

# Facility Locator

*Product Guide*

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# What is it?

Facility Locator is VA's single source of truth for customers to find details about all VA and VA-approved facilities, across VHA, VBA, and NCA and Community Care. It serves many purposes, from finding basic facility address and phone information to preparing for a visit, to understanding eligibility for community care.

## User Access

### Who can access these tools?

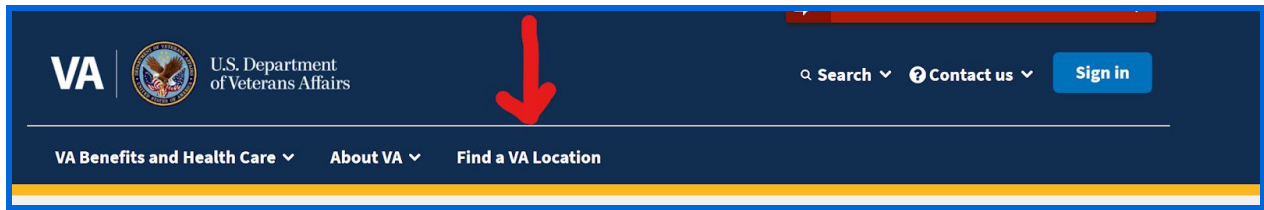
Anyone can access VA.gov's Facility Locator. It is part of the unauthenticated experience and can be accessed publicly.

### How can users access these tools?

Directly via <https://www.va.gov/find-locations>

The screenshot displays the VA Facility Locator web application. At the top is the VA logo and navigation links. The main heading is "Find VA Locations". Below this is a search form with a text input for "Search by city, state or postal Code", two dropdown menus for "Choose a VA facility type" (set to "VA health") and "Choose a service type" (set to "All VA health services"), and a "Search" button. A message states "No facilities found. Please try entering a different search term (Street, City, State or Postal code) and click search to find facilities." To the right is a map of Canada with state/province abbreviations (B.C., ALTA., SASK., MAN., ONT., QUE., WASH., MONT., N.D., MINN.) and a zoom control. A link "Can't find what you're looking for? Try using our other tools to search." is also present.

Or by selecting “Find a VA Location” from the <https://www.va.gov> homepage.



# Navigation

Facility Locator has two primary pages.

## Landing page (Search page)

Facility searches are performed on this page by inputting location, VA facility type and service type (if indicated). The user can also enable their location through the browser when prompted.

Search by city, state or postal Code

Choose a VA facility type

VA health

Choose a service type

All VA health services

Search

## Facility Detail page

Additional information about the facility can be found on the Facility Detail page which is accessed by clicking on the name of the location in the search results box.

This type of page is not available for Community urgent care providers or pharmacies.

Home > Find Locations

### Find VA Locations

Find one of VA's more than 2,000 health care, counseling, benefits, and cemeteries facilities, plus VA's nationwide network of community health care providers.

**Need same-day care for a minor illness or injury?** Search for your nearest VA health facility. Or find [VA approved urgent care locations and pharmacies](#) near you.

Search by city, state or postal Code

Choose a VA facility type

VA health

Choose a service type

All VA health services

Search

4 results for VA health near "Spokane, Washington, United States"

0.3 miles

VA HEALTH

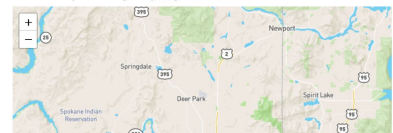
**Spokane VA Clinic**



105 West 2nd Avenue  
Spokane, WA 99201-4412

[Directions](#)

Main Number: 509-462-2500

Can't find what you're looking for? [Try using our other tools to search.](#)





U.S. Department of Veterans Affairs

Search

Contact us

Sign in

VA Benefits and Health Care

About VA

Find a VA Location

Home > Find Locations > Facility Details

## Washington VA Medical Center

Facility type: VA health

50 Irving Street, Northwest  
Washington, DC 20422-0001

Main Number: 202-745-8000  
202-745-8000

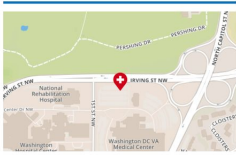
Mental Health: 202-745-8267 x54999

[Website](#)

[Directions](#)

Planning to visit? Please call first as information on this page change.

