

A new day
Kansas City VA

My Guide to
Kansas City
VA HEALTHCARE

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MESSAGE FROM THE MEDICAL CENTER DIRECTOR

This quick reference guide has been organized to support veterans with information on how to access VA Healthcare in and around the Kansas City VA Medical Center (KCVAMC). Health care is accessible through the use of our medical center and six strategically located community-based outpatient clinics.

The map included in this guide indicates the expansive coverage that is provided by the KCVAMC and the community-based outpatient clinics. The guide also contains a summary of a broad range of programs and services provided by the Department of Veterans Affairs (VA).

The information included is intended to serve as a reference guide for veterans, their families and those who help veterans access information about VA Healthcare benefits and services.

Each section provides a brief overview of specific VA Healthcare benefits. Internet links, phone numbers and addresses are provided for accessing additional information.

In addition, there is information for veterans who served in Iraq and Afghanistan, women veterans and contacts for additional veteran services.

Thank you for your service!
Kansas City VA Medical Center
Medical Center Director, Kent D. Hill

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FACILITY INFORMATION

About the Kansas City VA Medical Center

The KCVAMC opened in 1952 and has a rich legacy of providing quality care to the men and women who have proudly served our nation – America’s heroes. We consider it an honor and privilege to serve the health care needs of our veterans.

The KCVAMC is a 157-bed medical, surgical and psychiatric facility. We are a referral center for veterans in western and southern Missouri, northern Arkansas and Kansas. We are a principal teaching medical center, providing education and training to health care professionals, and we are a major center for medical research in the Midwest.

Community-Based Outpatient Clinics

In addition to our main facility, we offer services in five community-based outpatient clinics. These clinics are located in:

- Belton
- Cameron
- Excelsior Springs
- Nevada
- Paola
- Warrensburg

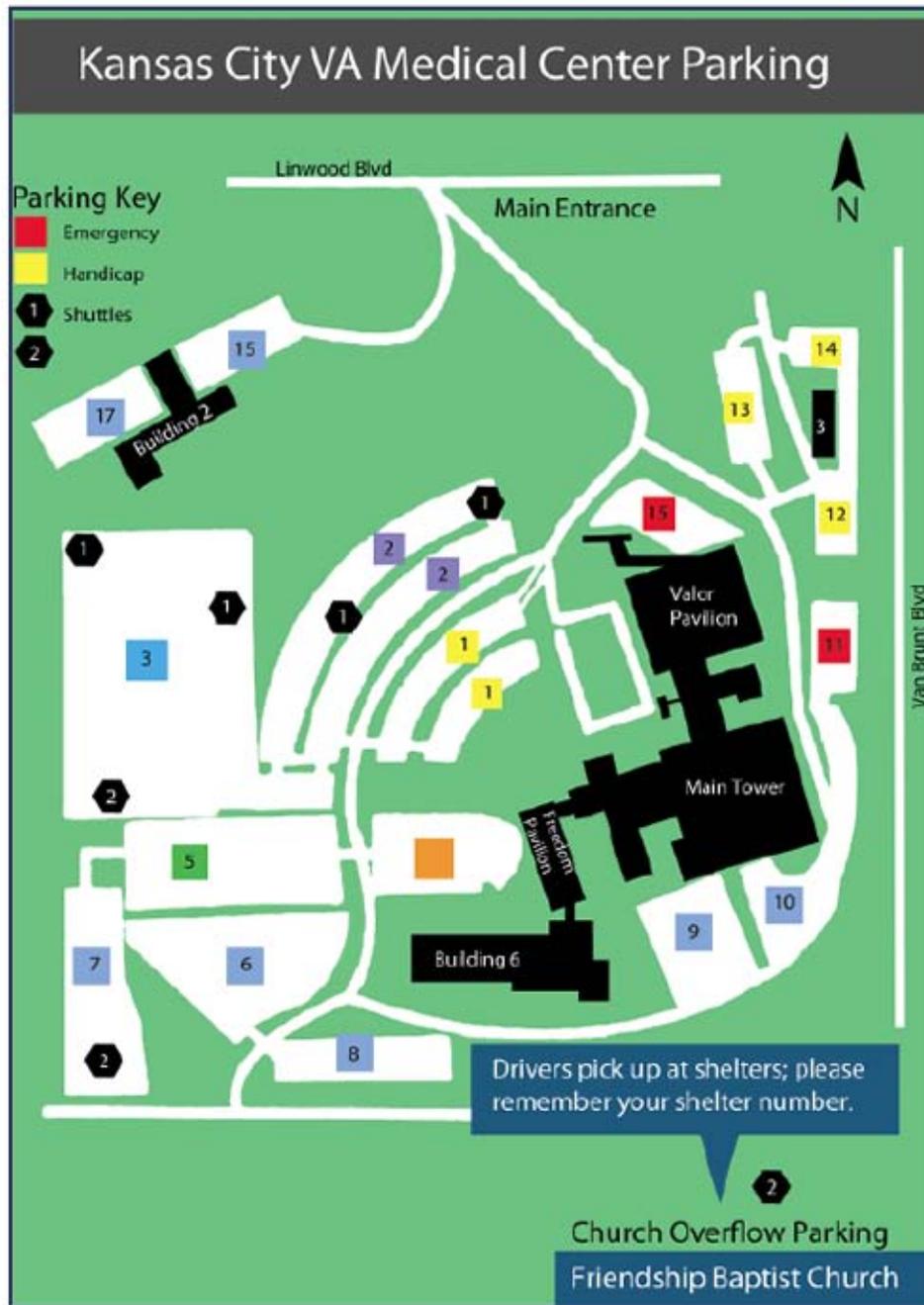
Our goal is to make your experience exceptional!

