

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Robert J. Dole VA Medical Center

Robert J. Dole VA Medical Center

Veterans Town Hall
April 16, 2025

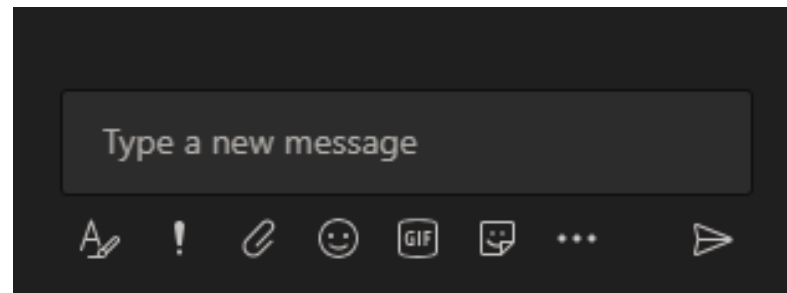
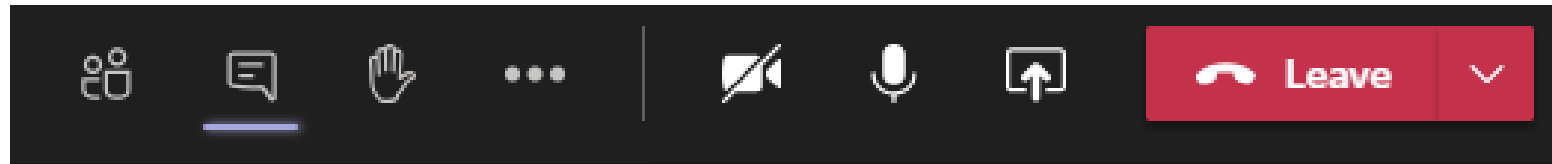


AGENDA

- Housekeeping
- Medical Center Director: Hot Topics
- Battlefield Acupuncture
- Changes in Travel Pay
- Wheelchair Repair Process Change
- PACT Nurse Inpatient Visit (Pilot)
- Construction Update
- MyHealtheVet Program Update
- Summer Youth Volunteer Program
- Q&A

Q&A

**Please submit your questions
through the Chat window!**



Medical Center Director Update

**Michael D. Payne, Jr.
MSP, CLSSBB, ACHE
Medical Center Director**



Workforce Update

Workforce policy impacts on facility operations

- Zero diversions, zero curtailments as of 04.13.2025
- Deferred Resignation Program: 9 FTE, Probationary Staff: 0
 - Staff vacated due to DRP, developing strategies to address coverage gaps
- There is a hiring freeze exemption list, allowing us to hire critical staff

Staffing and workforce strategy for this year

- Centralization of some support staff responsibilities
- Succession Planning
- Systems Redesign Projects, Continuous Process Improvement Efforts

Workforce Update - continued

Impacts of return-to-work policies at the facility

- Adhering to all mandates and utilizing all available space to include EHRM, CBOCs, and Satellite Office
- Zero unplaced staff (local/VISN/Mid West)
- Parking challenges

Any potential impacts resulting from termination of contracts

- No impact to Dole to date

Battlefield Acupuncture (BFA)

Leah Hutchison, DC, CCSP
Staff Chiropractor
Certified BFA Trainer



Overview

What is Battlefield Acupuncture?

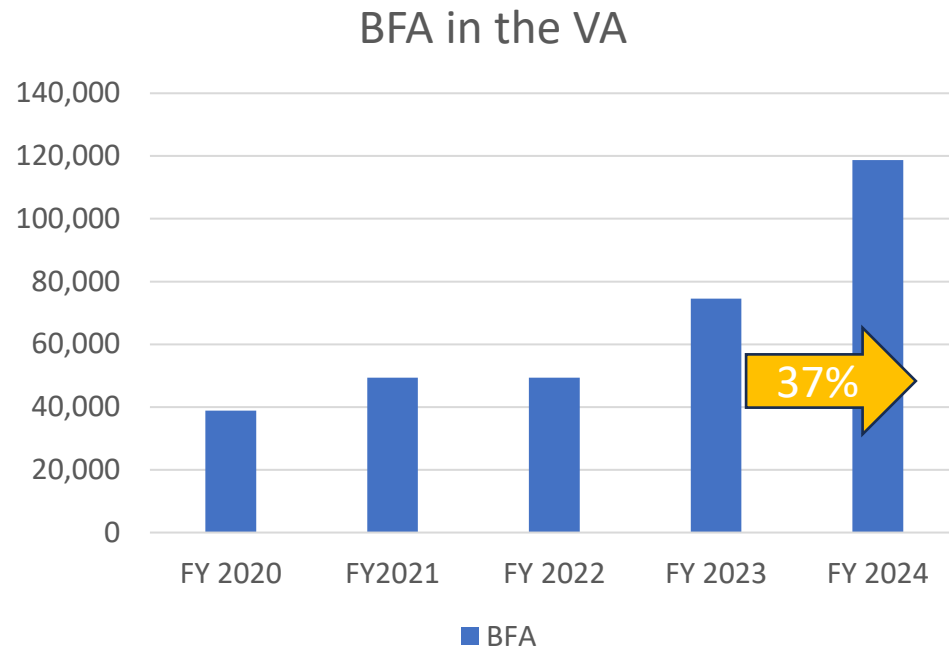
- Battlefield Acupuncture is a form of auricular (ear) acupuncture developed by Dr. Richard Niemtzow, a U.S Air Force physician, in 2001.

