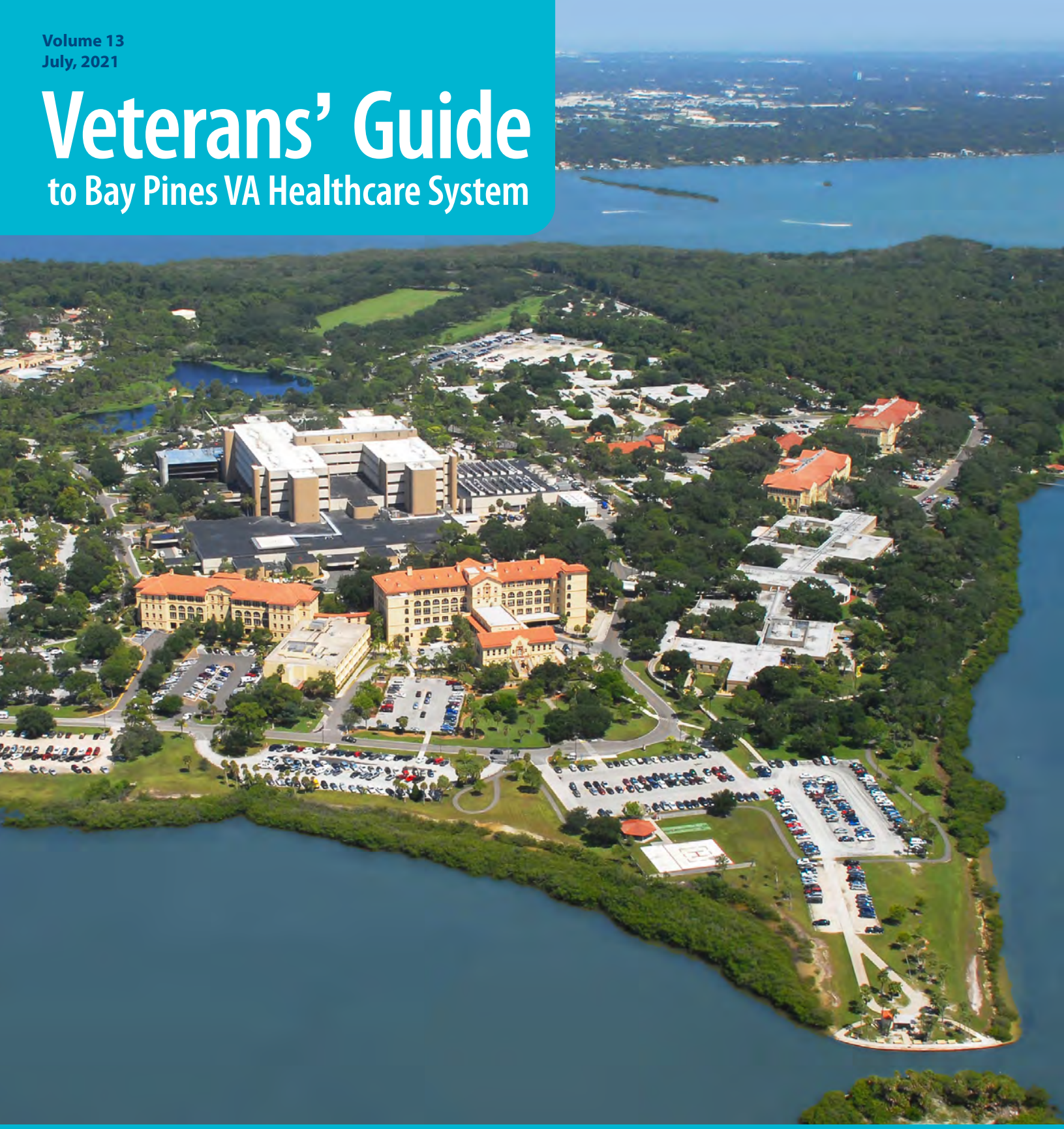
Volume 13
July, 2021

Veterans' Guide
to Bay Pines VA Healthcare System

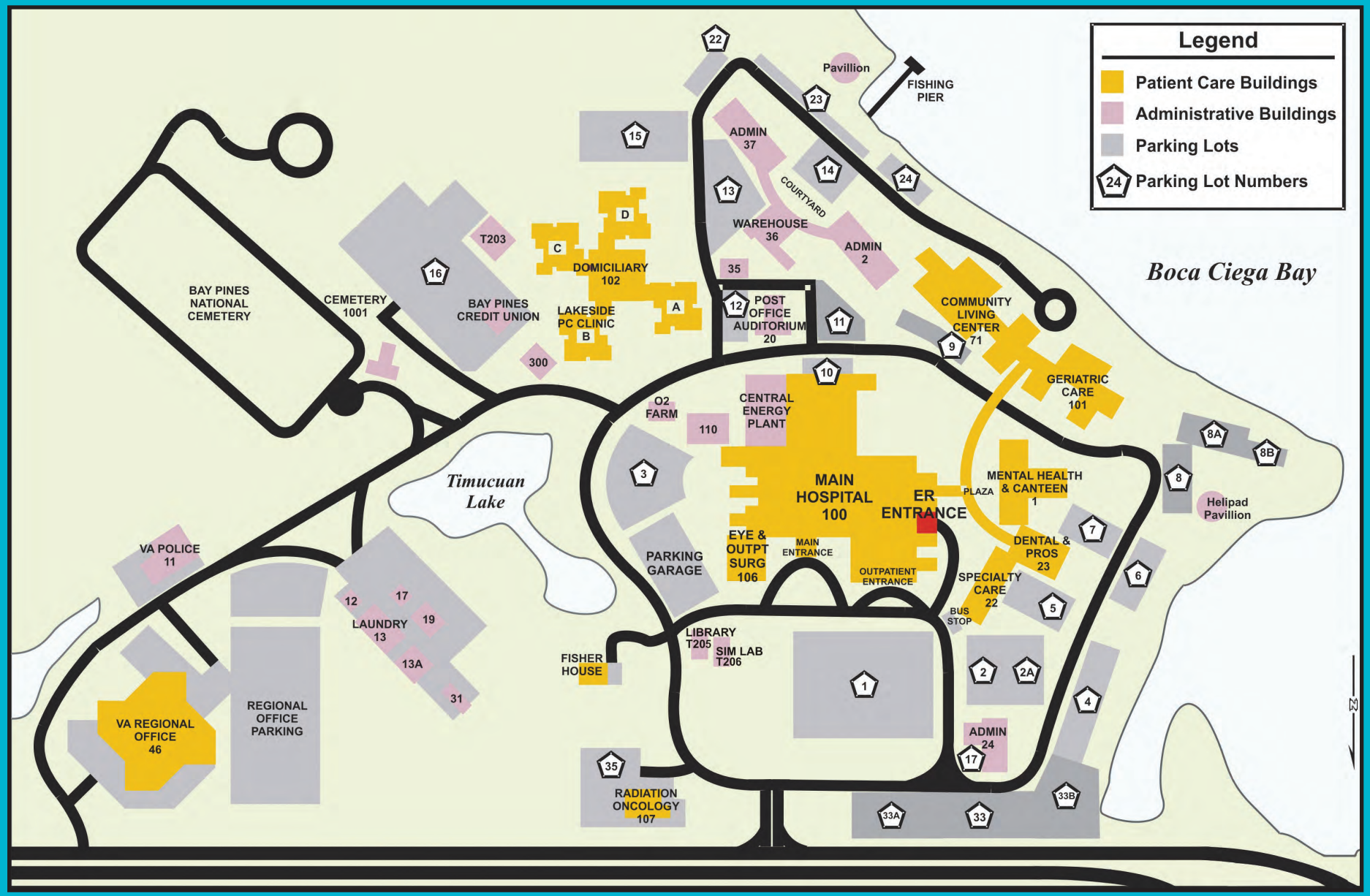


THANK YOU for your service to our country.
IT IS OUR HONOR to serve you now.

Bay Pines Bradenton Cape Coral Naples Palm Harbor Port Charlotte Sarasota Sebring St. Petersburg

www.baypines.va.gov www.facebook.com/VAbaypines

C.W. Bill Young VA Medical Center Campus Map



For the most current version of this map,
please visit www.baypines.va.gov/visitors/campus.asp.

Welcome to the Bay Pines VA Healthcare System (VAHCS)

Our goal is to serve, help, and let our many Veterans receive the very best health care. Thank you for your service to our country. It is our honor to serve you now.

Orientation and Resources for VA Information

We offer an Orientation of Bay Pines VAHCS' health care services for Veterans and their families. Please call (727) 398-6661 or (888) 820-0230, ext. 15506 for information on our Orientation.

If you have questions and need information about your VA benefits, health care, and services, please visit www.va.gov, or call 800-MyVA411 (800-698-2411).

Bay Pines VAHCS Main Address

Bay Pines VAHCS Street Address
Bay Pines VA Healthcare System
10000 Bay Pines Blvd.
Bay Pines, FL 33744

Bay Pines VAHCS Mailing Address
Bay Pines VA Healthcare System
P.O. Box 5005
Bay Pines, FL 33744-5005

Bay Pines VAHCS Main Telephone Numbers

(727) 398-6661 or toll-free (888) 820-0230

Smoke-Free Policy

Bay Pines VAHCS is a Smoke-Free campus. Our Smoke-Free Policy prohibits tobacco use on all property owned or leased by Bay Pines VAHCS. This policy covers all tobacco products, including cigarettes, cigars, pipes, e-cigarettes, e-cigars, and vaping products. Please visit www.baypines.va.gov/tobaccofree for more information.

Wi-Fi

The Bay Pines VAHCS offers free wireless internet (Wi-Fi) for Veterans and visitors at the C.W. Bill Young VA Medical Center in Bldg. 100, and in some of our other buildings and facilities. The Wi-Fi service allows our Veterans and visitors with internet-enabled wireless devices, such as smart phones, tablets, and laptops, to use the internet during outpatient visits and hospital stays.

Please note that our Wi-Fi is an open public network, and it should not be used to access or transmit personal data, such as health information, social security numbers, credit card information, bank accounts, and other confidential transactions.