Kansas City VA Medical Center
4801 Linwood Blvd.
Kansas City, MO 64128
(816) 861-4700
1-800-525-1483
www.kansascity.va.gov

The map displays the states of Missouri and Kansas in orange. A blue star marks the location of the VA Medical Center in Kansas City, Missouri. Red circles indicate the locations of community clinics in Cameron, Excelsior Springs, Warrensburg, Paola, Belton, and Nevada. The labels 'Kansas' and 'Missouri' are placed on their respective state outlines.

● Community Clinics
★ VA Medical Center

Note: After 9 p.m., all entrances and exits are through the emergency department.



Patriot Café

Located in the basement of the Main Tower. Services include steam table, grill and specialty food shops.

- *Monday to Friday: 7:00 a.m. - 3:00 p.m.*
- *Saturday & Sunday: Closed*

Patriot Store

Located in the Main Tower hallway going into the Valor Building.

- *Monday to Friday: 7:30 a.m. - 4:00 p.m.*
- *Saturday: 9:00 a.m. - 1:00 p.m.*
- *Sunday: Closed*

Starbucks Coffee Shop

Specialty coffees and other beverages, sandwiches, salads, muffins and fresh fruit.

- *Monday to Friday 7:30 a.m. - 3:00 p.m.*
- *Saturday & Sunday: Closed*

Guest Meals

May be ordered and picked up in the medical center kitchen.

Breakfast:	7:00 a.m. to 9:30 a.m. Saturday, Sunday and Holidays
Lunch:	11:30 a.m. to 2:30 p.m. Saturday, Sunday and Holidays
Dinner:	4:30 p.m. to 6:45 p.m. Daily
Cost: breakfast - \$3.00; lunch - \$5.00; dinner - \$5.00.	
To place your meal order, call (816) 861-4700 x56797	

Greeters

We have staff on site to greet and assist veterans upon arrival at the medical center. Look for them at the main entrance to the Main Tower and the Valor Building.

Greeters are available Monday to Friday, 8:00 a.m. to 4:30 p.m.

Chapel

The multi-faith chapel is located in the hallway connecting the Valor Building and the Main Tower. The chapel is always open for prayer and quiet reflections. Protestant worship services are held every Sunday at 8:30 a.m.; Catholic Mass is on Saturday at 3:00 p.m.

Veterans may request pastoral care at (816) 922-2180.

Patient Advocates

Our goal is that your experience is exceptional at the KCVAMC. A patient advocate is available to help you and your family with any concerns or questions you may have about the medical center's services.

Patient advocates can assist you with:

- Concerns or compliments
- Questions not answered elsewhere
- Hospital policies and procedures

You can reach an advocate at (816) 922-2702 or 2703.

Automatic Teller Machine (ATM)

An ATM is located on the first floor of the Valor Building, adjacent to the elevators.

Inpatient Visiting Guidelines

We encourage family and friends to visit during the veteran's inpatient stay. Some basic guidelines for an optimal visit are:

- Ask attending medical staff if there are any special visitation guidelines or limitations that you need to know about.
- There may be times when permission to visit is needed by the veteran's attending physician.
- Children visiting the medical center are to be accompanied by an adult at all times.
- Most of the inpatient rooms are not private. Visitors are asked to be mindful and respectful of the veteran in the other bed.
- If you are feeling unwell, such as a cold, flu or running a fever, we ask that you stay home until you are feeling better. Perhaps a phone call would be a great way to visit.

For updated and current visitor guidelines, please visit the medical center's website at www.kansascity.va.gov.

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COMMUNITY CLINICS

Community-Based Outpatient Clinics (CBOCs)

Services at CBOCs include primary care provider appointments, lab, teleretinal imaging and tele-medicine.