Key Features:

- **Location:** Involves inserting small, semi-permanent needles into specific points on the outer ear
- **Purpose:** Used for acute and chronic pain management
- **Speed:** Often immediate relief
- **Durability:** Needles stay in place for 3 days, continuing to provide relief when stimulated
- **Non-pharmacologic:** Appeals to setting where opioids or other meds are not desired



Status of Acupuncture in the VA



- Data Source: WH4All database

- 134 licensed acupuncturists
- BFA can be performed by:
 - registered nurses
 - nurse practitioners
 - physicians
 - Chiropractors
- 10,000 BFA providers to date!

Questions

Q: How does putting needles in my ear help my knee pain?

A: Several microsystems exist within acupuncture. They are easily accessible and can be located on the hands, scalp, feet and ears.

Q: Does it hurt?

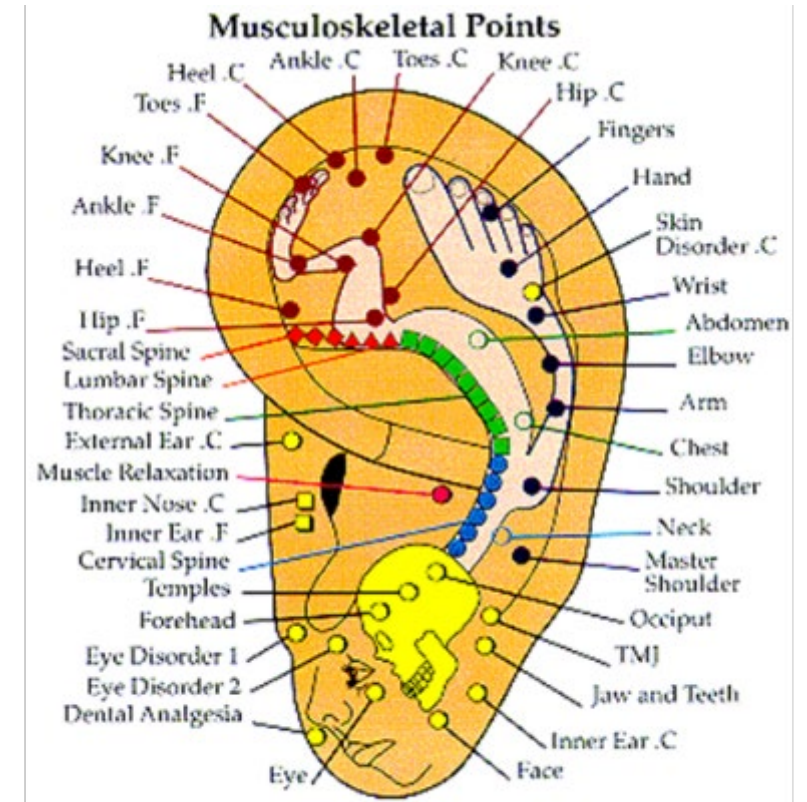
A: Some Veterans have a little pain, some none at all.

Q: Does it really work?

A: Yes! Researchers found 79.3% of patients reported an immediate decrease in pain scores, averaging 2.3 point reduction on the DVPRS pain scale.

Q: Am I candidate for BFA?

A: There are a few contraindications. Discuss a referral to the BFA clinic with your primary care provider.



[This Photo](#) by Unknown author is licensed under [CC BY-NC](#).

Patient Feedback on the Effectiveness of Auricular Acupuncture on Pain in Routine Clinical Care

The Experience of 11,406 Veterans

Steven B. Zeliadt, PhD, MPH,*† Eva R. Thomas, MPH,* Juli Olson, DC, MAOM,‡
Scott Coggeshall, PhD,* Karleen Giannitrapani, PhD,§ Princess E. Ackland, PhD, MSPH,||¶
Kavitha P. Reddy, MD,## Daniel G. Federman, MD,††‡‡ David F. Drake, MD,§§|||¶¶
Benjamin Kligler, MD,||||## and Stephanie L. Taylor, PhD***†††

Summary

- Easy -- Fast -- Effective -- Safe
- Group BFA setting or in PACT Team
- Referral based clinic
- Versatile across a wide variety of pain conditions
- Many report better sleep, mood and mobility post-treatment
- Holistic, non-pharmacological option



New Travel Pay Updates

Charles McFadden

**Chief of Transportation and
Travel Pay**



Travel Pay Updates



IMPORTANT NOTICE!

