



KCVA Veteran *focus*

KCVA Events

Catholic Mass

Wednesdays

12:00pm - 12:30pm

Chapel

Patient Orientation

7/23/14 - 9:30am - 11:30am

KCVA Hall of Heroes

Call to register.

816-861-4700 x57927

Ambulatory Surgery Open House

7/25/14 - 11:00am - 1:00pm

KCVA 5 East

Farmer's Market

Every Thursday

7:00am - 1:00pm

Front of Medical Center



Check Out The New *Check In* Kiosks!

- Ron Garrett, KCVA Health Administration Section Chief

The Kansas City VAMC has installed 18 kiosks throughout the medical center and Honor Annex. These kiosks will help reduce the Veteran's wait time and allow Veterans to get to their appointment faster. Veterans can check in for their appointments, update their demographics and view and print future appointments by using the kiosk. In the future we will be adding an option for them to make Release of Information requests, pharmacy refill requests, and beneficiary travel requests.

They enhance patient privacy as the Veteran doesn't have to verbally provide their information. Strong measures have been incorporated into the kiosk to protect the hospital and the Veteran. The VetLink kiosk does not store Veteran data and has a timeout feature that will return the kiosk screen to the welcome screen when a Veteran leaves a kiosk. Also, Veterans use of the kiosks ensures accuracy as the Veteran is responsible for reading, entering, and changing their own information.



Veteran Bruce Welsh is checking out the new check in kiosks.

The Kiosk will not be replacing the check in clerks. They will just be assisting and enhancing the process in providing quality, timely, and accurate service. The clerks will now have more time to assist Veterans who may require changes that are more involved.



Before



After

New Dialysis Unit Now Open!

The east wing of the 7th floor has been completely renovated to create a new dialysis unit and it looks great!

The new dialysis bay is open and sunny. There are views of downtown Kansas City out one set of windows and a view of the stadiums out another. Each bed will have a personal TV, temperature control, and massaging and heated chairs. The chairs also have a curtain that can be drawn for more privacy. A brand new dialysis system and heating and air systems have been installed.

Construction started in December of 2012. Over the course of a month, 40,000 pounds of debris was removed at the start of renovations.

The new **ambulatory surgery** unit is holding an open house on July 25th to celebrate the newly renovated unit on the east wing of the 5th floor.

Veterans Helping Veterans

We understand that things happen.



By letting us know, you can help provide another Veteran with needed care.

If you need to cancel or reschedule your appointment, please call us!
816-922-2000

Patient Centered Moment Thank you card sent to ER Staff

"Greetings Medical Emergency Room Staff, my wife and I want to thank you for the fine care extended to during my short stay in your emergency room. Your most humorous doctor assured me that I hadn't suffered a stroke. The ride home was made easier!"

Signed by Veteran and wife-
CPT US Special Forces

Kansas City VA Medical Center
4801 Linwood Blvd.
Kansas City, MO 64128

816-861-4700

www.kansascity.va.gov



[Facebook.com/vakansascity](https://www.facebook.com/vakansascity)



[Flickr.com/photos/vakansascity](https://www.flickr.com/photos/vakansascity)



[Twitter.com/vakansascity](https://twitter.com/vakansascity)



Myhealth.va.gov

Veterans Crisis Line



1-800-273-8255
PRESS 1