

An Exploration of Health Care Services/Provider Search & Clinical Services Descriptions on VA.gov

January 2, 2018

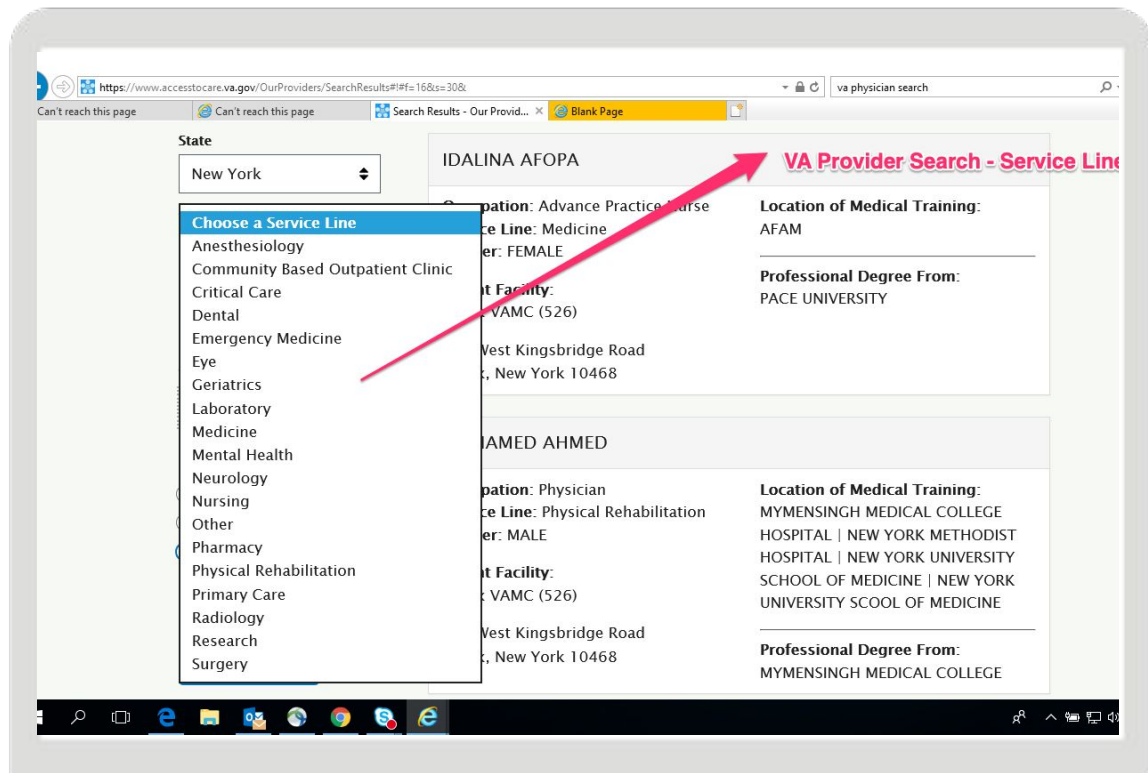
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U.S. Department
of Veterans Affairs

Enterprise Service Search Facets & Specialty Services Lists

VA Provider Search: [accesstocare.va.gov](https://www.accesstocare.va.gov) Service Line



Facility Locator

The screenshot shows the VA Facility Locator website. The browser address bar displays the URL: <https://www.va.gov/find-locations/?zoomLevel=4&page=1&facilityType=health&location=40.2...>. The page header includes the VA logo, "U.S. Department of Veterans Affairs", and navigation links: "Search", "Contact Us", and "Sign In". Below the header, there are tabs for "VA Benefits and Health Care", "About VA", and "Find a VA Location". The main content area features a breadcrumb trail: "Home > Find Facilities & Services". Below this, the text "facilities API" is highlighted in pink, with two pink arrows pointing to it from the left. The main heading is "Find VA Locations". Below the heading, there is a paragraph explaining the tool: "Find VA locations near you with our facility locator tool. You can search for your nearest VA medical offices, cemeteries, and Vet Centers. You can also filter your results by service type to find locations for." Below this paragraph, there is a search form with two input fields: "Search near" and "Search for". The "Search for" field contains "VA Health" and a location pin icon. To the right of the search form, there is a dropdown menu titled "Show all facilities" with a list of medical services: Primary Care, Mental Health Care, Dental Services, Urgent Care, Emergency Care, Audiology, Cardiology, Dermatology, Gastroenterology, Gynecology, Ophthalmology, Optometry, Orthopedics, Urology, and Women's Health. The "Women's Health" option is highlighted in blue. Below the dropdown menu, there is a "Search" button. Below the search form, there is a section titled "Search results near '20004'" which lists "Dodge City VA Clinic" with details: "Facility type: VA Health" and "2201 Summerlon Circle". To the right of the search results, there is a map showing the location of Dodge City, Kansas, with labels for "Canada", "ALTA.", "SASK.", "MAN.", "ONT.", and "QUE.". A pink box highlights the dropdown menu and the "Search" button. At the bottom of the page, there is a footer with the VA logo, the U.S. Department of Veterans Affairs seal, and the text "U.S. Department of Veterans Affairs".

