

# Veterans... You Earned It You Deserve It.

Compassionate Care, Quality Care,  
Veteran-centered Care at Six Locations  
Throughout the Washington DC Metro Area



WASHINGTON DC  
VETERANS AFFAIRS MEDICAL CENTER  
CAPITOL ★ EXCELLENCE



**VA**  
HEALTH  
CARE | Defining  
**EXCELLENCE**  
in the 21st Century

Call the Patient Service Center at 1-877-DCVAMC1  
or visit [www.washingtondc.va.gov](http://www.washingtondc.va.gov)



## Returning Service Members OEF/OIF/OND Program

**I**f you have served in Operation Iraqi Freedom (OIF), Operation Enduring Freedom (OEF), or Operation New Dawn (OND), the Washington DC VA Medical Center's (DCVAMC) OEF/OIF/OND Program office wants to assist you. As you transition from military health care to VA health care, you'll need our specialized support.

Each service member is assigned a case manager to help you and your family with coordination of care, including health assessments and referrals to VA and community resources.

For more information, call the OEF/OIF/OND program office: 1-877-OIFOEF1 or 1-877-643-6331.

### Did you know? Five Years of FREE Health Care

Veterans who served in combat operations after November 11, 1998 are eligible for an extended period of eligibility for health care for 5 years

post discharge. This includes activated Reservists and National Guard members.

Free care refers to all services related to the Veteran's combat experience, even if there isn't sufficient initial evidence to conclude that the condition is attributable to service. Co-payments may be charged for the treatment of non-combat related conditions.

The 5-year enrollment period begins on the service member's discharge or separation date, or in the case of multiple call-ups, the most recent discharge date. So don't delay, contact the Washington DC VA Medical Center's Eligibility Office at 202-745-6851 or visit the Eligibility Office located in the atrium of the hospital.

**180 Day Dental Benefit**  
OEF/OIF/OND combat Veterans may be eligible for one-time dental care — but you must apply with 180 days of your separation date from active duty.

### Find Family Support at Vet Centers

If you have served in ANY combat zone, local Vet Centers can help you and your family with readjustment counseling and outreach services — for free. To find a Vet Center near you visit: <http://www.vetcenter.va.gov/> or phone 1-877-WAR-VETS (927-8387).

### Going Back to School

VA pays benefits to eligible Veterans, reservists and active duty service members to support their continuing education goals, including on-the-job training, apprenticeships and non-college degree programs. Visit <http://www.gibill.va.gov/> to learn about the Post 9/11 GI Bill.

### Finding a Job

You've served. Now you are ready for a new challenge. What do you want to do next? Get help finding a job, browse career opportunities, or learn more about working at the VA by visiting: <http://www.oefoif.va.gov/employment.asp>

### Veterans Crisis Line

*The Veterans Crisis Line connects Veterans in crisis and their families and friends with qualified, caring Department of Veterans Affairs responders through a confidential toll-free hotline, online chat, or text. Veterans and their loved ones can call 1-800-273-8255 and Press 1, chat online, or send a text message to 838255 to receive confidential support 24 hours a day, 7 days a week, 365 days a year.*

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## Bringing Health Care Closer to Home: Community Based Outpatient Clinics

The Washington DC VA Medical Center operates five Community Based Outpatient Clinics (CBOCs) and a Community Resource and Referral Center (CRRC) in DC and the

surrounding areas. The CBOCs offer Veterans the opportunity to receive quality health care closer to where they live. If you have any questions, you may call the clinic nearest to you directly or to make an appointment you may call the Patient Service Center, 202-745-8577 or 877-DC-VAMC1(1-877-328-2621).

### Community Resource and Referral Center (CRRC)

1500 Franklin Street, NE  
Washington, DC 20018  
202-636-7660

### Ft. Belvoir Community Clinic

9300 DeWitt Loop  
Fort Belvoir, MD 22060  
571-231-2408

### Southern MD VA Outpatient Clinic

29431 Charlotte Hall Road.  
Charlotte Hall, MD 20622  
301-884-7102

### Greenbelt Community Clinic

7525 Greenway Center Drive  
Greenway East Professional Center, Suite T-4  
Greenbelt, Maryland 20770  
301-345-2463

### Southeast Community Clinic

820 Chesapeake Street, S.E.  
Washington, DC 20032  
202-745-8685

### Southern Prince George's County Community Clinic

5801 Allentown Road  
Camp Springs, MD 20746  
301-423-3700



## Ending Homelessness Among Veterans

The Washington DC VA Medical Center (DCVAMC) is committed to the Department of Veterans Affairs' initiative to end homelessness among Veterans by the year 2015.

