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.

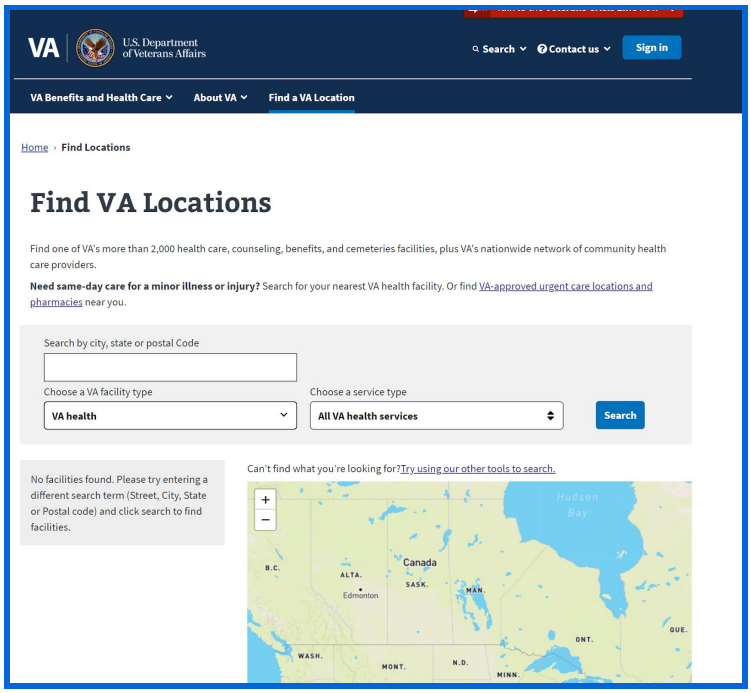
User Access

Who can access these tools?

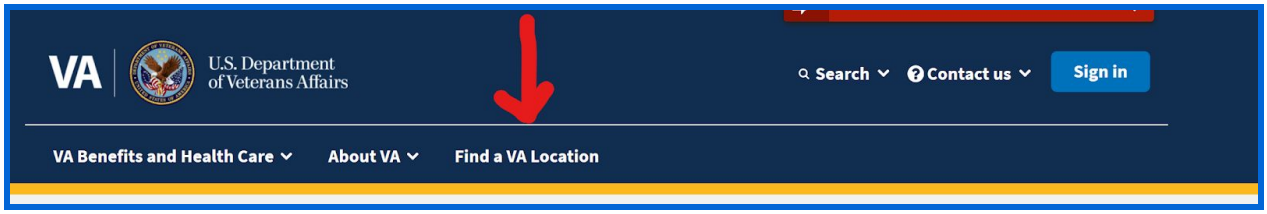
Anyone can access VA.gov's Facility Locator. It is part of the unauthenticated experience and can be accessed publicly.

How can users access these tools?

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



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

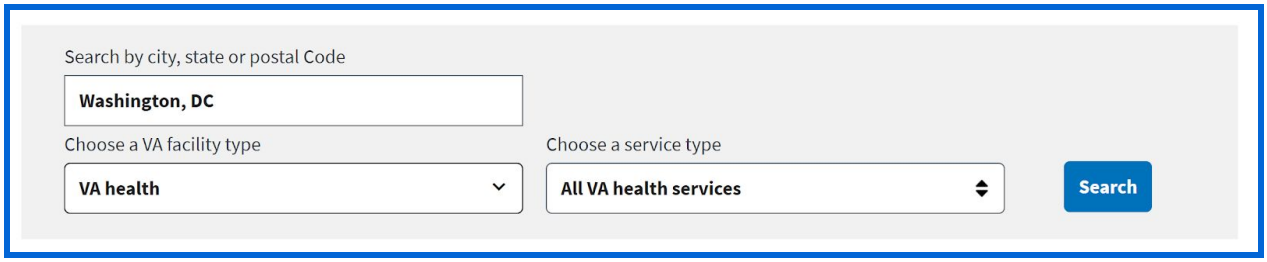


Navigation

Facility Locator has two primary pages.