New Travel Voucher Form Required

Starting February 14, 2025, VA is using
a new form for travel payments.

What you need to know:

- Use the November 2024 version of VA Form 10-3542
- Old forms will not be accepted after February 14, 2025
- If you send an old form, we'll mail it back to you with the new one
- Your claim date will be when we get the new form, not the old one

There are 3 ways to get the new form:

1



<https://bit.ly/NewVATravelForm>

2

Travel Center on the
1st floor of bldg 1
Robert J Dole VAMC

3

Your local VA clinic

File your travel claim online:



<https://bit.ly/OnlineVATravelClaim>

Travel Pay Updates-Advanced Payments Per OGC

- With regard to paying for travel in advance, it does not appear that either 38 U.S.C. § 111 nor 38 C.F.R. part 70 include provisions authorizing VA to prepay travel on the Veteran's behalf outside the context of special mode transport. The statute and regs seem to contemplate that airlines and hotels travel will be treated like other providers for purposes of reimbursement. Clearly there will be instances where requiring the Veteran to prepay airfare (also bus or train fare) will be cost prohibitive, and this is something that would need to be addressed in the beneficiary travel regulations. In 1962, VA asked GAO if they could pay in advance for services under this program. The answer was not without legislation. I am not familiar with this program but reading the statute I didn't see any legislation allowing advance payment, so I do not think advance payment is appropriate. See B- 98336 (Comp. Gen.), COMPTROLLER GENERAL TO ADMINISTRATOR, VETERANS ADMINISTRATION, JAN. 31, 1962, 1962 WL 3344.
- Advance purchase outside of the authority of law would violate the Anti-deficiency Act, 31 U.S.C. § 1341, since they would subject the Government to liability for goods and services that have not yet been and may not be delivered, and they are prohibited to protect the Government against non-performance, cf. *Principles of Federal Appropriations Law*, 3d ed., Vol. I, CH. 5, § C "Advance Payments." Without statutory authority, no advance payments would be licit, comp. *C.D. Leonetti, Department of the Interior*, B-132384, July 29, 1957 (advance payments violate the ADA prohibitions against payments in advance of availability). **Advance payments are prohibited unless authorized by law, cf. 31 U.S.C. § 3324, also Matter of: Defense Television-Audio Support Activity-Advance Payments, B-288018, December 11, 2001**
- **This does not apply to Transplant Services.**


Travel Pay Updates - Meals and Lodging


- Must be approved ahead of time by the travel pay department
- Drive time must be over 3 hours
- Must be eligible for travel pay
- **§ 70.30 (Meals, Lodging)**
 - (3) The actual cost for meals, lodging, or both, not to exceed 50 percent of the amount allowed by GSA Rates 5 U.S.C. 5702, when VA determines that an overnight stay is required.
 - Factors VA may consider in making that determination include, but are not limited to the following:
 - (i) The distance the Veteran must travel.
 - (ii) The time of day when VA scheduled the veteran's appointment.
 - (iii) The weather conditions or congestion conditions affecting the travel.
 - (iv) The veteran's medical condition and its impact on the ability to travel.



Travel Pay Updates

***Do you qualify for Travel Pay?
Now you can apply on your smartphone!**



VA |  **U.S. Department of Veterans Affairs**
Veterans Health Administration
Robert J. Dole VA Medical Center

Appointment Check in and request Travel Pay* with your smartphone.

If you haven't received a text message from VA, follow the steps below.

HOW IT WORKS:

- Text "CHECK IN" to 53079.
- You will get a text with a link.
- Tap the link to start your check-in. You can create a travel claim during on-line check-in.
- You will receive a text message with your claim submission status.

? Having trouble? Check in with staff at the desk if you need to update your information or are unable to complete.

File your travel claim online:



File Travel Claims

or

<https://bit.ly/OnlineVATravelClaim>

Choose  **Dole VA**

Veterans Transportation Service

Travel Pay Center

Phone: 316-685-2221 Ext. 50803

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

Email: VHAWICTravelPay@va.gov

Fax: 316-651-3612



Powered Mobility Device Repairs - New Process

**Melvin Bingham
Chief, Prosthetics
316-685-2221 x53626**



CALL
SCOOTAROUND
1-888-583-8387

Mobility Device Repair Services for US Veterans, enrolled in VA care.

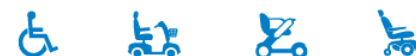
Currently offered for Veterans who receive VA Healthcare at the following facilities:

Columbia, MO • Eastern Kansas (Topeka, KS) • Jefferson Barracks (St. Louis, MO)

John Cochran Division (St. Louis, MO) • Kansas City, MO • Leavenworth, KS

Marion, IL • Poplar Bluff, MO • Wichita, KS

Do you have a custom manual wheelchair,
powerchair, or scooter that was provided by the
VA and is in need of repair?



Call: **1-888-583-VETS (8387)**

“No consult or appointment required. We'll take it from here!”

