



VA MID-ATLANTIC HEALTH CARE NETWORK • VISN SIX

Vol. 2, No. 1

“Excellent Care – Earned by Veterans – Delivered Here”

Voices of VISN 6

Official news from around *your* VISN

October 31, 2011

Staunton Home To New VA Outpatient Clinic

By Bruce Sprecher
VISN 6 public affairs

Staunton Virginia is home to the 23rd VA Community-Based Outpatient Clinic operated by VA’s Mid-Atlantic Health care Network. The clinic was officially dedicated with a ribbon cutting ceremony on Oct. 21, 2011.

Presently, the Commonwealth of Virginia has the second-largest active-duty military population in the nation, and is home to more than 820,000 Veterans.

Addressing the crowd, Dan Hoffmann, VA Mid-Atlantic Health Care Network director said, “my charge is to extend health care to as many Veterans as possible in this region. I’m proud to share that this is the

eighth clinic we’ve opened in Virginia in the last 10 years.”

Governor Bob McDonnell recently said that “We must continue to work to better serve these brave Virginians who have kept our great nation safe. They have served us, and we must serve them. The courageous Virginians who volunteer to keep us free and secure should be recognized for the sacrifices they and their families make on a daily basis.”

“Opening this VA clinic goes hand-in-hand with the commonwealth’s goal to become “America’s Most Veteran Friendly State,” Hoffmann said.

He went on to say that, “In our national anthem, we sing about “the land of the free and

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Marian McConnell

Dr. Maureen McCarthy, Congressman Bob Goodlatte, Dr. Miguel LaPuz, Daniel Hoffmann, Mayor Lacy B. King, Jr., and Delegate Richard Bell participate in the Oct. 21 ribbon cutting ceremony.

Wilmington Breaks Ground On New Clinic

By Ed Drohan
FayettevilleVAMC public affairs

More than 150 Veterans, friends and family members came out Sept. 19 to see the groundbreaking ceremony marking the start of the new Wilmington Multi-Specialty Outpatient Clinic project.

When completed, the clinic will encompass about 85,000 square feet and will provide specialty care previously unavailable to coastal Carolina Veterans through VA.

U.S. Rep Mike McIntyre, who has supported the project for several years, said the new clinic is a visible example that the nation cares for its Veterans.

“You know, it’s a bold and dramatic statement that says we do care about our Veterans and they deserve the very best,” McIntyre said. “What a great Christmas present it will be next year when we open the door to serve the first patient.”



Brad Garner

John Lennon, Elizabeth Goolsby, Congressman Mike McIntyre, Gus Davila, and Andy Palec break ground for the new Wilmington MSOC Sept. 19.

Summit Smith Healthcare Facilities of Milwaukee will build the new clinic. Construction costs are estimated at almost \$25 million. The project

should take about 12 months to complete. It will take about three more months to outfit the

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From the Director

Throughout this newsletter, you will read about a variety of programs and activities all aimed at delivering the Best Care Anywhere. I'd like to highlight three areas that should be of interest to all: access to care, leveraging technology, and eliminating homelessness among Veterans.

Increasing access to care continues in high-gear. Since September, we've broken ground for new clinics in Wilmington and Goldsboro, N.C., and hosted a grand opening of the new clinic in Staunton, Va. And, on Nov. 10 we officially open our new clinic in Elizabeth City, N.C. I'm proud to share that Veterans throughout our region now have more than 30 locations to access VA health care.

While we continue to increase access to care, we also continue to leverage technology in our efforts to deliver the most comprehensive care possible. In order to accomplish this, all providers working with Veterans need to have a complete understanding of the Veteran's health issues to include health history, medications and allergies. As many Veterans receive a portion of their care from local community hospitals, there is potential for redundancies and confusions over medication. The solution comes with sharing information between VA and local community providers. Doing this should eliminate redundant tests, save money, and in an emergency, save precious time locating a patient's health-related information. A collaborative partnership between the VA and local providers bridges the gap and allows providers to retrieve health records from either system.

Already operational at our Hampton and Richmond VAMCs, we have entered into our third collaborative effort to share information, this time in western North Carolina. The Asheville VA Medical Center has partnered with the 16 hospitals of the Western North Carolina Health Network. This effort makes it possible for Veterans to opt-in to the Virtual Lifetime Electronic Record program, which should give comfort in that these Veterans will know that regardless of which one of these area hospitals they visit, providers will have access to the information required to really provide comprehensive care. To date, more than 2,000 Veterans enrolled with the Asheville VAMC have opted-in. This program is free, has many positive attributes and we encourage all Veterans to opt-in wherever possible.

While we've done the heavy lifting bringing these two programs—increased access and leveraging technology—to successful outcomes, eliminating homelessness requires everyone's participation. Those who have served this nation should never find themselves on the streets, living without care and without hope, yet on any given night, an estimated 75,000 Veterans are homeless and it's estimated that more than 149,000 Veterans spent at least one night in an emergency shelter or transitional housing program last year. We have no greater mission than to prevent and end homelessness, especially for those brave men and wom-



en who risked their lives to protect our nation. We are steadfastly working to make bring this number down to zero and we ask that you join with us to help those in need get the help they deserve.

We have taken dramatic steps with our outreach. We have programs in place ready to help, and we have trained homeless coordinators throughout the VISN. What we need is for you, and those in your community, to get involved and help identify those we can assist. Please join us. Do what you can to spread the word that help is available 24/7 by calling VA's National Call Center at 1-877-4AID VET (or 1-877-424-3838), by contacting any of the numbers below, or by visiting www.va.gov/homeless.

Sincerely,
Dan Hoffmann

HOMELESS HOTLINES	Asheville	800-932-6408
	Beckley	877-902-5142
	Durham	888-878-6890
	Fayetteville	800-771-6106
	Hampton	866-544-9961
	Richmond	800-784-8381
	Salem	888-982-2463
	Salisbury	800-469-8262



Network Seeks Health Care Providers

The VA Mid-Atlantic Health Care Network is looking for highly qualified healthcare providers. If you or someone you know is looking for a challenging and rewarding opportunity, please contact Harold "Keith" Liles Jr., Mid-Atlantic Region's National Healthcare Recruitment Consultant, for additional information. Liles can be reached via email at Harold.Liles@va.gov or by phone at (919) 688-7613.

Current Vacancies

- Chief of Staff – Fayetteville
- Psychiatrist – Fayetteville, Salisbury
- Gastroenterology – Beckley, Asheville, Salisbury, Salem
- Emergency Medicine – Beckley, Salem, Asheville, Salisbury
- Hospitalist – Beckley, Salem
- Urologist – Hampton
- Pulmonologist – Beckley
- General Surgery – Asheville
- Infectious Disease – Salisbury
- Geriatrician – Salisbury
- Physical Medicine and Rehabilitation – Fayetteville
- (PA) Cardiothoracic Surgery – Richmond
- (PA) Gastroenterologist – Salisbury

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Questions or comments about the newsletter, e-mail Bruce.Sprecher@va.gov or call 919-956-5541.



Hampton Announces Nov. 10 Grand Opening Of Albemarle CBOC



Hampton VAMC public affairs

The Albemarle Community-Based Outpatient Clinic, seen here during the final phase of construction, will open for business following a Nov. 10 ceremony.

Veterans Day celebrations are beginning a day early in northeastern North Carolina when the Hampton VAMC officially opens its newest state-of-the-art health care facility Nov. 10, 1 p.m.