Landing page (Search page)

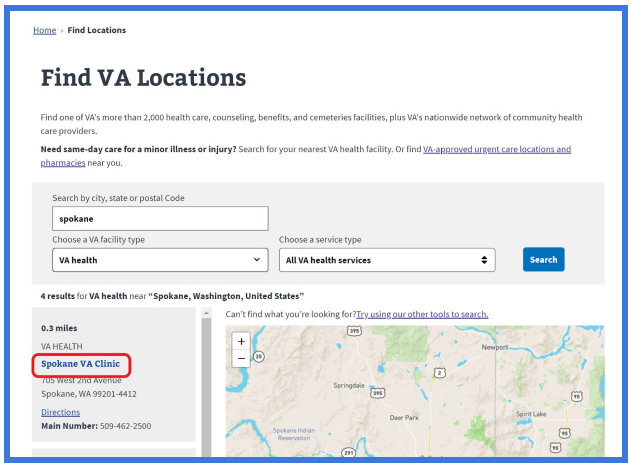
Facility searches are performed on this page by inputting location, VA facility type and service type (if indicated). The user can also enable their location through the browser when prompted.

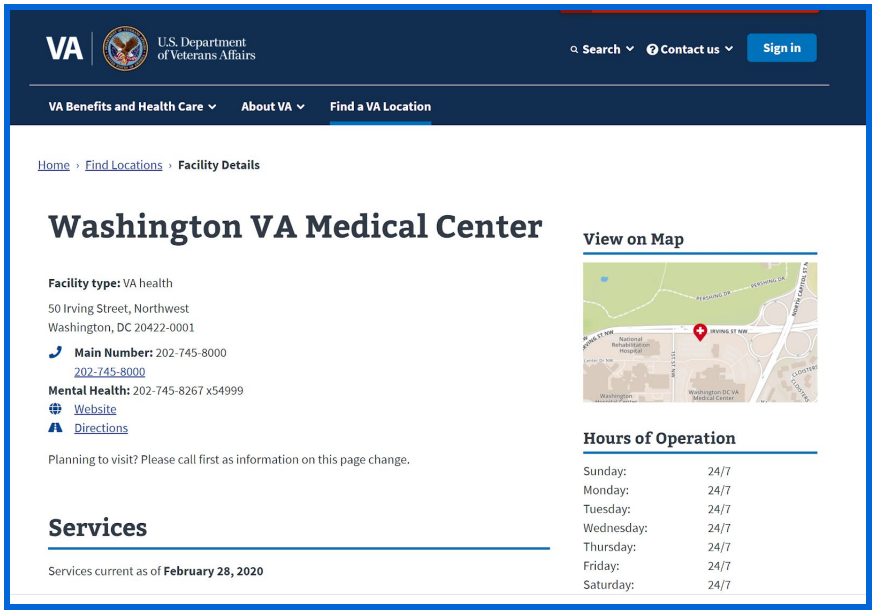


Facility Detail page

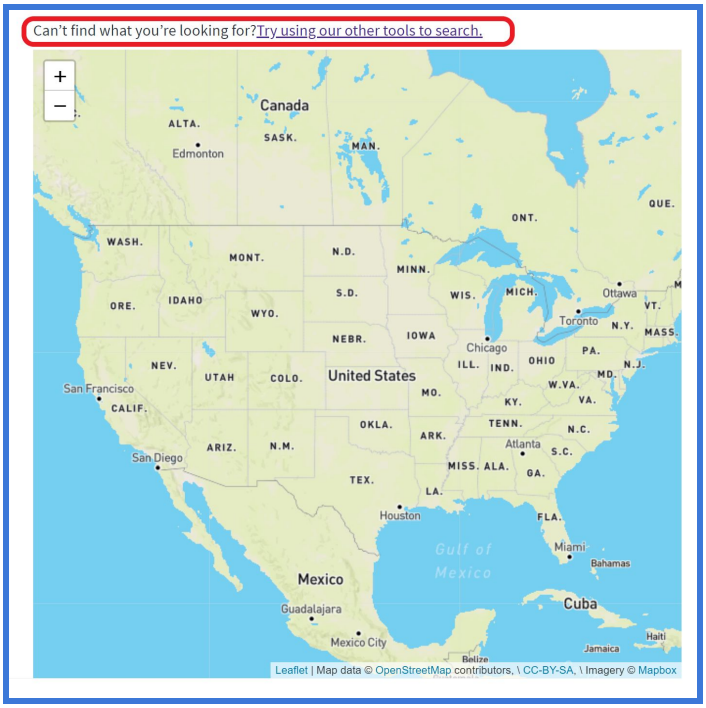
Additional information about the facility can be found on the Facility Detail page which is accessed by clicking on the name of the location in the search results box.