Veterans Affairs has partnered with Scootaround, the nation's leading personal transportation solutions company, to provide a single point of contact for the repair of US Veterans Affairs issued wheelchairs, powerchairs, and scooters. This best-in-class repair service provides US Veterans with access to fast and efficient repairs and superior customer service.

Submit a repair request through Phone or Web:

Toll-free:
1-888-583-VETS (8387)

Online 24/7:
scootaround.com/va

Weekdays:
8am to 6pm EST & PST

Weekends & Federal Holidays:
10am – 6pm EST / 7am – 3pm PST

or

Scan QR code
with your
smartphone
camera:



Once you've submitted your repair request, Scootaround will reach out and arrange a time and location to complete the repair.



Personal
Transportation
Solutions

VA



U.S. Department
of Veterans Affairs

For more info
or a copy of
the brochure,
call Prosthetics
at ext. 53626

- National contract through Denver Acquisitions Logistics Center with Scootaround as the vendor
- Requires a call to Scootaround first
- No consult or VA contact unless Scootaround cannot identify your primary device on your record, or no support is available in your area
- As the contract ramps up, more vendors will become available, and the process will get easier
- If Prosthetics is contacted, our first question is to ask if you have made the call to Scootaround. If a different process than Scootaround is required, we will be happy to assist with coordinating the repair
- Contract only covers repairs of your current primary powered mobility device (scooter or wheelchair). Does not cover other devices, lifts, or equipment.

Primary Care Inpatient Education Pilot

Lauren Riisoe, RN
Primary Care



Our Goal

- Improve hospital admission rates for ambulatory care sensitive conditions (ACSCs)
 - Heart Failure (CHF)
 - COPD
 - Diabetes
 - Pneumonia
 - Urinary tract infection (UTI)
 - Hypertension (HTN)
 - Asthma in young adults
- Provide standardized education for ambulatory care sensitive condition no matter where the Veteran is located at Dole VA.





WHY?


- Emotional and physical impact on the Veteran and their family
 - Increase in stress can cause further health issues
 - Readmission is shown to increase mortality rate
- Cost of readmission to patient and facility
 - \$17 Billion spent annually by Medicare alone for ambulatory care sensitive conditions (Kripalani et al., 2020)
 - Average cost of one readmission is \$15,000 (Weiss & Jiang, 2021)

HOW?






- Primary Care nurse visits while in the hospital
 - Only PACT Team 10 right now (pilot project)
 - Only visiting for CHF, COPD, Diabetes, and Pneumonia
- ER follow-up calls
 - Within 7 days of discharge from the ER
- Hospital follow-up calls
 - Within 48 hours of discharge from the hospital
- Primary Care nurse schedules
 - Every team RN has a nurse schedule
 - Phone
 - VVC
 - In person
- New patient action plans






CHF ACTION PLAN

DATE: _____		
 <small>U.S. Department of Veterans Affairs Veterans Health Administration Robert J. Dole VA Medical Center</small>		
HEART FAILURE ZONES		
SYMPTOMS		ACTIONS
Goal  GREEN ZONE	Your condition is under control if you have: <ul style="list-style-type: none">No shortness of breathNo more than a 2-pound weight gainNo swelling of your feet, ankles, hand or stomachThe ability to maintain your activity levelNo chest pain	<ul style="list-style-type: none">Continue taking medicationsLimit salt intake and keep fluids consistentCheck weight dailyKeep all medical appointments
Warning  YELLOW ZONE	Call your doctor if you have any of the following symptoms: <ul style="list-style-type: none">Weight gain of 3 pounds in 1 day, or 5 pounds in 1 weekShortness of breath or a dry, hacking coughDifficulty breathing when lying down, or you need to sleep sitting in a chairSwelling of your feet, ankles, hands or stomachFatigue or no energyNew or increased chest painAn uneasy feeling; you know something is not right	<ul style="list-style-type: none">Call your VA nurse care manager or healthcare team _____Outside of clinic hours call _____
Emergency  RED ZONE	If you experience any of the following symptoms: <ul style="list-style-type: none">Struggling to breathe or unrelieved shortness of breath while restingChest painConfusion or can't think clearly	<ul style="list-style-type: none">CALL 911Have someone drive you to the nearest emergency department