### View on Map



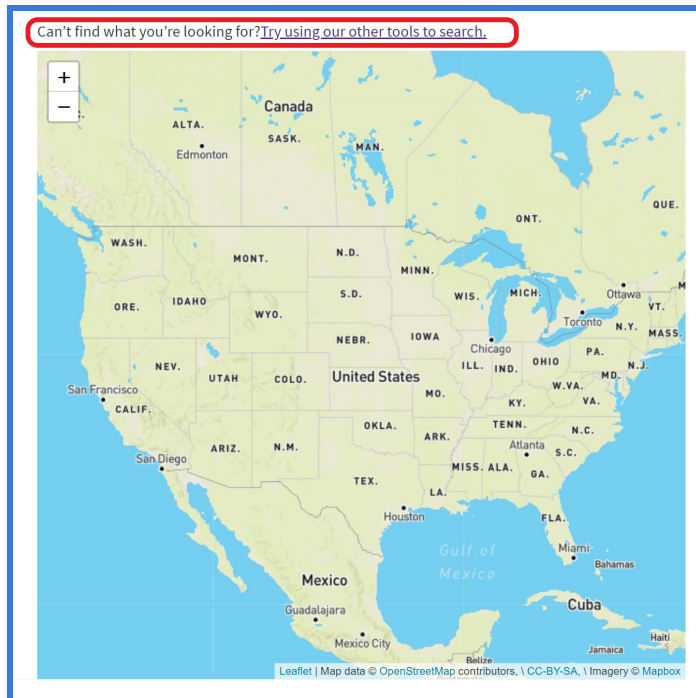
### Hours of Operation

Sunday:	24/7
Monday:	24/7
Tuesday:	24/7
Wednesday:	24/7
Thursday:	24/7
Friday:	24/7
Saturday:	24/7

### Services

Services current as of February 28, 2020

## Legacy Directory Link



The link above the map connects users to the legacy directory. Once the modernized Facility Locator has reached parity with the legacy directory, this link will be sunset.

## Search functionality

### Location

The location field is mandatory. Users may enter the city, state and zip or enable location in their browser.

### Find VA Locations

Find one of VA's more than 2,000 health care, counseling, benefits, and cemeteries facilities, plus VA's nationwide network of community health care providers.

**Need same-day care for a minor illness or injury?** Search for your nearest VA health facility. Or find [VA-approved urgent care locations and pharmacies](#) near you.

Search by city, state or postal Code

Washington, DC

Choose a VA facility type

VA health

VA health

Urgent care

Community pharmacies (in VA's network)

Community providers (in VA's network)

VA benefits

VA cemeteries

Vet Centers

Choose a service type

All VA health services

Search

United States"

Can't find what you're looking for? Try using our other tools to search.

A map showing the Spokane Indian Reservation and surrounding areas, including Springdale, Deer Park, Spirit Lake, Rathdrum, and Hayden. The map includes labels for highways 295, 291, 25, 95, and 98.

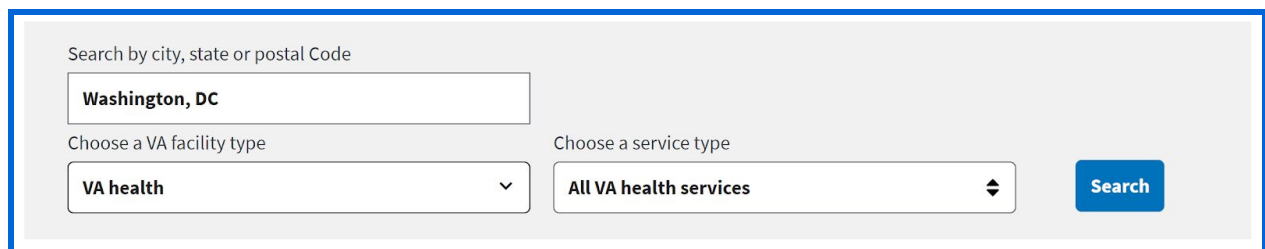
By default, unless the user enters a street address, the search will be performed based on the center point of the location parameters entered (the center of the city or zip code, for example).

## VA facility type

The user must then choose a VA facility type from the drop down list of options. The field defaults to VA health.

### VA Health

If *VA health* is selected, it defaults to *All VA health services* and the user should just click *Search*.