Paola CBOC		
Address:	Phone:	Hours:
501 S. Hospital Dr. Paola, KS 66071	(913) 294-9628 or (816) 922-2500 x52160 Fax (816) 922-4695	8:00 a.m. - 4:30 p.m. Monday - Friday

Belton CBOC		
Address:	Phone:	Hours:
17140 Belray Place Belton, MO 64012	(816) 922-2161 Fax (816) 922-4690	8:00 a.m. - 4:30 p.m. Monday - Friday

Excelsior Springs CBOC		
Address:	Phone:	Hours:
197 McCleary Rd Excelsior Springs, MO 640249	(816) 922-2970 or (816) 861-4700 x52970 Fax (816) 637-2480	8:00 a.m. - 4:30 p.m. Monday - Friday

Cameron CBOC		
Address:	Phone:	Hours:
1111 Euclid Dr. Cameron, MO 64429	(816) 922-2500 x54251 or (816) 922-2500 x54247 Fax (816) 632-1962	8:00 a.m. - 4:30 p.m. Monday - Friday

Warrensburg CBOC		
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Address:	Phone:	Hours:
1300 Veterans Rd Warrensburg, MO 64093	(816) 922-2500 x54281 or (660) 747-3864 or Fax (660) 747-8197	8:00 a.m. - 4:30 p.m. Monday - Friday

Nevada CBOC		
Address:	Phone:	Hours:
322 S. Prewitt Nevada, MO 64772	(417) 448-8905 or (816) 861-4700 x54235 Fax (417) 549-6218	8:00 a.m. - 4:30 p.m. Monday - Friday

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ELIGIBILITY AND ENROLLMENT

Your eligibility for health benefits must first be determined.

- Health care eligibility is not just for those who served in combat. Eligibility for most veterans' health care benefits is based solely on active military service in the Army, Navy, Air Force, Marines or Coast Guard (or Merchant Marines during WWII), and discharged under other than dishonorable conditions.
- Reservists and National Guard members who were called to active duty by a Federal Executive Order may qualify for VA Healthcare benefits. Returning Service members, including Reservists and National Guard members who served on active duty in a theater of combat operations have special eligibility for hospital care, medical services and nursing home care for five years following discharge from active duty.
- Veterans health care is not just for service-connected injuries or medical conditions.
- Veterans health care facilities are not just for men. VA offers full-service health care to women veterans.

You can learn more about eligibility at www.va.gov/healtheligibility.

For most veterans, entry into the VA Healthcare System begins with enrollment. Once enrolled, eligible veterans can receive health care at any VA Healthcare facility in the country.

VA operates the nation's largest integrated health care system with more than 1,400 care sites, including hospitals, community clinics, nursing homes, domiciliaries, readjustment counseling centers and various other facilities.

How can I get my care at the Kansas City VA Medical Center?

At the KCVAMC, veterans may enroll at the registration unit located in the lobby of the Valor Building. Our registration staff can assist you upon completion of the enrollment form and answer your questions regarding eligibility, copayments, private insurance, etc. You can contact them by telephone at (816) 922-2498.

Whether you mail or bring in your application, please include the following items:

- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- A copy of your DD 214, Armed Forces Report of Transfer or Discharge
- (Purple Heart recipients only) A copy of your award letter if “Purple Heart” is not noted on your DD 214

You can also enroll online at <https://www.1010ez.med.va.gov/sec/vha/1010ez>.

Complete VA Form 10-10EZ, Application for Health Benefits.

Upon receipt of a completed application, which includes a signature and is dated, your eligibility will be verified by the VA’s Health Eligibility Center and you will be assigned to a priority group. After you have been verified, staff from the Kansas City VA (KCVA) will contact you to schedule an appointment.

Priority Groups

Priority Group 1

- Veterans with service-connected disabilities rated 50% or more

Priority Group 2

- Veterans with service-connected disabilities rated 30%-40%

Priority Group 3

- Veterans who are former prisoners of war (POWs)
- Veterans awarded the Purple Heart
- Veterans who were discharged for a disability that was incurred or aggravated in the line

of duty

- Veterans with service-connected disabilities rated 10% -20%
- Veterans awarded special eligibility classification under Title 38, U.S.C., Section 1151, “Benefits for Individuals Disabled by Treatment or Vocational Rehabilitation”

Priority Group 4

- Veterans who are receiving aid and attendance or housebound benefits
- Veterans who have been determined by the VA to be catastrophically disabled

Priority Group 5

- Non-service-connected veterans and non-compensable service-connected veterans rated 0% disabled whose annual income and net worth are below the established VA Means Test thresholds
- Veterans receiving VA pension benefits
- Veterans eligible for Medicaid benefits

Priority Group 6

- Compensable 0% service-connected veterans
- Veterans seeking care solely for disorders associated with:
 - Exposure to herbicides while serving in Vietnam
 - Exposure to ionizing radiation during atmospheric testing or during the occupation of Hiroshima and Nagasaki
- For disorders associated with service in the Gulf War
- For any illness associated with service in combat in a war after the Gulf War or during a period of hostility after November 11, 1998

Priority Group 7

- Veterans who agree to pay specified copayments with income and/or net worth above the VA Means Test thresholds and income below the geographically based threshold for their locality
- Subpriority A: Noncompensable 0% service-connected veterans who were enrolled in the VA Healthcare System on a specified date and who have remained enrolled since that date
- Subpriority C: Non-service-connected veterans who were enrolled in the VA Healthcare System on a specified date and who have remained enrolled since that date
- Subpriority E: Non-compensable 0% service-connected veterans not included in subpriority A above
- Subpriority G: Non-service-connected veterans not included in subpriority C above

