Newsletter Vol.1

VA SORCC COVID-19 Update

8495 CRATER LAKE HWY. WHITE CITY, OR 97503

PLEASE CALL IF YOU HAVE ANY OF THE FOLLOWING

* Been diagnosed with COVID-19
* Waiting for COVID test results
* Have a fever
* Have a new or worsening cough or shortness of breath
* Have any cold or flu-like symptoms
* New onset of headache, loss of smell or loss of taste

541-826-2111

VA VIRTUAL CARE: ALWAYS AN OPTION FOR ACCESSING CARE

- ✓ Consider video or telephone your local facility's appointment line
- ✓ Use My HealtheVet
- ✓ Refill prescriptions online
- ✓ Sign up for text message reminders

THINGS TO KNOW BEFORE VISITING VA SORCC

1. You will be directed through our screening station
2. Wearing face coverings are required
3. No children under 13 are allowed on campus
4. Only essential caregiver visitors currently
5. If you do not have a scheduled appointment you will be directed to Building 251 to register.

****This includes going to our GENERAL MEDICINE clinic***

*****Please call the Klamath Falls Clinic at 541-273-6206 or the Grants Pass Clinic at 541-995-5551 prior to visiting without a scheduled appointment for any health care concerns.***

COVID updates are ever changing. For the most up-to-date information please visit us at www.southernoregon.va.gov or Facebook

MOVING FORWARD TOGETHER:

Safe Care Is Our Mission

At VA SORCC we have made many changes to keep our Veterans and staff safe. This means the care we give may look and feel different for a while.

Medication Filling

DURING COVID-19

How to get your NEW Prescription	
FROM YOUR VA PROVIDER	➢ Prescriptions will be sent by the mail-order pharmacy called CMOP. ➢ May take up to **7-14 business days** to process. ➢ Urgent prescriptions, such as antibiotics, mail out locally in **1 business day**. ➢ All prescriptions will be **MAILED** to you.
FROM YOUR NON-VA PROVIDER	➢ Need an **ACTIVE Community Care Authorization** to fill. ➢ Have them fax the prescription(s), Community Care Authorization, & chart notes to **541-830-3504**. ➢ All prescriptions will be **MAILED** to you.

How to Order REFILLS *Consider Reordering the Day You Receive Your Prescription*	
1. TELEPHONE AUTOMATED ORDERING SYSTEM 541-830-7563 *(Available 24 hours/day, 7 days/week)*	a. Enter your Full Social Security Number then # key b. Press **1** for Prescription Refills; Press **2** for Pharmacy Questions c. Enter the **most recent prescription (Rx) number** (use only numbers, no letters) then press # key
2. ONLINE VIA MYHEALTHeVET *(www.myhealth.va.gov)*	a. Once you register, use your User ID & Password to login. b. Click on pharmacy tab to refill prescriptions using your **most recent prescription number**.
3. MAIL YOUR REFILL SLIP	a. Fill out a refill slip if provided with your original prescription. b. Mail to: Pharmacy Service (119) VA Southern Oregon Rehabilitation Center & Clinics 8495 Crater Lake Hwy White City, OR 97503

How to Order EXPIRED/NO REFILL Prescriptions	
1. TELEPHONE AUTOMATED ORDERING SYSTEM 541-830-7563 *(Available 24 hours/day, 7 days/week)*	a. Continue following all prompts→ The system will send an alert requesting renewal of your prescription(s). b. Prescription(s) will be reviewed and forwarded, if appropriate, to your provider. c. If your prescription is **NON-Renewable**, remain on the line to talk with the **VISN Call Center.**
2. ONLINE VIA MYHEALTHeVET *(www.myhealth.va.gov)*	a. Click on the pharmacy tab to request your prescription, *OR* b. Send a Secure Message to the pharmacy by clicking the '**Ask a Pharmacist**' link.

A Video Connect

Real-Time Access to Your VA Care Team Through VA Video Connect

Primary Care During COVID-19

If you're a Veteran seeking medical care, call your Patient Aligned Care Team (PACT) or the call center to choose medical appointment that is most appropriate and provides the safest option for your care. We will offer one of three care choices , depending on your specific need:

VA Video Connect Appointment: This is the best option for routine care. These appointments allow your provider to see you and assess you from home. You are able to show your provider your concerns in a private video chat environment, allowing for better diagnosis and treatment.

Telephone Appointment: This is a scheduled telephone call with your provider. You can discuss your symptoms, medications, changes since your last visit, or simply check in. Your healthcare team may offer this if your care needs can be met this way.