DATE: _____			
 <small>U.S. Department of Veterans Affairs Veterans Health Administration Robert J. Dole VA Medical Center</small>			
HEART FAILURE MANAGEMENT PLAN			
DAILY TASKS			
Weigh yourself in the morning after you go to the bathroom and before breakfast. Write down your weight.		Eat a low sodium diet _____ mg or less daily	
Take your medications as prescribed		Drink at least _____ mL of water daily	
Check for swelling in your feet, ankles, hands and stomach		Balance activity and rest periods	
		Limit alcohol and avoid smoking	
MY MEDICATIONS			
Ace Inhibitors, ARBs, or s acutibril/valsartan	Beta Blockers	Spironolactone or eplerenone	Diuretic
SMOKING STATUS: <input type="checkbox"/> Never <input type="checkbox"/> Past <input type="checkbox"/> Current <input type="checkbox"/> Quit smoking Plan			
REFERRALS TO CONSIDER:			
Whole Health: <ul style="list-style-type: none">Offers complimentary health approaches to enhance patient's overall health and well-being.Programs offered to increase physical activity, improve social connections, manage pain, offer smoking cessation, and much more.Take control of your life and health by discovering what matters most. Call 316-685-2221 Ext. 58020 for more information.	Cardiac rehab: <ul style="list-style-type: none">Cardiac rehab is a medically supervised program designed to improve your cardiovascular health if you have experienced a heart attack, heart failure, angioplasty, or heart surgery.As your provider for more information.	Dietary: <ul style="list-style-type: none">Patients with CHF will have dietary restrictions as their disease progresses.Nutrition counseling with a registered dietician can help you maximize your dietary health.Ask your provider for a referral or call to schedule an appointment.	Tobacco Cessation: <ul style="list-style-type: none">Receive medication therapy and/or counseling on strategies to quit tobacco use from the PACT pharmacist and/or whole health lifestyle coach.Call the VA national quit line: 1-855-QUIT VET (1-855-784-8838) to speak to a smoking cessation counselor and receive free telephone counseling.

COPD ACTION PLAN

<div>Date: _____</div> <div>  U.S. Department of Veterans Affairs COPD Action Plan </div>		
	SYMPTOMS	ACTION
 GREEN ZONE	<input type="checkbox"/> Breathing is normal <input type="checkbox"/> Usual cough and amount of mucus <input type="checkbox"/> Able to do usual daily activities <input type="checkbox"/> Sleeping well/usual amount <input type="checkbox"/> Usual appetite	<input type="checkbox"/> Take daily medication(s): _____ _____ <input type="checkbox"/> For increased shortness of breath or change in cough, use rescue medicine: _____ <input type="checkbox"/> Use oxygen and/or CPAP as prescribed <input type="checkbox"/> Continue regular exercise/diet plan <input type="checkbox"/> Avoid cigarette smoke and inhaled irritants
 YELLOW ZONE	<input type="checkbox"/> Ongoing shortness of breath, cough or increased mucus amount for 1-2 days <input type="checkbox"/> Change in mucus color to yellow or green	<input type="checkbox"/> Continue GREEN ZONE medications <input type="checkbox"/> Use rescue inhaler OR nebulizer <i>scheduled</i> <input type="checkbox"/> Notify Telephone Triage or Primary Care Provider <div> Telephone Triage: _____ Primary Care Provider: _____ </div>
 RED ZONE	<input type="checkbox"/> Rescue inhaler does not help <input type="checkbox"/> Fever, chills, chest pain or coughing up blood <input type="checkbox"/> Severe shortness of breath <input type="checkbox"/> Not able to talk, sleep or do any activity because of trouble breathing	<div> Seek urgent medical care  Call 911 Or have someone <u>take you</u> to the nearest Emergency Department </div>

<div>  U.S. Department of Veterans Affairs COPD Management Plan </div>			
General Health Information:			
Vaccinations: Influenza _____ Pneumococcal conjugate (PCV13, PCV15, PCV20) _____ Pneumococcal polysaccharide (PPSV23) _____ COVID-19 _____ Tdap _____ Zoster _____	Date Received: _____ _____ _____ _____ _____	Next Due: _____ _____ _____ _____ _____	
Exercise Plan: <input type="checkbox"/> Walking _____ minutes/week <input type="checkbox"/> Other _____ days/week		Smoking Status: _____ <input type="checkbox"/> Never _____ <input type="checkbox"/> Past _____ <input type="checkbox"/> Current _____	
Quit Smoking Plan (if applicable): _____ _____ _____			
Referrals to Consider:			
 Tobacco Cessation	 Pulmonary Rehabilitation	 Nutrition Clinic	 COPD Education Class
• Receive medication therapy and/or counseling on strategies to reduce or quit tobacco use from the PACT pharmacist and/or whole health lifestyle coach • Call the VA national quitline: 1-855-QUIT VET (1-855-784-8838) to speak with a smoking cessation counselor and receive free telephone counseling	• A program of exercise, education, and support specific to your lung disease and goals • Focuses on improving muscle strength and endurance to help you manage and lessen worsening of lung disease • Referral will be placed for care in the community	• Patients with chronic lung problems often lose weight as their disease progresses • Nutrition counseling with a registered dietician can help you maximize your dietary health. • Ask your provider for a referral or call to schedule an appointment	COMING SOON... • An educational program with other Veterans with chronic lung problems • Focuses on providing practical information from experts including respiratory therapists, nurses, pharmacists, and other healthcare providers

DIABETES ACTION PLAN

DATE: _____
Provider Name: _____
Contact Info: _____

DIABETIC MANAGEMENT



SYMPTOMS

ACTIONS

Goal



GREEN
ZONE

Your condition is under control if you have:

