



# VA MANCHESTER HEALTHCARE SYSTEM

PATIENT GUIDE

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

NOVEMBER 2020  
VERSION 2

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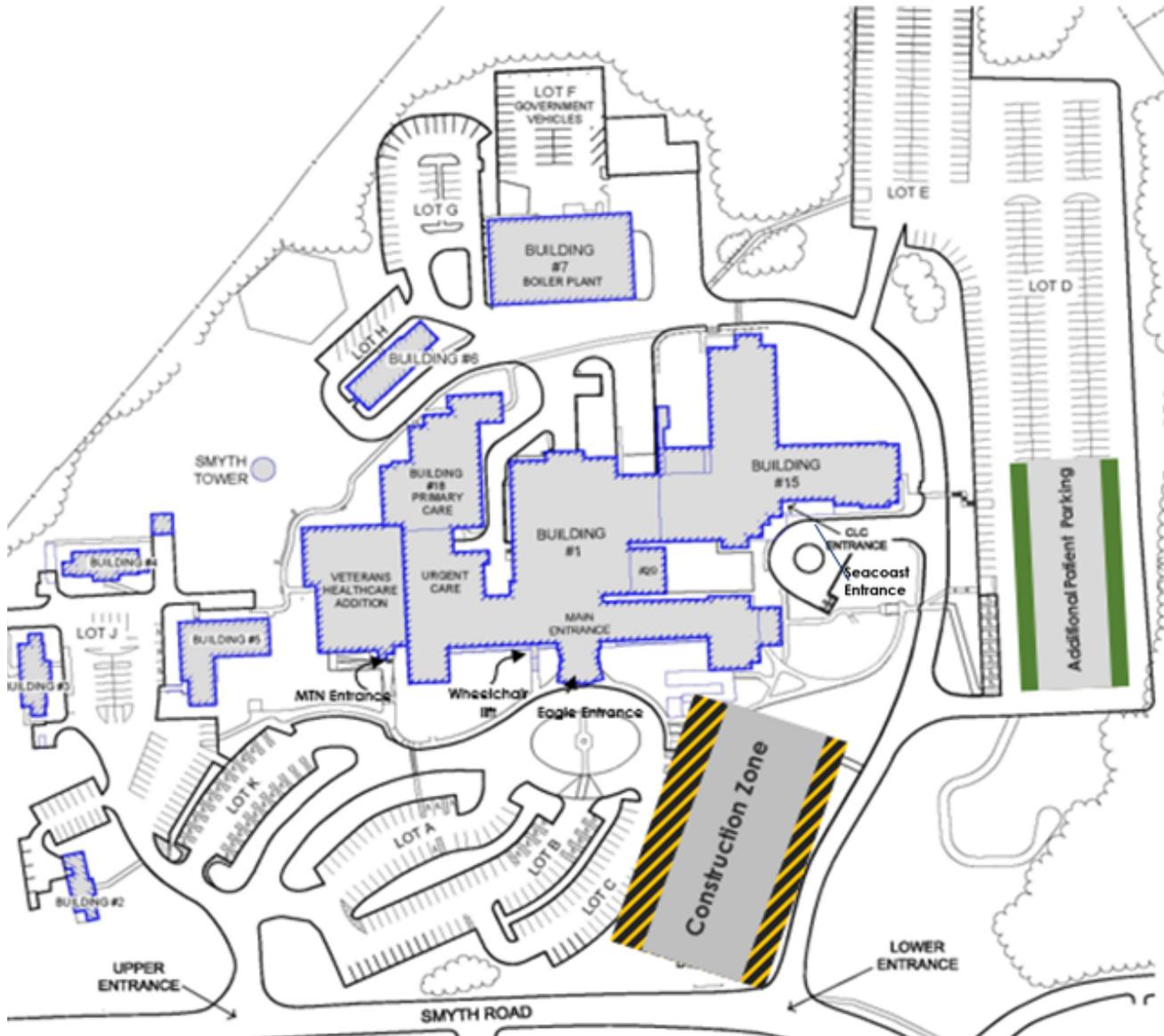
[WWW.MANCHESTER.VA.GOV](http://WWW.MANCHESTER.VA.GOV)