Search by city, state or postal Code

Washington, DC

Choose a VA facility type

VA health

Choose a service type

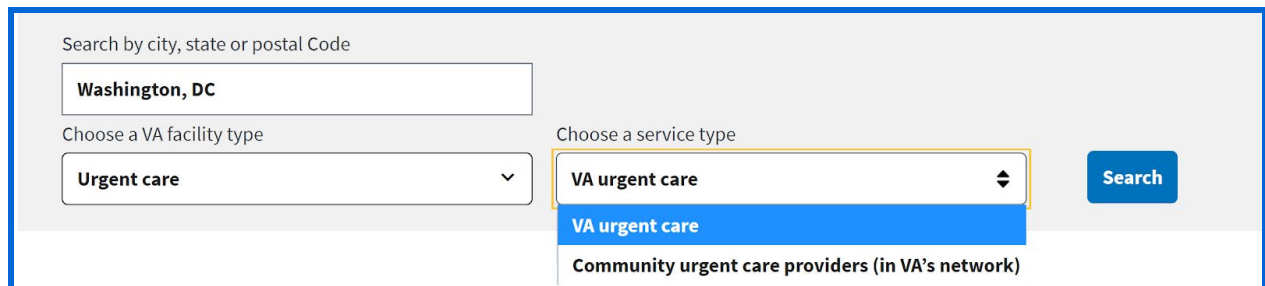
All VA health services

Search

### Urgent Care

If *Urgent care* is selected, the user should choose

- *VA urgent care* to see results for VA owned and operated locations or
- *Community urgent care providers (in VA's network)* to view urgent care facilities and walk-in/retail locations.



Search by city, state or postal Code

Washington, DC

Choose a VA facility type

Urgent care

Choose a service type

VA urgent care

VA urgent care

Community urgent care providers (in VA's network)

Search

### Alert for Community urgent care providers (in VA's network)

Users searching *Urgent care* plus *Community urgent care providers in VA's network* will see an alert. Clicking the button directs the user to a page from the Office of Community Care. The page provides information regarding the urgent care benefit, including billing information for the Veteran and providers.

Search by city, state or postal Code

Austin, Texas 78717, Un

Choose a VA facility type

Urgent care

Choose a service type

Community urgent care providers (in VA's network)

Search

Important information about your Community Care appointment

Click below to learn how to prepare for your urgent care appointment with a Community Care provider.

Learn about VA urgent care benefit

## Urgent care pharmacies (in VA's network)<sup>1</sup>

If *Urgent care pharmacies (in VA's network)* is selected, no service type is needed and the user should just click *Search*. The same alert displayed for *Community urgent care providers (in VA's network)* will be shown for *Urgent care pharmacies*.

---

<sup>1</sup> NOTE: Urgent care pharmacies were temporarily hidden from the VA Facility type drop down on March 18, 2020.



## Community providers (in VA's network)

If *Community providers (in VA's network)* is selected, the user must populate the typeahead *Service type* field with a type of care (such as primary care or podiatry) and then select an option before clicking *Search*.

Search by city, state or postal Code

Washington, DC

Choose a VA facility type

Community providers (in VA's network)

Service type (\*Required)

podiatr

Search

- Assistant, Podiatric
- Podiatrist
- Podiatrist - General Practice
- Podiatrist - Public Medicine
- Podiatrist - Primary Podiatric Medicine
- Podiatrist - Radiology
- Podiatrist - Sports Medicine
- Podiatrist - Foot & Ankle Surgery
- Podiatrist - Foot Surgery
- Clinic/Center - Podiatric

## VA benefits

If *VA benefits* is selected, service type defaults to *All VA benefit services*. The user can also select an option from the *service type* dropdown before clicking *Search*.

Search by city, state or postal Code

Choose a VA facility type

VA benefits

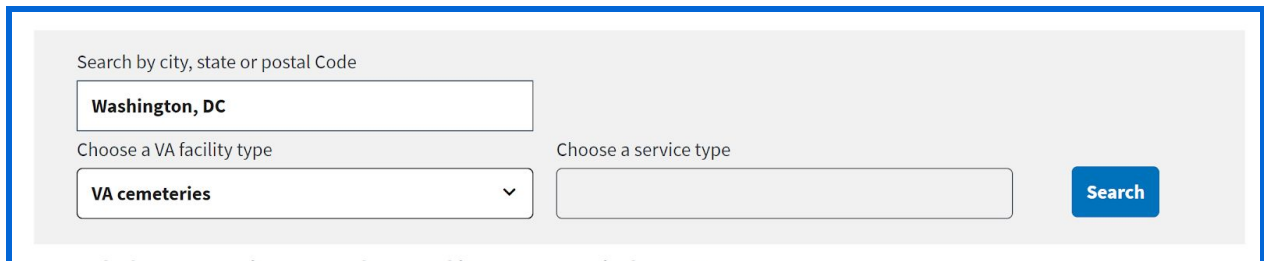
Choose a service type

All VA benefit services

Search

## VA cemeteries

If *VA Cemeteries* is selected, no service type is needed and the user should just click *Search*.