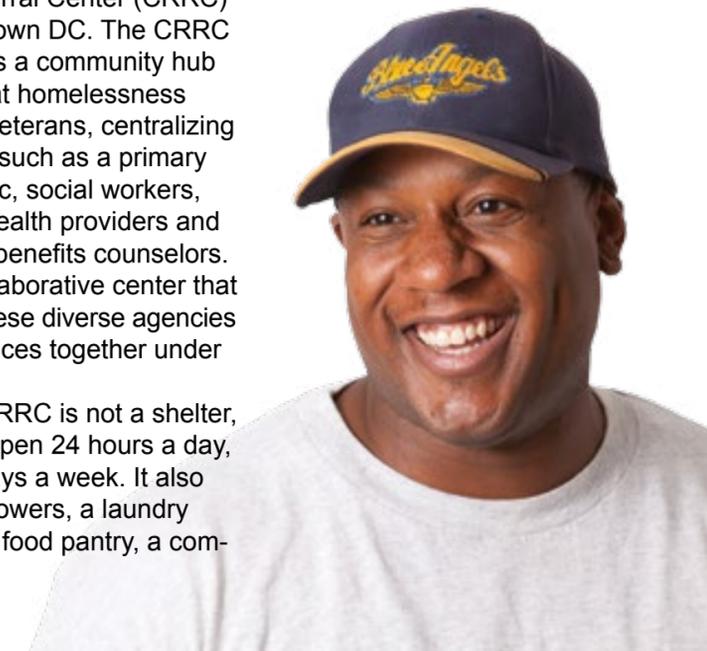
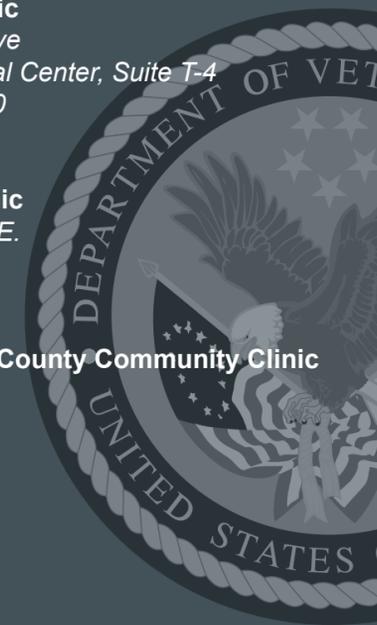
Fully realizing we can't accomplish this goal alone, the professionals at DCVAMC continue to build strong, successful working relationships with city, county and federal agencies for education, employment and housing.

This year, DCVAMC opened the Community Resource and Referral Center (CRRC) in downtown DC. The CRRC serves as a community hub to combat homelessness among Veterans, centralizing services such as a primary care clinic, social workers, mental health providers and housing/benefits counselors. It's a collaborative center that brings these diverse agencies and services together under one roof.

The CRRC is not a shelter, but it is open 24 hours a day, seven days a week. It also offers showers, a laundry facility, a food pantry, a com-

puter lab, a chapel, a secure play room for children, and a state-of-the-art professional kitchen which will soon be used as a facility to train Veterans interested in future employment in the restaurant industry.

The CRRC is located just 1.5 miles from the DC VA Medical Center at 1500 Franklin St., N.E. It is easy to access via public transportation. To learn more, visit [www.washingtondc.va.gov](http://www.washingtondc.va.gov) or call the CRRC at 202-636-7660.



# Women's Health Center



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ore and more women Veterans are choosing VA for their health care. The Washington DC VA Medical Center (DCVAMC) is ready to meet their needs with an out-

standing team dedicated exclusively to women's care.

Health care is managed by nationally certified women's health care nurse practitioners and is staffed by board certified physicians who understand the unique needs of women. Women Veterans may also receive comprehensive health care at each of DCVAMC's Community Based Outpatient Clinics.

A new Women's Pavilion is under construction. This 10,000 square foot clinical space will include more exam rooms with private adjoining restrooms, a private check-in area, play area for children and a tea bar. To make an appointment at the Women's Health Clinic, call the Patient Service Center at 202-745-8577.



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## Volunteering

*"Serving Those Who Served" accurately reflects the vital role of Washington DC VA Medical Center (DCVAMC) volunteers. These dedicated volunteers work side-by-side with DCVAMC staff delivering services that improve Veterans' health and well-being. Volunteers come from all walks of life: retirees, students, civic and community organizations and Veteran Service Organizations.*

*Have you considered volunteering? If you'd like to learn more about "Serving Those Who Served" as a volunteer, call 202-745-8320.*

## Patient-Centered Care

What is Patient-Centered Care? At the Washington DC Veterans Affairs Medical Center (DCVAMC) we consider the entire person when developing a patient care plan – mind, body and spirit. From creating events geared toward special patient groups such as Ladies' Night for women Veterans, to creating a home-like atmosphere in new inpatient rooms, a positive patient experience is our priority. That's Patient-Centered Care. Providing an environment that is welcoming, respectful and caring is our goal.

The Patient-Centered care office monitors Veterans' experiences, by collecting data about patient satisfaction and addressing issues of concern. Our program includes an inpatient survey called *Truthpoint*, monitoring of results of VA's national outpatient survey, direct observations through our

Hawk Eye team and Veteran focus groups. The Patient Advocate Office also serves Veterans and their family members, providing that personal attention they deserve. Understanding the role of technology in Veterans' personal lives, the DCVAMC Patient-Centered Care office was the first in the nation to develop an App for iPhones and hand-held devices. We encourage you to explore My Capitol VA App.