Face to Face – In Person Visit: This may be the most effective way for you to receive medical care if you have more complex medical needs. However, due to COVID-19, this is not the **safest** way for you to receive care because you must leave your home which could increase your risk of exposure. We are currently limiting this type of visit to patient needs that cannot be met by one of the other two appointment types.

If you and your team decide that this type of visit is best, please rest assured that we have put in place proper measures to minimize your risk – increased cleaning of environments, visual cues to remind people to stay 6 feet apart, and barriers between staff and patients/visitors where possible.

To better serve you and reduce wait time, please call VA SORCC to schedule an appointment with your primary care team at 541-826-2111, the Klamath Falls Clinic at 541-273 -6206 or the Grants Pass Clinic at 541-955-5551 for any health care concerns and speak with your health care team.

If you think you have symptoms of the COVID-19 virus (flu like symptoms, fever, trouble breathing, body aches, etc.) please call your team – we will help you decide what is the safest method to be tested and treated.

Your PACT is looking forward to connecting with you.

Mental Health

is asking that you do the following to limit your exposure to COVID…

Please work with the clinic medical support staff to convert your appointments to VA Video Connect or Telephone.

- **BHIP** 541-830-7440
- **PRRC, PCMHI, PTSD, SUD, NEUROPSYCHOLOGY** 541-830-7555
- **SOCIAL WORK** 541-826-2111 ext. 3435
- If you are unsure, please contact BHIP 541-830-7440

* The members of your clinical team can meet your needs, from the comfort of your home.

* If you are interested in receiving further training on video appointments, please have your provider contact our onsite training team or call the National Telehealth Technology Help Desk at: 866-651-3180 or 703-234-4483,
Monday through Saturday, 4 a.m.-8 p.m.PST.

Both options are available to help you get started and troubleshoot technical problems.

I feel anxious and overwhelmed. What can I do?

*First, it's important to know **you're not alone**, and we're here for you. Concerns about COVID-19 can be stressful for many people. You can take steps to manage stress and get support.*

- ✓ Stay connected and healthy. Stay in touch with friends and family by phone and social media. Follow your normal routine as much as possible and get enough sleep and exercise.

- ✓ Keep your existing mental health appointments. If you currently have regular sessions, you can change them to video (telephone) appointments by contacting the medical support staff

- ✓ If you need same-day mental health care or want to request a new appointment

- Ask for a follow-up mental health appointment with your regular provider, please call 541-830-7440.

- Ask for a new mental health appointment, please call 541-830-7440; the Medical Support Assistant (MSA) will schedule you for a telephone screening with a mental health social worker who will connect you with the appropriate services.

- ✓ **If you have an urgent need**, and you wish to speak to someone regarding your mental health, please call the Veterans Crisis Line
- 1-800-273-8255 press 1
- Text 838255
- https://www.veteranscrisisline.net/
- ✓ Call 911 in an Emergency

Specialty Clinic providers are committed to providing you with the safest care possible. Each clinic's options are customized to the following appointment types.

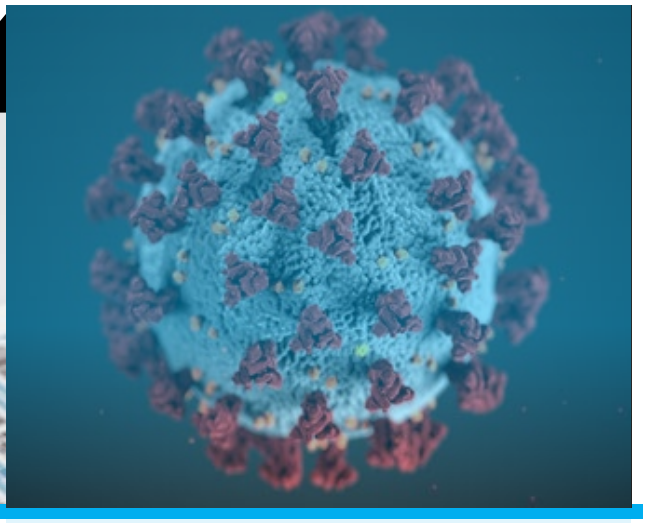
VA Video Connect Appointment – This is the safest way to deliver care from the comfort of your own home. Please be prepared for more information on initial set up if your appointment is scheduled this way.

Telephone Appointment – A great option for ongoing, routine care. You may be offered this type of appointment if you and your healthcare provider decide your care needs can be met this way.

