

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 75 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/caregiving assistance is **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. **Patient Escort is available on a limited basis.**

Note: The Hoptel is currently under construction and has very limited availability. Hoptel generally fills up 6-8 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, ext. 2-2528 or 2-2529** 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 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 currently not available. If you are planning to travel with family/friends it is recommended you make hotel reservations in the area. Hoptel can provide a list of local hotels. **Please note we do not provide reimbursement for outside lodging.**

What time is check-in and check-out?

Report for Hoptel check-in between 11 a.m. – 4 p.m. at Building 10. 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 4 p.m. please contact the Hoptel office to hold your bed.**

Shuttle Passengers: Please be aware of your scheduled departure time and plan accordingly.

When are the Hoptel staff available?

Regular Hoptel Office Hours:

Monday – Wednesday: 7 a.m. – 12 midnight

Thursday: 7 a.m. – 9:30 p.m.

Friday: 7 a.m. – 8:30 p.m.

Saturday/Sunday: 12 noon – 8:30 p.m.

If you have reservations and are arriving outside of these hours or staff is not available, 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 cannot be stored by Hoptel personnel and guests are responsible for keeping their medications stored in a secure location.

Are service animals permitted in the Hoptel?

Yes. Service Animals are permitted in the Hoptel. Please contact Hoptel prior to your arrival to discuss arrangements. Owners are responsible for being with their service animals at all times and cleaning up after them.

What if I use oxygen?

Hoptel is **not** permitted to lodge anyone that uses oxygen or oxygen concentrators.

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.) **Cold Box Dinner** is available for pick up at the Hoptel Office between 4:00-8:30pm
- 2.) **Hot Meal Tray** will be delivered at set times (5:45 p.m. and 6:15 p.m. only) in the evening vending machine dining area of Building 203, Ground Floor, Room GA-2.

An unsecured 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 rooms 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 campus, as well as a cafeteria, during business hours.
- Back support devices (no hospital beds available) or other items to make your stay more comfortable. 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 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 or phone alarm recommended.

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/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 near the entrance to the Canteen.

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

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 ext. 2-2222 from any phone.** State your name, location and your need and they will contact 911 to assist you.

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 ext. 2-2528 or 2-2529 from the telephone in your room to reach Hoptel staff during office hours.