Priority Group 8

- Veterans who agree to pay specified copayments with income and/or net worth above the VA Means Test thresholds and income above the geographically based threshold for their locality
- Subpriority A: Non-compensable 0% service-connected veterans enrolled as of January 16, 2003, and who have remained enrolled since that date
- Subpriority C: Non-service-connected veterans enrolled as of January 16, 2003, and who have remained enrolled since that date
- Subpriority E: Non-compensable 0% service-connected veterans applying for enrollment after January 16, 2003
- Subpriority G: Non-service-connected veterans applying for enrollment after January 16, 2003

Veteran Service Officers

We are fortunate to have representatives from Veterans Service Organizations (VSO) for consultation and assistance with veterans' benefits and to assist you with completing a disability claim.

KCVAMC has VSOs from Veteran of Foreign Wars, Disabled American Veterans, Paralyzed Veterans of America, American Legion and Former Prisoners of War.

Most of these offices are located on the first floor of the Main Tower in the connecting corridor to the Valor Building.

Certain veterans can participate in a VA health registry and receive free medical examinations, including laboratory and other diagnostic tests deemed necessary by an examining clinician. VA maintains health registries to provide special health examinations and health-related information.

Gulf War Registry: Free for veterans who served in the Gulf War and Operation Iraqi Freedom (OIF).

Depleted Uranium Registries

VA maintains two registries for veterans possibly exposed to depleted uranium:

- Veterans who served in the Gulf War, including OIF
- Veterans who served elsewhere, including Bosnia and Afghanistan

Agent Orange Registry

For veterans possibly exposed to dioxin or other toxic substances in herbicides used during the Vietnam War, while serving in Korea in 1968 or 1969, or as a result of testing, transporting or spraying herbicides for military purposes.

Ionizing Radiation Registry

For veterans possibly exposed to atomic radiation while on active duty during specified activities.

Project 112/SHAD Participants Registry

Project 112 is the name of the overall program for both ship-board and land-based biological and chemical testing conducted by the U.S. military between 1962 and 1973. VA provided a physical examination to veterans who participated in Shipboard and Hazard Defense (SHAD). In addition, veterans will receive care at no charge for conditions related to exposure.

For more information, call the KCVAMC or visit www.publichealth.va.gov/exposures.

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HEALTH CARE AND BENEFITS

Copays and Charges

There is no monthly premium required to use VA care. You may, however, have to agree to pay copays. If you have other insurance, it may cover the cost of copays. Copay amount is limited to a single charge per visit regardless of the number of health care providers seen in a single day. The copay amount is based on the highest level of service received.

www.va.gov/healtheligibility/costs

Outpatient Visits Not Requiring Copays

Copays do not apply to publicly announced VA health fairs; outpatient visits solely for preventive screening and/or immunizations (such as flu and pneumonia shots); screening for hypertension, hepatitis C, tobacco, alcohol, hyperlipidemia, breast cancer, cervical cancer, colorectal cancer (by stool test); education about the risks and benefits of prostate cancer screening; smoking cessation counseling. Laboratory, flat film radiology and electrocardiograms are also exempt from copays.

Billing Insurance Companies

VA is required by law to bill private health insurance providers for medical care, supplies and prescriptions provided for treatment of veterans' non-service-connected conditions. All veterans applying for VA medical care are required to provide information on their health insurance coverage, including coverage provided under policies of their spouses.

Beneficiary Travel

Certain veterans may be provided special travel modes (wheelchair van, ambulance) or reimbursement for travel costs when traveling for approved VA medical care. For more information on travel, you can visit the following website:

www.va.gov/healtheligibility/Library/FAQs/BeneTravelFAQ.asp.

Standard Health Care Benefits

VA provides a Medical Benefits Package to all enrolled veterans. This comprehensive plan provides a full range of preventive outpatient and inpatient services within the VA Healthcare System. Also, once you enroll in the VA HealthCare System, you can be seen at any VA facility across the country. VA's Medical Benefits Package provides the following health care services to all enrolled veterans.

Preventative Care

- Immunizations
- Physical examinations
- Health care assessments
- Screening tests
- Health education programs

Medication and Supplies

(Generally, they must be prescribed by a VA provider and under VA's national formulary system)

- Prescription medications
- Over-the-counter medications
- Medical and surgical supplies

Outpatient Diagnostic and Treatment Services

- Emergency outpatient care
- Medical
- Surgical (including plastic surgery as a result of disease or trauma)
- Chiropractic care
- Mental health
- Bereavement counseling

Inpatient Diagnostic and Treatment

- Substance abuse
- Emergency inpatient care
- Medical
- Surgical (including plastic surgery as a result of disease or trauma)
- Mental health

www.va.gov/healtheligibility/coveredservices/StandardBenefits.asp

The scope of services provided at the KCVAMC include:

Primary Care

The primary care service offers an extensive range of treatment modalities with emphasis on health care prevention. Each veteran who desires to receive primary care services at KCVA is assigned to a specific primary care provider and teamlet. The teamlet is a partnership and you are the center; your family members and caregivers are also part of the teamlet. Your health care professionals include support staff, nurses, case workers and physicians.

