



# ***Patient Information Guide***

## **Ellenton CBOC**

The Ellenton Primary Care 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 coordinated by a physician or nurse practitioner. Our clinic runs like a doctor's office. Veterans are seen by appointment only. The Bay Pines VA Healthcare System (VAHCS) will provide both inpatient and outpatient specialty care.

### **Location of the Ellenton Primary Care CBOC:**

4333 N US Highway 301  
Ellenton, FL 34222

### **Phone and Fax numbers:**

Phone: (941) 721-0649  
Fax: (941) 721-6080

**Web address:** <http://www.va.gov/directory/guide/facility.asp?ID=5031>

### **Hours of Operation:**

Monday through Friday: 7:30 a.m.- 4:00 p.m.  
We are closed on federal holidays.

### **Services Provided**

Health Promotion  
Disease Prevention  
Diagnosis and Treatment of Acute and Chronic Medical Conditions  
Referral to Specialty Care  
EKG Service  
Phlebotomy Service

### **Mental Health Clinic:**

5283 Office Park Blvd  
Bradenton, FL 34203  
(941) 721-0649

**Services Provided:** Psychiatry and Social Work

## Bay Pines Mission, Vision, and Values

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

**Mission:** To provide a full range of high quality healthcare services to veterans.

**Vision:** To become the healthcare provider of choice for veterans.

**Values:** Commitment to Excellence. Compassion. Respect. Trust.

## FAQ's about your healthcare at the Ellenton CBOC:

### How can I get my healthcare at the Ellenton CBOC?

To become a patient at this CBOC, go to any VA Healthcare System or the Veterans Benefits Office and apply for enrollment. Your application will be processed and reviewed. The Bay Pines VAHCS primary care program will then assign you to the appropriate clinic.

Can I get primary care here and see a private physician?

**Yes.** However, we would like to discourage you from doing this. It is best if your Primary Team coordinates your care and medicines. This is easier if you see physicians within our system. If you do see a private physician, you need to bring copies of your health records each time you have an appointment with your primary care team at the Ellenton CBOC.

### What if I need to be seen by a Specialist?

If needed, your primary care provider at the Ellenton CBOC will arrange for you to see a specialist at Bay Pines VAHCS.

### Can I get my prescriptions filled at the Ellenton CBOC?

Veterans assigned to this CBOC can have their prescriptions ordered by their healthcare provider. Prescriptions are sent to the Bay Pines VAHCS Pharmacy for filling and mail out.

### What if I get sick and need to see or talk to my doctor or nurse before my next appointment?

You can call this CBOC or the Bay Pines VAHCS Telephone Care Program at (727) 398-6661, extension 7437 during normal business hours for advice and assistance with healthcare problems. ***For medical emergencies, call 911 immediately!***

## **JCAHO (Joint Commission on Accreditation of Healthcare Organizations)**

The Bay Pines VAHCS and its associated clinics, including Ellenton CBOC, are accredited by JCAHO, the Joint Commission on Accreditation of Healthcare Organizations. BPVAHCS and its CBOC's are regularly reviewed to make sure we comply with national JCAHO standards, such as safety, quality of patient care, and environmental issues.

If you have a concern, you may contact JCAHO in writing, fax, or by e-mail. This information may be sent to:

Division of Accreditation Operations  
Office of Quality Monitoring  
Joint Commission on Accreditation of Healthcare Organizations  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181

Fax: (630) 792-5636  
E-mail: [complaint@jcaho.org](mailto:complaint@jcaho.org)

### **Your Safety:**

As a patient of the Ellenton CBOC, you should be aware of how to report your concerns about patient care and safety, such as:

- \* When you think you may have received the wrong medication;
- \* When you think the staff may have you confused with another patient;
- \* When you notice that your caregiver has not washed their hands or used alcohol gel before providing care to you;
- \* If something just doesn't seem right.

If you have concerns, report it to:

Any supervisor, service chief, or other management official at the Ellenton CBOC;  
Quality Systems at (727) 398-6661, ext. 4121;  
Safety Hotline at (727) 319-1355;  
To JCAHO (Joint Commission on Accreditation of Healthcare Organizations).

### **Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veterans:**

If you have questions and concerns about OEF/OIF, contact Jayne Blacklin, Program Manager, at (727) 398-6661 (or toll-free (888) 820-0230), extension 7541. Her office is located at Bay Pines VAHCS, Building 100, Room 1D-108.

# **PATIENT AND NURSING HOME RESIDENT RIGHTS AND RESPONSIBILITIES**

**(These Rights and Responsibilities were revised in September 2006.)**

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 also 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.

## **I. 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 nursing home 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 for all patients or residents and staff, 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 any condition you believe to be unsafe.

## **II. Information Disclosure and Confidentiality**

- You will be given information about the health benefits 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 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 may request a copy of your medical records. This will be provided except in rare situations when 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 any injuries.

### **III. 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 treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether you will participate in any 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.

## IV. 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.
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## MOVE! (Managing Overweight/Obesity for Veterans Everywhere)

MOVE! ([www.move.med.va.gov](http://www.move.med.va.gov)) is a weight management program for veterans to help them lose weight and keep it off. It concentrates on healthy nutrition and behavior. Talk to your Primary Care Team if you are interested in the MOVE! program.

## My HealtheVet (MHV)

MyHealtheVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)) is an on-line service that allows veterans to take an active part in their healthcare. This website allows veterans to order refills of their prescriptions to be mailed to their home, check their appointments, maintain health journals, and much more. You can register on-line for MHV.

MHV's new In-Person Authentication (IPA) feature allows veterans to review their prescription names and selected portions of your medical record. Veterans must register on the MHV website, watch a short video, and then go to the front desk at Ellenton CBOC and fill out a "VA form 10-5345a" verifying your identity. For information on MHV or the IPA process, call (727) 398-6661 (or toll-free 888-820-0230), extensions 5008, 5497, or 4007.

My next appointment is on: \_\_\_\_\_

Questions I want to ask at my next appointment:

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Revised April, 2007