To access the Bay Pines VAHCS Wi-Fi service:

- On your wireless device, select our network: Public_Wifi_VISN8.
- After you connect to our network, a page with the terms of our policy will appear.
- Read the terms of our policy carefully. If you accept the terms, click "Accept."
- You will then be directed to the va.gov website.
- After you see the va.gov website, you will be able to use our Wi-Fi service.

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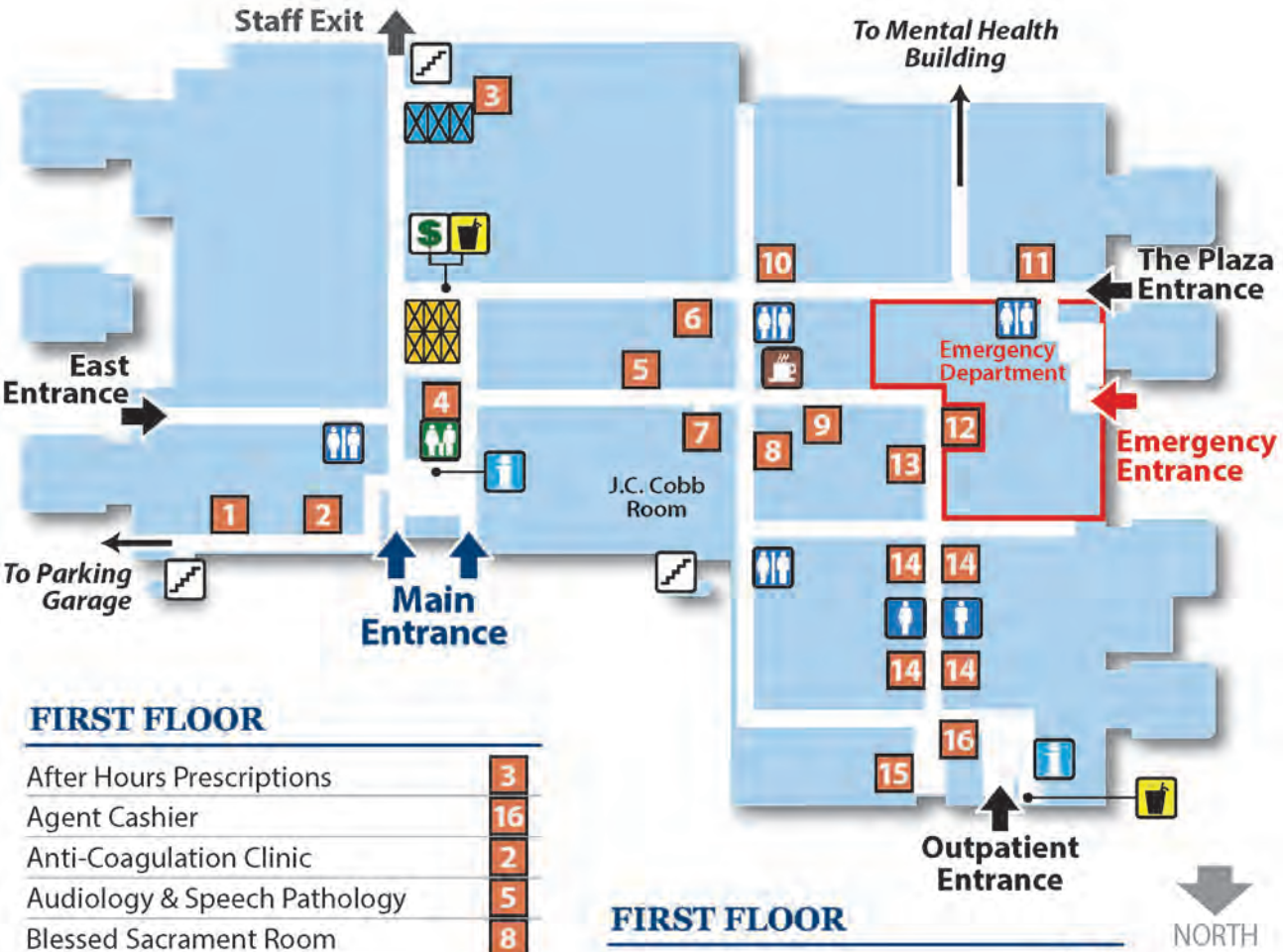
Bay Pines VA Healthcare System Addresses and Telephone Numbers ..... Back Cover

C.W. Bill Young VA Medical Center, Bldg. 100



FIRST FLOOR

After Hours Prescriptions	3
Agent Cashier	16
Anti-Coagulation Clinic	2
Audiology & Speech Pathology	5
Blessed Sacrament Room	8
Blind Rehab/VIST	1
Blood Draw/Laboratory	2
Eligibility	16
ENT	6
Lost & Found	16
Mods A, B, C, D	14
MRI	10
Occupational Therapy	7
Optical Shop	1
Outpatient CT Scan	12
Outpatient Pharmacy	15
Patient Advocate	9
Patient Education Resource Center (PERC)	13
Patient Funds	16
Physical Therapy	7

FIRST FLOOR

Release of Information	11
Transition Care Management	9
Travel Benefits	16
Voluntary Escort Service	4

Legend

- Restroom
- Men's Restroom
- Women's Restroom
- Elevator
- Staff Elevator
- Stairs
- Family Restroom
- Information
- Coffee Shop
- ATM
- Vending

Bay Pines VA Healthcare System

Hours of Operation at the C.W. Bill Young VA Medical Center

Normal business hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. Extended hours for select Primary Care services are available on Wednesday from 7:00 a.m. to 7:00 p.m., and on Saturday from 8:00 a.m. to noon.

- The west main entrance at Bay Pines Blvd. and 100th Way North is always open. The east entrance is closed on weekends, federal holidays, and weeknights from 7:00 p.m. to 5:00 a.m.
- The doors to Bldg. 100 are open from 5:30 a.m. to 9:00 p.m. Visitors may enter Bldg. 100 after hours only through the Emergency Department entrance on the west side of Bldg. 100. If visitors need help after hours, they can call the Administrative Officer of the Day (AOD) at (727) 398-6661 or (888) 820-0230, ext. 14192.

Telephone Call Center

When you call the Bay Pines VAHCS during normal business hours, follow the prompts to reach the Telephone Call Center, or use the extensions listed in this guide to reach specific departments. If you need to call Bay Pines VAHCS after hours, call the VISN 8 Clinical Contact Center at (877) 741-3400.

If you have a non-emergency health question or concern during regular business hours, select the option to speak to a nurse.

If you have a Pharmacy question, follow the prompts to speak to someone in the Pharmacy, or ask the operator to connect you to the Pharmacy Call Center. Pharmacy staff members are available to talk to you Monday through Friday from 8:00 a.m. to 4:15 p.m., excluding federal holidays.

The Telephone Call Center is not an emergency service. ***If you have a medical emergency, call 911 immediately!***

Clinics and Services

We are pleased to offer our Veterans excellent, comprehensive health care. Some of our clinics and services are listed below and may require a referral from your Bay Pines VAHCS health care provider. Ask our staff for more information.

- Allergy Clinic
- Audiology and Speech Pathology Clinic
- Cardiac Rehabilitation Clinic
- Cardiology (including Catheterization (CATH) Lab, EKG, Echocardiogram (Echo), and Stress Test)
- Care Coordination Home Telehealth
- Caregiver services
- CHAMPVA
- Chemo/Hematology/Oncology
- Chronic Obstructive Pulmonary Disease (COPD) Clinic
- Community Living Center (CLC)
- Compensation and Pension Clinic
- Congestive Heart Failure (CHF) Clinic
- Coumadin Clinic
- Dental Service
- Dermatology
- Details Office/Decedent Affairs
- Diabetes Management
- Dialysis
- Domiciliary
- Ear, Nose, and Throat (ENT) Clinic
- Electroencephalogram (EEG) Lab
- Eligibility/Veterans Identification Card
- Emergency Department
- Employment Reentry Services (ERS)
- Endocrinology
- Eye Care (including Ophthalmology, Optometry, Optical Dispensary, Laser eye surgery, and Teleretinal Imaging)
- Gastrointestinal (GI) Lab/Colonoscopy
- Geriatrics and Extended Care Service
- Homeless Veterans services
- Hospice and Palliative Care
- Hypertension Clinic
- Intensive Care
- Internal Medicine
- Medical Foster Home Care
- Mental Health and Behavioral Sciences
- Neurology
- Nuclear Medicine/Nuclear Imaging
- Nutrition and Food Services (Nutrition Counseling and Weight Management)
- Orthopedics
- Pacemaker Clinic
- Pain Clinic
- Pathology and Laboratory Service
- Patient Education
- Pharmacy (Medicines and Pharmacist consultations)
- Physical Medicine and Rehabilitation
- Podiatry
- Primary Care Medicine Service
- Prosthetics and Sensory Aids Service
- Pulmonary/Respiratory
- Radiation Oncology Clinic
- Radiology (including CT Scan, Mammogram, MRI, PET/CT, Ultrasound, and X-ray)
- Renal/Nephrology
- Rheumatology
- Sleep Lab
- Social Work Service
- Spinal Cord Injury and Disorders (SCI/D)
- Substance Abuse Treatment Program (SATP), and Substance Abuse Counseling
- Surgery (Inpatient and Outpatient)
- Telephone Care
- Therapeutic Recreation Services (Recreation Therapy, Music Therapy, and Creative Arts Therapy)
- Urgent Care Clinic
- Urology Clinic
- Visually Impaired/Blind services
- Women Veterans Health Care
- Wound Clinic

Your Appointments

Enroll for Health Care at Bay Pines VAHCS

Please determine your eligibility and enroll for health care at Bay Pines VAHCS so that we may take care of you. For more information, please visit www.baypines.va.gov/BAYPINES/patients/eligibility.asp.

If you have questions about enrolling for VA health care, please call (727) 398-6661 or (888) 820-0230, ext. 15684, or (877) 222-8387 (VETS).

