



Mann-Grandstaff VA Medical Center Emergency Department **FACT SHEET**

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

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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