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





Legacy Directory Link

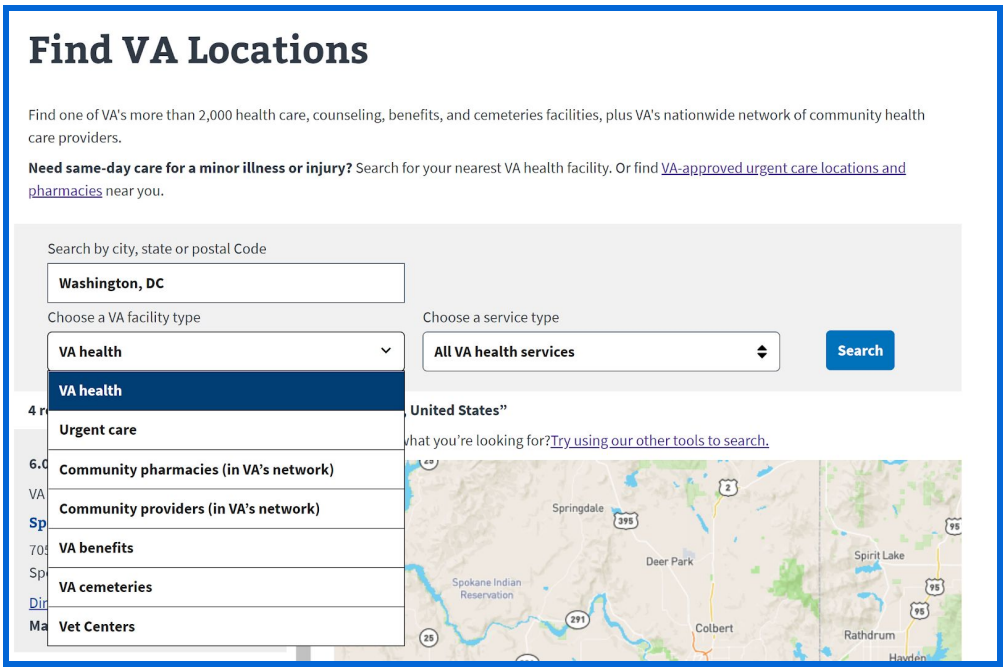


The link above the map connects users to the legacy directory. Once the modernized Facility Locator has reached parity with the legacy directory, this link will be sunset.

Search functionality

Location

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



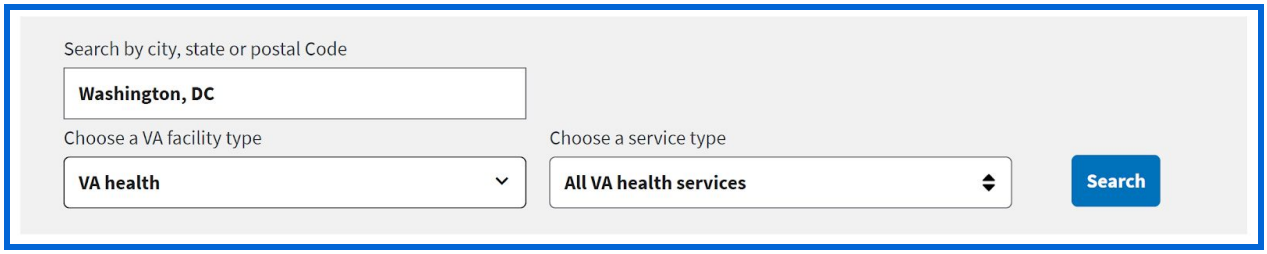
By default, unless the user enters a street address, the search will be performed based on the center point of the location parameters entered (the center of the city or zip code, for example).