DeAnne Seekins, director, Hampton VAMC, will open the new Albemarle Community-Based Outpatient Clinic in a ceremony at the facility, 1845 W City Drive, Elizabeth City, N.C. Refreshments and tours of the new facility will follow the ceremony.

“The VA remains committed to bringing world-class health care and greater access to care for Veterans throughout northeastern North Carolina communities,” Seekins said, explaining that the 8,000 square-foot facility will have the capacity to serve 2,400 Veterans who qualify for VHA services from

the surrounding counties. “This opening represents another important step toward enhancing care for the region’s Veterans.”

A letter explaining the enrollment procedure was recently mailed to Veterans who may qualify for services at the CBOC.

“The Albemarle CBOC is a model for primary care and other services,” Seekins said. “It will offer our Veterans the much needed primary care and mental health services that they would have previously had to travel more than an hour to receive in Hampton.”

The CBOC will expand the VA’s capacity for outpatient care in northeastern, North Carolina counties. The service area includes: Hertford, Gates, Chowan, Perquimans, Pasquotank, Camden, Currituck, Tyrrell and Dare Counties.

Charles George Lived A Life Of Extraordinary Kindness, Courage

By Randy McCracken
Asheville VAMC

A few steps within the main entrance to the VA Medical Center in Asheville, N.C., you see a couple of flags, a few words printed and framed, and a black and white photograph of a young man in uniform. Hundreds of people walk past this wall every day; few stop to notice the flags are from the 45th Infantry Division and the Eastern Band of the Cherokee. The young soldier in the photo is Charles George, and the words describe his unimaginable act of courage.

The fifth child of Mr. and Mrs. Jacob George, Charles George was born Aug. 23, 1932 in Cherokee, N.C. A full-blooded Cherokee and member of the Bird Clan, Charles George (Charlie) grew up alongside the Oconaluftee River with his family, living a simple mountain life. Charlie attended the Indian School in the Qualla Boundary of Western North Carolina and spent most of his free time hunting and fishing. He was a quiet young man, a good shot with his rifle, and generous to everyone he met. Charlie would offer anything he had hunted or caught to

passersby, be they a member of his Clan, a fellow Cherokee, or someone from outside the Nation.

If not for the Korean War, Charles George might have lived a long, simple, and perhaps unremarkable life in the Appalachian Mountains. However, in 1950 his country went to war, and at age 18, Charles George enlisted in the U.S. Army. Beginning his military service in March 1951, Charlie attended basic training at Ft. Jackson, S.C., infantry training at Ft. Benning, Ga., and advanced combat training in Japan before arriving in Korea in September 1951.

Assigned to Company C, 179th Infantry Regiment, 45th Infantry Division, Charlie fought throughout the Korean peninsula. He spent more than a year in combat, advancing, retreating, and advancing again. By late 1952, the Korean War was limited to fighting over small portions of land. Troops from both sides would slog it out in savage combat and retreat to fortified positions.

In mid-November 1952, Company C received orders to launch another assault in order to take a hill and capture an enemy soldier for interrogation.

It’s unknown how many times Charlie had gone on missions to engage the enemy; however, that night was different. That night Charles George displayed conspicuous gallantry and outstanding courage above and beyond the call of duty by giving his life to defend his nation, complete his mission, and save his friends.

You can read more about Charles George, see photos of him, his family, read his Medal of Honor Citation, and watch videos of ceremonies honoring him at www.asheville.va.gov.



File Photo

Asheville VAMC namesake Charles George is seen in this undated file photo taken during the Korean Conflict.

And if you are ever in the lobby of the Charles George VAMC, please take a moment to stop at the wall honoring the man for whom the facility was named, and pay your respects to this quiet warrior from Birdtown.

Richmond VAMC To Host 32nd Wheelchair Games

By Steve Wilkins
VISN 6 public affairs

Begun 31 years ago, the premiere event for disabled Veterans returns to its site of origin in VISN 6 next summer. The 32nd National Veterans Wheelchair Games, one of the largest wheelchair sporting events in the world, returns to Richmond June 25-30, 2012, according to a joint announcement made by McGuire VAMC and the Virginia Mid-Atlantic Chapter of the Paralyzed Veterans of America officials.

Richmond city leadership, Virginia Department of Veterans Services Commissioner Paul Galanti, honorary chair of the 32nd National Veterans Wheelchair Games, and Lite 98 radio personality Bill Bevins were on hand for the announcement.

With the 31st edition of the National Veterans Wheelchair Games in Pittsburgh just put to bed in August, Richmond, host of the inaugural games in 1981, is poised to roll out the welcome mat for the weeklong competition once again. The

first National Veterans Wheelchair Games featured 74 veterans from 14 states. Next year the Games will host nearly 600 wheelchair athletes from across the nation, Puerto Rico and Great Britain.

Honorably discharged Veterans who use a wheelchair to compete in sports and are eligible for healthcare in the VA system can register to compete in the Games. There is no registration fee.

Presented by VA and the Paralyzed Veterans of America, the Games showcase 17 athletic events. The events are open to the public; admission is free. Organizers estimate the Wheelchair Games will generate approximately \$3 million in revenue for the Richmond community.

Using several venues throughout the city, the weeklong event will require close to 2,000 hotel rooms, the cooperation of the Richmond community and more than 3,000 volunteers to ensure success.

Often described as the "biggest, little town around," Richmond offers impressive



File Photo

Wheelchair athletes competing at the 2011 National Veterans Wheelchair Games in Pittsburgh experience the close camaraderie that comes with team sporting events.

museums like the Virginia Fine Arts Museum that boasts international exhibits, the Edgar Allan Poe Museum, and the Science Museum of Richmond. Richmond, the capital city, places you at the heart of the excitement that Virginia has to offer.

For more information call

Alison Faulk, 32nd National Veterans Wheelchair Games Local Chairperson at 804-675-5208 or email her at [alison.faulk@va.gov](mailto:faulk@va.gov). For volunteer information call McGuire Veterans Medical Center at 804-675-5135 or email Janet Langhorne at janet.langhorne@va.gov.

VISN Increases Internet Presence To Keep Veterans Informed

By Steve Wilkins
VISN 6 public affairs

Veterans, employees and their families used a new tool to stay in touch when disaster struck at a VISN 6 medical center in late-August. As Hurricane Irene barreled down on Hampton VAMC, the public affairs staff took to the internet. Using the facility's web site, their Facebook page and a program called GovDelivery, the Hampton team provided visitors with up-to-date status information, alerts, video and photos.

Changes in VA policy and operation are providing Veterans and employees more immediate access to VA services than ever before. Not only do Veterans have the opportunity to visit facility web sites to learn about current programs and services, they can also connect to VA on Facebook and Twitter or get news through email alerts.

While Hampton was recognized for an overall appro-

priate emergency response during the hurricane, use of the internet afforded the team an additional dimension that gave site visitors true impressions of real-time events.

"Hampton did it right," said Deneen Carter-Coleman, VHA Office of Emergency Management area emergency manager, in a Hampton VAMC article. Carter-Coleman is an onsite liaison between local community emergency managers, VA Central Office and state level organizations. She added how impressive the use of social media had been. "The one thing I have never seen before was how Hampton used Facebook to communicate throughout the storm. It was like having our very own news station onsite."

There were more than 4,500 hits to the Hampton Facebook site during the week of the storm. "My brother in Boston said he followed everything that was going on at the hospital and that for the

first time, he wasn't worried because he could see exactly what was happening," Carter-Coleman continued.