Facilities API: HealthService

The screenshot displays the VA Facilities API documentation page. On the left, a sidebar lists various API endpoints: Benefits, Facilities, VA Facilities API, Health, and Veteran Verification. The 'Facilities' section is expanded, showing a list of services: Primary Care, Mental Health Care, Urgent Care, Emergency Care, Audiology, Cardiology, Dermatology, Gastroenterology, Gynecology, Ophthalmology, Optometry, Orthopedics, Urology, and Women's Health. A red arrow points from the 'Primary Care' service to the 'HealthService' enum in the main content area. The 'HealthService' enum is defined as a string and lists the following services: PrimaryCare, MentalHealthCare, UrgentCare, EmergencyCare, Audiology, Cardiology, Dermatology, Gastroenterology, Gynecology, Ophthalmology, Optometry, Orthopedics, Urology, and WomensHealth. Below the 'HealthService' enum, the 'BenefitsService' enum is also shown, listing various benefit-related services. The 'PatientSatisfaction' section is also visible, showing a list of services.

Benefits +

Facilities -

VA Facilities API

Health +

Veteran Verification

Terms of Service

Primary Care

Mental Health Care

Urgent Care

Emergency Care

Audiology

Cardiology

Dermatology

Gastroenterology

Gynecology

Ophthalmology

Optometry

Orthopedics

Urology

Women's Health

HealthService from Facilities API

HealthService string

Enum:

▼ [PrimaryCare, MentalHealthCare, UrgentCare, EmergencyCare, Audiology, Cardiology, Dermatology, Gastroenterology, Gynecology, Ophthalmology, Optometry, Orthopedics, Urology, WomensHealth]

BenefitsService string

Enum:

▼ [ApplyingForBenefits, BurialClaimAssistance, DisabilityClaimAssistance, eBenefitsRegistrationAssistance, EducationAndCareerCounseling, EducationClaimAssistance, FamilyMemberClaimAssistance, HomelessAssistance, InsuranceClaimAssistanceAndFinancialCounseling, IntegratedDisabilityEvaluationSystemAssistance, Pensions, PreDischargeClaimAssistance, TransitionAssistance, UpdatingDirectDepositInformation, VAMailboxAssistance, VocationalRehabilitationAndEmploymentAssistance]

PatientSatisfaction > (...)

PatientWaitTime >

APIError >

AuthorizationError >

Specialty Care Services https://www.va.gov/healthbenefits/access/specialty_care_services.asp

Anesthesiology
 Bariatric surgery (weight loss surgery)
 Cardiology – Vascular (heart and blood circulation)
 Chaplain (spiritual support)
 Critical Care Specialty
 Dermatology
 Diabetes and Endocrinology
 Geriatric Care
 Gynecology Care
 Infectious Disease
 Nephrology (kidney)
 Neurology (nerves)
 Mental Health
 Oncology (cancer)
 Optometry & Ophthalmology (eye care)
 Orthopedic Surgery
 Orthotic and Prosthetic (amputee care and custom orthotics)
 Pacemaker (heart)
 Pain Management
 Podiatry (feet)
 Pulmonary (lungs)
 Robotic-Assisted Surgery
 Spinal Cord Injury
 Transplant Surgery (heart, lung, liver, etc.)
 Urology
 Vascular Surgery
 Women's Care

The screenshot shows the VA Health Benefits website. The header includes the VA logo, U.S. Department of Veterans Affairs, and navigation links for Search, Contact Us, and Sign In. The main content area is titled "Health Benefits" and lists various services. The "Specialty Care Services" section is highlighted, showing a list of medical and surgical services available to veterans.