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

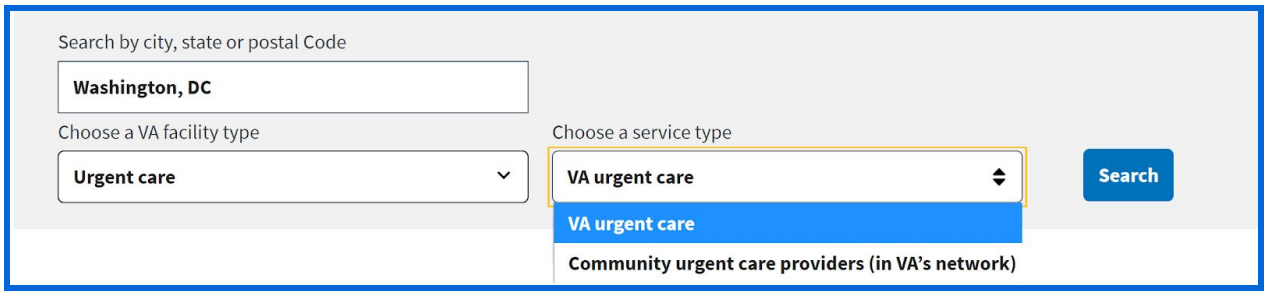
If *VA health* is selected, it defaults to *All VA health services* and the user should just click *Search*.



Urgent Care

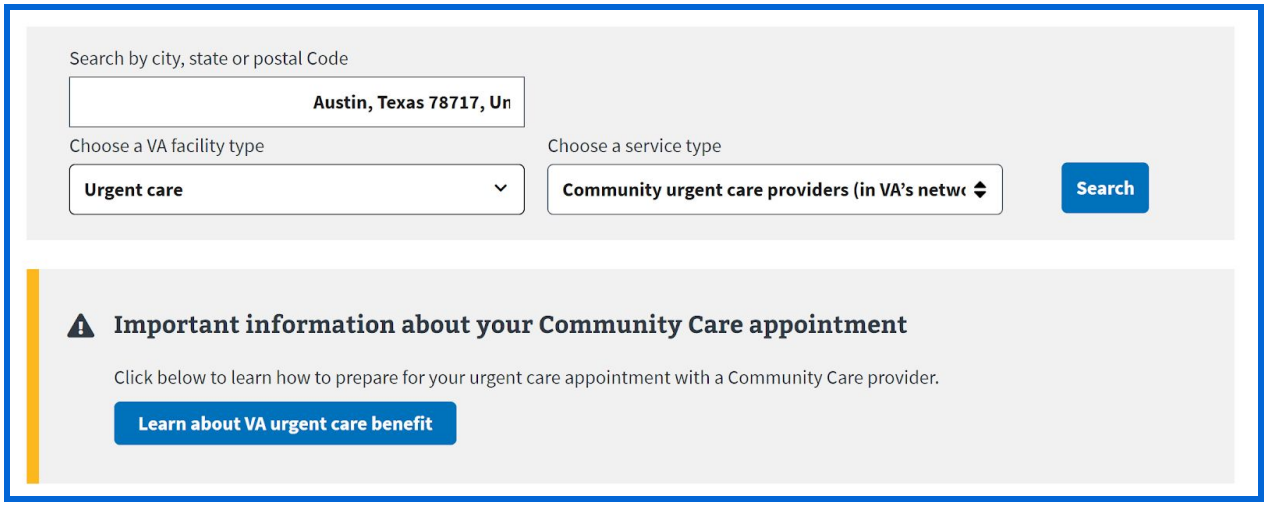
If *Urgent car*e is selected, the user should choose

- *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.



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.