All medical centers in VISN 6 have the ability to function similarly during emergencies. Veterans can visit updated VA facility web sites and Facebook pages that are convenient and easy to use. Information on things like flu shots, MyHealthVet, prescription services or changes in benefits is a mouse click or two away.

A section called "Our Doctors" allows Veterans to view profile information on providers. Seven VISN 6 medical centers have Facebook pages.

Each web site is also equipped with an alert section. The alerts will appear on the top right of the screen, when necessary, to highlight events or changes important to everyone. Alerts may contain instructions on what to do, rescheduling appointments or simply advise Veterans and employees of the

status of a facility.

GovDelivery, a relatively new service on facility web-sites, gives Veterans the opportunity to get updated information via e-mail as soon as it is available on the web site. Users can also receive special notes of importance sent by the facility. About 6,000 Veterans in the VISN are currently registered to receive emails, at an average of more than 700 per facility.

The use of internet sites and social media is a new and quickly developing mode of communication and information transfer. Facebook is a free social networking site. Please keep in mind your message may not be seen immediately. If you need emergency assistance please call 9-1-1.

VISN 6 encourages open dialogue. No references to patient information will be communicated. If you would like to raise an individual concern, please contact a patient advocate at the medical center.

Durham VAMC Adds Digital Mammography Capability

By Tim Devine
Durham VAMC public affairs

The radiology clinic at Durham VAMC has upgraded its capability with the installation of a new digital mammography machine.

The new machine brings with it many improvements to include clearer imaging and “is more comfortable, causes less pressure and allows for same day results,” said Mammographic Technician Julie Moseley.

A whole breast imaging suite dedicated to the care of women Veterans is being established inside the radiology department and the new digital machine is only a part of the improvements. Patients can now get screening and diagnostic mammograms, ultrasound, and biopsies all inside the clinic.

The radiology department has also added a part-time, fellowship-trained breast imaging radiologist, thus allowing for same-day results and personal

counseling for all who receive the exam. Dr. Kelly McA-larney, chief, Durham VAMC’s Breast Imaging Division, said she is thrilled to be able to provide this invaluable service to Veterans.

Army Veteran Charlotte Smith was one of the first to experience the new machine. “Some women are afraid to get mammograms, but this new machine makes it more comfortable and much easier. It’s outstanding,” Smith said. “Women should not be afraid since the new system makes the experience much better than in the past.”

More than 4,500 women Veterans were treated at the Durham VAMC last year. Nationally, women make up the fastest growing patient population in the VA health care system. Therefore, it is expected that the new machine will be very busy in the coming years. The staff in the breast imaging center said they are committed to creating the most comfort-



Pete Tillman

Mammographic Technician Julie Moseley indicates an area of interest on a digital mammography image to Cindy Bone, Secretary of Radiology Service.

Prosthetics Come In Many Forms

By Adara Ingram
Fayetteville VAMC

Hear the word prosthetics, and most likely images of bionic replacement limbs come to mind. Rarely would most think of pillows, wrists bands,



Adara Ingram

Cicero Lloyd, assistant chief of Prosthetics and Sensory Aids Service, prepares a new wheelchair for a Veteran.

or blood pressure monitors.

However, these items and more than 6,000 others are purchased and distributed to Veterans on a daily basis through the Prosthetic & Sensory Aids Service department at the Fayetteville VAMC.

Last year, purchasing agents like Fayetteville VAMC’s Sonjia Averitte bought items for more than 50,000 patients equating to roughly 77,000 transactions. The list of items purchased ranges from wheelchairs and walkers to patches and diabetic shoes. Purchasing artificial limbs occurs rarely in comparison to other items Veterans need.

Despite the active environment in the department, the staff shares a single focus of providing the best quality items to Veterans when they need them.

“I think that prosthetics is special,” Cicero Lloyd, assistant chief of PSAS, said. “Patients have sometimes lost hope. Then when they receive a device to enhance their life... they can continue to function in society whereas before they thought their lives were over.”

Averitte also said she val-

ues the PSAS department and her work.

“I love seeing patients satisfied about what they have received,” she said. “It makes your job easier to do when you love what you’re doing.”

There are several misnomers about the department that deserve to be debunked.

■ The staff in the prosthetics department is in charge of fitting patients for the necessary item(s).

This is incorrect. As Averitte points out, “We do not measure. The clinics have to tell us what they want us to purchase.”

Lloyd agreed and pointed out an important step for patients in purchasing items.

“Patients must get a consult from their provider before we purchase an item,” he said. “(They) will evaluate him or her and determine what he or she needs.”

By having the patient’s doctor and/or therapist measure for a specific item, the prosthetics department can focus on making sure the correct item and size are ordered.

■ With all the purchasing that goes on, the prosthetics depart-

ment has their own accounting and billing department. Women Veterans are encouraged to ask their primary care provider about breast cancer screening.

of time and improving comfort for patients.

There are 12 people on staff in the PSAS department with a multi-million dollar budget. With no billing division specifically for prosthetics, the purchasing agents are held liable for exactly what and how items are bought.

“Accountability is very high on this end,” said Mack King, a purchasing agent and recent transfer to the department. “Each person has a responsibility since they are spending money and serving the patients.”

■ There is a lot of red tape involved in getting items through the VA prosthetics department.

This one can be true. However, the staff tries their hardest to make sure the patient doesn’t feel the effects of the formalities. Purchasing agents have a five day window to find and purchase items. They process urgent orders as soon as they read them.

“We are here to service the Veteran and will do everything in our power to give them everything they need in a timely manner,” said Lloyd.

Veterans Day Honors All Who Have Served

Each year on Veterans Day, we honor our Veterans, past and present, for their unyielding sacrifice and dedication to our nation. Observed on Nov. 11, this annual holiday honoring military Veterans, is also celebrated as Armistice Day or Remembrance Day in other parts of the world, commemorating the anniversary of the signing of the Armistice that ended World War I. (Major hostilities of World War I were formally ended at the 11th hour of the 11th day of the 11th month of 1918 when Germany signed the Armistice.)