Make, Change, or Cancel an Appointment

- To make, change, or cancel an appointment at the **C.W. Bill Young VA Medical Center,** or at our VA community clinics located in **Bradenton, Palm Harbor, Sarasota,** or **St. Petersburg**, please call (727) 398-6661 or (888) 820-0230, and follow the prompts.
- To make, change, or cancel an appointment at the **Lee County VA Healthcare Center,** or at our VA community clinics located in **Naples, Port Charlotte,** or **Sebring,** please call (239) 652-1800 or (888) 513-0045, and follow the prompts.
- If you already have an appointment, you will receive a reminder about two weeks before your appointment. It is important that we have your current address so you will receive these reminders.
- Please plan to arrive at least fifteen minutes before your appointment.
- Please bring the following items with you when you come to each appointment:
  - Medical information, such as blood pressure and blood sugar readings, if you have them
  - Other information on your health care that you have received from non-VA providers and facilities
  - Lists of the prescription and over-the-counter medicines you take
  - A list of questions you may have for your health care team
  - Health insurance information
  - Some form of picture identification, such as your Veterans Identification Card (VIC) or your driver's license
- Please do not bring your medicines with you, as we only need to see your list of medicines you take.
- Please do not be a "no-show!" If you cannot keep your appointment, tell us as soon as possible so that we can give another Veteran your original appointment time.
- Our facilities are closed and do not schedule appointments on the following federal holidays: New Year's Day, Martin Luther King, Jr. Day, Washington's Birthday (also known as Presidents' Day), Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving, and Christmas.
- ***The C.W. Bill Young VA Medical Center Emergency Department is open every day, 24 hours a day, seven days a week.***

MISSION Act

The Department of Veterans Affairs (DVA) ended the Veterans Choice Program and now offers Veterans a program which increases their access to quality health care. This program is called the "Maintaining Internal Systems and Strengthening Integrated Outside Networks" Act (the MISSION Act).

The MISSION Act empowers Veterans to have more choices about where and when they receive their health care.

Under the MISSION Act, Veterans can:

- Still choose to have the VA provide their care at VA facilities;
- Receive approved care virtually with Telehealth (health care using a telephone or a computer);
- Work with their VA health care team to see if they meet the criteria to receive their health care through approved non-VA medical providers in the community. Veterans need to be enrolled in VA health care to use community care benefits.
- For more information, please visit www.missionact.va.gov, or call (800) 698-2411.

Ethics Consult

If you need help in making difficult decisions about your medical treatment, ask your health care team for an Ethics consult. The Bay Pines Integrated Ethics Council will answer your questions, provide information, and help you make your health care decisions.

Fire and Disaster Drills

Bay Pines VAHCS has periodic fire and disaster drills. If you hear the fire alarm, stay calm and follow the staff's instructions.

Health Care Team and Patient Aligned Care Team (PACT)

Your Bay Pines VAHCS health care team includes doctors, nurses, social workers, pharmacists, and all members of our staff who provide care for you.

We use the Patient Aligned Care Team (PACT) health care model to provide excellent health care to our Veterans. PACT emphasizes teams and coordinated care. Veterans are the center of their PACT and are active partners in managing their health care. PACT members inform Veterans of their health care options, respect their choices, and strive to meet our Veterans' health care goals.

Information Desk

The Information Desk at the C.W. Bill Young VA Medical Center is located in Bldg. 100 in the main lobby. Volunteers are at the Information Desk Monday through Friday from 8:00 a.m. to 4:00 p.m. They provide information about Bay Pines VAHCS and community resources, such as local bus schedules and restaurants.

Interpreters and Limited English Proficiency

If you need an interpreter for hearing, vision, speech, foreign language, or limited English proficiency, please tell your health care team. Language interpretation is provided by Interpretalk.

Lost and Found

The Lost and Found Office at the C.W. Bill Young VA Medical Center is located in Bldg. 100 in the Patient Funds Office in Room 1E-110. It is open Monday through Friday from 8:00 a.m. to 4:30 p.m. You can call them at (727) 398-6661 or (888) 820-0230, ext. 15624. After these hours, lost and found items are given to the Administrative Officer of the Day (AOD).

The Lost and Found Office at the Lee County VA Healthcare Center is located in the Travel Office in Room 1A-208. You can call them at (239) 652-1800 or (888) 513-0045, ext. 21506.

If you lose or find an item at any of our VA community clinics, please contact the staff at the facility's front desk.

Newspapers

The *Tampa Bay Times* and *Tampa Tribune* are sold at newspaper racks located at the C.W. Bill Young VA Medical Center in Bldg. 100 and on the first floor of Bldg. 1.

Patient Education and the Veteran Education Resource Center (VERC)

The VERC provides Veterans and their families with patient education and pamphlets on many health topics, such as diabetes, cancer, and weight management. Computers in the VERC can be used by patients for health and job information, and for access to the My Health*e*Vet website.

The VERC is located at the C.W. Bill Young VA Medical Center in Bldg. 100, Room 1E-236. For more information, call (727) 398-6661 or (888) 820-0230, ext. 17958.

Patients and Visitors

We care about our patients and visitors. We want everyone to feel safe and comfortable here. We ask you to help us by being considerate and respectful of other patients, visitors, and our staff. If you bring children or service animals with you, please supervise them. If you have a concern, ask to speak to a Supervisor or the Patient Advocate.

Pets

Pets are not allowed on VA property, except for service animals or those involved in pet therapy programs. Do not leave pets in your car.

Pharmacy

The C.W. Bill Young VA Medical Center Outpatient Pharmacy is located in Bldg. 100 near the Outpatient Clinic Entrance. It is open Monday through Friday from 8:30 a.m. to 6:30 p.m., excluding federal holidays.

On weekends and federal holidays, the Outpatient Pharmacy is open from 8:30 a.m. to 5:00 p.m. and is only available for Inpatients being discharged and for Emergency Department patients. Routine refills will not be processed during this time.

The Lee County VA Healthcare Center Outpatient Pharmacy is open Monday through Friday from 8:00 a.m. to 4:30 p.m. Extended Pharmacy hours are available on Wednesday from 8:00 a.m. until 6:30 p.m., and on Saturday from 8:00 a.m. to noon.

Pharmacy Telephone Care System

- To use the Pharmacy Telephone Care System, please call the main telephone number at the C.W. Bill Young VA Medical Center or the Lee County VA Healthcare Center, and follow the prompts.

- Use the Pharmacy Telephone Care System to:
  - Get the status of a prescription.
  - Order your prescription refills at least two weeks before you run out of your medicines.
  - Order or request a renewal of a prescription that has no refills.
  - Talk to Pharmacy staff Monday through Friday, 8:00 a.m. to 4:15 p.m., excluding federal holidays.

For more information, please visit www.baypines.va.gov/services/pharmacy.asp.

Pictures and Videos

Please do not take pictures, videos, or record other Bay Pines VAHCS patients or our staff without their written permission.

Public Telephones

Public telephones for visitors and patients to make free local calls are located at each Bay Pines VAHCS facility. Ask the staff for the locations of the public telephones.

Shuttle Service

The C.W. Bill Young VA Medical Center Shuttle Service operates Monday through Friday from 8:00 a.m. to 5:00 p.m., excluding federal holidays. Call Voluntary Service at (727) 398-6661 or (888) 820-0230, ext. 15594, or use the Talk-a-Phone Call Boxes to call for the shuttle during these hours.

Social Work Service

A Social Worker is assigned to each Patient Aligned Care Team (PACT) and provides psychological and social support to help Veterans with their concerns about health care, economics, and housing. If you do not know who your Social Worker is, call the Social Work Service at (727) 398-6661 or (888) 820-0230, ext. 10770.

Talk-a-Phone Call Boxes

Talk-a-Phone Call Boxes are located on the C.W. Bill Young VA Medical Center campus in Parking Lots 1, 8, 16, and in front of the Domiciliary. These boxes have two buttons on them. Press the Emergency button if you need the campus Police, or press the Shuttle button for the campus Shuttle Service.

VetLink

In order to serve you better and to offer a faster check-in process for your appointments, Bay Pines VAHC offers VetLink to our Veterans. VetLink is a self-serve kiosk that uses a touchscreen.

VetLink Kiosks are located in most patient check-in areas and waiting areas at the C.W. Bill Young VA Medical Center, the Lee County VA Healthcare Center, and the Bradenton, Palm Harbor, Port Charlotte, Sarasota, and Sebring VA Community Clinics.

Patients can use the VetLink kiosks to:

- Check-in for prescheduled medical appointments
- Update and manage their personal information
- Update next of kin information
- Review insurance information
- Print a list of future appointments
- Request beneficiary travel reimbursement
- Request a copy of your own medical records from Release of Information

Veterans must use their Veterans Identification Card (VIC) and answer security questions to use VetLink. Using VetLink is voluntary. If you choose not to use VetLink, this will not affect access to your VA health care or benefits.

Weapons

Please do not bring any weapons onto VA property. If you have weapons, you must give them to the Bay Pines VAHCS Police Service to hold during your stay here. Their phone number is (727) 398-6661 or (888) 820-0230, ext. 10313.

The Bay Pines VAHCS Police Service offers gunlocks to Veterans for use at home. You can pick up a gunlock during regular business hours in Bldg. 11 on the C.W. Bill Young VA Medical Center campus.

Information

Advance Directives

Advance Directives are legal forms that state your preferences about your future medical and mental health care. If you become too ill to make decisions about your care, an Advance Directive can help your doctors and family understand what you want.

It is up to you to decide if you want an Advance Directive. Your decision will not affect your access to health care or other Veterans Health Administration (VHA) services.

There are two types of Advance Directives: Durable Power of Attorney for Health Care, and a Living Will. In the VA, these two types can be completed in one form. You may complete neither, one, or both of the following:

Durable Power of Attorney for Health Care
In this type of Advance Directive, you name a person as your Health Care Agent. If you are not able to make your own health care decisions, your health care team will contact your Health Care Agent to make those decisions for you.

Living Will
In this type of Advance Directive, you state your preferences about treatments you want or do not want in different situations when you cannot make treatment decisions yourself. A Living Will helps your Health Care Agent or other people know which treatments you would choose.