- Your HbA1c goal is <7
- Average fasting blood sugars are between 70-130
- You can do normal activity without feeling tired, light-headed, or dizzy

- Blood sugars under control, check blood sugars as directed
- Continue taking all medications as ordered
- Follow healthy eating habits
- Keep all medical appointments as scheduled

Warning



YELLOW
ZONE

Call your doctor if you have any of the following symptoms:

- HbA1c is between 7-9
- Most fasting blood sugars are <70 or >150
- You have signs or symptoms of high or low blood sugar: Low-headache, hunger, irritability, blurred vision, sleepiness, confusion, increased thirst, increased urination, decrease in concentration
- Skin changes, but no open wounds

- You may need changes in medication.
- Improve your eating habits
- Continue to monitor skin area daily, report changes to care team
- Low blood sugar <70, have 15g of carbs and wait 15 minutes for recheck. Repeat until in the target range.

Emergency



RED
ZONE

If you experience any of the following symptoms:

- HbA1c is greater than 9
- Signs or symptoms of low or high blood sugars are not controlled with intervention
- Decrease level of consciousness
- Skin issue/wound that has changed in appearance and has odor, excessive drainage, peri-wound is red, and with pain
- Blood sugar drops below 55mg/dL is considered severely low
- Stomach pain, vomiting, fruity-smelling breath, and labored breathing (symptoms of Diabetic Ketoacidosis or DKA)

- Severely low blood sugar can be treated with glucagon injection
- If awake and able to swallow take a fast-acting source of sugar. Then eat a long-acting source of carbs with protein
- Call 911 if glucose control is unresolved with interventions or signs of DKA
- Wound changes, talk with provider or Emergency Department

DATE: _____
VA | U.S. Department of Veterans Affairs
Veterans Health Administration
Robert J. Dole VA Medical Center

DIABETIC MANAGEMENT PLAN

DAILY TASKS

- Blood sugar checks: _____
- Foot checks: Use a mirror or ask for help.
- Physical activity: 15-30 minutes of moderate activity _____ per week.
- Healthy eating: Eat healthy foods that help your blood sugars stay in your target range of, _____.

BI-ANNUAL (6 months) ANNUAL

- A1C test:
- Provider visit: Blood pressure, medications, weight and foot check
- Kidney test
- Cholesterol test
- Dilated eye test
- Hearing, dental, and foot exams

MY MEDICATIONS

Insulin(s)	Oral Medications

SMOKING STATUS: ☐ Never ☐ Past ☐ Current ☐ Quit smoking Plan

REFERRALS TO CONSIDER:

Whole Health: <ul style="list-style-type: none">• Offers complimentary health approaches to enhance patient's overall health and well-being.• Programs offered to increase physical activity, improve social connections, manage pain, offer smoking cessation, and much more.• Take control of your life and health by discovering what matters most. Call 316-685-2221 Ext. 58020 for more information.	Dietary: <ul style="list-style-type: none">• Patients with diabetes may find that food choices affect their blood sugars.• Nutrition counseling with a registered dietitian can help you maximize your dietary health.• Ask your provider for a referral or call to schedule an appointment.	Tobacco Cessation: <ul style="list-style-type: none">• Receive medication therapy and/or counseling on strategies to quit tobacco use from the PACT pharmacist and/or whole health lifestyle coach.• Call the VA national quit line: 1-855-QUIT VET (1-855-784-8838) to speak to a smoking cessation counselor and receive free telephone counseling.	DIGMA Clinic: <ul style="list-style-type: none">• Program in which people with diabetes gain knowledge, self-management skills, and support needed to make changes to better manage their diabetes through ever-changing life situations.• As your provider for more information.
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TESTIMONIALS

- “We have already observed a decline in ambulatory care sensitive condition readmissions within the first quarter of this project.”
– *Dole VA staff member*
- “The COPD action plan helped me identify my symptoms which told me to go to the ER for treatment. I am so happy that I have this information to keep with me at home to refer to. I am glad that I could go to the ER for treatment and not have to be admitted because I was able to recognize my symptoms quickly using the COPD action plan.”
– *Veteran*