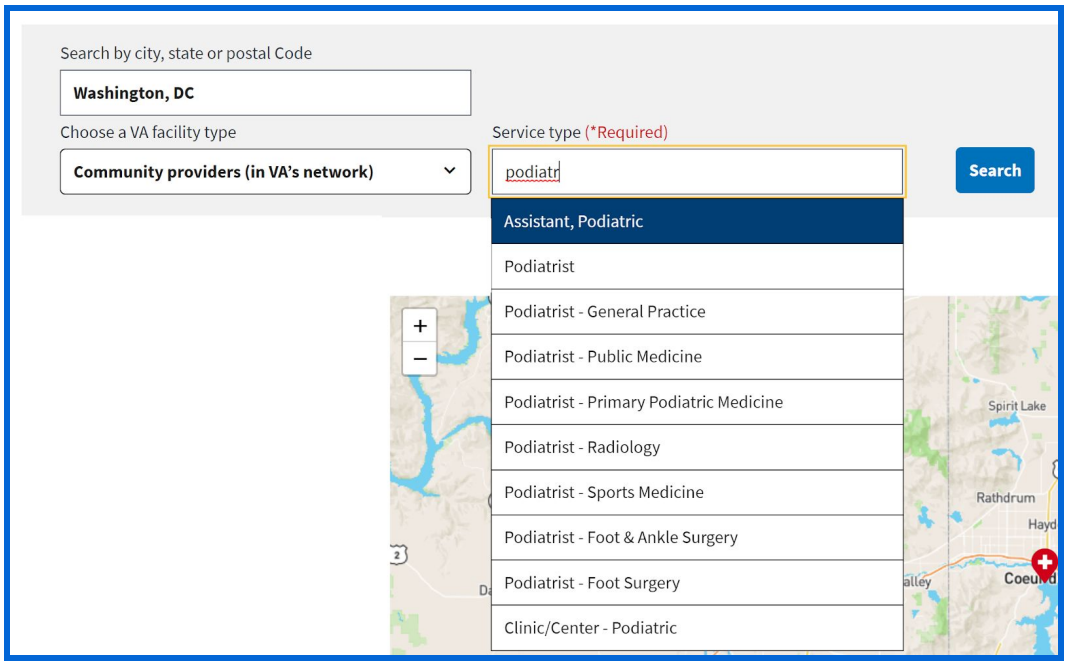
Urgent care pharmacies (in VA's network)[1]

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*.

[1] NOTE: Urgent care pharmacies were temporarily hidden from the VA Facility type drop down on March 18, 2020.

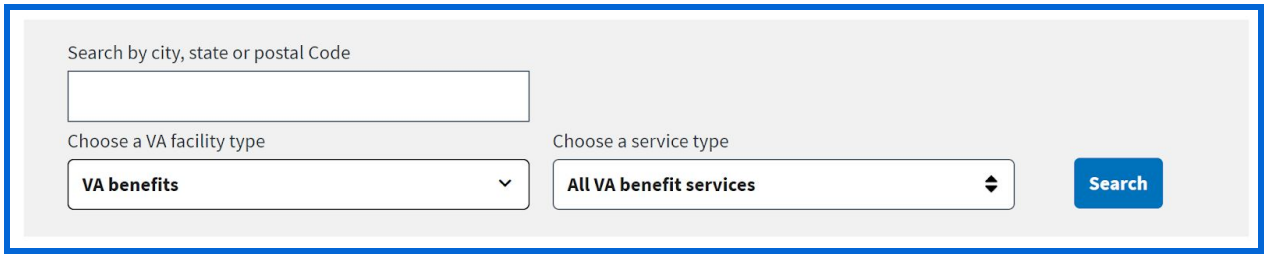
Community providers (in VA's network)

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*.



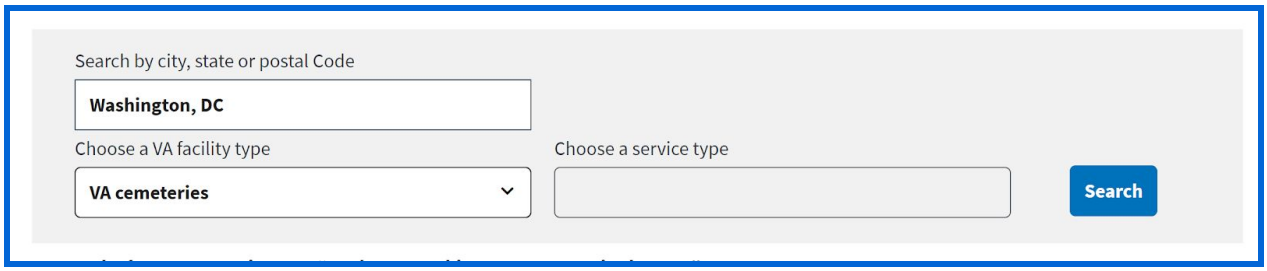
VA benefits

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*.