Advance Directives are important documents that we recommend you have in your medical records. Ask our staff for more information.

Your Rights:

- You have the right to accept or refuse any medical treatment.
- You have the right to complete a Durable Power of Attorney for Health Care.
- You have the right to complete a Living Will.

Your Responsibilities:

- If you have an Advance Directive, it is important to give the Bay Pines VAHCS a copy for your health record.
- If you have questions about filling out an Advance Directive, please ask our staff to help you.

For more information, please visit www.baypines.va.gov/patients/advance.asp.

Billing, Insurance, and Copayments

If you have private health insurance, bring your health insurance information and picture identification with you to your appointment at Bay Pines VAHCS. The VA bills private health insurance companies for care received by Veterans at VA facilities. The VA has established guidelines for Veterans and their copayments. Copayments may be charged for different services, including inpatient care, outpatient care, prescriptions, and long-term care.

Copayments can be paid at the C.W. Bill Young VA Medical Center at the Agent Cashier's office in Bldg. 100, Room 1E-110, or by mail. If your insurance company pays for some of your charges, you will receive a credit on your bill. If you have questions about your copay balance, please call the VA Health Resource Center at (866) 793-4591.

For more information on billing, health insurance, and copayments, please visit www.baypines.va.gov/BAYPINES/patients/billing.asp.

CHAMPVA and Tricare Benefits

If you have questions about CHAMPVA or Tricare benefits related to your health care at Bay Pines VAHCS, contact the non-Veteran health care coordinator at (727) 398-6661 or (888) 820-0230, ext. 17464. The Coordinator's Office at the C.W. Bill Young VA Medical Center is located in Bldg. 100 in the Eligibility Department. For more information on CHAMPVA, please visit www.va.gov/communitycare/programs/dependents/index.asp.

Non-VA Care Coordination (NVCC)

If you are admitted to a non-VA facility for emergency care, please tell them you are a Veteran. You must report your non-VA inpatient admissions and/or emergency room visits within 72 hours of arrival at the non-VA facility to the NVCC Office at (727) 398-3252, or (888) 820-0230, ext. 19752. However, notifying the NVCC Office does not guarantee VA payment. Please visit www.nonvacare.va.gov for more information.

VA Regional Office, DAV, and Florida DVA

These offices provide Veterans with information on benefits and services, including compensation and pension, eligibility, and home loans.

VA Regional Office (VARO)
9500 Bay Pines Blvd.
St. Petersburg, FL 33708
(800) 827-1000

Disabled American Veterans (DAV)
C.W. Bill Young VA Medical Center
Bldg. 22, Room 107
(727) 398-6661 or (888) 820-0230
Ext. 15604

Florida Dept. of Veterans Affairs (DVA)
C.W. Bill Young VA Medical Center
Bldg. 22, Room 117
(727) 398-6661 or (888) 820-0230
Ext. 15606

Vet Centers

Vet Centers provide many services to Veterans, including readjustment counseling and outreach services.

Clearwater Vet Center
29259 US Highway 19 North
Clearwater, FL 33761
(727) 549-3600

Sarasota Vet Center
4801 Swift Road, Suite A
Sarasota, FL 34231
(941) 927-8285

Fort Myers Vet Center
2891 Center Pointe Dr., Unit 100
Fort Myers, FL 33916
(239) 652-1861

St. Petersburg Vet Center
6798 Crosswinds Drive, Bldg. A
St. Petersburg, FL 33710
(727) 549-3633

Naples Vet Center
2705 South Horseshoe Dr., Unit 204
Naples, FL 34104
(239) 403-2377

Veterans Crisis Line and Suicide Prevention

The Veterans Crisis Line is a national hotline that offers help for Veterans in emotional distress. If you are a Veteran or are concerned about one, you can call the Veterans Crisis Line 24 hours a day, seven days a week. For more information, please visit www.veteranscrisisline.net.

- Veterans Crisis Line: Call (800) 273-8255 (TALK), and press 1 for Veterans.

The Bay Pines VAHCS Suicide Prevention staff is available to assist people during normal business hours. If you need help, please call:

- Bay Pines VAHCS: (727) 398-6661 or (888) 820-0230, ext. 14226

If you are thinking of harming yourself, please call for help before it is too late!
We are here to help you.

Inpatient Information

Audiology/Hearing Aids

VA-issued hearing aids may be repaired in the Audiology Walk-In Clinics at the C.W. Bill Young VA Medical Center, the Lee County VA Healthcare Center, and our VA community clinics in Palm Harbor, Port Charlotte, and Sarasota. Please call (727) 398-6661 or (888) 820-0230, ext. 14545, for Walk-In Clinic hours at your preferred location.

Barber Shop

The Barber Shop at the C.W. Bill Young VA Medical Center is open to patients, staff, and visitors. It is located in Bldg. 1 in Room A130. Tickets for barber services must be purchased in advance at the Retail Store.

Caregiver/Respite, Community Care, HBPC, H/HHA, and Telehealth

Bay Pines VAHCS offers many programs to support and take care of Veterans who wish to remain in their homes and for their caregivers.

- **Caregiver/Respite**: We offer Caregiver and Respite services to provide temporary relief for a Veteran's caregivers. These services are available for inpatients and outpatients.
- **Community Care**: The VA arranges with licensed community adult day care centers to provide services for eligible Veterans with medical and special needs.
- **Home Based Primary Care (HBPC)**: This program is for eligible Veterans with chronic medical problems who have trouble going to their clinic appointments. HBPC provides primary care in the Veteran's home. HBPC's team includes physicians, nurses, pharmacists, physical therapists, dietitians, social workers, and psychologists.
- **Homemaker/Home Health Aide (H/HHA)**: This program helps eligible Veterans with personal care, such as bathing and dressing. The VA arranges with licensed home health agencies to provide these services.
- **Telehealth**: The Care Coordination Home Telehealth (CCHT) program uses telephones, computers, and other devices to provide health care services, disease management, and information to eligible Veterans in their homes.

For program referrals, contact your health care team. For more information on these services, please visit www.baypines.va.gov/services/gecoutpatient.asp#3.

Chapels/Religious Services at the C.W. Bill Young VA Medical Center

The Chaplain Service staff cares about your spiritual needs. Our Chapels provide a quiet place for prayer, worship, and meditation. For more information, please call the Chaplain Office at (727) 398-6661 or (888) 820-0230, ext. 14264.

Chapels

- The Veterans Chapel is located in Bldg. 2, Room 112. It is open Monday through Friday, 8:00 a.m. to 4:00 p.m.
- The Blessed Sacrament Room is located in Bldg. 100 on the first floor near the Patriot Brew. It is open 24/7.
- The Chapel at Bay Pines is located in Bldg. 100 on the fifth floor in 5C. It is open 24/7.
- The Reflection Room is located in Bldg. 100 on the third floor in 3A-160. It is open 24/7.
- The Native-American Prayer Mound is located on the Bay Pines campus at Lake Timucuan, near the parking garage. It is available 24/7.

Religious Services

Please call ext. 14264 for the current schedule and location of services.

- Catholic Service
  - Sunday: 11:00 a.m., Veterans Chapel, Bldg. 2, Room 112
- Jewish Worship
  - A Rabbi visits the C.W. Bill Young VA Medical Center on specific days and hours. Please call the Chaplain Office at ext. 14264 if you want to talk to the Rabbi.
- Prayer Service
  - Please call ext. 14264 for the current schedule and location of the Prayer Service.
- Protestant Service
  - Sunday: 9:00 a.m., Veterans Chapel, Bldg. 2, Room 112

Credit Union and ATM Machines

The MidFlorida Credit Union is located on the C.W. Bill Young VA Medical Center campus next to Bldg. 300. ATM machines are located outside the Credit Union, in the dining area of the Patriot Café in Bldg. 1, and in the vending machine area near the elevators in Bldg. 100.

Fisher House and Lodgetel (Temporary Lodging)

Bay Pines VAHCS has two temporary lodging programs. To be eligible, you or your family must live more than 50 miles from the C.W. Bill Young VA Medical Center. Our Social Work Service refers and assists guests for these programs. For more information, please visit www.baypines.va.gov/services/fisherhouse.asp, or call (727) 398-6661 or (888) 820-0230, ext. 11350.

- **Fisher House** is on the C.W. Bill Young VA Medical Center campus. It is a home away from home for families of acutely hospitalized Veterans.
- **Lodgetel** is an off-site temporary lodging program designed to make it easier for eligible Veterans to keep their medical appointments.

Food Court/Canteen (Patriot Café) and Patriot Brew

The Patriot Café at the C.W. Bill Young VA Medical Center is in Bldg. 1 on the first floor. The Patriot Café sells hot and cold entrees, cereal, fruit, and beverages.

The Patriot Brew at the C.W. Bill Young VA Medical Center is in Bldg. 100, Room 1D-165. The Patriot Brew sells sandwiches, salads, snacks, and beverages.

Homeless Veterans

Helping homeless Veterans is one of our top priorities. Our Homeless Program offers many outreach services to homeless Veterans to help them receive the services they need, including housing options, health care, and employment assistance. For more information, please visit www.baypines.va.gov/services/homeless_veterans.asp.

Hospice and Palliative Care

The Hospice and Palliative Care Unit provides emotional, physical, and spiritual support in a home-like setting for patients in the final stages of a terminal illness. It is located in Bldg. 71: the Community Living Center (CLC) – East Wing. Family and friends can be together there 24 hours a day, seven days a week. We also offer a Bereavement Clinic for families grieving the death of a loved one.

For more information, please visit www.baypines.va.gov/services/gecinpatient.asp#2, or call (727) 398-6661 or (888) 820-0230, ext. 15978.

Lesbian, Gay, Bisexual, and Transgender (LGBT) Veteran Care

Bay Pines VAHCS is committed to providing quality care to all Veterans, including Lesbian, Gay, Bisexual, and Transgender (LGBT) Veterans. We welcome our LGBT Veterans and provide them with excellent health care. For more information, please visit www.baypines.va.gov/services/lgbt.

