Patient Information Guide

Port Charlotte CBOC

The Port Charlotte Community Based Outpatient Clinic (CBOC) offers basic primary care services with an emphasis on disease prevention and management of chronic illnesses. Your care will be given by a physician or nurse practitioner. The CBOC runs like a doctor's office. Veterans are seen by appointment only. The Bay Pines VA Healthcare System (VAHCS) provides inpatient and outpatient specialty care and emergency care.

Location of the Port Charlotte CBOC
VA Primary Care Clinic
4161 Tamiami Trail Suite 401
Port Charlotte, FL 33952

Phone and fax numbers
Phone: (941) 235-2710
Fax: (941) 235-2712

Web address: www.baypines.va.gov/visitors/portcharlotte.asp

Hours of Operation
7:30 a.m. - 4:30 p.m. on Monday, Wednesday, Thursday, Friday
8:45 a.m. - 4:30 p.m. on Tuesday
The CBOC is closed on federal holidays.

Services Available
Audiology
Health Promotion
Disease Prevention
Diagnosis and Treatment of Acute and Chronic Medical Conditions
Referral to Specialty Care
Mental Healthcare Services
EKG Service
Optometry
Orthopedic
Phlebotomy Service
Home Based Primary Care
Women's Healthcare

Bay Pines VA Healthcare System (VAHCS) Mission, Vision, and Values

The Bay Pines VAHCS Mission, Vision, and Values guide our actions and choices. Bay Pines strives to be an excellent, caring healthcare community in which people are valued, trusted, and respected.

> Mission: To honor America's Veterans by providing exceptional healthcare that improves their health and well-being.
>
> Vision: To be a patient centered integrated healthcare organization for Veterans, providing excellence in healthcare, research and education, an organization where people choose to work, an active community partner, and a back-up for national emergencies.
>
> Values: Trust, Respect, Excellence, Compassion, Commitment

Your Healthcare at the Port Charlotte CBOC

How can I get my healthcare at the Port Charlotte CBOC?
To register or enroll for health care in person, you may go to the main campus at the Bay Pines VAHCS. If you want to register by mail, you may contact Bay Pines VAHCS or any CBOC to receive a registration packet in the mail. You will be assigned a Primary Care Team and provider at the clinic.

Can I get primary care here and see a private physician?
Yes. However, this is discouraged. It is best if your Primary Care Team coordinates your care. This is easier if you see physicians in our system. If you do see a private physician, you need to bring copies of your health records and medicines each time you have an appointment with your Primary Care Team at the Port Charlotte CBOC.

What if I need to be seen by a Specialist?
If needed, your Primary Care provider at the Port Charlotte CBOC will arrange for you to see a specialist at Bay Pines VAHCS.

Can I get my prescriptions filled at the Port Charlotte CBOC?
New prescriptions are ordered by your healthcare provider. You may order refills by telephone, mail, or online at the My HealtheVet website at www.myhealth.va.gov.

What if I get sick and need to see or talk to my doctor or nurse before my next appointment?
Call the Bay Pines VA Healthcare System Telephone Care Program at (727) 398-6661 or (888) 820-0230, then press option "1" during normal business hours for help with your healthcare problems. After hours, call (877) 741-3400 for assistance.

For medical emergencies, call 911 immediately!

The Joint Commission

Bay Pines VA Healthcare System is accredited by The Joint Commission (TJC) (www.jointcommission.org) and is inspected regularly by TJC to make sure we meet their national standards for outstanding and safe patient care. If you have a concern, contact TJC at (800) 994-6610 or e-mail them at complaint@jointcommission.org. Their fax number is (630) 792-5636. You can also write them at: The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, IL 60181.

Patient Safety

Patient safety is very important to us. Ask your doctor, nurse, or other member of your healthcare team questions about your care, medicines, or medical tests, especially if something does not make sense to you. We want you to understand and be involved in your treatment. This prevents errors and helps us give you excellent and safe care. If you have questions or concerns about your safety, please SPEAK UP and:

- Ask to talk to the nurse manager, supervisor, or any other management staff.
- Call a Patient Safety Manager at (727) 398-6661, ext. 4121.
- Call the Patient Safety Hotline at (727) 319-1355. You will not have to say who you are.
- Contact The Joint Commission.

MOVE! (www.move.gov)

MOVE! is a weight management program that helps Veterans lose weight and keep it off. It focuses on healthy nutrition and behavior. Let your provider know if you are interested in this program.

My HealtheVet (MHV) (www.myhealth.va.gov)

My HealtheVet (MHV) is a secure VA website that allows Veterans to be an active partner in their healthcare, to order refills of their prescriptions, receive Wellness reminders, maintain health journals, and more. You can register for MHV at www.myhealth.va.gov. MHV's In-Person Authentication (IPA) feature allows Veterans to view their prescription names now, and in the future, the ability to view your appointments. To complete the IPA process, Veterans must register on the MHV website, watch a video, and fill out VA form 10-5345a. Bring this form and a picture identification to the front desk at this clinic. For more information on MHV, call (727) 398-6661, ext. 5566, 5008, or 5497.

Operation Enduring Freedom/Operation Iraqi Freedom (www.oefoif.va.gov)

The Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) office has nurses, social workers, and a transitional patient advocate to help with the needs of returning Iraqi and Afghanistan Veterans. They also have information on special programs, benefits, and services. The OEF/OIF office is located on the Bay Pines VAHCS main campus in Bldg. 100, Room 1E241, ext. 5893 or 7541. There is also an OEF/OIF office in Ft. Myers in Room 900A. Their extension is 6188.

Patient and Nursing Home Resident Rights and Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other Veterans and to the nation, we are committed to improving healthcare quality. We train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

Respect and Nondiscrimination

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or long-term care resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment, you are expected to respect other patients, residents, and staff, and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report conditions you believe to be unsafe.

Information Disclosure and Confidentiality

- You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying for your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and you may request a copy of your medical records. This will be provided except in rare

situations where your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for injuries.

Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents, and trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the team by telling them if you have pain and if the treatment is working.
- As an impatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether or not you will participate in a research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

Emergency, Poison, Suicide, and Crisis Hotline Numbers

If you have a medical emergency, call 911 *immediately!*

Call **Poison Control** at (800) 222-1222 if you have a poison emergency.
If you think you want to hurt or kill yourself, call for help before it is too late!

The Suicide and Crisis Hotline numbers in Charlotte County are:

- 211
- (941) 815-0267 (Mobile Crisis cell phone)
- (941) 575-0222(Crisis Stabilization Unit)

You can also call:

- **The National Hopeline**: (800) SUICIDE (784-2433)
- **The National Suicide Prevention Hotline**: (800) 273 -TALK (8255)

These services are available to help you 24 hours a day, seven days a week. If you need help, please call immediately!

Suicide prevention websites:
www.agingcarefl.org/aging/suicide_prev/Resources
www.mentalhealth.va.gov

My next appointment at the Port Charlotte CBOC is on: _____

Questions I want to ask at my next appointment:

_____

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PATIENT HEALTH EDUCATION
Bay Pines VA Healthcare System
Bay Pines, Florida
• Approved 03/10 • Review 03/13 •