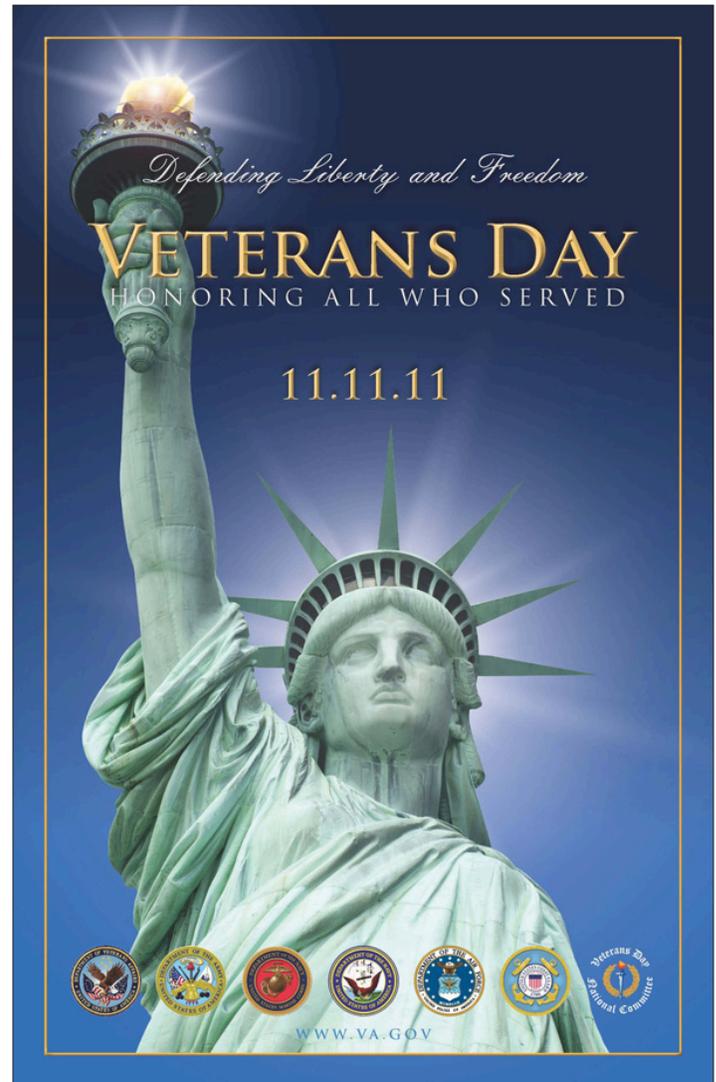
At exactly 11 a.m., each Nov. 11, a color guard, made up of members from each of the military branches, renders honors to America's war dead during a Veterans Day National Ceremony at the Tomb of the Unknowns in Arlington National Cemetery. Similarly, most local communities throughout the country hold Veterans Day activities throughout the week of the holiday to honor American Veterans.

Veterans Day Offers & Discounts Restaurants

- Abuelo's Mexican Food - Abuelo's offerings vary by region, be sure to call ahead to see what discounts or freebies are included.
- Applebees - All Veterans and active duty military eat free from a limited menu at Applebee's on Veterans Day.
- Chili's — Veterans and active duty dine for free from a special limited six item menu on Veterans Day.
- Golden Corral — Golden Corral Restaurants' Military Appreciation Monday — Free dinner will be available on Nov. 15, from 5–9 p.m. Military retirees, Veterans, active duty, National Guard and Reserves are all welcome.
- Hooters — All Veterans and active duty eat free. The free entrees must be selected from a special Veterans Day menu.
- Krispy Kreme – All active-duty, retirees & Veterans get a free doughnut on Veterans Day. Be sure to call ahead to verify your local Krispy Kreme is participating.
- McCormick & Schmick's Seafood Restaurants — Participating McCormick & Schmick's Seafood Restaurants offer a complimentary entree to Veterans from a special menu on a space available basis, online reservations are highly recommended.
- Outback Steakhouse — Veterans and active-duty military get a complimentary Bloomin' Onion and non-alcoholic beverage on Veterans Day.
- UNO Chicago Grill — UNO is offering a Buy One Get One free offer to service members or Veterans with a military or Veteran I.D. or in uniform or with a photo of themselves in uniform. The offer includes a free entree or individual pizza, with the purchase of an entree or pizza of equal or greater value.
- Texas Roadhouse – Free meal from opening until 4 p.m. on Veterans Day. Call ahead to for more information.
- T.G.I. Friday's – Veterans and Service members, buy one get one free from Nov. 11–14. Contact your nearest location for more details on their Veterans Day offer.

Retail

- The Dollar General — Veterans, Service members (Active, Guard, and Reserve), and their immediate families will receive a 10 percent discount with a Veterans Day coupon. The coupon may be found in store circular ads or by asking a sales associate.
- Home Depot — Offers a 10 percent discount to all Veterans during Veterans Day, Memorial Day and Independence Day.
- Lowe's — All veterans receive a 10 percent discount on Veteran's Day, Memorial Day and Independence Day. The offer is available in stores only and is limited to in-stock and special-order purchases of up to \$5,000.
- Sam's Club — Sam's give away 36,000 collapsible Hugo Canes on Veterans Day to military Veterans in need of mobility assistance. Sam's Club will require membership for this offer, but proof of service may be necessary.
- Amazon.com – Free — Veterans Day Honor MP3 album down-



load. The album includes 12 songs by "The Bands and Ensembles of the U.S. Armed Forces."

- Cabela's Outdoor Store – Offers their employee discount to all Veterans, active-duty military and reserves, law enforcement, fire and EMS personnel Nov. 11–12. Discounts vary from 5 percent to 50 percent, depending on the item.
- Build-a-Bear Workshop – Members of the armed services including the Army, Navy, Marine Corps, Air Force, Coast Guard, and Reserve Officer Training Corps, will receive a 20 percent discount Nov. 11–15 on any one transaction at Build-A-Bear Workshop.
- Fashion Bug – Twenty percent off all plus-size and misses clothing purchases with a copy of military ID or spouse's military ID.
- Sports Clips Haircuts - The men's hair salon chain is offering a free haircut to active military and Veterans on Veterans Day.
- Foot Locker — Veterans, service members (Active, Guard, and Reserve), and their immediate families with a Foot Locker Veterans Advantage Card receive a 20 percent discount every day of the year. That offer is good both online and at any store location, including Foot Locker, Lady Foot Locker, Kids Foot Locker, Footaction and Champs Sports — even on sale items.

This list is for informative purposes only, and does not constitute an endorsement or recommendation by the Department of Veterans Affairs. VA does not warrant or guarantee the products, services, or information provided.

Salem Works To Keep Veterans And Employees Safe

By Ann Benois
Salem VAMC public affairs

Some of the most common health care work related injuries are often attributed to musculoskeletal injuries to the back, neck, and arms due to patient handling tasks. This is particularly true in the field of nursing but extends to all caregivers where the risk is high.

At the Salem VAMC, many programs have been put in place to reduce these types of injuries to include proper body mechanics, extensive training in proper lifting techniques, and use of safe patient handling equipment.

Led by Sonya Stokes, RN, Safe Patient Handling Program Facility Coordinator, a kickoff was held to heighten knowledge and awareness of our pro-

gram and demonstrate some of the equipment currently installed and utilized at the facility. Training was also provided to staff on the proper use. The more familiar manual transfer of patients was demonstrated by Tamicha Terry, RN, Unit Peer Leader (“patient”); Crystal Harrington, RN, Patient Safety Manager, Lori VanNess, RN, Unit Peer Leader, and Tierra Wilder, RN, Unit Peer Leader.

As seen in the photo below, patient transfers using the older method could easily cause injury and required additional staff to manage. “Requiring more staff for patient transfers means taking away from other patients who may need care – not to mention the higher risk of an injury,” explained Ms. Stokes.

“Many different forms of equipment may be used to de-

crease the risk of injury. Typically the transfer process is much smoother for the patient, time-saving for staff and significantly lowers the risk,” added Ms. Stokes.

The medical center uses a variety of equipment throughout inpatient and outpatient settings. Lifting equipment, including ceiling-mounted, wall-mounted, portable and power-assisted, lateral transfer devices, and floor based designs with slings help to assist in lift and transfer of patients, transporting, repositioning, and other tasks.

“Lateral

transfer devices aid in moving patients horizontally from stretcher to bed and vice versa. Special beds, motorized stretchers, hydraulic gurneys and transfer chairs are all great assets in keeping our patients safe and employees at minimal to no risk for injury. We have identified staff members who serve as Unit Peer Leaders or ‘Super Users’ and are on hand to provide expertise in use of equipment specific to their work areas as well as those who

accept the challenge of being knowledgeable of all acquired equipment facility-wide,” said Stokes.