Minority Veterans Program (MVP)

The MVP serves the needs of minority Veterans, including African Americans, Hispanic Americans, Asian Americans, Native Americans, and other minorities. For more information on the Minority Veterans Program, please visit www.baypines.va.gov/services/Minority_Veterans_Program.asp.

MOVE!

MOVE! is a weight management program which helps Veterans lose weight and keep it off. There is no co-payment for MOVE! Talk to your health care provider if you are interested in this program. Please visit www.move.va.gov for more information.

My HealtheVet (MHV)

MHV is a secure website that allows Veterans to take an active part in their health care. Users can register for basic MHV accounts online at home, at the C.W. Bill Young VA Medical Center in the Veteran Education Resource Center (VERC) in Bldg. 100, Room 1E-236, or in the Release of Information Office in Bldg. 100, Room 1E-301.

Veterans can upgrade their MHV account at any Bay Pines VAHCS facility. Veterans with upgraded accounts can use Secure Messaging to e-mail their VA health care providers for non-emergency medical concerns, order prescription refills online, and view their VA medical appointments and select VA lab reports. For more information, please visit www.myhealthevet.va.gov, or call (727) 398-6661 or (888) 820-0230, ext. 15464.

Operation Enduring Freedom/Operation Iraqi Freedom/Operation New Dawn (OEF/OIF/OND)

The OEF/OIF/OND office has a program manager, Patient Advocate, nurses, and social workers to help Veterans returning from Iraq and Afghanistan with their VA health care.

OEF/OIF/OND offices are located at the C.W. Bill Young VA Medical Center, the Lee County VA Healthcare Center, and at our VA community clinics. These offices have information on OEF/OIF/OND programs, services, and benefits. Please visit www.oefoif.va.gov for more information.

Optical Dispensary/Eyeglasses

The C.W. Bill Young VA Medical Center provides corrective eyeglasses when prescribed by a VA or fee-basis ophthalmologist or optometrist. Fees are charged for special features such as tint, UV-filter, and scratch-coating. Please bring your eyeglasses with you to your appointment at the Optical Dispensary, which is located in Bldg. 106, Room 103. For more information, call (727) 398-6661 or (888) 820-0230, ext. 10273.

Post Office

The C.W. Bill Young VA Medical Center Post Office is in Bldg. 20 on the first floor. It is open Monday through Friday from 8:30 a.m. to 4:00 p.m., excluding federal holidays. It is closed for lunch from 10:00 a.m. to 11:00 a.m.

Release of Information (ROI)

The ROI staff will help you obtain copies of your Bay Pines VAHCS medical records. The ROI Office has the forms you need to request that your medical information is sent to and from the VA and non-VA medical facilities and providers. ROI may charge for some services. For more information, please visit www.baypines.va.gov/baypines/patients/roi.asp.

The ROI Office at the C.W. Bill Young VA Medical Center is in Bldg. 100, Room 1E-301. You can call this ROI office at (727) 398-6661 or (888) 820-0230, ext. 12537.

The ROI Office at the Lee County VA Healthcare Center is in Room 1A-201. You can call this ROI office at (239) 652-1800 or (888) 513-0045, ext. 21211.

Retail Store (Patriot Store)

The Patriot Store at the C.W. Bill Young VA Medical Center is open to patients, staff, and visitors. It is located on the first floor of Bldg. 1, and sells products such as electronics, toiletries, and clothes. For more information, call (727) 398-6661 or (888) 820-0230, ext. 15610.

Spinal Cord Injury and Disorders (SCI/D)

The Bay Pines VAHCS SCI/D system of care provides treatment and services for Veterans with spinal cord injuries and other disorders of the spinal cord. Our SCI/D team works closely with the SCI/D Center at the James A. Haley Veterans' Hospital in Tampa to co-manage patient care. Please visit www.baypines.va.gov/services/Spinal_Cord_Injury.asp for more information.

Tobacco-Free Program and Resources

If you use tobacco products and would like to cut back or quit, Bay Pines VAHCS offers the following resources to help you:

- Tobacco-Free Classes (Classes usually meet one hour a week.)
- Nicotine Replacement Therapy (NRT)
- Individual coaching
- Telephone sessions
- Telephone Counseling Line: (855) 784-8838 (QUIT VET)

For more information, please visit www.baypines.va.gov/tobaccofree.

Voluntary Service

If you would like to volunteer to help our Veterans and staff, or to donate approved items for our Veterans to use, call the Voluntary Service at (727) 398-6661 or (888) 820-0230, ext. 15594. Their office is located at the C.W. Bill Young VA Medical Center in Bldg. 2, Room 105. Please visit www.baypines.va.gov/giving for information on volunteering at Bay Pines VAHCS.

Escort Service: Volunteers are available Monday through Friday from 7:30 a.m. to 4:00 p.m. to help patients at the C.W. Bill Young VA Medical Center go to their appointments in Buildings 1, 22, 23, 100, and 106. Please call (727) 398-6661 or (888) 820-0230, ext. 14369 if you need their assistance.

Voting: The Voluntary Service at the C.W. Bill Young VA Medical Center will help Veterans complete voter registration forms and/or absentee ballots. For more information, please visit www.baypines.va.gov/news/vote.asp.

Women Veterans Health Care

Bay Pines VAHCS provides Primary Care and specialty services for women Veterans. This includes family planning, breast, gynecologic, infertility, and maternity care services. Please call (727) 398-6661 or (888) 820-0230, ext. 14312 for more information. You may also call (855) 829-6636 (VA WOMEN) to find out about services and resources the VA provides for women Veterans.

Inpatient Information

Visitation Policy

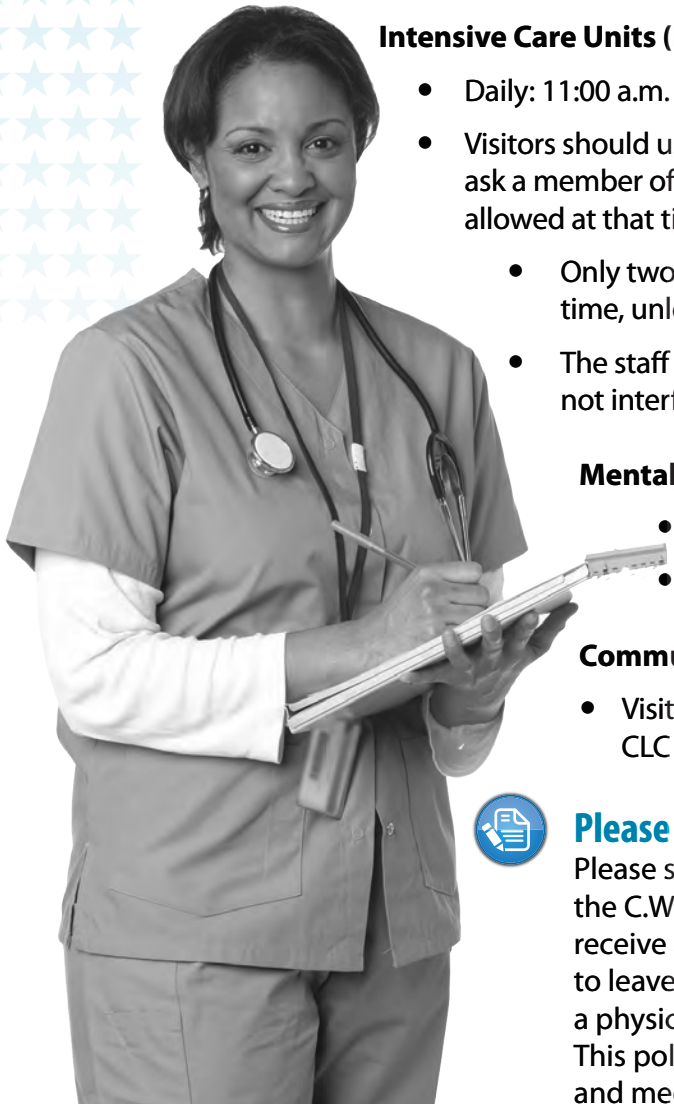
The Bay Pines VAHCS Visitation Policy prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression, or family makeup. Our Visitation Policy is Lesbian, Gay, Bisexual, and Transgender (LGBT) inclusive, and includes equal rights for same-sex couples and same-sex parents.

Visiting Hours at the C.W. Bill Young VA Medical Center

The following visiting hours and policies are subject to change, and may be limited due to certain situations, such as COVID-19. Please call your unit to find out their current visiting hours and policies.

Main Hospital (Bldg. 100)

- Daily: 11:00 a.m. to 9:00 p.m. Hours may be adjusted if special arrangements are approved by the patient's health care team.



Intensive Care Units (ICU's)

- Daily: 11:00 a.m. to 9:00 p.m.
- Visitors should use the telephone in the ICU waiting room to ask a member of the patient's health care team if visitation is allowed at that time.
  - Only two visitors per patient are permitted at any given time, unless approved by the patient's health care team.
  - The staff may allow visitors at other times when it does not interfere with patient care.

Mental Health

- Daily: 6:00 p.m. to 8:00 p.m.
- Visitors are not allowed in the bedroom areas.

Community Living Center (CLC)

- Visiting hours in the CLC are determined by the CLC residents and staff.

Please Stay on Your Unit

Please stay on your unit when you are an inpatient at the C.W. Bill Young VA Medical Center. Patients who receive acute inpatient care here are not permitted to leave the health care setting for any reason without a physician's written order for off-ward privileges. This policy helps our patients receive their health care and medicines on time.

Agent Cashier and Patient Funds Office

If you are admitted as an inpatient at the C.W. Bill Young VA Medical Center, you will be asked to deposit all cash over $10.00, your valuables, and your vehicle keys with the health care staff, the Patient Funds Office, or with the Agent Cashier. Please ask for and keep receipts for these items.

When you are discharged, the Patient Funds Clerk will return your valuables to you and will give you a voucher for your funds. Take this voucher to the Agent Cashier. The Agent Cashier will give you your funds in cash and/or an Electronic Funds Transfer (EFT).

