



Defining
EXCELLENCE
in the 21st Century

Cleveland, Wisconsin VA Community Based Outpatient Clinic

Outpatient Handbook



a member of the
VA Great Lakes
Health Care System

VISN 12

Also known as the VA Great Lakes Health Care System, VISN 12 has seven VA medical centers: Hines (Illinois), the VISN 12 main office site; VA Chicago Health Care System (Illinois); North Chicago (Illinois); Madison, Milwaukee and Tomah (Wisconsin); and Iron Mountain (Michigan). Each medical center has one or more community-based outreach clinics designed to provide easy access to health care for veterans.

Clement J. Zablocki VA Medical Center

5000 West National Avenue, Milwaukee, WI 53295
(414) 384-2000 or 1-888-469-6614 (toll free)

John H. Bradley VA Outpatient Clinic

10 Tri-Park Way, Appleton, WI 54914
(920) 831-0070 or 1-877-831-0033 (toll free)

Union Grove VA Outpatient Clinic

21425 Spring Street, Union Grove, WI 53182
(262) 878-7001 or 1-888-469-6614 (toll free)

Cleveland VA Outpatient Clinic

1205 North Avenue, Cleveland, WI 53015
(920) 693-5600 or 1-877-693-5699 (toll free)

Milo C. Huempfner VA Outpatient Clinic

141 Siegler Street, Green Bay, WI 54303
(920) 497-3126 or 1-877-204-7970 (toll free)

VISN 12 VA Healthcare facilities are accredited by The Joint Commission. The Joint Commission evaluates healthcare facilities on quality, safety of patient care and safety of the environment. If you have any concerns about patient care or safety in your facility, first contact the person in charge. If your concern cannot be resolved, the VA encourages you to contact The Joint Commission. You may request a “public information interview.” Requests can be made to:

Division of Accreditation Operations
Office of Quality Monitoring
The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
1-800-994-6610

Dear Patient,

Welcome to the Cleveland VA Community Based Outpatient Clinic. Our staff is committed to providing the best medical care possible and we hope you agree. If you have any concerns regarding your treatment at the clinic, please let us know.

The clinic is open 8:00 a.m. to 4:30 p.m. Monday through Friday. It is closed on weekends and all Federal holidays.

There are two additional half-days each month that the clinic is closed:

- the morning of the first Wednesday of the month
- the afternoon of the third Friday after the first Wednesday of the month

We do not have an emergency room or walk-in clinic. We encourage all patients to call for an appointment.

Our Telephone System



The main number for the Clinic is (920) 693-5600 or (toll free) 1-877-693-5699. When you call the Clinic you will hear a message that gives you a list of options to choose from (see list below).

You can enter the number for the option you want at any time during the message. If you know the 5-digit extension of the person you are trying to reach, you may enter it anytime during the message.

- | | |
|----------------|--|
| Press 1 | To order prescription refills. |
| Press 2 | For questions about your current medications or expired prescriptions. |
| Press 3 | To reach the 24-Hour Nurse Advice Line. |
| Press 4 | To reach Mental Health. |
| Press 5 | To reach Compensation and Pension. |
| Press 6 | To cancel or schedule an appointment. |
| Press 7 | To reach the Social Worker. |
| Press 8 | To repeat this list of options. |
| Press 0 | To reach the Receptionist. |

When you select Option 1 or 3 (Pharmacy or Nurse Advice Line), you will be connected to the Milwaukee VA Medical Center, using a toll-free number.

Advance Access Scheduling

Advance Access Scheduling allows you to see your Primary Care Provider when it is convenient for you.

How does Advance Access Scheduling Work?

- You and your Primary Care Provider decide how often you need an appointment.
- You will receive a letter telling you when to call to schedule your next appointment.

- When you call, you will be given an appointment within 10 working days.
- If you see a health care provider in your community, bring along your progress notes, hospital discharge summaries, medication list, and recent lab results.
- If you are very ill and need to be seen on a short notice, call the Nurse Advice Line.

Nurse Advice Line

The Nurse Advice Line is a telephone advice service available to veterans. It allows you to get the health care you need between scheduled clinic visits.

How Does the Nurse Advice Line Work?

- A Registered Nurse is available 24 hours a day, 7 days a week.
- The nurse will look up your medical record. Once you have explained your symptoms or questions, the nurse will give you advice about your condition.
- The nurse will determine the care that you need based on the information you give. This care can range from using home remedies to telling you to go to the emergency room.
- The nurse is also able to instruct you on how to follow-up with your primary care provider, if necessary.

How do I reach the Nurse Advice Line?