Construction Update

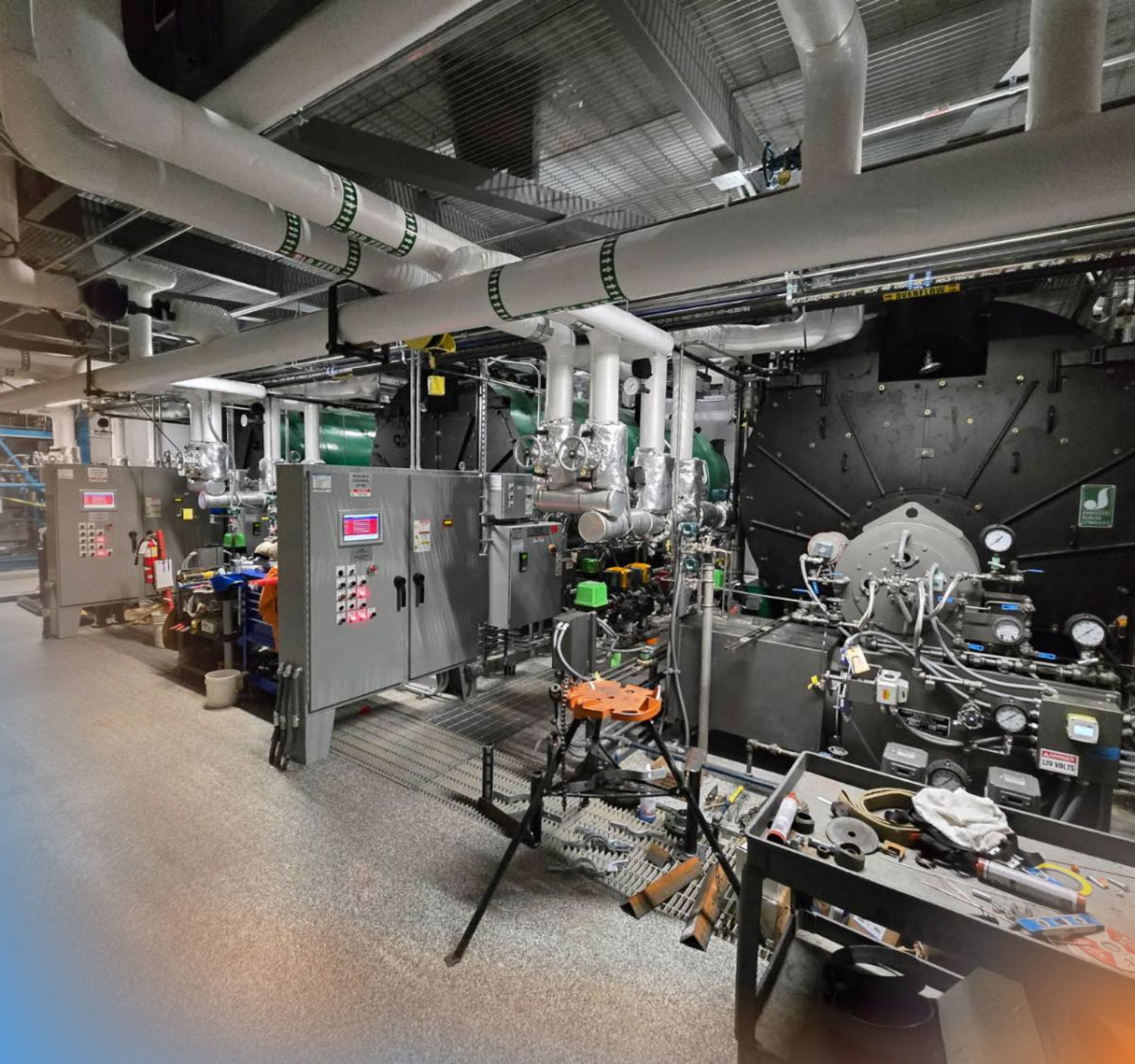
Nick Howard
Projects Chief
April 2025





Minor Construction (Current Status)

- **Community Living Center, Building 60** – Pending funds for construction
- **Med/Surg Beds for Patient Privacy, B1 and B1C** – Construction change order pending
- **Building 26 for Dental Clinics, New Police Office and Renovate for Specialty Care Services** – Construction complete by Summer 2026
- **Endoscopy Suite** – Construction award target of May 2025
- **Building 3 for Pharmacy and Associated ADA Parking** – Design complete. Pending construction funding (2026)



Non-Recurring Maintenance (Renovations)

- **Install New Boilers, Bldg 13** – Construction complete late this Summer
- **Construct Centralized Chilled Water Plant** – Design restarted, complete by Spring 2026
- **Construct Centralized Emergency Power System** – Design restarted, complete by Spring 2026
- **Renovate Bldg 4** – Construction complete late this Summer
- **Renovate Bldg 26 for Women's Health** – Construction complete by May 2025
- **Prepare Site for Gamma Camera**– Design complete. Construction to start late Summer/early Fall
- **Prepare Site for Fluoroscopy** – Design complete. Construction to start late Summer/early Fall
- **Renovate Bldg 61 for MAS and Enrollment & Eligibility**– Construction complete by May 2025
- **Replace Fire Alarm Infrastructure and System** – Design complete by Summer 2025



New Starts this Year

- **Renovate Restrooms and Women's Lactation Space** – Project in contracting for architectural design firm selection
- **Site Prep for Cath Lab Equipment** – Project in contracting for architectural design firm selection
- **Site Prep for Digital Radiology Rooms** – Design Start Summer 2025
- **Construct Gravel Parking Lot** – To be completed in the next 3 weeks. The project will move staff parking, opening up Veteran patient parking close to the hospital.