The Agent Cashier at (727) 398-6661 or (888) 820-0230, ext. 14221 or ext. 14532, and the Patient Funds Office at ext. 15624, are located at the C.W. Bill Young VA Medical Center in Bldg. 100, Room 1E-110. These offices are open Monday through Friday from 8:00 a.m. to 4:30 p.m., excluding federal holidays.

Calling Your Nurse

A nurse call button is located at your bedside. If you need help, press the button to notify the staff at the nursing station, and they will help you as soon as possible.

Discharge Procedures

Your health care team will help you plan for your discharge. Make sure they are aware of any needs or concerns that you have. If you want a "Return to Work" statement, please discuss this with your health care team before you leave the hospital.

We will provide you with the information you need after you leave here, including:

- Patient education about your condition or illness
- Information on your treatments and any possible side effects
- What to expect during your recovery, and which symptoms you should report to your health care team
- Medicines you should take, what the medicines are for, and the proper dosage
- Medical supplies and equipment you will need after you are discharged
- How to care for any medical equipment, tubes, or dressings
- Activities you should or should not do
- Foods or diets you should or should not eat
- New treatments you may want to consider
- Contact numbers to call if you have questions about your medical care, symptoms, or billing
- When to return for your next appointment

When you know you will be discharged, make sure you have:

- Supplies and equipment you will need at home
- Healthy food to eat at home
- A way to get home and a way to return for your follow-up clinic appointments
- Lists of important information, including telephone numbers of your health care team
- One or more friends or family members who can help you with your care at home
- Medicines and/or prescriptions for medicines you need to take

Identification

During the admission process, an identification (ID) band is placed on your wrist. You must wear it at all times so that we can verify your identity and treat you. Your ID band could save your life in an emergency. Tell your nurse if your ID band becomes damaged.

Medicines and Inpatient Pharmacy

Medicines

Please do not bring any prescription or over-the-counter medicines, or controlled substances with you when you are admitted as an inpatient here. Controlled substances brought by inpatients must be given to the Veteran's family or representative to take home, or be turned over to the Bay Pines VAHCS Police Service. We are not allowed to store these medicines when you are an inpatient here.

Your Bay Pines VAHCS doctor will order the medicines you need during your hospital stay. You should only take the medicines your doctor orders for you when you are here.

Your doctor may give you prescriptions to take at home after you are discharged. You can fill these prescriptions at any Bay Pines VAHCS Outpatient Pharmacy during normal business hours.

Inpatient Pharmacy

If you are being discharged from the C.W. Bill Young VA Medical Center and the Outpatient Pharmacy is closed, you can pick up your medicines from the Inpatient Pharmacy, which is open 24 hours a day, seven days a week. Ask the staff for directions to the Inpatient Pharmacy.

Patient Directory

During the admission process, you can choose to be listed in the Patient Directory. This allows you to receive visitors and telephone calls. If you change your mind about being listed in the Patient Directory, please tell your health care team.

Personal Identification Number (PIN)

Each patient who is admitted to the C.W. Bill Young VA Medical Center can choose to have a PIN. If a patient would like someone to be able to find out about his/her health information, such as their condition, scheduled procedures, or expected date of discharge, the patient must give that person his/her PIN. Staff will only discuss patient health information with callers or visitors who are able to give the PIN for the patient.

Telephones for Inpatients

Telephones are located at the bedside in Bldg. 100 and in the Community Living Center. Your telephone number is listed in your room.

To use the bedside telephone:

- Incoming or outgoing calls: Pick up the telephone receiver and press the red "Push for On-Off" button. Press this button again after your call is done.
- Local calls (no charge): Dial 9 + the telephone number.
- Toll-free calls (no charge): Dial 9 + 1 + the toll-free telephone number.
- Long distance or collect calls: Dial 9 + 0 + area code + the telephone number.

Voluntary Service Programs for Inpatients

Voluntary Service offers many programs and resources for our inpatients, including bringing them games, magazines, and books, and reading to them. Volunteers try to visit each new inpatient in Bldg. 100.

Please tell your nurse if you would like a volunteer to visit you, or call (727) 398-6661 or (888) 820-0230, ext. 15594 for more information.

Television and Radio Channels at Bay Pines VAHCS

Channel #	Network
2	BBC AMERICA
3	MOTOR TREND
4	TV LAND
5	EWTN
6	FX
7	DISCOVERY
8	ESPN 2
9	HISTORY
10	LIFETIME
11	NATIONAL GEOGRAPHIC
12	SYFY
13	TCM
14	FOX NEWS
15	TLC
16	CNN
17	ESPN
18	GAME SHOW NETWORK
19	FOX SPORTS FLORIDA
20	USA
21	HLN
22	C-SPAN
23	TNT
24	FOX SPORTS 1
25	HGTV
26	TBS
27	WEATHER CHANNEL
28	NBC
29	ME TV
30	ANTENNA TV
31	JUSTICE TV
32	FOX
33	MOVIE!
34	5C CHAPEL
35	VETERANS CHAPEL

Channel #	Network
36	WEDU
37	WEDU
38	FLORIDA CHANNEL
39	WEDU WORLD
40	MOR-TV
41	THIS
42	ESTRELLA
43	ABC
44	LAFF
45	GRIT
46	MY TV
47	COZI
48	WUSF
49	USF KIDS
50	WUSF CREATE
51	WUSF KNWLG
52	UNIMAS
53	BOUNCE
54	GET TV
55	ESCAPE
56	ION
57	QUBO
58	ION LIFE
59	SHOP TV
60	QVC
61	BUZZR
62	RELAXATION
63	RADIO: MAGIC (94.9)
64	RADIO: 98 ROCK (97.9)
65	RADIO: WQYK (99.5)
66	RADIO: DOVE (105.5)
67	RADIO: EAGLE (107.3)
68	CBS
69	H&I

Patient Safety

Bay Pines VAHCS Cares About Your Safety

Our goal at Bay Pines VAHCS is to provide our patients with safe and excellent care. Everyone has a role in making your care safe: physicians, nurses, clinicians, and you. We hope you will be an active and involved member of your health care team.

If you have concerns about your safety and care at Bay Pines VAHCS, SPEAKUP and tell your health care team, nurse manager, program manager, supervisor, service chief, or other management staff.

If you think your concerns are not being met, you may contact the Patient Advocate, Administrative Officer of the Day (AOD), or The Joint Commission (TJC).

Germs (ARG's and MRSA)

Antibiotic-Resistant Germs (ARG's) are germs that many common antibiotics do not kill. Special antibiotics are used to treat ARG infections. ARG's can live on people, animals, and surfaces for weeks. ARG's can sometimes cause serious infection and death. Clean hands and good hygiene can help prevent the spread of ARG's in hospitals, clinics, the Community Living Center, homes, and other places.

People at risk for getting ARG's include the young, elderly, people who have recently taken antibiotics, have chronic diseases or invasive devices (tubes and drains going into the body), and people who have been in crowds. ARG carriers have an ARG living in or on their body, and they can pass the germs to patients and staff.

Bay Pines VAHCS uses many precautions to prevent the hospital spread of ARG's, such as placing patients with an ARG in a private room (or in a room with other people having the same ARG), wearing gowns and gloves, extra cleaning, and educating patients and staff.

Methicillin-Resistant Staphylococcus Aureus (MRSA) is an example of an ARG. Bay Pines VAHCS provides MRSA testing for all VA patients. Our staff tests for MRSA by rubbing a cotton swab in the patient's nose. All VA patients have the right to accept or refuse any treatment or procedure, including MRSA testing. Your decision will not affect your right to receive VA health care.

Infection Control

Hand Hygiene

Clean hands save lives! Over 80 percent of infectious diseases are spread by hands. Germs are everywhere, including on our bodies, animals, and furniture.

Hand hygiene is the key to infection control. Wash your hands when they look or feel dirty. Rub and lather all surfaces of your hands for 15 to 20 seconds. Rinse your hands and dry them with a paper towel. Use a paper towel to turn off the water in public places.

Clean your hands often and well, especially before and after:

- Eating and preparing food
- Taking medicine
- Going to the bathroom
- Visiting or caring for the sick
- Touching cuts, wounds, blood, or body fluids
- Touching or blowing your nose
- Touching garbage or dirty items

Make sure your health care staff, family, and visitors clean their hands before they visit you or take care of you.

Help Prevent the Spread of Infections and Viruses.

- Wash your hands frequently with soap and water for at least twenty seconds. Use hand sanitizer when you can't use soap and water.
- Keep six feet from other people when possible.
- Wear a mask over your nose and mouth when possible to help prevent the spread of viruses, such as the coronavirus (COVID-19).
- If you need to cough or sneeze, cover your mouth and nose with a tissue, or cough and sneeze in your sleeve. Discard the tissue after use. Clean your hands with soap and water.

For information on Infection Control, call (727) 398-6661 or (888) 820-0230, ext. 15949.

Patient Advocate/Veterans Experience Office (VEO)

The Patient Advocate/VEO protects patients' rights, monitors patient safety, and serves as a liaison between patients, families, and the Bay Pines VAHCS health care staff.

The Patient Advocate/VEO strives to provide our Veterans with positive experiences at Bay Pines VAHCS, and helps to ensure our Veterans receive superior health care in a professional and timely manner.

The Patient Advocate/VEO at the C.W. Bill Young VA Medical Center is located in Bldg. 100, Room 1E-240. It is open Monday through Friday, 8:00 a.m. to 4:30 p.m. To contact this office, please call (727) 398-6661 or (888) 820-0230, ext. 15024. Call the Administrative Officer of the Day (AOD) at ext. 14192 if you have concerns at other times.

The Patient Advocate/VEO at the Lee County VA Healthcare Center is located in Room 1A-183. It is open Monday through Friday, 8:00 a.m. to 4:30 p.m. To contact this office, please call (239) 652-1800 or (888) 513-0045, ext. 21499.

Please visit www.baypines.va.gov/patients/customerservice.asp for more information.