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Explore the medical  
services offered at the  
Manchester VA

Manchester - Brady Sullivan - Conway - Portsmouth - Somersworth - Tilton

# MANCHESTER VA PARKING



ALL LOTS ARE AVAILABLE FOR PATIENT PARKING, EXCEPT FOR LOT F  
IF YOU NEED SHUTTLE SERVICE FROM YOUR CAR, PLEASE CALL (603) 493 - 8392

# Locations



**Manchester VA Medical Center**  
718 Smyth Rd.  
Manchester, NH 03104



**Tilton CBOC**  
630 West Main Street  
Tilton, NH 03276  
(603) 624-4366



**Conway CBOC**  
71 Hobbs Street  
Conway, NH 03818  
(603) 624-4366



**Portsmouth CBOC**  
302 Newmarket Street  
Pease Air National Guard Base\*  
Portsmouth, NH 03803  
(603) 624-4366



**Somersworth CBOC**  
5 Terrascape Parkway  
Somersworth, NH 03878  
(603) 624-4366



**Brady Sullivan Tower**  
1750 Elm St.  
Manchester, NH 03104  
(603) 624-4366



\*Background check required for initial entrance

# Welcome to VA Manchester Healthcare System



## VA Core Values - "I CARE"

**I**ntegrity - Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**C**ommitment - Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**A**dvocacy - Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**R**espect - Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**E**xcellence - Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

## Note from the Director

Kevin M. Forrest, FACHE- Manchester VA Healthcare System Director

It is my pleasure to welcome you to the Manchester VA Healthcare System. The Healthcare System is made up of the Manchester VA Medical Center and the 4 Community Outpatient Based clinics in Conway, Tilton, Portsmouth, and Somersworth. The Medical Center offers a full range of outpatient services, including surgical care and a Community Living Center.

This Patient Guide provides a directory of clinics and patient care services, important phone numbers, detailed information about programs, and information about patient and visitor amenities.

Here at the Manchester VA, we are dedicated to providing safe, quality and compassionate care to our Veterans. As the Medical Center Director and a Veteran with more than 20 years of service in the Army, I want to thank you for entrusting us with your care and choosing VA!

- Kevin Forrest

# MANCHESTER SERVICES

## Basement

<b>Cappuccino's Cafe</b>	<b>6175</b>
Open 7am – 2pm, Monday – Friday	
<b>Cardiology</b>	<b>3199</b>
<b>Caregiver Program</b>	<b>6895</b>
Services and support for family members or caregivers providing care to Veterans.	
<b>Infusion Therapy</b>	<b>3199</b>
Provides intravenous therapy for cancer treatment and blood disorders.	
<b>Intimate Partner Violence Coordinator</b>	<b>6040</b>
Program specific information on page 17.	
<b>Oncology/Hematology</b>	<b>3199</b>
<b>Polytrauma/Traumatic Brain Injury (TBI)</b>	<b>1960</b>
The TBI program provides comprehensive assessment and treatment for all Veterans with traumatic brain injury. Veterans will benefit from a coordinated case management approach offering tools and services to help be able to reintegrate successfully and improve their quality of life.	
<b>Prosthetics</b>	<b>6358</b>
VA Prosthetic and Sensory Aids Service (PSAS) is the largest and most comprehensive provider of prosthetic devices and sensory aids in the world. The term “prosthetic” includes artificial limbs and any devices that support or replace a body part or function. VA provides all clinically appropriate and commercially available, state-of-the-art prosthetic equipment, sensory aids, and devices to Veterans, crossing the full range of patient care.	
<b>Radiology</b>	<b>6291</b>
Radiologic services include, x-ray, ultrasound, MRI, CT, Nuclear Medicine and DEXA scans.	
<b>Recreation Therapy</b>	<b>5044</b>
Recreation Therapy utilizes recreation and goal-based interventions to address the needs of Veterans with illnesses and/or disabilities. Through Recreation Therapy veterans can enhance their quality of life, physical health, mental health and overall well-being.	

