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

**CHANGE FROM**

<table>
<thead>
<tr>
<th>Emergency Department</th>
<th>TO</th>
<th>Urgent Care Center (UCC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>24/7 Hours of Operation</td>
<td>TO</td>
<td>8:00 a.m. – 6:00 p.m. daily</td>
</tr>
<tr>
<td>Accepting ambulances</td>
<td>TO</td>
<td>NOT accepting patient emergencies via ambulance</td>
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</tbody>
</table>

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.