Your teamlet members coordinate all aspects of your health care. They oversee the transitions to specialists and coordinate the transitions if you need an emergency room, inpatient care or have to go into dual care with non-VA clinicians.

Services Offered

- Health and wellness visits
- Case management
- Referrals to specialty care
- Preventive health care

Contact your teamlet at (816) 861-4700 x5212.

Emergency Department

Medical personnel are available in our emergency department 24 hours a day, 7 days a week for urgent or emergency medical needs.

Patients are seen according to the severity of their illness, determined by the emergency department staff.

Contact the emergency department at (816) 861-4700 x52103.

Pharmacy

The outpatient pharmacy is located in the lobby of the Valor Building and is open Monday-Friday 8:00 a.m.-5:30 p.m.

The pharmacy offers full prescriptive functions and pharmacists are available to provide medication counseling and education.

KCVA Pharmacy processes over 60,000 prescriptions per month. Many of these prescriptions are filled by the Consolidated Mail Outpatient Pharmacy (CMOP).

All veterans are encouraged to refill their prescriptions by phone or Internet.

There are two great ways to refill a prescription:

Automated Refill Line:

Call (816) 922-3321 or 1-800-525-1483, ext. 53321

On the Web

You may also use the My HealthVet at www.myhealth.va.gov to safely and securely refill your

prescriptions online. Register today to use the prescription refill feature!

Social Work

Social work at KCVAMC is an integral part of health care. We help veterans and their families with problems associated with the stress of an illness. Social workers also assist veterans in finding resources to meet their needs within the VA system and in their community such as:

- Home health services
- Bereavement counseling
- Transportation arrangements
- Long-term care placement

You can contact a social worker by calling your primary care team at (816) 861-4700 x52121.

Additional health care services include:

- Prosthetics
- Dialysis
- Palliative care/hospice
- Diabetic education
- Drop-in group appointments
- Compensation and pension exams
- Orthotics
- Clinical nutrition
- Patient education

Spinal Cord Injury

The Spinal Cord Injury Support Clinic at KCVAMC houses a variety of resources to ensure quality treatment for veteran patients.

Staff and physicians work closely with the spinal cord injured veteran, family members and significant others to ensure the highest quality of care.

We assist the spinal cord injured patient to:

- Enhance their health
- Improve their functional abilities
- Maintain their quality of life

These goals are met through:

- Patient education
- Case management
- Monthly spinal cord injury support group

Specialty Health Care Offered

Most specialty health care services will require a consultation request from your primary care provider.

- Spinal cord injury
- Vascular/Thoracic surgery
- Critical care
- Endocrinology
- Pulmonary medicine
- Oral surgery
- Audiology
- Oncology
- Hematology
- Rheumatology
- Cardiology
- Pain management
- Gastroenterology
- Respiratory therapy
- Dialysis
- Wound care
- Podiatry
- Radiology
- Interventional radiology
- Urology
- General surgery
- Plastic surgery
- Orthopedics
- Neurology
- Neurosurgery
- Infectious disease
- Ambulatory surgery
- Cardiac Caths
- Nephrology
- Ear/nose/throat (ENT) specialty

- Dental
- Ophthalmology
- Optometry
- Chiropractic care
- Speech pathology
- Pathology and lab
- Hospice
- Dermatology
- Physical therapy (PT)/Occupational therapy (OT)

Telemedicine: Remote medical care through the use of audiovisual technology is offered at the community clinic.

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WOMEN'S HEALTH

Women who have served in the Armed Forces are eligible for a variety of veterans benefits. VA actively encourages women to utilize the benefits due to them.

The KCVAMC Women's Health Program meets the unique needs of female veterans.

KCVAMC Services for Women

- Primary care
- Gynecology services to include surgery
- Mammography
- Reproductive health care
- Menopause treatment
- Cervical cancer screening (Pap smears)
- Mental health
- Birth control
- Maternity care
- Military sexual trauma counseling

Patients will be referred to other VA facilities or to the community for any service not available at the KCVAMC.

The KCVAMC also has a women veterans coordinator to address gender-specific health care needs for women.

The women's clinic can be reached at (816) 922-2121.

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MENTAL HEALTH

The mental health service at KCVAMC provides counseling, consultation, evaluation and treatment for a variety of issues that can impact a veteran's emotional well-being.

Services Offered

Mental health programs and services provided at the KCVAMC include:

- Group and individual appointments
- Substance abuse
- Addiction therapy
- Homeless veteran program
- Suicide prevention
- Military sexual trauma
- Acute mental illness
- PTSD
- Seriously mentally ill
- Veterans court
- Compensated work therapy

Confidentiality

Mental health services are confidential. We will not talk to anyone about the information you share unless you give written consent. Under Federal law, a few exceptions to this rule exist. If you have questions, please ask your mental health consultant.