## Basement Cont.

**Rehabilitation Medicine** 6268

Occupational Therapy, Physical Therapy and Speech Therapy.

**Sleep Study Clinic** 3891

The sleep study clinic performs overnight in lab testing as well as portable Home Sleep Testing.

**Spinal Cord Injury & Disorders Services** 6434

The mission of the Spinal Cord Injury (SCI) Center is to promote the health, independence, quality of life, and productivity of Veterans with spinal cord injuries and disorders (SCI/D) throughout their lives. We provide coordinated life-long services to Veterans with SCI/D diagnoses.

**Telehealth - Connected Care** 2868, 2523

Connecting Veterans to care through technology – find out more information on page 20.

**Transition Care Management (TCM)** 6074

The TCM team connects the recently transitioned Veteran to ease their conversion from Active Duty to Veteran Status.

**Veteran Canteen Service**

Open Monday - Friday 0700-1400

## 1st Floor

**Beneficiary Travel** 6049, 6053

Process and coordinate travel for eligible Veterans.

**Billing Clerk Office (VA billing)** 5803, 5815

If you receive a bill from the VA, you can pay it at the billing clerk window.

Room NW 110, Hours 0630 – 1500

**Note: Does not include Care in the Community bills**

**Community Living Center** 6218

Inpatient Unit providing short stay rehabilitation and skilled nursing care.

**Eligibility** 6410, 6247, 6056

The eligibility team is available to assist Veterans in signing up for healthcare services, obtaining a VA ID card and answering general eligibility questions.

**Laboratory Services**

Please ensure that you have an appointment prior to arriving.

Open Monday – Friday 0700 – 1700

## 1st Floor Cont.

<b>My HealtheVet Coordinator</b>	<b>2291</b>
The My HealtheVet coordinator is available to answer questions about using the computer system and can upgrade the user to a premium account.	
<b>Lost &amp; Found</b>	<b>6422</b>
<b>Patient Advocate</b>	<b>6491</b>
<b>Pharmacy</b>	<b>3199</b>
<b>Primary Care</b>	<b>3199</b>
<b>Primary Care Mental Health Integration (PCMHI)</b>	<b>1825</b>
PCMHI is available for same-day mental health needs.	
<b>Substance Use Disorder Clinic</b>	<b>1825</b>
<b>Transportation</b>	<b>2737, 2883</b>
<b>Urgent Care Clinic</b>	
Open 8am - 430pm daily. Except for federal holidays.	
<b>Veteran Benefit Administration Rep.</b>	<b>1-800-827-1000</b>
<b>Visual Impairment (VIST)</b>	<b>6475</b>
Visual Impairment Services Team (VIST) coordinates services, benefits, tools and rehabilitation to legally blind and visually impaired Veterans. Helps Veterans adjust to vision loss and maintain optimal independence in all aspects of day-to-day functioning.	
<b>Voluntary Services</b>	<b>6419, 6422</b>

## 2nd Floor

<b>Anticoagulation</b>	<b>6065</b>
<b>Chapel</b>	<b>2159, 6185, 6184</b>
Clinical Chaplains are available for pastoral counseling, grief care, advance directives, and to facilitate or provide religious services. The Chapel and Blessed Sacrament room are available 24/7.	
<b>Dental Clinic</b>	<b>6288</b>
Comprehensive dental care for qualified Veterans.	
<b>Diabetes Clinic - Nutrition</b>	<b>6753</b>
Nutritional consultation and support for diabetic patients.	
<b>Nutrition</b>	<b>6407, 6404</b>
Provides comprehensive nutrition assessment, establish nutrition diagnosis, determine necessary interventions.	

