selling merchandise.
- Sexual misconduct, destroying property and/or creating a disturbance.
- Smoking is allowed in designated areas only. The nearest smoking shelter is located between Buildings 8 and 9.

Adherence is strictly enforced by VA Police. Violations are grounds for immediate dismissal and ineligibility for future stays in the Hoptel.

What if I have an urgent need while staying in the Hoptel?

Urgent medical assistance is available to lodgers by reporting to the Emergency Department for evaluation. **For emergencies**, or if you are unable to safely make your way to the emergency department independently, **contact VA police at x2222 from any phone**. State your name, location and your need and they will contact 911 to assist you. Hoptel lodgers should be aware that since this is an outpatient program; 911 calls may involve private billing.

In the event of a fire or evacuation, there are large red signs in the Hoptel hallways for directions, escape routes and contact numbers.

Call x2528 from the telephone in your room to reach Hoptel staff during office hours.