Health Benefits

- Health Benefits Home
- Apply for VA Care
- Eligibility and Enrollment
- Health Benefits Explorer
- Active Duty
- Returning Service Members
- Families of Veterans
- Women Veterans
- Determine Costs of Care
- Access Health Benefits**
 - Accessing VA Health Benefits
 - VA Dental Insurance Program (VADIP)
 - VA's Medical Benefits Package
 - Prescriptions
 - Geriatrics and Extended Care
 - Home Health Care
 - Seamless Care
 - Veterans Health Identification Card (VHIC)
 - Veterans Transportation Program
 - Veterans Point of

Specialty Care Services

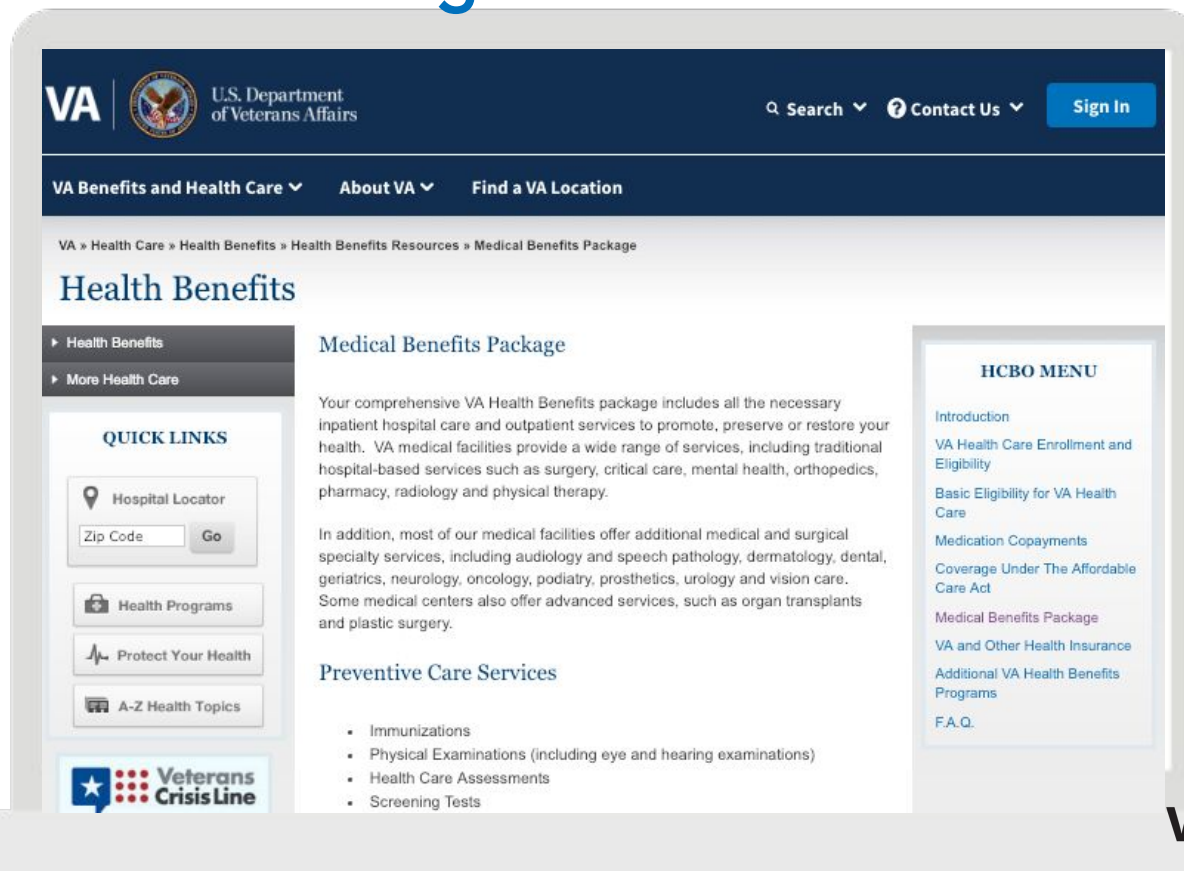
Through VA's specialty care services, you have access to expert knowledge to optimize treatment in unique or complicated courses of care. Our specialty care providers focus on particular areas of care in which they have extensive training and education.