“Our goal is to continue to use the most innovative, state of the art technology and equipment available in order to provide high quality care to our Veterans and focus on the safety of both the Veterans we serve and our employees,” stated Stokes. “Creating a culture of safety is our collaborative effort, because WE CARE.”



Ginny Hoover
Salem VAMC nursing staff demonstrate the use and ease of lifting equipment to transfer a patient from a seated position.



Ginny Hoover
Three staff members use an older method of patient transfer which could easily cause injury and additional staff to manage.

New TRICARE Prime Enrollees To Pay Adjusted Annual Fees

WASHINGTON – Military retirees enrolling in the TRICARE Prime health plan after Oct. 1 will begin paying slightly higher annual fees, Pentagon officials announced Sept. 29.

The fee change for fiscal 2012 means the plan will cost \$260 per year for members and \$520 per year for members and family.

The increase amounts to an additional \$2.50 per month for individual members and \$5 per month for members and family. Active-duty service members receive health care with no out-of-pocket costs.

Annual fees for retirees enrolled in TRICARE Prime before the Oct. 1 change will remain at \$230 and \$460 until Oct. 1, 2012, officials said. Retirees in TRICARE Prime have a catastrophic cap of \$3,000, and TRICARE Prime co-pays are not changing, they added.

“We are committed to offering the best possible health care system for our entire military family,” said Dr. Jonathan Woodson, assistant secretary of defense for health affairs. “This modest annual fee increase allows us to responsibly manage our costs in line with other sec-

retary of defense initiatives announced earlier this year.”

Survivors of active-duty deceased sponsors and medically retired services members and their dependents will be exempt from an annual increase, effective from the time they renew their enrollment or first enroll in TRICARE Prime, officials said, noting that the TRICARE benefit is among the nation’s most affordable health care plans. All service members, military retirees and their eligible family members have TRICARE benefits regardless of prior health conditions.

“The department is committed to maintaining the same unique health care protection we have always offered our warriors, both current and retired,” Woodson said. “To sustain our military health system we are working hard to streamline, become more efficient, and achieve cost savings. Together, we can manage our costs responsibly and continue to provide care for our service members, retirees and their families.”

For more retiree news and information, please visit www.retirees.af.mil.

VA Campaign Aims To Help Homeless Veterans

By Jeff Melvin
VISN 6 Public Affairs

The Fayetteville VAMC took center stage Oct. 12 in VA's campaign to end homelessness among Veterans by 2015. Aided by nearly 30 area civic and community partners from the city that dubs itself "America's Hometown," the kickoff event was designed to reach out and serve Veterans that were homeless or at risk of being homeless.

Similar events were slated to take place at 27 other VA medical centers around the country in October. Target audiences include health care providers, law enforcement officials, community providers, Veterans, and their families.

"The words homeless and Veteran should never be linked," said Medical Center Director Elizabeth Goolsby, addressing attendees of the opening ceremony at Fayetteville's North Carolina State Veterans Park. Also attending were the city's mayor, city, state and military officials.

Goolsby said the activities taking place later in the day at Festival Park were aimed "not only at addressing the homeless, but also at addressing the reasons people are homeless and bringing together in a formal way the agencies that could help make that happen."

"No Veteran should be liv-

ing on the streets without care and without hope," said VA Deputy Assistant Secretary for Emergency Management Kevin T. Hanretta, who thanked the group on behalf of Secretary Shinseki.

The reasons for Veteran homelessness, Hanretta said, were as diverse and widespread as the Veteran population.

"In the upcoming weeks, public service announcements on television and radio, as well as print ads on billboards and in publications, will provide additional information about this important outreach effort and how you can answer the call to action by simply making the call," the deputy assistant secretary said. "If you encounter a homeless person, ask if they served in the military. If the answer is yes, 'Make the Call' to the National Homeless Veteran Call Center at 877-424-3838 (877-4AID-VET)."

Then the focus shifted to Festival Park, where, thanks to the efforts of medical center personnel and nearly 120 community and military volunteers, about 400 people participated. Included among the 400 were more than 100 Veterans. The Veterans received clothing and hygiene products, as well as flu shots, vision, dental screenings and health screenings. Haircuts and showers were available along with lunch and entertainment by the Army's Forces



Jeff Melvin

A caregiver helps Florentino Salmon, a homeless Korean War Veteran, during the Fayetteville VAMC Homeless Outreach Event Oct. 12.

Command Band.

VA officials and Veterans alike praised the event.

"We were able to highlight services that we provide to homeless Veterans and those at risk. We provided medical, visual and dental screenings, flu shots, and many other services, said Goolsby. "It showed how the Fayetteville community and Fort Bragg are coming together to support homeless Veterans and prevent homelessness."

Stephanie Felder, Fayetteville VAMC's Homeless Program coordinator, offered similar praise for the event. "The Veterans were very pleased

with the event and the services provided. Our community partners are aware of the services that the VA provides to homeless Veterans, and have pledged an ongoing partnership to enhance our service capabilities."

Florentino Salmon, a homeless Korean War Veteran, said the outreach was a "great idea. I had a wonderful time, made some contacts."

His only regret, Salmon said, is, "I'm sorry more people didn't come out."

More information about VA's programs for homeless Veterans, at-risk Veterans and their families is available at www.va.gov/homeless.

Fayetteville VAMC Makes Joint Commission's Top Performers List

By Ed Drohan
Fayetteville VAMC public affairs

The Fayetteville VAMC has been recognized by The Joint Commission today as a Top Performer on Key Quality Measures for 2010. Fayetteville is one of 20 VA medical centers recognized across the nation.

"We at VA are very pleased with the recognition from The Joint Commission and proud of the medical centers that made this list, proving VA's dedication to performance measurement and accountability are placing Veterans' health care among the top tiers of the country," said VA Secretary Eric K.

Shinseki. "I hope American Veterans hear this news and either take renewed confidence in the care they receive or decide to try VA health care for the first time."

While all VA medical centers hold The Joint Commission accreditation, today's list recognizes medical centers and critical access hospitals that are top performers in using evidence-based care processes closely linked to positive patient outcomes. The 405 facilities on the list were identified for attaining and sustaining excellence in accountability measure performance for the full previous year (2010) and represent approximately 14

percent of Joint Commission-accredited hospitals and critical access hospitals that report core measure performance data.

The Fayetteville VAMC was recognized for achievements in heart failure care and pneumonia care accountability measures. The Joint Commission report singles out hospitals in 45 states.

"We are thrilled with this announcement, but it only confirms what we've known for a long time – that the care provided at the Fayetteville VAMC is second to none," said FVAMC Director Elizabeth Goolsby. "Our staff is dedicated to serving our nation's heroes – our Veterans – and ensuring their

health care needs are met in the most professional and efficient way possible."

The list of top performing hospitals and the measure set or sets for which the hospital was recognized are available online at www.jointcommission.org/topperformers.

"VA health care has been a leader in performance measurement, electronic health records, research and clinical quality for more than a decade now," said Dr. Robert A Petzel, VA's Under Secretary for Health. "I am proud of the staff that have enjoyed such sustained success, and I fully expect to see more VA medical centers making this list next year."

VA Energy Mgr Earns Recognition

By Jeff Melvin
VISN 6 public affairs

Salem and Beckley VAMC Energy Manager Robert Rossbacher was one of 29 individuals, teams, and organizations honored during a luncheon Oct. 13 in Washington, D.C. to celebrate the achievements of the 2011 Federal Energy and Water Management Award winners.

