



## Montgomery County

### VA Community Based Outpatient Clinic (CBOC)

15810 Gaither Drive, Gaithersburg, Maryland 20877

**Appointments:** 202-745-8000, Option 2 (7am - 4:30pm, M - F)

**VA Medical Advice:** 202-745-8000, Option 3 (24/7)

**Administrative Clinic Receptionist:** 301-591-5858, Option 8

**Montgomery County CBOC Eligibility:** 202-745-8000 ext. 51316 (Naz Brown)



#### Hours of Operation

Monday - Friday; 8:00 a.m. to 4:30 p.m.

Closed on Federal Holidays

#### Services offered at the Montgomery County CBOC

- Primary Care
- Hearing Aid Fittings
- Comprehensive and Preventive Women's Health
- Mental Health (Psychiatry & Psychology)
- Phlebotomy (onsite lab/blood work)
- Nutrition
- Social Work
- Eligibility, enrollments and ID's
- Tele-Health Services including Tele-Retinal

#### DC VA Medical Center: Ancillary/Specialty Service

50 Irving St., NW; Washington DC 20422

202-745-8000

Ancillary/Specialty Care services are provided at the DC VAMC. The Veteran's primary care provider will place consults for medically appropriate services to be rendered and appointments to be made.

- Radiology (X-rays, CT, MRI, Ultrasounds, etc.)
- Specialist/Referrals (Podiatry, Orthopedics, Sleep Studies, etc.)
- Physical Therapy
- Eye Clinic (Does not require a consult) 202-745-8344
- Audiology (Does not require a consult) 202-745-8270

#### Medication/Medication Refills

- There is no Pharmacy on-site, but there are locations within the community where urgent prescriptions can be obtained
- Veterans should discuss their current medication with their primary care provider to ensure medications are on VA National Formulary
- Routine medication are ordered and delivered via US Postal (mail) from the DC VAMC (Usually 5-7 days)
- Veterans may pick up medication from DC VAMC if needed urgently.
- Veterans can contact the Medication Refill Line (202-745-4046) for refill needs or order through My HealthVet

#### Scheduling Routine Appointments/Follow-up Appointments/Urgent Care Needs

- To schedule a routine or follow-up appointment call the Patient Service Center at 202-745-8000, option 2
- Urgent Care Needs: Veterans should call 911 for any medical emergency
- The Medical Advice Line, 202-745-8247, is available 24 hours/7 days a week. Call to speak with a registered nurse (RN) for medical advice; communicate with primary care provider, or for medication refills assistance.

## MyHealthVet www.myhealth.va.gov

My HealthVet is a web-based application that creates a new, online environment where Veterans, family, and clinicians may come together to optimize Veterans' health care. Web technology will combine essential health record information enhanced by online health resources to enable and encourage patient/clinician collaboration.



The implications of My HealthVet are far-reaching. Clinicians will be able to communicate and collaborate with Veterans much more easily. The new online environment will map closely to existing clinical business practices, while extending the way care is delivered and managed. As Veterans build up their lifelong personal health records, they will be able to choose to share all or part of the information in their account with all their health care providers, inside and outside the VA. This has the potential to dramatically improve the quality of care available to our nation's Veterans.

### Secure Messaging

Secure Messaging (SM) is web-based, encrypted communication between patients and health professionals. For patients, SM through My HealthVet offers convenient access to healthcare team members for non-urgent issues. For clinical staff, SM provides a personal and efficient way to communicate virtually with patients. Healthcare team members find that online communication tends to be faster than telephone calls and also helps coordinate care. SM can substitute for other types of communication and encounters and may improve the quality of in-person visits.

### DC VA Medical Center Release of Information

Staff can assist you with access to your medical records; obtaining copies of your medical records; requests to amend or correct your medical records; an accounting or list of disclosures of your health information; and requesting Military records. Download the [Individuals' Request for a Copy of Their Own Health Information \(VA 10-5345a\)](#). Complete the requested information, sign the form, and mail it or hand carry to the following address: Washington VA Medical Center, Release of Information Office, 50 Irving Street, NW, Washington, DC 20422.

### Office of the Patient Experience & Advocacy

Program staff works directly with all departments to address questions, concerns, or special needs. If you, or a Veteran you care for, have not been able to resolve an important VA health care issue, please contact Todd Johnson, Chief of Service, at 202-745-8000 x 55927 (V) or e-mail [todd.johnson@va.gov](mailto:todd.johnson@va.gov). You may also reach them using the Secure Messaging Portal [www.myhealth.va.gov/mhv-portal-web/home](http://www.myhealth.va.gov/mhv-portal-web/home). More information: [www.washingtondc.va.gov/patients/customerservice.asp](http://www.washingtondc.va.gov/patients/customerservice.asp).

### Disability Rating Re-Evaluations

Veterans should call the Veterans Benefits Administration (VBA) at 1-800-827-1000 (Toll Free) and file a claim and it will be scheduled with Compensation & Pension or at a clinic operated by one of the privatization clinics opened by the VBA. More information: [www.va.gov/disability/va-claim-exam](http://www.va.gov/disability/va-claim-exam).

### Important Numbers

#### Patient Service Center (Appt. Management)

202-745-8000, option 2

#### Medical Advice Line - 24 Hours

202-745-8247

#### Returning Service Members (OEF/OIF/OND)

877-643-6331

#### Veterans Crisis Line 24 Hours

800-273-8255, Press 1

#### Patient Advocate Mon - Fri. 8:00 a.m. - 4:30 p.m.

202-745-8588



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Washington DC VA Medical Center