1. Dial the toll free number, 1-888-469-6614. You will hear the automated message.
2. Press "1" for the list of medical center options.
3. Press "3" for the Nurse Advice Line.
4. If the nurse is not available, leave a message. Spell your last name, give the last four numbers of your social security number, and include your telephone number. Also, leave a brief description of the reason for your call. The nurse will call you back.

Pharmacy Information

How to Order Prescription Refills

Prescription refills are not automatically sent to you. Order your refills at least 14 days before you will run out of your medicine.

There are 3 ways you can order prescription refills:

1. Use the telephone. This is an easy and convenient way to order your refills at no cost to you. Using a touch-tone phone, call (920) 693-5600.

Press 1 To order prescription refills.

Press 2 If you have no refills left or want to speak to someone in Pharmacy.

Remember: to order prescription refills by phone you will need your full Social Security number and your prescription numbers.

You can also use the toll-free number, 1-888-469-6614. **Press 1** for the list of medical center options, then **press 1** for prescription refills.

2. Use the mail. When your medicine is sent to you, a refill slip is included. Put the pre-addressed label on an envelope, add your refill slips, and apply a postage stamp. Mail this envelope **at least 14 days** before you run out of your medication.

If you lose your refill slip, write your name, last four numbers of your Social Security number, and the name of the medicine that you need to order on a piece of paper.

Mail this paper to:

VA Medical Center Milwaukee
ATTN: Pharmacy
5000 W. National Avenue
Milwaukee, WI 53295

3. Use the Internet. Log on to www.myhealth.va.gov. On the *My HealthVet* webpage, choose “My Care” tab and then look for the “My Prescriptions” link. Choose “Refill Prescriptions.” To refill a prescription, click in the *check boxes* of the medicine you wish to refill. Then click *Submit*. Your prescription refill will be mailed to you.

What if I have a prescription from another doctor?

The VA pharmacy cannot fill prescriptions written by non-VA providers. If you would like your VA provider to review a prescription given to you by a non-VA provider, you will need to:



1. Fill the prescription at your own expense through a non-VA pharmacy.
2. Get a copy of your medical records from your non-VA provider. The medical record must explain the reason you need this prescription. Bring this information with you to your next scheduled appointment.

Please do not come to the clinic pharmacy with a non-VA prescription expecting your VA provider to approve it. Your prescription will not be filled.

Patient and Nursing Home Resident Rights and Responsibilities

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans, and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

I. Respect and Nondiscrimination

- You will be treated with dignity, compassion and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

II. Information Disclosure and Confidentiality

- You will be given information about the health benefits that you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

III. Participation in Treatment Decisions

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.

- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

IV. Complaints

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

Advance Directives

You have the right to make decisions about your medical care. This includes your right to accept, refuse, or stop medical treatment.

Advance Directives are written instructions that tell your doctor what kind of care you would like to have if you are unable to speak for yourself. There are two common types of Advance Directives: the Living Will and the Durable Power of Attorney for Health Care.

A Living Will is a document that states your wishes about treatment if there is no hope of a cure and you can't speak for yourself. The Living Will lets you describe the treatment you want in specific situations, but it does not name someone to make decisions for you.

A Durable Power of Attorney For Health Care is like a Living Will, but it becomes active any time you are unconscious or unable to speak for yourself. In this document you name a trusted person (18 years or older) to make decisions about your medical treatment when you can't speak for yourself. This person is called a Health Care Agent. Your agent's duty is to see that your wishes are followed. This agent does not have any control over your money and can't pay your bills.

You may use Advance Directives to request or refuse care such as:

- CPR - restarts your heartbeat or breathing.
- Intravenous (IV) Therapy - provides food, water, and/or medicine through a tube in your vein.

- Tube Feeding - food or water through a tube in the nose or throat.
- Respirator - a machine used to keep you breathing.
- Dialysis - a machine that cleans your blood when your kidneys stop working.

An Advance Directive can also list the types of things you want to have done. You can request comfort measures like oxygen (this is not the same as being put on a respirator), pain medicine, or good physical care. You might also include your feelings about going to a nursing home.

When you have filled out a Living Will and/or a Durable Power of Attorney for Health Care, you must date and sign the documents in front of two (2) witnesses. The two witnesses must also sign each document.

An Advance Directive can be changed or withdrawn at any time by telling your doctor or other health care providers.

VA forms are available for you to prepare a Living Will or a Durable Power of Attorney for Health Care. Your social worker, nurse, or doctor can answer your questions and help you fill them out.

If you already have an Advance Directive, please give a copy to one of your health care providers. It will be added to your medical record.