Department of Energy sponsors the annual event designed to honor individuals and organizations that have made significant contributions to the efficient use of energy and water resources within the Federal Government. His efforts in FY 2010 saved 26.5 billion Btu, and two exterior LED lighting projects currently underway will save an additional 2.3 billion Btu per year.

“Investing in energy efficient and renewable energy technologies not only cuts government waste, it saves taxpayer money,” said Secretary of Energy Steven Chu. “Today’s winners are not only helping their agencies meet waste reduction goals, they are also helping the nation decrease our dependence on oil, strengthen our economy, and reduce energy use and carbon pollution.”

Comparing his situation to that of baseball Hall of Famer Cal Ripken, Jr. who he described as “a hard working shortstop for the Baltimore Orioles who did his best to play baseball and showed up for work each day,” Rossbacher, a VA project engineer for more than 20 years, said team effort accomplishes goals.

“It has been rewarding these last three years working toward energy reduction goals since it is an issue which almost all people I work with are behind me, supporting me. Any energy reduction accomplished was due to support from the staff at Beckley and Salem VA Medical Centers. When an energy saving possibility arose the facility management staff, chief engineers, project engineers, HVAC workers, mechanical shop employees, boiler plant operators eagerly moved to implement the energy saving project,” he said.

An excerpt from the DOE web page recognizing the 2011 Federal Energy and Water Management Award winners reads, “Robert Rossbacher takes a proactive and programmatic approach to energy management. Serving as the energy manager for Salem and Beckley Veterans Affairs Medical Centers, he led both facilities to 7 percent reductions in energy intensity and greenhouse gas emissions in FY 2010 from the prior year. Mr. Rossbacher adheres to the tenets of cultural energy management change within his facilities, continually involving and educating all maintenance, engineering, and other departmental personnel in energy efficient practices. In fact, most of the savings achieved at the Beckley location in FY 2010 are attributable to the education of maintenance staff. Mr. Rossbacher serves as a resource for other energy managers in the region by providing expertise in the areas of lighting and advanced metering. He also displayed leadership by securing funding and executing advanced metering and retro-commissioning projects before they were funded nationally by the VA. The successful retro-commissioning project at Salem VA Medical Center serves as a model for other facilities.”

More information on the 2011 Federal Energy and Water Management Awards can be found at www1.eere.energy.gov/femp/services/awards_fewm2011.html.



Robert Rossbacher, 2011 Federal Energy and Water Management Award winner

Happy 236th USMC “Semper Fidelis”

Nov. 10, 1775 – Nov. 10, 2011

The United States Marine Corps traces its institutional roots to the Continental Marines of the American Revolutionary War, formed by Captain Samuel Nicholas by a resolution of the Second Continental Congress on Nov. 10, 1775. When the Revolutionary War ended in 1783, the Continental Navy was disestablished, and with it, the Continental Marines. The Corps was re-established on Jul. 11, 1798, when President John Adams signed the “act for establishing and organizing a Marine Corps.” The practice of celebrating the Marines’ original birthday of Nov. 10 as a holiday throughout the Corps became tradition when Commandant Maj. Gen. John A. Lejeune issued Marine Corps Order 47 on Nov. 1, 1921.



Staunton continued from Pg 1

home of the brave.” But, as we all know, freedom comes with a price. This freedom... this liberty... has been bought, and continues to be paid for, through the personal service, and sacrifices of our citizens.”

The clinic will provide Primary Care, Mental Health services, preventative health screenings, teleretinal imaging, and womens health care on site and will provide referrals for specialty services through the Salem VA Medical Center.

Located at 102 Business Way, the clinic will become

the medical home for about 4,000 Veterans who reside in Staunton, Waynesboro, Lexington, Clifton Forge, Covington and Augusta, Rockbrige, and Highland counties.

The ceremony included the participation by Congressman Bob Goodlatte and Mayor Lacy B. King Jr. VFW Posts 10826 and 7814 provided the color guard, with Mr. Orville Byers, a World War II Veteran leading the group in the Pledge of Allegiance and Ms. Sierra Losh singing the National Anthem.

Wilmington continued from Pg 1

building after its completion, and the VA will lease the building for 20 years.

When completed, the clinic will offer Veterans not only the primary and mental health care that is available in the current clinic, but specialty care such as audiology, cardiology, podiatry, radiology and dental care. Veterans who need these types of specialty care today either receive it in the community on a fee basis or drive all the way to Fayetteville - more than two hours in some cases.

Clinics like this are designed to increase Veterans access to high quality health care, something the Mid-Atlantic Health Care Network (VISN 6) is doing very well.

“Since 2000, I’m proud to say that this network is reaching our goal of providing Vet-

erans access to care, growing from two community based outpatient clinics to the 21 now operational throughout the region,” said Gus Davila, who as VISN 6 deputy director helps oversee operations at eight VA medical centers in North Carolina, Virginia and West Virginia. This new multi-specialty clinic, which will be more than eight times larger than the one it will replace, will join a system of more than 780 VA outpatient clinics located throughout the country.

“To all our Veterans, thank you for what you have done to make America the greatest country on earth. We in the VA Mid-Atlantic Health Care System will do our best to live up to our motto - Excellent Service, Earned by Veterans, Delivered Here,” Davila said.

Documentary Highlights Heroes

WASHINGTON – The Department of Veterans Affairs has launched a campaign to increase awareness about Traumatic Brain Injury and services provided by the VA for Veterans and Servicemembers recovering from TBI and co-occurring complex injuries.

The campaign debuted with a 25-minute documentary highlighting individual stories of recovery for some of the most severely injured and wounded Veterans through the VA Polytrauma System of Care at the Hunter Holmes McGuire VAMC in Richmond, Va. The documentary and other videos can be viewed at www.polytrauma.va.gov.

“The stories of true courage and determination are an inspiration to all who watch this documentary,” said Secretary of Veterans Affairs Eric K. Shinseki. “The stories go beyond their injuries resulting from combat or vehicle accidents by highlighting their he-

roic roads to recovery, aided by VA’s system of care. I encourage everyone to take the opportunity to watch the video.”

VA has released a series of products to promote awareness of TBI and services available to Veterans, including public service announcements www.polytrauma.va.gov/multimedia-library/multimedia-library featuring Golden Globe, Emmy, and Screen Actors Guild SAG Award winner and Academy Award nominee Gary Sinise.

The pieces highlight the fact that effects of TBI can range from mild to severe, lasting for a brief or prolonged period of time. Treatment is available and VA provides specialized services to support Veterans and Servicemembers through evaluating and diagnosing TBI, related problems, and enabling their recovery. More information about TBI and VA’s Polytrauma / TBI System of Care is available at www.polytrauma.va.gov.

Information Sharing Rule Updated

WASHINGTON – The Department of Veterans Affairs has announced that it is amending an agency rule in the Code of Federal Register (C.F.R.) to remove an inappropriate restriction on sharing of information about treatment for certain types of medical conditions with the Department of Defense.

This update to the regulation removes the restrictive VA provision and enhances VA’s collaboration with DoD so Veterans can receive better and more timely treatment, services and benefits.

“VA and DoD clinicians must have the most accurate and comprehensive data available to ensure they provide the highest quality care possible. We have discovered that, particularly in this age of electronic health records, this regulatory restriction created an impediment to maximizing this exchange of information,” said Eric K. Shinseki, Secretary of Veterans Affairs.