VA medical and surgical specialty care services include:

- Anesthesiology
- Bariatric surgery (weight loss surgery)
- Cardiology – Vascular (heart and blood circulation)
- Chaplain (spiritual support)
- Critical Care Specialty
- Dermatology
- Diabetes and Endocrinology
- Geriatric Care
- Gynecology Care
- Infectious Disease
- Nephrology (kidney)
- Neurology (nerves)
- Mental Health
- Oncology (cancer)
- Optometry & Ophthalmology (eye care)
- Orthopedic Surgery
- Orthotic and Prosthetic (amputee care and custom orthotics)
- Pacemaker (heart)
- Pain Management
- Podiatry (feet)
- Pulmonary (lungs)
- Robotic-Assisted Surgery
- Spinal Cord Injury
- Transplant Surgery (heart, lung, liver, etc.)
- Urology
- Vascular Surgery
- Women's Care

Medical Benefits Package

Immunizations
Physical Examinations (including eye and hearing)
Health Care Assessments
Screening Tests
Health Education Programs
Primary and Specialty Care
Surgical
Mental Health
Substance Abuse
Medical
Surgical
Mental Health
Substance Abuse
Prescription Drugs
Women's gender-specific health
VA Community Living Centers (VA Nursing Home) Programs
Domiciliary Care
Medical Foster Home
State Veterans Homes
Geriatrics and Extended Care
Adult Day Health Care
Respite Care
Home Health Care
VA's Family Caregivers Program
Home Telehealth



The screenshot displays the VA Medical Benefits Package webpage. The header features the VA logo, the U.S. Department of Veterans Affairs name, and navigation links for Search, Contact Us, and Sign In. A secondary navigation bar includes links for VA Benefits and Health Care, About VA, and Find a VA Location. The main content area is titled 'Health Benefits' and includes a breadcrumb trail: VA » Health Care » Health Benefits » Health Benefits Resources » Medical Benefits Package. A sidebar on the left contains a 'QUICK LINKS' section with buttons for Hospital Locator, Health Programs, Protect Your Health, and A-Z Health Topics, along with the Veterans CrisisLine logo. The main content area is titled 'Medical Benefits Package' and contains a paragraph describing the comprehensive VA Health Benefits package, which includes inpatient hospital care, outpatient services, and a wide range of medical and surgical specialty services. Below this, a section titled 'Preventive Care Services' lists: Immunizations, Physical Examinations (including eye and hearing examinations), Health Care Assessments, and Screening Tests. On the right, an 'HCBO MENU' section lists various links: Introduction, VA Health Care Enrollment and Eligibility, Basic Eligibility for VA Health Care, Medication Copayments, Coverage Under The Affordable Care Act, Medical Benefits Package, VA and Other Health Insurance, Additional VA Health Benefits Programs, and F.A.Q.

VA | U.S. Department of Veterans Affairs

Search Contact Us Sign In

VA Benefits and Health Care About VA Find a VA Location

VA » Health Care » Health Benefits » Health Benefits Resources » Medical Benefits Package

Health Benefits

Health Benefits
More Health Care

QUICK LINKS

Hospital Locator
Zip Code Go

Health Programs

Protect Your Health

A-Z Health Topics

Veterans CrisisLine

Medical Benefits Package

Your comprehensive VA Health Benefits package includes all the necessary inpatient hospital care and outpatient services to promote, preserve or restore your health. VA medical facilities provide a wide range of services, including traditional hospital-based services such as surgery, critical care, mental health, orthopedics, pharmacy, radiology and physical therapy.

In addition, most of our medical facilities offer additional medical and surgical specialty services, including audiology and speech pathology, dermatology, dental, geriatrics, neurology, oncology, podiatry, prosthetics, urology and vision care. Some medical centers also offer advanced services, such as organ transplants and plastic surgery.

Preventive Care Services

- Immunizations
- Physical Examinations (including eye and hearing examinations)
- Health Care Assessments
- Screening Tests

HCBO MENU

- Introduction
- VA Health Care Enrollment and Eligibility
- Basic Eligibility for VA Health Care
- Medication Copayments
- Coverage Under The Affordable Care Act
- Medical Benefits Package
- VA and Other Health Insurance
- Additional VA Health Benefits Programs
- F.A.Q.