A screenshot of a search form for VA facilities. The form is enclosed in a blue border. It contains three main input areas: a text box for location, a dropdown for facility type, and a dropdown for service type. The location text box contains 'Washington, DC'. The facility type dropdown is set to 'VA cemeteries'. The service type dropdown is empty. A blue 'Search' button is located to the right of the service type dropdown.

Search by city, state or postal Code

Washington, DC

Choose a VA facility type

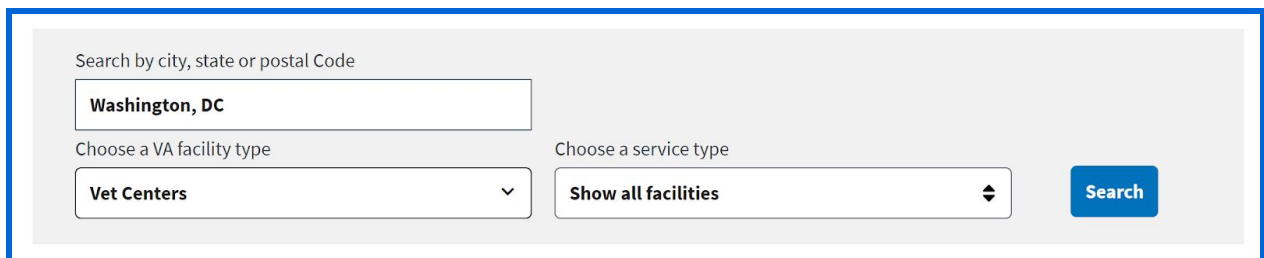
VA cemeteries

Choose a service type

Search

## Vet Centers

If *Vet Centers* is selected, no service type is needed and the user should just click *Search*.



A screenshot of the same search form as above, but with 'Vet Centers' selected in the facility type dropdown. The service type dropdown is now set to 'Show all facilities'. The 'Search' button remains the same.

Search by city, state or postal Code

Washington, DC

Choose a VA facility type

Vet Centers

Choose a service type

Show all facilities

Search

## Search results

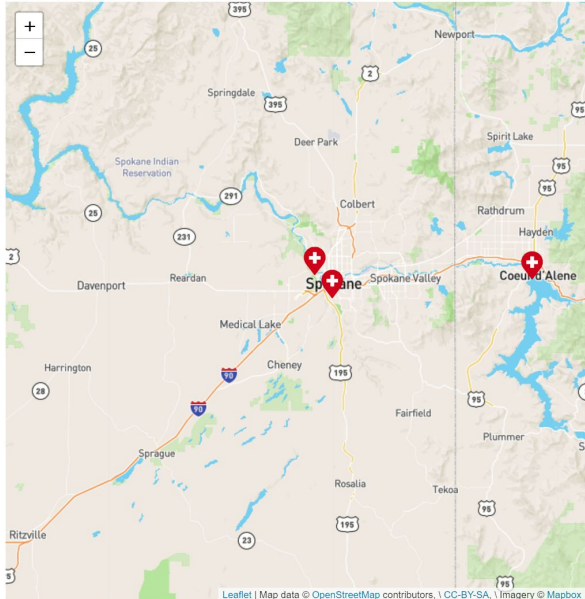
Regardless of VA facility or service type chosen, the results will be presented on one or more cards in a list next to the map. The results are presented in ascending order, based on distance.

**6.0 miles**  
VA HEALTH  
**Spokane VA Clinic**  
705 West 2nd Avenue  
Spokane, WA 99201-4412  
[Directions](#)  
**Main Number:** 509-462-2500

**6.4 miles**  
VA HEALTH  
**Mann-Grandstaff Department of Veterans Affairs Medical Center**  
4815 North Assembly Street  
Spokane, WA 99205-6185  
[Directions](#)  
**Main Number:** 509-434-7000  
**Mental Health:** 509-434-7013

**6.4 miles**  
VA HEALTH  
**Spokane VA Mobile Clinic**  
4815 North Assembly Street  
Spokane, WA 99205-6185

Can't find what you're looking for? [Try using our other tools to search.](#)



Leaflet | Map data © OpenStreetMap contributors, CC-BY-SA, Imagery © Mapbox

**6.0 miles**

VA HEALTH

**Spokane VA Clinic**

705 West 2nd Avenue  
Spokane, WA 99201-4412

[Directions](#)

**Main Number:** 509-462-2500

The facility cards contain the same basic information for most facility types.