You can contact the mental health clinic at (816) 861-4700 x52641.

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INPATIENT SERVICES

Surgical Ward

A 25-bed unit located on the west side of the Main Tower's 3rd floor, this ward specializes in the delivery of comprehensive medical and surgical care of patients who are under the care of the following surgical sub-specialties:

- General surgery
- Orthopedics
- ENT
- Vascular/thoracic surgery
- Urology
- Neurosurgery

Patient care focuses on direct patient care, educating the patient and the patient's family and ensuring safety for the patients, visitors and staff.

Medical Ward

This 48-bed medical/surgical unit is located on the Main Tower's 8th floor. This ward is the base unit for oncology, general medicine and ENT services. Care is provided to patients with medical diagnoses. Special services focus on patients requiring telemetry, pain control, chemotherapy, tracheostomy care and terminal/palliative care.

Acute Patient Psychiatry

This 27-bed unit is located on the 10th floor. This unit specializes in the care of acutely mentally ill patients. The major diagnoses consist of depression, schizophrenia, bipolar affective disorder and substance abuse. There are provisions available for female veterans. Psychiatrists, residents, nurses and social workers make up the three treatment teams.

Intensive Care Units

Located on the 3rd floor of the Valor Building, this unit provides specialized acute care for critically ill adult patients 24 hours a day.

Inpatient Services

Substance Abuse Residential Rehabilitation Treatment Program

This unit provides veterans with an intensive substance abuse treatment program in a residential setting located on the 9th floor of the Main Tower. This intensive psychiatric and medical treatment program is staffed by a team of substance abuse treatment specialists, providing education and rehabilitation to assist veterans in returning to independent living within the community.

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MAKING THE MOST OF MY HEALTH CARE

A few tips to help you get the most from your appointment:

- Check in 30 minutes before your appointment time.
- Have a list of your most important concerns and questions.
- Be prepared to talk about any changes in your health.
- Ask about recent test results.
- Bring up any medication concerns or needs.
- Tell your provider if you have had any recent medical treatment elsewhere. Bring copies of those medical records to share with your VA provider.
- Ask about preventive health screens, tests, immunizations or exams you should have.
- Tell your provider if you think you need help from other members of the primary care team (social worker, psychologist, nutritionist, pharmacist, nurse, etc.).
- Ask if you do not know the name of the team or provider in charge of your care.

If you are unable to attend your appointment, please call ahead to cancel so another veteran can have your appointment time slot.

Make Sure You Understand

Sometimes it is hard to remember everything that you and your doctors or nurses discussed during your visit.

If you desire, a family member can join you in your visit with the provider.

- Take notes.
- Repeat the information back in your own words.
- Feel free to ask for simple or more detailed explanations.
- Make sure you know what to do in an emergency.

- Write down your doctor's or nurse's telephone number.
- Your family or friends can ask questions too.

Remember! If you don't understand something, ask questions until you do. We are happy to help!

Be Active in Your Care

Use These Tips for Medication Safety

- Bring your medication list to all clinic appointments.
- Make sure your doctors know what you are taking. This includes prescription and over-the-counter medications, dietary supplements, such as vitamins and herbs and special foods and beverages like those you may purchase at a health food store.
- Use one location for your primary health care. Make sure they have up-to-date information on all of your medications, treatments and health care practices.
- Ask for information about your medications, both when they are prescribed and again when you receive them. If you don't understand, ask your doctor or pharmacist to explain.

You should also ask the following questions:

- What is the medicine for?
- How am I supposed to take it?
- How long am I supposed to take it?
- What side effects are likely to occur?
- What do I do if I notice any side effects?
- What side effects should I report?
- Are there any side effects that should cause me to immediately stop taking the medication?
- What are the foods, beverages or activities that I should avoid while taking this medicine?
- Is this medicine safe to take with other medication or dietary supplements that I am taking?

You are part of the team, so stay proactive in your health care!

If you have questions, please call your primary care team, mental health clinic team or pharmacy.

Your health care team wants to work with you to help you reach your goals. Talk with them about what is right for you. Determine how you can improve your health and use My HealthVet to help you get it done.

When you sign up on the website, you will be able to:

- Refill VA prescriptions online.
- Enter and track over-the-counter medications, immunizations and tests.
- Access online medical libraries.
- Record, track and print personal health information, including military and family health histories and vital statistics.

Get an upgraded account to get full access to features on the website. The In Person Authentication (IPA) is easy. Just watch the IPA video at www.myhealth.va.gov, print and sign the Release of Information form and bring it to the nearest VA facility and show two forms of government-issued ID.

Once this is completed, you can:

- View upcoming and past VA appointments.
- Get personalized wellness reminders.
- Communicate with your primary care team through secure messaging.

You can contact the KCVVA My HealtheVet coordinator at (816) 922-2404.

