Mann-Grandstaff VA Medical Center
Emergency Department
FACT SHEET

Effective **December 1, 2014,** the Mann-Grandstaff VA Medical Center (VAMC) will initiate temporary changes in the operations of the Emergency Department (ED). The changes will remain in effect until further notice.

CHANGE FROM

Emergency Department	**TO**	**Urgent Care Center (UCC)**
24/7 Hours of Operation	**TO**	**8:00 a.m. – 6:00 p.m. daily**
Accepting ambulances	**TO**	**NOT accepting patient emergencies via ambulance**

Veterans who are having a life-threatening medical emergency that requires ambulance transportation (such as a stroke, heart attack or trauma) should call 9-1-1.

Depending on the Veteran's individual eligibility, the VA may provide reimbursement for medical care and/or ambulance transport to a local hospital. If the Veteran accesses care at a non-VA facility, the Veteran and/or community hospital staff must contact the VA within 72 hours of care by calling (509) 434-7010.

Other Important Information

Veterans with questions about VA health care **Enrollment or Eligibility** status at Mann-Grandstaff VAMC can contact (509) 434-7009.

VA-enrolled Veterans should maintain regular contact with their **Primary Care Team** at the medical center at (509) 434-7026.

Veterans needing mental health care may request support from their **Primary Care Mental Health Team** by calling (509) 434-7026 or may request follow up with their established **Mental Health Home Team** by calling (509) 434-7013.

Veterans experiencing a mental health emergency may call the **Veterans Crisis Line** anytime, day or night, at (800) 273-8255.

The VA's national Nursing line is (888) 838-6446 (after 4:00 p.m.)

The temporary change in the Emergency Department is due to a shortage of physicians. Veterans, Physicians, Nurses, and Mental Health Professionals interested in a challenging and rewarding career serving Veterans can learn more about **VA employment** by checking out www.usajobs.gov or calling the VAMC Human Resources Department at (509) 434-7389.

MANN-GRANDSTAFF VA MEDICAL CENTER
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