## 2nd Floor Cont.

<b>Podiatry</b>	<b>3199</b>
<b>Specialty &amp; Acute Medicine Clinics</b>	<b>3199</b>
• Allergy	
• CPAP Clinic	
• Dermatology	
• Endocrinology	
• Home Oxygen	
• Neurology	
• Pulmonary	
• Pulmonary Function Testing	
• Rheumatology	
• Sleep Medicine	

## 3rd Floor

<b>Acupuncture</b>	<b>1820</b>
Acupuncture therapy involves inserting very fine needles at various points in the body and has been shown to be effective in treating pain.	
<b>Agent Orange/Environmental Exams</b>	<b>2872</b>
Exams for Veterans who have been exposed to environmental or occupational hazards in the military.	
<b>Audiology</b>	<b>3199</b>
Audiology service provides comprehensive hearing and balance (VNG) examinations, tinnitus management & fitting of hearing aids and various assistive listening and alerting devices.	
<b>Compensation &amp; Pension</b>	<b>6683, 6680</b>
Completion of disability exams/questionnaires ordered by VBA to assist in processing veterans' claims.	
<b>Chiropractic</b>	<b>2488</b>
VA Doctor of Chiropractic (DCs) provide diagnosis and management of non-operative neuromuscular and musculoskeletal conditions	
<b>Optometry</b>	<b>3199</b>
Optometry Service offers comprehensive eye exams to include treatment and management of ocular diseases such as glaucoma, diabetic eye disease, macular degeneration, cataracts, dry eye disease, acute red eyes and many other ocular diseases and issues. Low vision services are also offered. Prescription eyeglasses are available to those that are eligible.	

## 3rd Floor Cont.

<b>Ophthalmology</b>	<b>3199</b>
<b>Pain Clinic</b>	<b>2702, 2175</b>
Treatment and management of chronic pain.	
<b>Whole Health</b>	<b>5046</b>
The Whole Health approach to care equips Veterans with the tools to discover what really matters to them. Whole Health at Manchester VA includes wellness classes, health coaching, group acupuncture and more.	

## 4th Floor

<b>Anesthesia</b>	
<b>Gastroenterology</b>	<b>3199</b>
<b>General Surgery</b>	<b>3199</b>
<b>Ophthalmology</b>	<b>3199</b>
<b>Orthopedics</b>	<b>3199</b>
<b>Same Day Surgery</b>	
<b>Same Day Surgery Scheduler</b>	<b>2204, 1027</b>
<b>Urology</b>	<b>3199</b>
<b>Vascular Clinic</b>	<b>3199</b>

## 5th Floor

<b>Homeless Outreach/Services</b>	<b>603-703-2948 , 603-782-6969</b>
Our goal is to assist homeless Veterans accomplish personally meaningful goals for housing, employment, recovery (both mental health and substance abuse) and independent living. The program integrates both VA-based and/or community-based programs and services, according to each Veteran's needs and preferences.	
<b>Mental Health</b>	<b>1825</b>
Comprehensive management and treatment of mental health disorders. See Page 21 For more information.	

## 5th Floor Cont.

### **Vocational Rehab**

**6922, 1825**

Voc. Rehab helps Veterans get back into the workforce by evaluating their strengths and matching their talents. Also known as compensated work therapy (CWT).

## 6th Floor

### **Women's Health Clinic**

**6794**

Comprehensive primary care for women, which includes gynecology.

### **Women Veterans Program Manager**

**6541**

## Miscellaneous

### **Community Care Call Center**

**5960**

### **Military Sexual Trauma Coordinator**

**5509**

### **LGBT Veteran Care Coordinator**

**6962**

Comprehensive gender affirming care for transgender patients. Location and provider will be provided upon consult.

## Brady Sullivan

### **Veteran Fitness Center –Open Gym**

**5046**

After discussing any new exercise routine with your primary care doctor, Veterans enrolled at Manchester VA are welcome to utilize the new gym equipment in suite 200 at the Brady Sullivan Tower. Check in at the desk, complete a quick orientation, and take advantage of this great space with large windows and new fitness equipment! (Shower facilities are not available). The facility can only be used during open gym hours as noted on the Whole Health monthly calendar.

### **Whole Health Coaching**

**5046**

Coaching includes a comprehensive assessment of all parts of the Veteran's life through the completion of the Personal Health Inventory. Areas include physical, emotional, spiritual, environmental, social and nutritional. From this evaluation, the Veteran, with the help from the Health Coach, designs a Personal Health Plan with achievable goals.