Preventing Falls

To help prevent falls:

- Use your eyeglasses, hearing aids, and personal assistive devices, such as canes and walkers. If you need to use a device while you are here, tell a member of your health care team.
- Wear non-slip footwear when you are out of bed.
- Call for help if you feel unsteady when moving from your bed to a chair, walking, or when you need items that are hard to reach.
- Make sure your wheelchair is locked and the foot pedals are up before sitting down or standing up.
- Pause for a few seconds when changing position (such as lying down to sitting, or sitting to standing) to allow your body time to adjust to the change.
- Avoid bending to pick up items. Ask your nurse for help.
- Tell your doctor or nurse if you feel dizzy or lightheaded.
- If you are on bed rest and need an item, use the nurse call button to ask for help.

SPEAKUP

SPEAKUP is a national campaign to urge patients to take a role in preventing health care errors by being active, involved, and informed partners of their health care team.

SPEAKUP stands for:

- **S**peak up if you have questions or concerns. If you do not understand something, ask again. It is your body and you have a right to know.
- **P**ay attention to the care you are receiving to make sure you receive the correct treatments and medicines by your health care providers. Do not assume anything.
- **E**ducate yourself about your diagnosis, the medical tests you are having, and your treatment plan.
- **A**sk a family member or friend you trust to be your advocate.
- **K**now what medicines you take, and why you take them.
- **U**nderstand the quality of care you receive.
- **P**articipate in all decisions about your treatment. You are the center of your health care team.

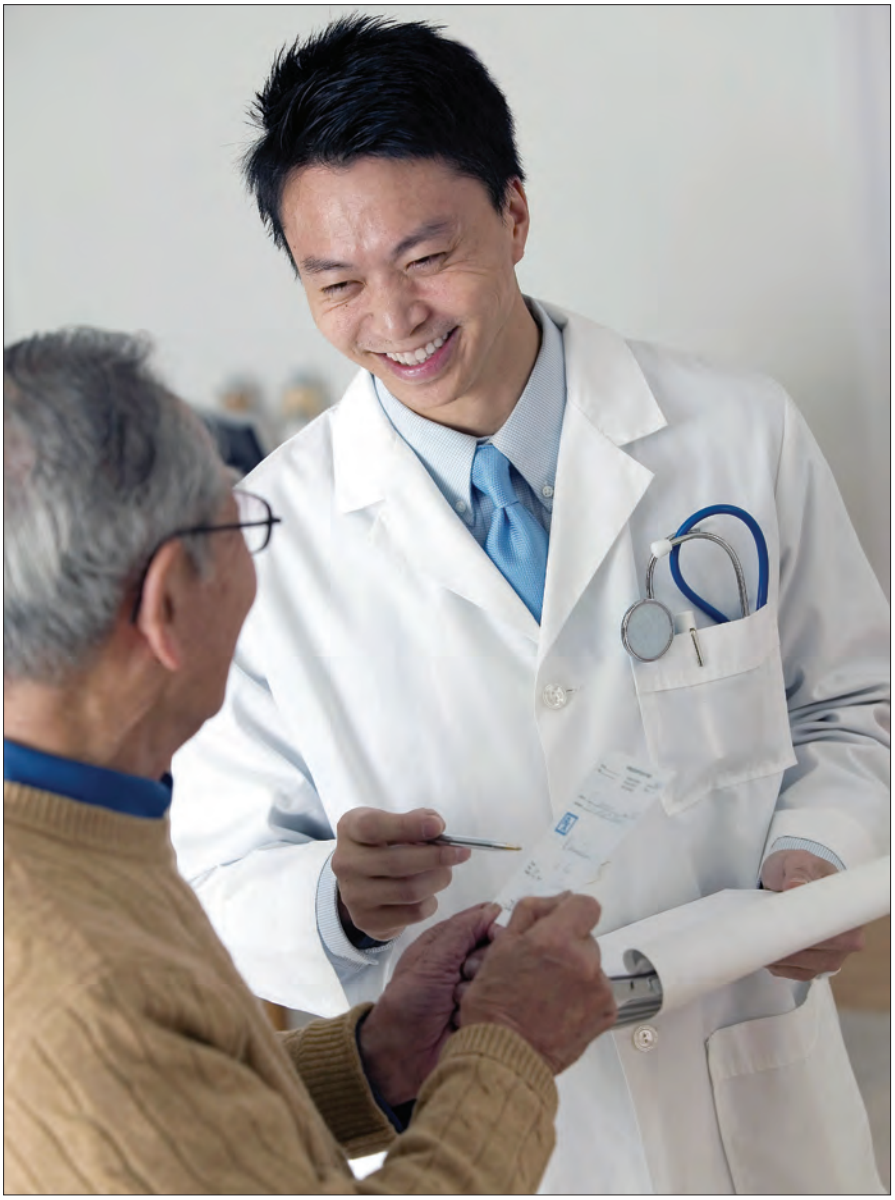
The Joint Commission (TJC)

Bay Pines VAHCS is accredited by The Joint Commission (TJC) and is regularly inspected to make sure patient safety, quality of care, and environmental issues meet TJC standards.

If you have a safety or quality of care concern or complaint, you may report it to The Joint Commission:

Online: www.jointcommission.org

Mail: Office of Quality and Patient Safety
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, Illinois 60181



Patient Rights and Responsibilities

Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased you have selected us to provide your health care. We will provide you with personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make your experience as positive and pleasant as we can. As part of our service to you, to other Veterans, and to the nation, we are committed to improving health care quality. We also train future health care 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 or resident of a community living center (CLC). Your basic rights and responsibilities are outlined in this document. You will receive this information in your preferred language. Please talk with the VA treatment team members who are providing your care or to a patient advocate if you have any questions, or would like more information about your rights and responsibilities.

1. Nondiscrimination and Respect

- You will be treated with dignity, compassion, and respect as an individual. Consistent with federal law, VA policy, and accreditation standards of The Joint Commission, you will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- You will receive care in a safe environment, free from excess noise, and with sufficient light to ensure comfort and safety.
- You have a right to have access to the outdoors.
- We will seek to honor your cultural and personal values, beliefs, and preferences. We ask that you identify any cultural, religious, or spiritual beliefs or practices that influence your care.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any funds that the VA is holding for you.
- We will respect your personal freedoms in the care and treatment we provide you. This includes trying to accommodate your normal sleep and wake cycles, food likes and dislikes, and other personal preferences.
- In the Community Living Center, you have the right to be free from chemical and physical restraints. In the inpatient acute care setting, and only in rare cases, the use of chemical and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- In the Community Living Center, you may keep personal items, and you are expected to wear your own clothes. As an inpatient, you may wear your own clothes, depending on your medical condition.
- You have the right to keep and use personal items, as long as they are safe and legal.
- 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, or in the Community Living Center.

- You have the right to communicate freely and privately. You will have access to public telephones, and the VA will assist you in sending and receiving mail. You may participate in civic rights, such as voting and free speech.
- When a loved one is involved in support and care of a VA patient or CLC resident, the VA considers a patient or CLC resident's family to include anyone related to the patient or CLC resident in any way (for example, biologically or legally), and anyone whom the patient or CLC resident considers to be family. If you are an inpatient, any people you choose can be with you to support you during your stay. Medical staff may restrict visitors for inpatients if medical or safety concerns require it. You will be told promptly about any visitor restriction and the reason for it.
- In order to provide a safe treatment environment for all patients and CLC residents and staff, you and your visitors are expected to avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

2. Participation in Treatment Decisions

- Your privacy will be protected.
- 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 (for example, co-payments), if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your health record will be kept confidential. Information about you will not be released without your authorization, unless permitted by law. An example of this is state public health reporting. You have the right to have access to, and to request a copy of your health records.

- Please respect the privacy of other patients and CLC residents, and do not reveal any of their health information that you may become aware of, or information that you may overhear.

3. Partnering in Care

- You have a right to express your preferences concerning future medical care in an Advance Directive, including designating a health care agent to make health care decisions on your behalf when you can no longer do so.
- You, and any people 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 in your preferred language. You will be given other options. You can agree to or refuse any treatment. You will be told what is likely to happen to you if you refuse a treatment. Refusing a treatment will not affect your rights to future care, but you each take responsibility for the impact this decision may have on your health.
- Tell your provider about your current condition, prescription medicines, over-the-counter medicines, and medical history. Share any other information that affects your health. You should ask questions when you do not understand something about your care. This will help us provide you the best care possible.

- You will be given, in writing, the name and title of the provider in charge of your care. 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 and other 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 CLC 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 tell your provider or treatment team.
- You will be informed of all outcomes of your care, including any possible injuries associated with your care. You will be informed about how to request compensation and other remedies for any serious injuries.
- 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 CLC 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 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. If you have ethical issues or concerns, you may ask the Medical Center's Ethics Council for help.

4. Concerns or Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. Any privacy complaints will be addressed by the facility Privacy Officer. You will be given understandable information about the complaint process in your preferred language. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or your family member has been neglected, abused, or exploited by VA staff, please report this promptly to the treatment team or patient advocate. You will receive help immediately.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact The Joint Commission's Office of Quality Monitoring at (800) 994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at (800) 488-8244, or e-mail vaoighotline@VA.gov.

5. Additional Rights and Responsibilities of Community Living Center Residents

- Because the CLC serves as your home for short or long-stay services, you have the following additional rights and responsibilities as a CLC resident:
  - Staff will knock on your bedroom door prior to entry.
  - You have the right to receive care from the same staff member every day, to the extent that consistent assignment is possible.
  - You may have visitors at any time of the day or night, provided visitors are respectful of you, your need for privacy, and the privacy of others. You may refuse to have visitors at any time.
  - You have a right to conjugal visits, and you have a right to privacy during those visits.
  - Your care will be delivered in a setting that resembles home. Therefore, you will be invited to have your meals in a designated dining area, and you will have access to those activities that contribute to meaningful use of time.
  - In preparation for being discharged to your own home, you and/or your caregiver may be invited to participate in activities that prepare you to go home, such as self-administration of medicines and treatments.
  - You and your caregivers have a right to attend treatment-planning meetings, and to participate in household or resident councils.

Notification to Patients of The Joint Commission Standards Modifying Rights and Responsibilities of VA Patients and Residents of Community Living Centers (CLC)

In accordance with requirements from The Joint Commission, the VA has added the following statement to visitation policies for all hospitals throughout the system.