This interim final rule removes a restriction that is not required by the statute and is

inconsistent with the intent and purpose of the statute. This confidentiality statute was enacted before other privacy laws were in place to protect against the unauthorized disclosure of VA medical records relating to treatment for drug abuse, alcoholism or alcohol abuse, infection with the human immunodeficiency virus (HIV), and sickle cell anemia.

The interim final rule, which can be found at www.regulations.gov/#/documentDetail;D=VA-2011-VHA-0025-0001, is effective the date posted to the Federal Register. Written comments may be submitted through www.regulations.gov; by mail or hand-delivery to the Director, Regulations Management (02REG), Department of Veterans Affairs, 810 Vermont Ave., NW, Room 1068, Washington, DC 20240; or fax to 202-273-9026. Comments should indicate that they are submitted in response to “RIN 2900-AN95-Sharing Information Between the Department of Veterans Affairs and the Department of Defense.”



Pete Tillman

Wilfred Perry, left, and Michael Baines, materials handlers at the Durham VAMC, look at an oversized version of the new appointment cards, which recently went into use there. Veterans are expressing positive feedback for the leaner, more informative cards which will also reduce mail costs and improve communication of appointment information to Veterans.

Camp Lejeune Drinking Water Update

If you were stationed or worked at Camp Lejeune before 1987, or if you were a base housing resident there prior to 1987, you may have been exposed to contaminants in the drinking water supply.

The Department of the Navy is funding independent research initiatives regarding the contamination. Updates to the studies, as well as an event

summary and associated news articles, are posted at the Camp Lejeune Historic Drinking Water site at <https://clnr.hqi.usmc.mil/clwater/index.aspx> as they become available.

Please visit the website to register for water testing notifications, for additional background information and a host of other resources available to help answer your questions.



Retirement Specialty Center Can Help

The VISN 6 Retirement Specialty Center (RSC) is here to assist you with your CSRS/FERS optional, disability, military and civilian service deposit, and annuity estimate retirement needs.

For retirement assistance, please contact us at our toll free number 1-877-645-6015 or at VISN6RSC@va.gov. Our hours of operation are Monday – Friday, 8 a.m. to 4:30 p.m.

Face to face consultations are available by appointment only.

Draft Gulf War Report Released

WASHINGTON – Secretary of Veterans Affairs Eric K. Shinseki announced that the Department's Gulf War Veterans' Illnesses Task Force has completed the draft of a comprehensive report that will outline how the Department of Veterans Affairs addresses the concerns of Veterans who deployed during the Gulf War in 1990 and 1991.

"This report provides a roadmap for our continued enhancements in our care and services we provide to Gulf War Veterans," said Shinseki. "We will be applying lessons learned from this report to Veterans of all eras."

Notification of the draft written report is published in the Federal Register, and the draft written report addresses seven areas where VA provides services for this group of Veterans.

Over the past year, the task force has examined, evaluated, designated and adjusted the initial roadmap outlined in last year's report. VA has designated steps to improve care and services to Gulf War I Veterans and these improvements are becoming a part of our culture and operations.

This year's report focuses on improvements in the delivery of health care for Gulf War Veterans. One of the most substantial additions is modifications to clinical care models used for Gulf War Veterans, which is the most critical point of service VA provides.

There are better linkages between specialty knowledge and services at the basic point of care. Clinical research and development is significantly contributing new concepts and methods to clinical practice and clinical education throughout VA.

Two new positions were established in the Office of Research and Development for deployment and Desert Shield

and Desert Storm health-related issues. Both positions have been filled and are enhancing research efforts for Gulf War Veterans and will continue to do so in the coming years.

VA is also strengthening partnerships and medical surveillance to address the potential health impacts on Veterans from the environmental exposures on today's battlefield. Additionally, VA continues to use social media to improve communication with Gulf War Veterans.

The Chairman of the Gulf War Veterans' Illnesses Task Force is John R. Gingrich, chief of staff at VA, a retired Army officer who also served in the Gulf War.

"To ensure we are tracking the needs of our Veterans, we want to get feedback from Gulf War Veterans on this draft report," said Gingrich. "Their feedback is critical to our efforts to understand and serve their specific needs. Therefore, we hope they take advantage of one of the different opportunities to provide feedback that we have created for them."

As a first step, VA is seeking public comments on the draft written report before final publication. The public notice and instructions for how to submit electronic feedback and comments via the U.S. Postal Service will be posted at www.regulations.gov, and the draft written report will be open for comment for 30 days.

In addition, VA recognizes that a great number of Gulf War Veterans use the Internet on a daily basis to share their ideas and concerns, so VA has also created a public discussion board on the seven recommendations at <http://vagulfwartaskforce.uservoice.com/>. To view the report without making recommendations, please visit VA's website at www.va.gov/opa/publications/Draft_2011_GWVI-TF_Report.pdf.

Nasal Spray May Help Alzheimer's

WASHINGTON – A small pilot study led by a Department of Veterans Affairs researcher found that a nasal insulin spray improved memory, thinking skills, and functional ability in people with mild cognitive impairment and Alzheimer's disease. Currently, there are no effective treatments to delay or prevent Alzheimer's.

"This research builds on several years of preliminary work by an innovative group of VA investigators and their colleagues, and we are gratified to see the progress that is being made on behalf of Veterans and all Americans who are at risk for Alzheimer's disease," said VA Under Secretary for Health Dr. Robert Petzel.

A VA team with the Geriatric Research, Education and Clinical Center at the VA Puget Sound Health Care System led the trial, which was sponsored in large part by the National Institute on Aging, part of the National Institutes of Health. The new findings appear in the Sept. 12 Archives of Neurology.

Previous studies found that low brain levels of insulin—the main hormone that turns sugar in the bloodstream into energy for cells—could contribute to Alzheimer's. Based on these findings, VA's Dr. Suzanne Craft has led efforts to test the benefits of restoring normal insulin function in the brain.

The new study tested a nasal spray that delivers insu-

lin quickly and directly to the brain, with no harmful side effects, such as increased insulin levels throughout the whole body. The trial included 104 adults with either amnesic mild cognitive impairment—in which people have memory loss that may progress to Alzheimer's—or mild to moderate Alzheimer's disease.

The study volunteers received 20 international units (IU) of insulin, 40 IU of insulin, or a saline placebo, which were all given through a nasal delivery device for four months. Memory, cognition and functional ability were measured before and after treatment. Some participants also received spinal taps to test cerebrospinal fluid as well as brain scans before and after treatment. Treatment with 20 IU of intranasal insulin improved memory, and both doses of insulin preserved general cognition and functional ability. These results warrant larger trials of insulin nasal-spray therapy to help prevent Alzheimer's disease or slow its progression.

VA Chief Research and Development Officer Dr. Joel Kupersmith stated, "VA researchers are exploring a number of possible approaches to help prevent or effectively treat this devastating disease, and these are among the most promising results to date."

For more information on VA research, visit www.research.va.gov.