## **Mission**

Our goal is to serve, help, and guide Veterans to receive the very best health care. Thank you for your service and entrusting us with your care! It is our honor to serve YOU!

## **Main Address**

VA Manchester Healthcare System  
718 Smyth Rd.  
Manchester, NH 03104

## **Manchester VA Main Telephone Numbers**

(603) 624 – 4366 or (800) 892-8384

## **Hours of Operation**

Normal business hours are Monday through Friday from 8:00 am – 4:30 pm for outpatient clinics.

Urgent Care is open 7 days a week, 8:00 – 4:30 pm. Please note, Urgent Care is closed on Federal Holidays.

## **Wi – Fi**

The Manchester VA offers free wireless internet (Wi-Fi) for Veterans and visitors at the Main Medical Center in Bldg. 1, 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.

## **Smoke Free Campus**

The Manchester VA is committed to providing a safe and healthy environment for all who enter. Smoking is no longer allowed on campus; this includes e-cigarettes. If you would like to speak with your provider about smoking cessation, please call x3199 and ask for a consult.

## **Lost & Found**

Lost & Found is in the Voluntary Services office:  
Room E103, close to the Pharmacy and Laboratory.  
Contact number: (603) 624 –4366 ext. 6422  
Hours: 8am – 4:30pm

## **Emergency Care**

If you are experiencing a life-threatening emergency, please call 911 or go to the closest Emergency Room. Please remember, Manchester VA has an Urgent Care and it is not equipped to handle emergency level situations.

## **Emergency Care Notification Process**

Please notify the VA Centralized Call Center 1-(844)72HRVHA or (844-724-7842) should you ever receive emergency care and/or hospitalization within 72 hours of the start of care.

## **Pharmacy Services**

Hours: 8am – 5pm, 1st floor

Direct automated refill line (603) 626-6543

Toll free (800) 892-8384 ext. 6543 or ext. 3232

## **Telephone Call Center**

When you call the Manchester VA during normal business hours, dial ext. 3199 and you will be connected to the Call Center. The Call Center is staffed by Manchester employees from 8:00am – 4:00pm. From 4:00pm – 7:59am, the calls are handled by Dayton VA Call Center.

Services Offered:

- Schedule appointments
- Cancel appointments
- Update contact information
- Relay a message to your care team
- Request medication renewals/refills
- Nurse Triage



The Call Center is staffed with nurses 24 hours a day and they are available to answer medical questions and symptom related call.

## **Please don't be a No-Show!**

If you are unable to make your scheduled appointment, please let us know as soon as possible. Other Veterans are waiting for healthcare and an unused appointment is a missed opportunity for us to provide care to another Veteran.

## **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](http://www.missionact.va.gov), or call (844) 698-2311.

## **Billing and Insurance**

If you have private health insurance, bring your health insurance information and picture identification with you to your appointment at the Manchester VA. The VA bills private health insurance companies for care received by Veterans at VA facilities. The VA has established guidelines for Veterans and their co-payments. Co-payments may be charged for different services, including inpatient care, outpatient care, prescriptions, and long-term care. Co-payments can be paid at the Manchester VA at the Agent Cashier’s office in Bldg. 1 Room NW 110 or by mail. If your insurance company pays for some of your charges, you will receive a credit on your bill.

### **Care in the Community Billing**

If the Veteran receives Care in the Community services, they may be subject to co-payments. Co-payments are based on priority groups and service connected disability. If you receive a bill, but feel it is incorrect, please call VA Health Resource Center: 866-400-1238, Monday – Friday, 8 a.m. – 8 p.m. EST

### **Health Care Team and Patient Aligned Care Team (PACT)**

Your Manchester healthcare team includes Doctors, Physical Assistants, Nurse Practitioners, Nurses, Social Workers, Pharmacists, Health Techs and all 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.