- Distance
- VA Facility type
- Name (with link to facility detail page)
- Address
- Directions
- Main phone number
- Mental Health phone number (VA Health facilities)

**58.5 miles**

COMMUNITY PROVIDERS (IN VA'S NETWORK)

**Services:** Podiatrist, Podiatrist - Foot & Ankle Surgery

**MANGOLD, KARL**

2825 Fort Missoula Rd Ste 106  
Missoula, MT 59804

[Directions](#)

**If you have a referral:** 406-543-5333  
Call this facility at

If you don't have a referral, contact  
your local VA medical center.

Community providers (in VA's network) will have referral language directing Veterans to call the facility if they have a referral and to contact their local VA medical center if they do not.

These cards will also display the Services available at the location.

# Facility Detail Pages

## VA Facility types

VA facility types have detail pages presenting additional information about the location and may include a link to the web page.


It's important to note that the data is presented as it is provided via the API. If information is not available, the entire block may be hidden.


[Home](#) › [Find Locations](#) › **Facility Details**

## Spokane VA Clinic

**Facility type:** VA health


705 West 2nd Avenue  
Spokane, WA 99201-4412

 **Main Number:** 509-462-2500  
[509-462-2500](tel:509-462-2500)

 [Directions](#)

Planning to visit? Please call first as information on this page change.

### View on Map




### Hours of Operation

Sunday:	Closed
Monday:	8:00a.m. - 4:30p.m.
Tuesday:	8:00a.m. - 4:30p.m.
Wednesday:	8:00a.m. - 4:30p.m.
Thursday:	8:00a.m. - 4:30p.m.
Friday:	8:00a.m. - 4:30p.m.
Saturday:	Closed

## Services

Services current as of **March 5, 2020**

 **This list may not include all of the services available at this location.**

Please check on the facility's website or call them for this information.

## Community providers (in VA's network)

The detail pages for Community providers (in VA's Network) are similar to VA facility detail pages and may contain the following additional information:

- Provider Details, such as Gender and Services available
- If the practice is accepting new patients
- Other community Care details, such as Network, Preferred communication method and Provider NPI

It's important to note that the data is presented as it is provided via the API. If information is not available, the entire block may be hidden.

### Hunt, Joshua

**Facility type:** Community Care (Non-VA Health)

3151 E 29th Ave  
Spokane, WA 99223

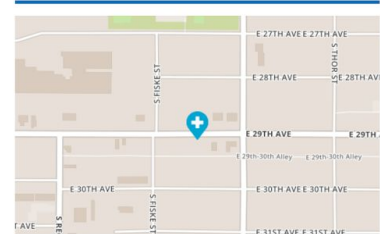
✉ **Email address:**

[MELINDA@SPOKANEFOOT.COM](mailto:MELINDA@SPOKANEFOOT.COM)

[Directions](#)

Planning to visit? Please call first as information on this page may change.

#### View on Map



#### About Community Care

What's Community Care and am I eligible?

### Provider Details

- **Gender:** Male
- **Services:**
  - [Podiatrist - Foot & Ankle Surgery](#): Definition to come...

### Appointments

#### Accepting new patients

Yes

### Community Care Details

- **Network:**
- **Preferred communication method:**
- **Provider (NPI/Tax) ID:** 1871939355

## FAQ

**What if the Veteran believes the info displayed about the facility is incorrect? (For example, they have received women's care at the facility but it isn't listed as a service.)**

If the user reports inaccurate information (the hours of operation are not what they know them to be, for example), we have the following feedback options:

1. For VA facilities (VHA, VBA, NCA and Vet Centers): Contact Center agents should email the name of the Facility (and other available info) and the missing or inaccurate detail to Dave Conlon ([david.conlon@va.gov](mailto:david.conlon@va.gov)) and Michelle Middaugh ([michelle.middaugh@adhocteam.us](mailto:michelle.middaugh@adhocteam.us)).
2. For community care providers and pharmacies, Contact Center agents should email the name of the Facility (and other available info) and the missing or inaccurate detail to [VHAOCCPPMSPROJBUSPOCS@VA.GOV](mailto:VHAOCCPPMSPROJBUSPOCS@VA.GOV), copying JR Ruble ([Ronald.Ruble@va.gov](mailto:Ronald.Ruble@va.gov)), Dave Conlon ([david.conlon@va.gov](mailto:david.conlon@va.gov)) and Michelle Middaugh ([michelle.middaugh@adhocteam.us](mailto:michelle.middaugh@adhocteam.us)).