PUBLIC-FACING HEALTH CARE SERVICES LISTS | ENTERPRISE LEVEL

↔ Same service, alternate name/s

↔ Same service, same name

Access to Care VA Physician Search by Service Line accesstocare.va.gov	Facility API/Services va.gov/facility-locator	Specialty Care Services https://www.va.gov/healthbenefits/access/specialty_care_services.asp	Medical Benefits Package https://www.va.gov/healthbenefits/resources/publications/hbco/hbco_medical_benefits_package.asp
Anesthesiology Community Based Outpatient Clinic Critical Care Dental Emergency Medicine Eye Geriatrics Laboratory Medicine Mental Health Neurology Nursing Other Pharmacy Physical Rehabilitation Primary Care Radiology Research Surgery	Audiology Cardiology Dental Services Dermatology Emergency Care Gastroenterology Gynecology Mental Health Ophthalmology Optometry Orthopedics Primary Care Urgent Care Urology Women's Health	Anesthesiology Bariatric surgery (weight loss surgery) Cardiology – Vascular (heart and blood circulation) Chaplain (spiritual support) Critical Care Specialty Dermatology Diabetes and Endocrinology Geriatric Care Gynecology Care Infectious Disease Mental Health Nephrology (kidney) Neurology (nerves) Oncology (cancer) Optometry & Ophthalmology (eye care) Orthopedic Surgery Orthotic and Prosthetic (amputee care and custom orthotics) Pacemaker (heart) Pain Management Podiatry (feet) Pulmonary (lungs) Robotic-Assisted Surgery Spinal Cord Injury Transplant Surgery (heart, lung, liver, etc.) Urology Vascular Surgery	Physical Examinations (including eye and hearing) Health Care Assessments Screening Tests Health Education Programs Primary and Specialty Care Surgical Mental Health Substance Abuse Medical Surgical Prescription Drugs Women's gender-specific health VA Community Living Centers (VA Nursing Home) Programs Domiciliary Care Medical Foster Home State Veterans Homes Geriatrics and Extended Care Adult Day Health Care Respite Care Home Health Care VA's Family Caregivers Program Home Telehealth


Facility A-Z Services Page Audit

<https://airtable.com/shrVGaJQtG5WXiCtR>



U.S. Department
of Veterans Affairs

A-Z Services– VA Western NY - Buffalo



The screenshot shows the VA Western New York Healthcare System website. The header includes the U.S. Department of Veterans Affairs logo and a search bar. A navigation menu lists various services. The main content area is titled 'A to Z List of Services' and includes a search bar and a list of services. The service 'Acupuncture' is highlighted, with details about its location and phone number.

U.S. Department of Veterans Affairs

Get help from Veterans Crisis Line

Search

Health Benefits Burials & Memorials About VA Resources Media Room Locations Contact Us

VA > Health Care > VA Western New York Healthcare System > Health Care Services > A to Z List of Services

VA Western New York Healthcare System

Home

- Patients & Visitors
- Become a Patient
- Appointments
- Locations & Directions
- Health Care Services
 - A to Z List of Services
 - Caregivers
 - Homeless Veterans
 - LGBT Veteran Care
 - Returning Service Members
 - Women Veterans

A to Z List of Services

VA Western New York Healthcare System offers a variety of health services to meet the needs of our nation's Veterans. Many of our services are listed below; however, you may also view our [phone directory](#) or [contact us](#) for additional information. For Telecommunications Device for the Deaf (TDD) services, Dial 711.

Search

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

Service	Location	Phone
A		
Acupuncture	Buffalo VA 7B	716-862-6060

Acupuncture therapy has been shown to be effective in treating symptoms resulting from a wide range of conditions.

VA U.S. Department of Veterans Affairs

A-Z Services— San Francisco VA HCS

The screenshot shows the official website of the San Francisco VA Health Care System. The header features the U.S. Department of Veterans Affairs logo and a navigation bar with links to Health, Benefits, Burials & Memorials, About VA, Resources, Media Room, Locations, and Contact Us. A search bar and a link to the Veterans Crisis Line are also present. The main content area is titled "San Francisco VA Health Care System" and "A to Z List of Services". A left sidebar contains a menu with options like Home, Patients & Visitors, Appointments, and Health Care Services. The main text describes the variety of health services offered and provides a search bar. Below the search bar is an alphabetical index (A-Z) and a table listing services. The table has columns for Service, Location, and Phone. The "Dental Service" is highlighted, showing its location as Bldg. 200, First Floor, and its phone number as 415-750-2046. A paragraph below the table states the commitment to improving the health of patients through comprehensive dental care.