Gulf Vets May Be At Risk For Rabies

Veterans returning from Iraq or Afghanistan, who were possibly exposed to rabies there in the previous 18 months, should contact their health care provider immediately for an evaluation. The risk of being exposed to rabies is much higher in Iraq and Afghanistan. Rabies is transmitted through the saliva of a rabid, warm-blooded animal, such as a dog, cat, bat, fox, skunk, raccoon, mongoose, or jackal. The precaution follows the death of an Army soldier in August 2011 who had been bitten by a dog while serving in Afghanistan and died of rabies months later in the US. Veterans should get

evaluated for rabies immediately if bitten or exposed to the saliva of a warm-blooded animal. Rabies is a serious disease that is preventable with the proper medical treatment. Veterans who sustained unreported and untreated rabies risk exposures should go to their health care provider or local VA facility immediately. Those who received incomplete rabies treatment while deployed also should be evaluated. The rabies vaccine and immunoglobulin used to treat rabies are available at VA medical facilities. For more information on rabies, visit www.publichealth.va.gov/exposures/rabies/.



VISN 6 Sites of Care

Asheville VAMC
1100 Tunnel Road
Asheville, NC 28805
828-298-7911, 800-932-6408
www.asheville.va.gov/

Beckley VAMC
200 Veterans Avenue
Beckley, WV 25801
304-255-2121, 877-902-5142
www.beckley.va.gov/

Beckley Vet Center
1000 Johnstown Road
Beckley, WV 25801
304-252-8220
www2.va.gov/directory/guide/facility.asp?ID=5634

Brunswick Outreach Clinic
20 Medical Campus Drive
Supply, NC 28462
910-754-8574

Charlotte Vet Center
2114 Ben Craig Dr.
Charlotte, NC 28262
704-549-8025
www2.va.gov/directory/guide/facility.asp?ID=485

Charlotte CBOC
8601 University East Drive
Charlotte, NC 28213
www.salisbury.va.gov/visitors/charlotte.asp

Charlottesville CBOC
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
434-293-3890
www.richmond.va.gov/visitors/charlottesville.asp

Danville CBOC
705 Piney Forest Rd.
Danville, VA 24540
434-710-4210
www.salem.va.gov/visitors/Danville.asp

Durham VAMC
508 Fulton St.
Durham, NC 27705
919-286-0411, 888-878-6890
www.durham.va.gov/

Emporia CBOC
1746 East Atlantic Street
Emporia, VA 23847
434-348-1500

Fayetteville VAMC
2300 Ramsey St.
Fayetteville, NC 28301
910-488-2120, 800-771-6106
www.fayettevillenc.va.gov/index.asp

Fayetteville Vet Center
4140 Ramsey St.
Fayetteville, NC 28311
910-488-6252
www2.va.gov/directory/guide/facility.asp?ID=486&dnum=All&tateid=NC&v=1

Franklin CBOC
647 Wayah St.
Franklin, NC 28734-3390
828-369-1781
www.asheville.va.gov/visitors/franklin.asp

Fredricksburg CBOC
1965 Jefferson Davis Highway
Fredericksburg, VA 22401
540-370-4468
www.richmond.va.gov/visitors/fredericksburg.asp

Greensboro Vet Center
2009 S. Elm-Eugene St.
Greensboro, NC 27406
336-333-5366
www2.va.gov/directory/guide/facility.asp?ID=719&dnum=All&tateid=NC&v=1

Greenbrier County CBOC
804 Industrial Park Rd.
Maxwelton, WV 24957
304-497-3900

Greenville CBOC
800 Moye Blvd.
Greenville, NC 27858
252-830-2149
www.durham.va.gov/visitors/greenville.asp

Greenville Vet Center
1021 W.H. Smith Blvd.
Greenville, NC 27834
252-355-7920
www2.va.gov/directory/guide/facility.asp?ID=720&dnum=All&tateid=NC&v=1

Hamlet CBOC
100 Jefferson Street
Hamlet, NC 28345
910-582-3536
www.fayettevillenc.va.gov/visitors/hamlet.asp

Hampton VAMC
100 Emancipation Dr.
Hampton, VA 23667
757-722-9961, 888-869-9060
www.hampton.va.gov/

Hickory CBOC
2440 Century Place, SE
Hickory, NC 28602
828-431-5600
www.salisbury.va.gov/visitors/hickory.asp

Hillandale Rd. Annex
1824 Hillandale Road
Durham, North Carolina 27705
919-383-6107
www.durham.va.gov/visitors/hillandale.asp

Jacksonville CBOC
241 Freedom Way
Midway Park, NC 28544
910-353-6406, 910-353-6406
www.fayettevillenc.va.gov/visitors/jacksonville.asp

Lynchburg CBOC
1600 Lakeside Drive
Lynchburg, VA 24501
434-316-5000
www.salem.va.gov/visitors/lynchburg.asp

Morehead City CBOC
5420 U.S. 70
Morehead City, NC 28557
252-240-2349
www.durham.va.gov/visitors/morehead.asp

Norfolk Vet Center
1711 Church Street
Norfolk, VA 23504
757-623-7584
www2.va.gov/directory/guide/facility.asp?id=403

Princeton Vet Center
905 Mercer Street
Princeton, WV 24740
304-425-5653
www2.va.gov/directory/guide/keystaff.cfm?id=400

Raleigh CBOC
3305 Sungate Blvd.
Raleigh, NC 27610
919-212-0129
www.durham.va.gov/visitors/raleigh.asp

Raleigh II CBOC
3040 Hammond Business Place
Raleigh, NC 27603
919-899-6259
www.durham.va.gov/visitors/raleighII.asp

Raleigh Vet Center
1649 Old Louisville Rd.
Raleigh, NC 27604
919-856-4616
www2.va.gov/directory/guide/facility.asp?ID=5442&dnum=All&tateid=NC&v=1

Richmond VAMC
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000, 800-784-8381
www.richmond.va.gov/

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
540-342-9726
www2.va.gov/directory/guide/facility.asp?ID=405

Robeson County CBOC
139 Three Hunts Drive
Pembroke, NC 28372
910-521-8452

Rutherford County CBOC
374 Charlotte Rd.
Rutherfordton, NC 28139
828-288-2780
www.asheville.va.gov/visitors/rutherfordton.asp

Salem VAMC
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463, 888-982-2463
www.salem.va.gov/

Salisbury VAMC
1601 Brenner Ave.
Salisbury, NC 28144
704-638-9000, 800-469-8262
www.salisbury.va.gov/

Staunton CBOC
102 Business Way
Staunton, VA 24401
540-886-5777

Tazewell CBOC
123 Ben Bolt Ave.
Tazewell, VA 24651
276-988-2526
www.salem.va.gov/visitors/tazewell.asp

Virginia Beach CBOC
244 Clearfield Avenue
Virginia Beach, VA
757-722-9961, ext. 1900
www.hampton.va.gov/visitors/cboc.asp

Virginia Beach Vet Center
324 Southport Circle, Suite 102
Virginia Beach, VA, 23452
757-248-3665
www2.va.gov/directory/guide/facility.asp?ID=5937

Wilmington CBOC
736 Medical Center Drive
Wilmington, NC 28401
910-763-5979
www.fayettevillenc.va.gov/visitors/wilmington.asp

Winston-Salem CBOC
190 Kimel Park Drive
Winston-Salem, NC 27103
336-768-3296
www.salisbury.va.gov/visitors/winstonsalem.asp

Winston-Salem Annex
2101 Peters Creek Parkway
Winston-Salem, NC 27127
336-761-5300
www.salisbury.va.gov/visitors/winstonsalem.asp

Wytheville CBOC
165 Peppers Ferry Rd.
Wytheville, VA 24382-2363
276-227-5400
www.salem.va.gov/visitors/wytheville.asp