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OEF/OIF/OND PROGRAM

The KCVAMC is grateful to the men and women who risk their lives to fight terrorism in Afghanistan, Iraq and many other places around the world.

The KCVAMC has developed a special team called the Operation Enduring Freedom, Operation Iraqi Freedom, Operation New Dawn (OEF/OIF/OND) Team to serve the veterans who participated in these campaigns and other modern hostile fire campaigns. Each veteran initially has 5 years of health care and 180 days to apply for dental care at the VA after discharge or retirement.

Services are provided to all OEF/OIF/OND veterans returning from modern warfare in Iraq, Afghanistan or other sites in support of modern wars. Coordination of care and linkage to care are provided to all veterans who need intense help.

- Pre-visit care is provided for severely injured veterans entering the VA from a military treatment facility while they are still on active duty at their base.
- Case management is provided to severely injured veterans in need of help managing their treatment.

- Hospital intervention and access to care are monitored by a team of highly skilled professionals.
- Community outreach is done in support of military unit post-deployment screening and demobilization.

Immediate care is available on a walk-in basis for OEF/OIF/OND veterans in need of immediate assistance.

Our aim is to assist with the transition of Soldiers from the military into the VAMC for health care and coordination of benefits. We have developed specialized programs, clinics, counseling and outreach activities to help reintegrate each Soldier back into his or her community.

OEF/OIF/OND Primary Care Integrated Clinic

This primary care medical clinic provides one-stop shopping to new veterans from modern warfare entering the KCVA. The veteran's appointment at this clinic involves one visit to see the following providers:

Primary Care Provider

- Takes brief history of military service and environmental exposures, history of medical illnesses, current medications and discusses your most current medical problem.

Mental Health/Social Work Assessment

- Mental health/social work professional discusses current post-deployment adjustment or problems.

Physical Medicine and Rehabilitation

If a traumatic brain injury (TBI) is suspected, a physical medicine doctor provides assessment and treatment recommendations.

Contact Information

The KCVAMC OEF/OIF/OND Team can be reached at (816) 922-2033.

Direct Numbers for Our OEF/OIF/OND Team Members

Program Manager	(816) 922-2034
Transition Patient Advocate	(816) 922-2035
Nurse Case Manager	(816) 922-2036
Social Work Case Manager	(816) 922-2037
Primary Care Appointments	(816) 922-2112

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TBI

TBI is caused by a blow or jolt to the head or a penetrating head injury that disrupts the brain's normal function. Those returning from combat areas like Iraq and Afghanistan may have suffered a brain injury – some without even realizing it. TBIs can range from mild to severe and can result in short- or long-term problems with independent functions.

Signs and symptoms of TBI can be subtle. Symptoms may not appear until days or weeks following the injury or may even be missed as returning veterans may look fine even though they may act or feel differently. The following are some common TBI signs and symptoms:

- Poor concentration
- Irritability
- Fatigue
- Depression
- Memory problems
- Headaches
- Anxiety
- Trouble thinking
- Dizziness
- Blurry/double vision
- Sensitivity to light

Getting Help

If you suspect that you or a loved one has TBI, it's important to get help as soon as possible.

TBI Services Available at KCVAMC

- Psychology
- Neurology
- PT/OT
- Social work
- Cognitive/speech therapy
- Neuropsychology
- Case management
- Specialized equipment

Additional resources on TBI are available at www.cdc.gov/TraumaticBrainInjury/index.html.

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POST-TRAUMATIC STRESS DISORDER (PTSD)

What is PTSD?

PTSD is an emotional and behavioral disturbance that may occur after exposure to an exceptionally stressful, threatening or catastrophic event.

Exceptionally stressful events include:

- Combat
- Disasters
- Life-threatening accidents
- Witnessing a violent death or the mutilation of others
- Torture
- Sexual assault
- Violent crimes
- Threat of serious injury or death

Symptoms Associated with PTSD

PTSD occurs when an exposure (direct or indirect) to a horrible event is unresolved. PTSD has the following symptom patterns:

- Arousal Symptoms: Restless, sleepless, hyper-alert, unable to relax, jumpiness,

difficulties concentrating.

- Intrusive Symptoms: Mental “replays” and dreams in which the person sees, hears, feels, smells, tastes aspects of the event and has repeated bad dreams or nightmares. Sometimes, replays appear real, vivid and are frightening.
- Avoidance Symptoms: Shutting off one’s emotions, avoiding reminders, such as places, people, conversations and stimuli. Shutting oneself off from the world.
- PTSD symptoms are not always immediate: Sometimes, they appear long after the original trauma.

The condition causes significant disruption to and impairment of normal life pursuits (social, school, work and home life).