U.S. Department of Veterans Affairs

Get help from Veterans Crisis Line

Search

HEALTH MAP [A-Z]

Health Benefits Burials & Memorials About VA Resources Media Room Locations Contact Us

VA > Health Care > San Francisco VA Health Care System > Health Care Services > A to Z List of Services

San Francisco VA Health Care System

Home

- Patients & Visitors
- Become a Patient
- Appointments
- Locations & Directions
- Health Care Services**

- A to Z List of Services
- Caregivers
- Homeless Veterans
- LGBT Veteran Care
- Returning Service Members
- Women Veterans

A to Z List of Services

San Francisco VA Health Care System offers a variety of health services to meet the needs of our nation's Veterans. Many of our services are listed below; however, you may also view our [phone directory](#) or [contact us](#) for additional information. For Telecommunications Device for the Deaf (TDD) services, Dial 711.

Search

A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W | X | Y | Z |

Service	Location	Phone
D		
Dental Service	Bldg. 200 First Floor	415-750-2046

Our Dental Service is committed to improving the health of our patients by delivering comprehensive, state-of-the-art, quality dental care to eligible Veterans.

A-Z Services— VAPORHCS


and.va.gov/services/index.asp

**U.S. Department
of Veterans Affairs**

Get help from Veterans Crisis Line >

Search

SITE MAP [A-Z]



[Health](#)

[Benefits](#)

[Burials & Memorials](#)

[About VA](#)

[Resources](#)

[Media Room](#)

[Locations](#)

[Contact Us](#)

VA » Health Care » VA Portland Health Care System » Health Care Services » A to Z List of Services

VA Portland Health Care System

Home

Patients & Visitors

Become a Patient

Appointments

Locations & Directions

Health Care Services

A to Z List of Services

Caregivers

Homeless Veterans

LGBT Veteran Care

Returning Service Members

A to Z List of Services

VA Portland Health Care System offers a variety of health services to meet the needs of our nation's Veterans. Many of our services are listed below; however, you may also view our [phone directory](#) or [contact us](#) for additional information. For Telecommunications Device for the Deaf (TDD) services, Dial 711.

Search

[A](#) | [B](#) | [C](#) | [D](#) | [E](#) | [F](#) | [G](#) | [H](#) | [I](#) | [J](#) | [K](#) | [L](#) | [M](#) | [N](#) | [O](#) | [P](#) | [Q](#) | [R](#) | [S](#) | [T](#) | [U](#) | [V](#) | [W](#) | [X](#) | [Y](#) | [Z](#) |

Service	Location	Phone
A		
Amputee Clinic	1C 194A for scheduling to the Amputee Clinic	503-273-5018
Veterans who are missing a body part can call or come to		

U.S. Department
of Veterans Affairs

ACUPUNCTURE
 ADULT DAY HEALTH CARE
 AGENT ORANGE REGISTRY EXAMS
 ALZHEIMERS DISEASE AND DEMENTIA CARE
 AUDIOLOGY & SPEECH PATHOLOGY
 CANCER CARE ONCOLOGY
 CARDIOLOGY
 CHAPLAIN
 COMMUNITY LIVING CENTER
 COMPENSATION AND PENSION EXAMS
 DENTISTRY
 DIABETES
 DIALYSIS
 EYE AND VISION CARE
 FEE BASIS/FEE SERVICE
 FORMER PRISONER OF WAR ADVOCATE
 HIV AND AIDS TREATMENT
 HOME BASED PRIMARY CARE
 HOME TELEHEALTH
 HOMEMAKER AND HOME HEALTH AIDE PROGRAM
 HOSPICE AND PALLIATIVE CARE
 LAB AND PATHOLOGY SERVICES
 LGBT PATIENT CENTERED CARE
 MAMMOGRAPHY
 MENTAL HEALTH
 MILITARY SEXUAL TRAUMA COUNSELING
 MOVE! WEIGHT MANAGEMENT PROGRAM
 NUTRITION AND FOOD SERVICES
 OBSTETRICS AND GYNECOLOGY
 OCCUPATIONAL THERAPY AND PHYSICAL MEDICINE
 OEF OIF OND
 ORTHOPEDICS
 PHARMACY
 PODIATRY
 POLYTRAUMA PROGRAM
 POSTTRAUMATIC STRESS DISORDER PTSD
 PRIMARY CARE
 PROSTHETICS AND SENSORY AIDS SERVICE
 RADIOLOGY AND DIAGNOSTIC IMAGING
 SPINAL CORD INJURY AND DISORDERS
 SUBSTANCE ABUSE SERVICES
 TELEHEALTH
 TRANSPLANT SERVICE
 UROLOGY
 VA NURSE HELPLINE
 VISION REHABILITATION SERVICES