Patient Aligned Care Team (PACT) Social Workers provide support to Veterans and their families/caregivers to handle the social, emotional, environmental, cultural and economic pressures influencing continuity of family/community life during periods of illness, stress and disability. The PACT Social Worker's goal is to identify and help reduce barriers to accessing Veteran's Healthcare. Any Veteran, family member, caregiver or staff member can request a Social Work Consult be placed by the Veteran's Primary Care Provider.

### **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 service level Patient Advocate.

## **Animals**

Pets are not allowed on VA property. Only trained service dogs are allowed on VA property. Pets and emotional support animals are not allowed. For your animal's safety, please do not leave ANY animals in your car unattended.

## **Weapons**

Weapons are prohibited on any VA sites; this includes leaving them in your vehicle. Please leave all guns, knives or anything that could be considered a weapon, at home.

## **VA Police**

The VA Police are members of the Federal Law Enforcement Community and are dedicated to ensuring a safe environment throughout the healthcare facility. As a patient, if you see something that is concerning, speak up! The VA police will investigate any concerns brought forward. Keeping the VA safe is team effort, and the police need your help in maintaining this environment.

## **Beneficiary Travel Program**

VA travel pay reimbursement through the Beneficiary Travel program pays Veterans back for mileage and other travel expenses to and from approved health care appointments.

Travel claims can be submitted online:

<https://eauth.va.gov/accessva/>

To find out more about beneficiary travel program:

<https://www.va.gov/health-care/get-reimbursed-for-travel-pay/>

## Environmental/Agent Orange Exposure Exams & Registry

Veterans may have been exposed to a range of chemical, physical, and environmental hazards during military service. VA's health registry evaluation is a free, voluntary medical assessment for Veterans who may have been exposed to certain environmental hazards during military service.

The evaluations alert Veterans to possible long-term health problems that may be related to exposure to specific environmental hazards during their military service.

VA has established several health registries to track and monitor the health of specific groups of Veterans.

The registry data helps VA understand and respond to these health problems more effectively.

You may be eligible to participate in one or more of these health registries:

- Agent Orange Registry
- Airborne Hazards and Open Burn Pit Registry
- Gulf War Registry (includes Operations Iraqi Freedom and New Dawn)
- Ionizing Radiation Registry
- Depleted Uranium Follow-Up Program
- Toxic Embedded Fragment Surveillance Center

Use the chart below to help determine your eligibility.

Period of Military Service	Agent Orange	Airborne Hazards and Open Burn Pit	Depleted Uranium Follow-up	Gulf War	Ionizing Radiation	Toxic Embedded Fragments
1940s–1950s					●	
1960s	●				●	
1970s	●					
1990s		●	●	●		
2000s–Present		●	●	●		●

### **Intimate Partner Violence (IPV)**

Intimate partner violence is a specific type of domestic violence that refers to physical, verbal, emotional, and sexual abuse, as well as stalking, between intimate partners. An intimate partner can include anyone with whom an individual has had an intimate relationship – including current or former spouses; boyfriends or girlfriends; and romantic, dating, or sexual partners. Intimate partners may or may not be sexually intimate or live together. Intimate Partner Violence occurs in both heterosexual and same-sex relationships and can affect anyone of any age, including older adults. For more information:

<https://www.socialwork.va.gov/IPV/Index.asp>

**National Domestic Violence Hotline at 1-800-799-7233 (SAFE)**

### **Military Sexual Trauma (MST)**

VA uses the term “military sexual trauma” (MST) to refer to sexual assault or harassment experienced during military service. MST includes any sexual activity that you are involved with against your will.

If you are having current difficulties related to MST, VA is here to support you in whatever way will help you best — from simply learning more about how MST affects people, to treatment that helps you cope with how MST is impacting your life currently, or if you prefer, treatment that involves discussing your experiences in more depth.

If you experienced MST, talk with your primary care provider about a consult to receive MST related counseling services.