Face to face – In person Visit – This option may be necessary as determined by the Specialty Care provider. We are limiting this option at this time given the increased risk of traveling outside of your home during this pandemic.

Audiology *We have limited availability for scheduled appointments only. Please be sure to speak with Audiology staff prior to arriving at the clinic. *For more questions about Audiology services please call us at 541-830-7593 or via secure message. If you need to order batteries and/or additional supplies, contact the Denver Logistics Center at 303-273-6200 or dalc.css@va.gov	**Physiatry** In-person visits are restricted to urgent/emergent cases; virtual and/or telephone appts are being offered. Contact the Physiatry dept at 541-826-2111 Ext. 3292 for more info. * All EMG/NCS studies will be routed through our community partners at this time. * Amputee In-person visits are limited to urgent, emergent & cases new to us; Virtual &/or telephone appts are available. Contact the Amputee Clinic at 541-826-2111 Ext. 3278	**Respiratory Therapy & CPAP** * The Respiratory clinic is restricted to urgent cases. Oxygen recertifications are being extended. * CPAP is currently closed to walk-ins. This includes repair, adjustment, and supply ordering. For more information on recertifications or CPAP, please contact us at 541-826-2111 Ext. 3751 to speak with our staff.	**Dermatology** * In-person visits are currently limited to cancer care and urgent and emergent cases. If you are an established Dermatology patient, please call 541-830-7498 for concerning skin issues. * Contact your Primary Care team for an evaluation if you have not been seen in the Dermatology clinic in the past and have new/worsening skin related concerns.
Radiology Service * We have limited availability for scheduled appointments only, as well as urgent/emergent cases. Please call 541-826-2111 Ext. 3254 OR 3225 for additional information.	**Podiatry** * In-person visits are limited to urgent/emergent cases; virtual and/or telephone appts are being offered. Contact Podiatry @ 541-826-2111 Ext. 3278 for additional information.	**Power Mobility** * Only virtual appointments with very few exceptions are available; Walk-ins restricted to urgently needed assistive devices / adaptive equipment; call 541-826-2111 Ext. 3206 to determine availability.	**Orthotics** * Restricted to only urgent and emergent patients; No unscheduled walk-ins at this time. Contact the Orthotics Dept at 541-826-2111 Ext. 3695 to schedule urgent & emergent appt or discuss routine care options.
Optometry *Restricted to only urgent cases. *Our Optical/Dispensing service is currently closed to walk-in, including repair, adjustment, frame fitting and lens ordering. For an urgent eye care or eyeglass concerns, please call 541-830-7509.	**Physical & Occupational Therapy** * In-person visits are limited to urgent/emergent cases; virtual and/or telephone appts are being offered. Contact the Therapy dept @ 541-826-2111 Ext. 3206 for additional information.	**Orthopedics** * In-person visits are limited to urgent/emergent cases; virtual and/or telephone appts are being offered. Contact the Ortho dept @ 541-826-2111 Ext. 3292 for additional information.	**Dental Clinic** * Dental is open for urgent and emergent care. We are updating and installing new PPE equipment in order to ensure the safety of all our Veterans. If you are having any discomfort or concerns, please call (541) 830-7455 to talk to a doctor or schedule a visit.

Lab Services



COVID-19 Testing

PRIOR TO COVID TESTING:

Contact your provider for evaluation and instructions

HOURS:

Specimen collection for Covid-19 testing will occur between 9:00 AM-1100 AM.

LOCATION:

Upon arriving on station, you will be directed to the collection tent.

A Nasopharyngeal swab will be collected for RT-PCR Covid-19 testing.

Testing location may differ for Klamath Falls CBOC Veterans. Please contact your provider for further guidance.

NEW Lab Process:

1. Come to SORCC lab only if you have been directed to do so via Team, Letter, or Postcard.
2. After completing the Screening process please check in with an MSA in building 251.
3. You will receive a number and be directed to the lab waiting area. Please wait until your number is called by a lab staff member.
4. ***If the lab waiting area is full you will be directed to the waiting area in Building 251 until instructed to report to the lab.
5. If your community provider orders lab draws; have it done at the lab location they use. Please do not bring community lab orders to the SORCC, Grants Pass CBOC, or Klamath Falls CBOC labs.
6. Grants Pass CBOC and Klamath Falls CBOC lab services are by appointment only.

VA SORCC Lab Hours: 0800-1600 M-F