> "The Medical Center respects the patient's right to make decisions about his or her care, treatment, and services, and to involve the patient's family in care, services, and treatment decisions, to the extent permitted by the patient or surrogate decision-maker. 'Family' is defined as a group of two or more persons united by blood, or adoptive, marital, domestic partnership, or other legal ties.
>
> The family may also be a person or persons not legally related to the individual (such as a significant other, friend, or caregiver) whom the individual considers to be family. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity. The Medical Center allows a family member, friend, or other individual to be present with the patient for emotional support during the course of a stay.
>
> The Medical Center allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. The hospital prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression."

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

Rights and Responsibilities of Family Members of VA Patients and Residents of Community Living Centers (CLC)

The Veterans Health Administration (VHA) is pleased to provide health care to Veterans. We will provide personalized, patient-driven, compassionate, state-of-the-art care. Our goal is to make the experience as positive and pleasant as we can. As part of our service to Veterans and to the nation, we are committed to improving health care quality. We also train future health care professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support the rights of patients and residents of community living centers (CLC), as well as your rights as a family member. This document outlines the basic rights and responsibilities of family members. Please talk with the VHA treatment team or a patient advocate if you have any questions, or would like more information about these rights and responsibilities.

1. Nondiscrimination and Respect

- Our staff will create a treatment environment based on dignity, compassion, and respect. Consistent with federal law, VA policy, and accreditation standards of The Joint Commission, Veterans and their family members will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression.
- We seek to honor the cultural and personal values, beliefs, and preferences of all patients, CLC residents, and their families. When a loved one is involved in support and care of a VA patient or resident, the VA considers a patient or resident's family to include anyone related to the patient or resident in any way (for example, biologically or legally), and anyone whom the patient or resident considers to be family.
- Please help us offer care in a safe and respectful manner by treating patients, CLC residents, other family members, and staff with respect, and by following the facility's rules. Family members are not allowed to do things that threaten the care of patients, or interfere with our staff members' ability to do their job.

2. Keeping Health Information Private and Secure

- The Veteran's private health care information will be protected to the fullest extent authorized by law. Information about the Veteran may be disclosed to you if the Veteran authorizes the release, or if you are the Veteran's personal representative.
- Please respect the privacy of patients, residents, and other family members, and do not reveal private health care information that you may become aware of, or may overhear.

3. Partnering in Care

- Families are valued members of the VA health care team. As members of the health care team, we encourage you to:
  - Share your insights, opinions, and observations about the Veteran's care and progress.
  - Let the nursing staff know right away if you feel that the Veteran's condition has changed.

- Tell us right away if you are worried about the Veteran's care or treatment. Please ask questions if you do not understand the purpose of any part of the Veteran's care.
- If you are a family member of a CLC resident, you have a right to participate and share your voice and opinions in family, resident, or household councils.

4. Family Members' Role in Treatment Decisions

- Veterans have a right to make their own health care decisions, as long as they are able to understand and tell their doctor and health care team what they want. Veterans have a right to include or not include others, such as family members or friends, in decisions about their care.
- Veterans have a right to express their preferences about future medical care in an Advance Directive. This includes the right to name a health care agent who will make health care decisions on their behalf if they can no longer communicate for themselves. We will respect these preferences.
- If you are asked to make health care decisions for a Veteran in VHA, the treatment team will offer you:
  - Treatment options based on the Veteran's unique medical circumstances and needs
  - Information you can understand about the benefits and risks of these treatment options
  - An interpreter or assistive device, if needed, to help you understand the Veteran's medical circumstances and treatment options
- As the health care decision maker, you generally have the same rights and responsibilities that the Veteran would have in making treatment decisions.
  - You may agree to or refuse any treatment option offered by the treatment team. Refusing treatment will not affect the Veteran's right to future care.
  - Your decision about whether to accept or refuse treatments must be based on what you know the Veteran would want. If you do not know what the Veteran would want, the treatment team is available to help you consider what decisions are in the Veteran's best interest.
- When you are the health care decision maker, please:
  - Share accurate and complete information about the Veteran's medical history to help us develop the best treatment plan.
  - Take part in discussions and decisions about the Veteran's care.
  - Help the treatment team understand how they can provide care that takes into account the Veteran's cultural and personal values, beliefs, and preferences.
  - Talk with the treatment team when you think the Veteran's treatment plan may need to be changed.
  - Let the treatment team know if you are not willing or able to follow the treatment plan. If the treatment team understands why the plan may be a problem, they may be able to make changes that address your concerns.
  - Help us plan for the Veteran's move to the next level of care.

5. Visiting the Veteran

- Family visits can help you support the Veteran as he/she copes with illness or injuries. Schedule your visit to meet the Veteran's medical and emotional needs. For example, many patients get tired easily, so short visits may be better.
- VA Community Living Centers have unrestricted visiting hours.
- On VA acute care inpatient units, medical staff may need to restrict visiting hours, or place other visiting restrictions if medical or safety concerns require it. You will be promptly informed about any visitor restriction and the reason for it.
- Please keep a close eye on your children for their own safety and the safety of others. Children should never be left unattended.
- At times, patients or CLC residents may not wish to have visitors, or may wish to set other limits on visits. We will respect the Veteran's wishes for visits.

6. Concerns or Complaints

- If you need advice on how to resolve an ethical concern about the Veteran's care, you may speak with the Medical Center's Ethics Council.
- You are encouraged and expected to seek help from the VA health care treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process in your preferred language. Any privacy complaints will be addressed by the facility Privacy Officer. You may complain verbally or in writing, without fear of retaliation.
- If you believe that you or the Veteran have been neglected, abused, or exploited by VA staff, please report this to the patient advocate, your doctor, or nurse as soon as feasible, because each complaint concerns all staff. All Veterans in our nation will receive help immediately.
- If you have concerns about the quality of the health care that the Veteran is receiving, you may contact the VHA Office of the Medical Inspector at (800) 634-4782.
- If you believe the organization has failed to address or satisfy your concerns about health care quality and safety, you may contact The Joint Commission's Office of Quality Monitoring at (800) 994-6610. If you believe that the organization has failed to address your concerns about suspected criminal activities, fraud, waste, abuse, or mismanagement, you may contact the VA Office of the Inspector General at (800) 488-8244 or e-mail vaoighotline@VA.gov.

C.W. Bill Young VA Medical Center

To reach the following departments at the C.W. Bill Young VA Medical Center, call **(727) 398-6661** or **(888) 820-0230**, then dial the extension. If you would like to call a department that is not listed here, please call the main telephone number and press "0" (zero) for the Operator. The Operator will connect you to your requested department.

Department	Extension
Administrative Officer of the Day (AOD)	14192
Agent Cashier	14221 or 14532
Appointment Scheduling: Call the requested dept. to schedule an appointment.	
Audiology/Hearing Aids/Speech Pathology	14545
CHAMPVA/Tricare	17464
Dental Service	14331
Eligibility for Bay Pines VAHCS Health Care	15684 or (877) 222-8387
Hospice and Palliative Care	15978
Lost and Found, Patient Funds, Travel Office	15624
Mental Health Clinic	15619
Non-VA Care Coordination (NVCC)	19752
Optical Dispensary/Eyeglasses	10273
Outpatient Lab	15150
Patient Advocate/Veterans Experience Office (VEO)	15024
Pharmacy: Call (727) 398-6661 or (888) 820-0230, and follow the prompts.	
Prosthetics	15545
Release of Information	12537
Social Work	10770
Suicide Prevention	14226
Voluntary Service and Shuttle Service	15594

Lee County VA Healthcare Center

To reach the following departments at the Lee County VA Healthcare Center, call **(239) 652-1800** or **(888) 513-0045**, then dial the extension. If you would like to call a department that is not listed here, please call the main telephone number and press "0" (zero) for the Operator. The Operator will connect you to your requested department.

Department	Extension
Appointment Scheduling: Call the requested dept. to schedule an appointment.	
Audiology	21487
Dental Service	21498
Ear, Nose, and Throat (ENT)	21487
Eye Clinic/Optometry	21492
Lost and Found	21506
Mental Health Clinic	21490
Pathology and Laboratory	21539
Patient Advocate/Veterans Experience Office (VEO)	21499
Pharmacy	21504
Radiology	20250
Release of Information	21211
Transition and Care Management Program	20162
Travel Office	21506
Voluntary Service	20551

Bay Pines VA Healthcare System Addresses and Telephone Numbers

1. **C.W. Bill Young**
   VA Medical Center (VAMC)
   10000 Bay Pines Blvd.
   Bay Pines, FL 33744
   (727) 398-6661 or (888) 820-0230

2. **Bradenton**
   VA Community Clinic
   5520 State Road 64
   Bradenton, Florida 34208
   (941) 721-0649

3. **Lee County**
   VA Healthcare Center
   2489 Diplomat Parkway East
   Cape Coral, FL 33909
   (239) 652-1800 or (888) 513-0045

4. **Naples**
   VA Community Clinic
   800 Goodlette-Frank Rd. N.
   Naples, Florida 34102
   (239) 659-9188

5. **Palm Harbor**
   VA Community Clinic
   35209 U.S. Highway 19 North
   Palm Harbor, Florida 34684
   (727) 734-5276

6. **Port Charlotte**
   VA Community Clinic
   4161 Tamiami Trail, Suite 401
   Port Charlotte, Florida 33952
   (941) 235-2710

7. **Sarasota**
   VA Community Clinic
   5682 Bee Ridge Rd., Suite 100
   Sarasota, Florida 34233
   (941) 371-3349

8. **Sebring**
   VA Community Clinic
   5901 U.S. Highway 27 South
   Sebring, FL 33870
   (863) 471-6227

9. **St. Petersburg**
   VA Community Clinic
   840 Dr. MLK Jr. St. N. (840 9th St. N.)
   St. Petersburg, Florida 33705
   (727) 502-1700

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The Bay Pines VAHCS staff uses compassion, kindness, support, and respect to take care of our Veterans. Our goal is to serve, help, and let our many Veterans receive the very best health care.

THANK YOU for your service to our country.
IT IS OUR HONOR to serve you now.