For more information:

<https://www.mentalhealth.va.gov/mentalhealth/msthome/index.asp>

## **Transitional and Care Management**

The TCM team can connect you with the appropriate VA health care and resources you need to help ease your transition from active duty to Veteran status. If you are a recently separated Veteran, please call (603) 624-4366 ext. 6074 or <https://www.oefoif.va.gov/>

TCM program provides the following services:

- Case Management
- Links to community resources
- VA care and benefits assistance
- System navigation
- Access to VA health care
- Veteran advocacy

## **Veteran Health Education**

Veterans can access healthcare education 24/7 on <https://veteranshealthlibrary.va.gov/>

## **Women Veterans Program Manager (WVPM)**

Women Veterans Program Manager addresses the health care needs of women Veterans and works to ensure that timely, equitable, high-quality, comprehensive health care services are provided in a sensitive and safe environment at VA health facilities nationwide. We strive to be a national leader in the provision of health care for women, thereby raising the standard of care for all women.



**855.VA.WOMEN**  
**WOMEN VETERANS**  
**CALL CENTER**

**Call or Text: 1-855-829-6636**

# Advanced Directives

## Planning for the future

### Want more information?

Talk with your primary care provider about a social worker consult. Every Primary Care team has an assigned social worker who can help guide you through the process.

### CONTACT INFO:

Make a request through secure message or leave a message for your provider thru the call center.

(603) 624-4366  
X3199

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 follow your wishes.

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 healthcare 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:**

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

#### **Your Responsibilities:**

If you have an Advance Directive, it is important to give the Manchester VAMC a copy for your health record.

# Connected Care

Going beyond face to face appointments

## Want more information?

Talk with your primary care provider team about utilizing connected care services.

## CONTACT INFO:

To sign up for a MyhealthVet account contact our MyhealthVet Coordinator:  
(603) 624-4366 ext. 2291

### Connected Care (Telehealth)

Connected Care focuses on improving health care through technology by engaging Veterans and care teams outside of traditional health care visits.

#### VA Telehealth Services:

Improves convenience to Veterans by providing access to care from their homes or local communities when they need it. Telehealth technologies provide clinical care in circumstances where distance separates those receiving services and those providing services.

#### Services include:

- Remote patient monitoring
- VA video connect – appointments in the comfort of your own home

#### VA Mobile:

VA Mobile develops mobile apps that offer safe and secure access to VA records - all from a mobile device. VA apps are developed for both Veterans and health care professionals to allow them to access information on demand when they need it most, making it easier for Veterans to be more actively involved in their health care and giving VA care teams true mobility of patient data for the first time.

For more information, visit: <https://mobile.va.gov/>

#### MyHealthVet:

MyHealthVet is VA's web-based Personal Health Record for Veterans.

With MyHealthVet, Veterans have access to VA online tools that will

help them track their health information and appointments, refills prescriptions, download information from their VA health records through VA Blue Button, communicate with their VA care team through Secure Messaging and access other resources to help them lead healthier lives.

For more information, visit:

<https://www.myhealth.va.gov/mhv-portal-web/home>



# Mental Health

If you are experiencing a Mental Health Emergency, the Veterans Crisis Line is available 24/7

## CONTACT INFO:

(603) 624-4366  
ext. 1825

We believe every Veteran is a unique, worthwhile individual who should be treated with compassion, dignity, and respect, and that our success in providing optimal mental health care is based on: our shared goals and commitment; our versatility and flexibility; the high expectations we have of ourselves; our openness to new ideas; and our ability to work as a cohesive and comprehensive care line.

The Manchester Mental Health Service Line provides Outpatient Mental Health Treatment for all eligible Veterans.

### Services Include:

- Individual Psychotherapy
- Marriage and Family Therapy
- Group Therapy
- Medication Management
- Substance Use Disorder Individual and group programming
- Medication Assisted Treatment for Substance Use Disorders
- Military Sexual Trauma Individual
- Primary Care-Mental Health Integration
- Homeless Services
- Veterans Justice Outreach Services
- Peer Support Specialists
- Therapeutic Work Employment Services
- Recovery Case Management Program



# Vet Centers

## Locations:

Manchester Vet Center  
1461 Hooksett Rd,  
B7 Hooksett, NH  
03106  
603-668-7060

Berlin Vet Center  
515 Main Street Suite 2  
Gorham, NH  
03581  
603-752-2571

Keene Outstation  
640 Marlboro Rd.  
Keene, NH  
03431  
603-358-4950

Newington  
Outstation  
19 River Road  
Newington, NH  
03805  
603-559-9294

Vet centers are another resource VA offers to support the emotional, social, and mental health needs of you and your family.