DENTAL SERVICE
 EPILEPSY CENTER OF EXCELLENCE
 FORMER PRISONERS OF WAR PROGRAM
 GASTROENTEROLOGY
 GENERAL PRACTICE RESIDENCY PROGRAM
 GERIATRICS & EXTENDED CARE
 HEALTHY HEART PROGRAM
 HOPTEL
 HOSPITAL MEDICINE
 INFECTIOUS DISEASES CLINIC
 LABORATORY MEDICINE SERVICE
 LESBIAN, GAY, BISEXUAL & TRANSGENDER (LGBT) PROGRAM
 MEDICAL PRACTICE
 MENTAL HEALTH
 MILITARY SEXUAL TRAUMA (MST)
 NEUROINTERVENTIONAL RADIOLOGY
 NUTRITION AND FOOD SERVICES
 OEF/OIF/OND (NOW CALLED TRANSITION AND CARE MANAGEMENT)
 OPIOID TREATMENT PROGRAM
 PARKINSON'S DISEASE RESEARCH, EDUCATION AND CLINICAL CENTER
 PEER SUPPORT
 PETS FOR VETS
 PHARMACY
 PODIATRY SERVICE
 PROSTHETIC TREATMENT CENTER
 PSYCHOSOCIAL REHABILITATION AND RECOVERY CENTER (PRRC)
 RADIOLOGY
 SIMULATION CENTER
 SMOKING CESSATION PROGRAM
 SOCIAL WORK
 TELEPHONE LINKED CARE (TLC)
 TRANSITION AND CARE MANAGEMENT
 VASCULAR AND ENDOVASCULAR SURGERY
 VISUAL IMPAIRMENT SERVICES TEAM (VIST)
 WELLNESS PROGRAM
 WOMENS COMPREHENSIVE HEALTH CENTER

AMPUTEE CLINIC
 AUDIOLOGY AND SPEECH/LANGUAGE PATHOLOGY
 BENEFICIARY TRAVEL
 CANCER CARE NAVIGATION TEAM
 CHAPLAIN SERVICE AND CHAPEL
 DENTAL
 DIETITIAN
 ELIGIBILITY / ENROLLMENT SERVICES
 FISHER HOUSE
 HOMELESS VETERANS SERVICES AT CRRC
 HOSPITAL AND SPECIALTY CARE DIVISION
 IMAGING/X-RAY SERVICE
 INPATIENT AND EMERGENCY CARE DIVISION
 IVF - IN VITRO FERTILIZATION
 LESBIAN, GAY, BISEXUAL, AND TRANSGENDER VETERANS
 LIBRARY
 LOW VISION CLINIC AT PORTLAND VA MEDICAL CENTER
 MAMMOGRAMS
 MATERNITY BENEFITS
 MEDICAL LIBRARY
 MENTAL HEALTH AND NEUROSCIENCES DIVISION
 MILITARY SEXUAL TRAUMA
 MOVE WEIGHT MANAGEMENT
 OEF/OIF/OND TEAM
 OPERATIVE CARE DIVISION
 PAP SMEAR
 PATHOLOGY AND LABORATORY SERVICES
 PHARMACY
 PHYSICAL/OCCUPATIONAL THERAPY - PORTLAND DIVISION
 PHYSICAL/OCCUPATIONAL THERAPY - VANCOUVER DIVISION
 PODIATRY
 PRIMARY CARE
 PRIVACY OFFICE
 PROSTHETICS
 PUBLIC AND CONGRESSIONAL AFFAIRS - VAPORHCS
 REHABILITATION - VETERANS RECOVERY HOUSE, A RESIDENTIAL
 REHABILITATION TREATMENT PROGRAM (R RTP)
 REHABILITATION AND LONG TERM CARE DIVISION
 RELEASE OF INFORMATION
 R RTP
 SOCIAL WORK
 SPECIALTY CARE
 TRANSITION AND CARE MANAGEMENT (TCM) PROGRAM
 TTY
 VETERAN SERVICE OFFICER SUPPORT AT VAPORHCS
 VETERANS JUSTICE OUTREACH (VJO) PROGRAM
 VETERANS TRANSPORTATION PROGRAM
 VETERANS TRANSPORTATION SERVICE
 VIRTUAL LIFETIME ELECTRONIC RECORD (VLER)
 WHEELCHAIR CLINIC
 WOMEN VETERANS