Important Points for the Veteran to Keep in Mind

- PTSD does not cause all symptoms. Make sure you get a professional evaluation to determine if you have PTSD or some other condition. Many other physical or emotional conditions can cause stress symptoms or accompany PTSD.
- Do not wait until symptoms become severe. Treatments can also provide considerable relief from less intense forms of PTSD.
- Let your doctor know about your traumatic event and any significant symptoms you are having. Ask for a referral to a PTSD specialist.
- Do not self-treat, especially if your symptoms are severe.
- PTSD can be complicated and professional guidance is important.
- Remember, we are here to help!

Important Points for the Significant Other to Keep in Mind

- Become educated about PTSD.
- Let each member of the family express their concerns and ask their questions.
- Listen to treatment providers.
- Let your loved ones know that you care about them.
- Spend time with people. Coping is easier with support from others, including extended family, friends, church groups, sport groups and support groups.
- Do not forget nourishment, exercise and rest.
- Maintain routines, such as having dinner together, family outings, etc.
- Sometimes a family needs professional guidance to work through PTSD together.

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FREQUENTLY ASKED QUESTIONS (FAQs)

Do I have to enroll to receive VA Healthcare?

Yes, unless a veteran is seeking care for a VA-rated service-connected disability or has a service-connected disability of 50% or more.

How can I verify my enrollment in VA Healthcare?

To verify your enrollment for VA Healthcare, contact your local VA Healthcare facility.

If enrolled in VA Healthcare, must I use the VA exclusively?

You do not have to use the VA Healthcare System exclusively, but please be aware that the authority to pay for non-VA care is limited and your VA doctors are under no obligation to follow a treatment or medication plan recommended by private doctors if they disagree with that plan.

What is a VA service-connected rating, and how do I establish one?

A service-connected rating is an official ruling by the veterans benefits administration (VBA) that your illness/condition is directly related to your active military service. VA regional offices establish these ratings.

Can I keep and use my private insurance and still use VA Healthcare?

We encourage you to keep any private insurance you may have.

Can veterans get routine health care at non-VA facilities

at the VA's expense?

VA must provide specific authorization for care outside the VA. This service is otherwise known as Fee Basis Care. There may be specific eligibility criteria for veterans seeking non-VA services.

How do I make an appointment?

If you would like to schedule an appointment with your primary care provider teamlet, please call (816) 922-2121 or 1-800-525-1483 x52121.

If you would like to schedule an appointment with a specialty clinic or other specialty care providers, please see the contact list below. Remember, if you haven't been seen in the specialty clinic, you will need a consultation requested by your primary care provider.

If you have received a reminder letter stating that you need to make an appointment, please call the medical center at (816) 922-2121 or 1-800-525-1483 x52121.

Changing Your Appointment

For a listing of your current appointments, please call the medical center at (816) 861-4700 then press 1 or 1-800-525-1483 x52122.

If you cannot keep an existing appointment, please contact us as soon as possible. This will allow us to reschedule your appointment as well as schedule one of your fellow veterans for the original appointment date and time. Call (816) 861-4700 then press 1 or 1-800-525-1483 x52122 to reschedule.

Kansas City VA (816) 861-4700 Or 1-800-525-1483

Pharmacy		Mental Health Clinics	52641
Auto Care Refills	53321	Outpatient Mental Health	52641
Refills	52602	Health Care for Homeless Veterans	52641
Primary Care	52121	Psychiatry Urgent Care Assessment, Consultation, Crisis	52641
Green Team	52121	Mental Health Intensive Case Management	56625
Blue Team	52121	Post-Traumatic Stress Recovery	52647
Red Team	52121		
Women's Clinic	52121		
Specialty Clinics		Other Specialty Clinics	52641
Gold Clinic	52144	Anticoagulation Clinic	57318
Dermatology	52144/53406	Audiology	52150
General Surgery	52144/56352	Dialysis Unit	52479
Neurosurgery	52144/53480	DIGMA	57121
Orthopedics	52144/57928	Ear, Nose, and Throat	57452
Plastic Surgery	52144/56278	Podiatry	56246
Urology	52144/57928	Radiology	56501
Wound Care Clinic	52144/56546	Wheelchair	56823 56827
Silver Clinic	52155		
Cardiology	52155	Physical and Occupational Therapy	52740
Endocrinology	52155	Spinal Cord Injury	52740
Gastroenterology	52155	Traumatic Brain Injury	52740
Hematology	52155	Preventive Amputation Clinic	52740
Infectious Disease	52155		
Neurology	52155 52525		
Oncology	52155		
Renal	52155		
Rheumatology	52155		
Sleep Disorders	52155		

Suicide prevention 1-800-273-TALK (8255)

Other Services	
Chaplain	52180
Compensation and Pension (Comp & Pen) Exams	57601
Eligibility/Registration	52498
Emergency Department	52103
OEF/OIF Patient Advocate	52035
Patient Advocates	52834
Prosthetics	56841
Veterans Benefits	52660
Volunteer Services	57883
Billing	
National Billing Hotline	1-866-393-4074
Kansas City VA Billing	52660
Specialty Program Coordinators	
Minority Veterans Coordinator	56050
OEF/OIF/OND Coordinator	52034
My HealtheVet Coordinator	52404

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