Vet Centers are community-based centers located off-base across New Hampshire that:

- Provide broad range of free counseling, outreach, and referral services to Veterans, active-duty service members, and their families.
- Offer individual, group, marriage, and family counseling in a safe and confidential environment.
- Release no information to any person or agency without your written consent, except in serious circumstances where there is an intent to harm yourself or another.
- Assist with access to care by helping you and your family overcome any barrier that you might experience including employment, housing, education, health care, and anything else that may aid in readjustment.

All Veterans are encouraged to seek Vet Center services. Any Veterans and current Service members, including members of the National Guard and Reserve components, are eligible if any of the following applies:

- Have served on active military duty in any combat theater or area of hostility
- Experienced a military sexual trauma
- Provided direct emergent medical care or mortuary services, while serving on active military duty, to the casualties of war, or
- Served as a member of an unmanned aerial vehicle crew that provided direct support to operations in a combat zone or area of hostility
- Vietnam Era Veterans who have accessed care at a Vet Center prior to January 2, 2013

For more information: <https://www.vetcenter.va.gov/>

# Whole Health

## Want more information?

Talk with your primary care provider team about utilizing Whole Health, health coaching.

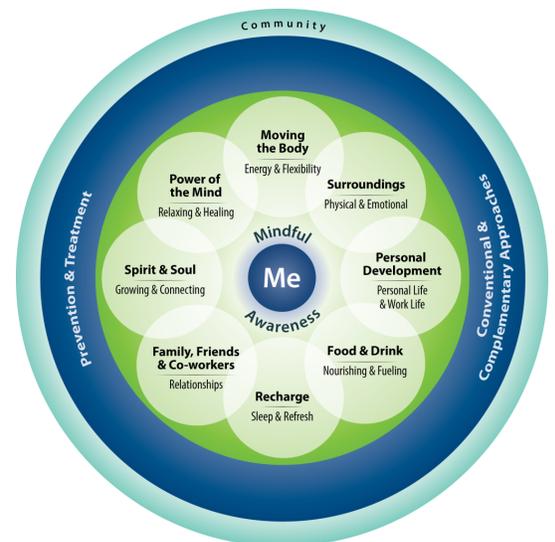
## CONTACT INFO:

To learn more about getting involved in Whole Health activities, contact (603) 624-4366 Ext. 5046

Whole Health is an approach to health care that empowers and equips Veterans to take charge of their health and well-being and to live their life to the fullest. Traditionally, providers have focused on what's the matter with patients, zeroing in on their diseases and ailments. We are working to shift this focus by instead starting a conversation about what matters most to Veterans. We want to put the Veteran — rather than the disease — at the center of their health and health care.

### The practice of Whole Health

- Places each Veteran at the center of his or her own health care
- Shifts the focus of care toward health and well-being
- Utilizes Mindful Awareness to promote self-care and healing
- Emphasizes the importance of relationships and partnerships
- Incorporates a range of conventional and complementary approaches



### Whole Health Coaching

Coaching includes a comprehensive assessment of all parts of the Veteran's life through the completion of the Personal Health Inventory. Areas include physical, emotional, spiritual, environmental, social and nutritional. From this evaluation, the Veteran, with the help from the Health Coach, designs a Personal Health Plan with achievable goals.

### Veteran Fitness Center

After discussing any new exercise routine with your primary care doctor, Veterans enrolled at Manchester VA are welcome to utilize the new gym equipment in suite 200 at the Brady Sullivan Tower. (Shower facilities are not available). The facility can only be used during open gym hours at noted on the Whole Health monthly calendar.

**Thank you for  
entrusting us  
with your care!**

**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
*Manchester Healthcare System*