County Veteran Service Officers

This is a list of the County Veteran Service Officers for the counties serviced by the Cleveland VA Clinic. They serve as the county-level advocate to help veterans apply for the federal or state benefits they may be entitled to.

Brown County

Gerald Polus
305 E. Walnut, Room 102
P. O. Box 23600
Green Bay, WI 53405-3600
Phone: (920) 448-4450
Fax: (920) 448-4322
E-mail: polus_je@co.brown.wi.us

Calumet County

Bill Krizek
206 Court Street
Chilton, WI 53014-1198
Phone: (920) 849-1452
Fax: (920) 849-1469
E-mail: krizek.william@co.calumet.wi.us

Door County

Ken Rock, Interim CVSO
Government Center
421 Nebraska Street
Sturgeon Bay, WI 54235-2225
Phone: (920) 746-2225
Toll Free: 1-888-743-2519
Fax: (920) 746-2519
E-mail: krock@co.door.wi.us

Fond du Lac County

Rick Patton
50 N. Portland Street
Fond du Lac, WI 54935
Phone: (920) 929-3117
Fax: (920) 929-7079
E-mail: rick.patton@fdlco.wi.gov

Green Lake County

Gerald Beuthin
571 County Road A
P.O. Box 588
Green Lake, WI 54941-0588
Phone: (920) 294-4123
Fax: (920) 294-4139
E-mail: glcvso@co.green-lake.wi.us

Kewaunee County

Joe Aulik
810 Lincoln Street
Kewaunee, WI 54216
Phone: (920) 388-7198
Fax: (920) 388-7139
E-mail: cvso@kewauneeco.org

Langlade County

Dale Oatman
1225 Langlade Road
Antigo, WI 54409-2795
Phone: (715) 627-6545
Fax: (715) 627-6287
E-mail: doatman@co.langlade.wi.us

Manitowoc County

Jane Babcock
County Administration Building
4319 Expo Drive
Manitowoc, WI 54220-5374
Phone: (920) 683-4056
Fax: (920) 683-5135
E-mail: janebabcock@manitowoc.wi.us

County Veteran Service Officers (continued)

Marathon County

Scott Berger
212 River Drive, Suite 1
Wausau, WI 54403
Phone: (715) 261-1141
Fax: (715) 261-1146
E-mail:
scott.berger@co.marathon.wi.us

Menominee County

Wendell Askenette
W3191 Fredenberg Drive
Keshena, WI 54135-0279
Phone: (715) 799-3729
Fax: (715) 799-4957
E-mail: menomcvso@frontiernet.net

Oconto County

Holly Hoppe
Courthouse, 301 Washington Street
Oconto, WI 54153-1699
Phone: (920) 834-6817
Fax: (920) 834-6818
E-mail: holly.hoppe@co.oconto.wi.us

Outagamie County

Jon LiDonne
227 S. Walnut Street
Appleton, WI 54911-5936
Phone: (920) 832-5697
Fax: (920) 832-2473
E-mail: lidonnJE@co.outagamie.wi.us

Portage County

Michael Clements
1516 Church Street
Stevens Point, WI 54481-3598
Phone: (715) 346-1310
Fax: (715) 346-1486
E-mail: clementm@co.portage.wi.us

Shawano County

Nick Benzinger
Courthouse, 311 N. Main Street, Rm 201
Shawano, WI 54166
Phone: (715) 526-9183
Fax: (715) 526-4622
E-mail: vetnich@co.shawano.wi.us

Sheboygan County

Charlene Cobb
Courthouse, 615 N. 6th Street
Sheboygan, WI 53081-4692
Phone: (920) 459-3053
Fax: (920) 459-3055
E-mail: cobbck@co.sheboygan.wi.us

Waupaca County

Vacant
Courthouse, 811 Harding Street
Waupaca, WI 54981
Phone: (715) 258-6475
Fax: (715) 258-6266
E-mail: vacant@co.waupaca.wi.us

Waushara County

William Rosenau
230 W. Park Street, P. O. Box 159
Wautoma, WI 54982
Phone: (920) 787-0446 ext. 243
Fax: (920) 787-0423
E-mail: williamr.parkstreet@co.waushara.wi.us

Winnebago County

Robert Stone
504 Algoma Blvd
Oshkosh, WI 54901-4704
Phone: (920) 236-4898
Fax: (920) 303-3030
E-mail: rstone@co.winnebago.wi.us

Branch Office Neenah/Menasha

211 N. Commercial Street
Neenah, WI 54956
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E-mail: vetneen@co.winnebago.wi.us