MyHealthVet

Jesse Colmey

Telehealth

316-685-2221 x57754



Changes to MyHealthVet 2025

- **Here's what to know:**
 - The VA has moved to just 2 sign-in options (**Login.gov** and **ID.me**). We'll require multifactor authentication (MFA) as an added layer of protection for your account. This is to reduce the number of sign-in options Veterans need to choose from—and to protect all Veterans' information and benefits.
 - We encourage you to create your **Login.gov** or **ID.me** account ASAP.
 - Never give your information to anyone who says they can help you get a new sign-in account—unless you're sure they're a VA employee or an accredited representative of VA. Always make sure a link is taking you to the official va.gov website before selecting it from an email, text message, social media post, or online ad. You can always go to www.va.gov/sign-in-changes for trusted information.

My HealtheVet Secure Messaging

Conveniently contact
your VA care team online



Secure Messaging enables you to securely exchange messages online with members of your VA care team.

- Ask **non-urgent, non-emergency** health questions.
- Update your VA care team on your health and wellness.
- Schedule, reschedule, or cancel VA appointments.
- Ask routine administrative questions.
- Request VA medication renewals or ask a question about your VA medication.

To access Secure Messaging, sign in to your My HealtheVet Premium account and select Messages from the homepage.

From the Secure Messaging page, you can:

- Compose a new message.
- Check your inbox.
- Search past messages.
- Change your notification preferences.

Your VA care team should respond to your messages within three business days (Monday to Friday, 8 a.m. – 5 p.m. local time, not including federal holidays).



New to My HealtheVet?

Register at myhealth.va.gov.



Need a Premium account?

Upgrade for free in person, online, or via video appointment. Learn more at myhealth.va.gov/premium.

For more information:

Visit myhealth.va.gov/secure-messaging-spotlight.

Contact the My HealtheVet Coordinator at your local VA facility:

Need Help?

Contact the My HealtheVet Help Desk

877-327-0022 or 800-877-8339 (TTY)

Monday to Friday, 7 a.m. – 7 p.m. Central Time.

myhealth.va.gov/contact-us

Get Started Today
myhealth.va.gov



VA



U.S. Department
of Veterans Affairs

Last Updated: July 2021

Choose  Dole VA

MHV Office Has Moved!!

Get support for VA's sign-in changes:

8:00 a.m. to 3:00 p.m.
Dole VA Medical Center

Building 61, Room 124B

- Get help to create your new **Login.gov** or **ID.me** account.
- Here's what to bring:
 - Your **mobile phone** or **tablet**
 - Your **Social Security number**
 - Your **ID** (driver's license, state-issued ID, or passport)
 - Other **ID documents** you may need (like your Social Security card, Veterans Health ID card, DD214, or a utility or auto insurance bill in your name)
- Learn more about these changes at:
www.va.gov/sign-in-changes





MyHealtheVet Resources

- Robert J. Dole VA MyHealtheVet Office
 - (316) 685-2221 Ext. 57754
- VA Telehealth Services
 - <https://telehealth.va.gov/>
- VA.GOV
 - <https://www.va.gov/>
- New VA Sign On
 - <https://www.myhealth.va.gov/mhv-portal-web/new-v-a-sign-in>

Dole VA Summer Youth Program

Brad Gifford

**Acting Chief, Voluntary
Services**

316-685-2221 X-53222





Program Details

- Must be 14-18 years old
- Must have a parent/guardian permission slip signed and dated
- Applications accepted at the Voluntary Office until 4:00 p.m., Friday, May 23
- Qualified applicants will be contacted to schedule interview
- Orientation will be held on Wednesday, May 28 at 9:00 a.m. or Friday, May 30 at 1:00 p.m. (orientation lasts approximately 2 hours)
- Program runs from June 2 through August 7
- Completion Celebration will be held on Friday, August 8 at 11:00 a.m.

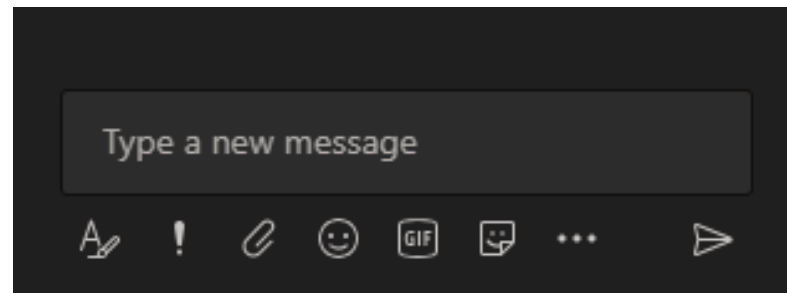
Program Highlights

- A chance to give back to our nation's heroes
- Explore health care career options
- Gain experience, knowledge, and skills
- Make new friends

* Program is a great volunteer opportunity to start building a resume and is an outstanding bullet when applying for college scholarships!

Q&A

**Please submit your questions
through the Chat window!**



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