www.sanfrancisco.va.gov

www.buffalo.va.gov

www.portland.va.gov

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 VETERANS TRANSPORTATION PROGRAM
 VETERANS TRANSPORTATION SERVICE
 VIRTUAL LIFETIME ELECTRONIC RECORD (VLER)
 WHEELCHAIR CLINIC
 WOMEN VETERANS

www.sanfrancisco.va.gov

www.buffalo.va.gov

www.portland.va.gov

A-Z Services Lists for Facilities Websites

Of 145 Facilities Websites

- Each facility website has it's own unique A-Z Services List
- **2018 unique service names** result when service names are aggregated
- **A manual audit surfaces ~ 1208** unique "Clinical" Service names (i.e., services that are directly related to clinical services -- have a stop code and/or represent the programs and services of clinical professionals and teams).
- Excluded services like transportation, VSOs, facility services, canteen, service advocacy programs, residency programs, etc.)
 - Little convention or consistency in naming and terminology of services across facilities websites.
 - The lack of consistency in how services are named creates confusion for users across the system.
 - Makes it difficult to reuse descriptive content about services across the ecosystem and crosslink it appropriately.



PARED IT DOWN

Clinical Services, Specialties (and priority Multidisciplinary Programs)

*Direct/Online Scheduling

**Multiservice/Multidisciplinary Program

Addiction and Substance Abuse Treatment**

Allergy & Asthma, Immunology

Anesthesia

Audiology*

Bariatric (Weight Loss) Surgery

Cancer**

Cardiology

Cardiovascular Surgery

Caregiver Support**

Chaplain

Chiropractic

Critical Care

Dental/Oral Surgery

Dermatology

Diabetes

Ear, Nose and Throat

Otolaryngology / Head & Neck Surgery

Emergency Medicine

Endocrinology

Extended Care and Rehabilitation**

Gastroenterology

General Surgery

Genomic Medicine

Geriatrics

Hematology/Oncology

HIV/Hepatitis

Hospital Medicine

Infectious Disease

Internal Medicine

Laboratory and Pathology

Low Vision and Blind Rehabilitation**

Medical Genetics

Mental Health* **

Military Sexual Trauma

MOVE! Weight Management**

Nephrology/Renal/Kidney

Neurology

Neurosurgery

Nutrition and Food

Obstetrics & Gynecology

Ophthalmology

Optometry*

Orthopedics

Outpatient Surgery

Pain Management**

Palliative and Hospice Care**

Pharmacy

Physical Medicine and Rehabilitation

Physical Therapy, Occupational Therapy and Kinesiotherapy

Plastic & Reconstructive Surgery

Podiatry

Polytrauma/TBI**

Primary Care*

Psychiatry

Psychology

PTSD Treatment**

Pulmonary Medicine

Radiation Oncology

Radiology

Rehabilitation and Prosthetic Services

Rheumatology

Social Work

Spinal Cord Injury and Disorders**

Suicide Prevention/Veterans Crisis Line

Surgical Oncology

Telehealth

Thoracic Surgery

Transplant Surgery

Urology

Vascular Surgery

Whole Health**

Women's Health**

Wound Care / Ostomy

Other Service Categories

- Compensated Work Therapy/Vocational Rehabilitation Programs
- Enrollment, Benefits, Eligibility & Billing (+CHOICE)
- Facility Programs and Services (catch-all: Education, other programs)
- Programs for Homeless Veterans
- Quality, Safety, Compliance, Privacy, and Ethics
- Transportation & Travel Reimbursement
- Veterans Service Organizations and Service Advocacy Programs

Clinical Services and Priority Programs

- Our challenge is bringing all of our different users with different needs at different times and contexts into a coherent ecosystem. This system must both holistically feel seamless and consistent, and also allow for contextual relevance when required.
- Standardization leads to a predictable and familiar experience.
- Consistent service names and cross linking to relevant content (types) across organizations help users know how to navigate them.

Clinical Services and Priority Programs

- [Working Services and Program Names linked to existing service name inventories](#) (need airtable login)
- Only Clinical Services:
<https://airtable.com/tbl15hQgw2HkM1yF1/viwybcTRzSU8jcatf>
- Non-Clinical Services
<https://airtable.com/tbl15hQgw2HkM1yF1/viwH1ZyFEWJa9ZG3c>

Publicly accessible link to clinical services here:

<https://airtable.com/shrLo0hZ5GOfDpi08>

VA HEALTH CONTENT ECOSYSTEM