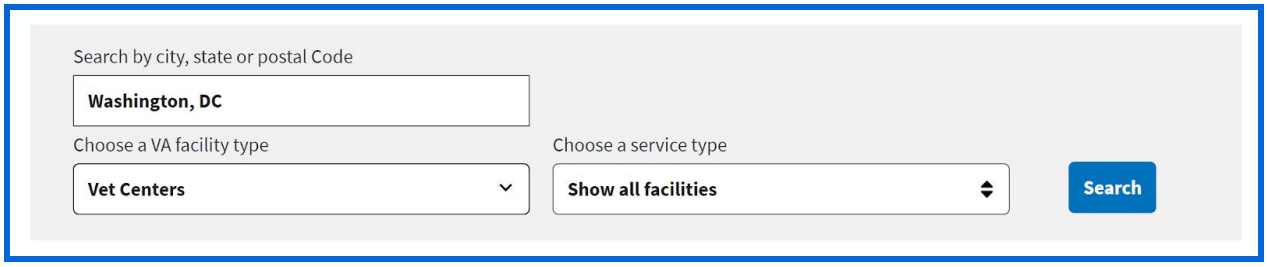
VA cemeteries

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



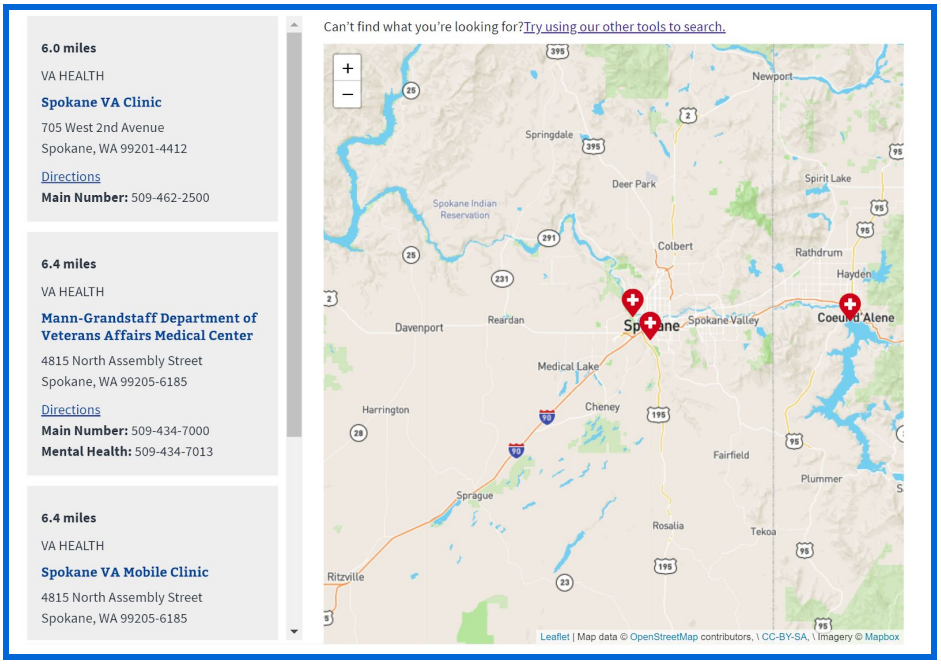
Vet Centers

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



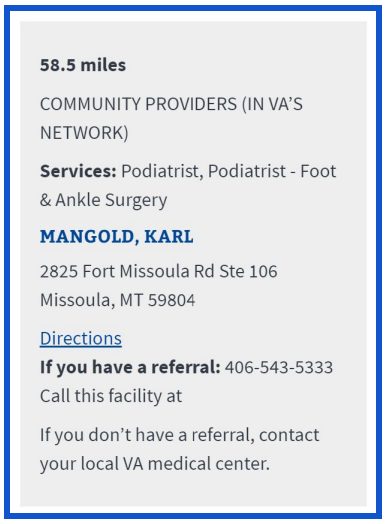
Search results

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.



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)



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.

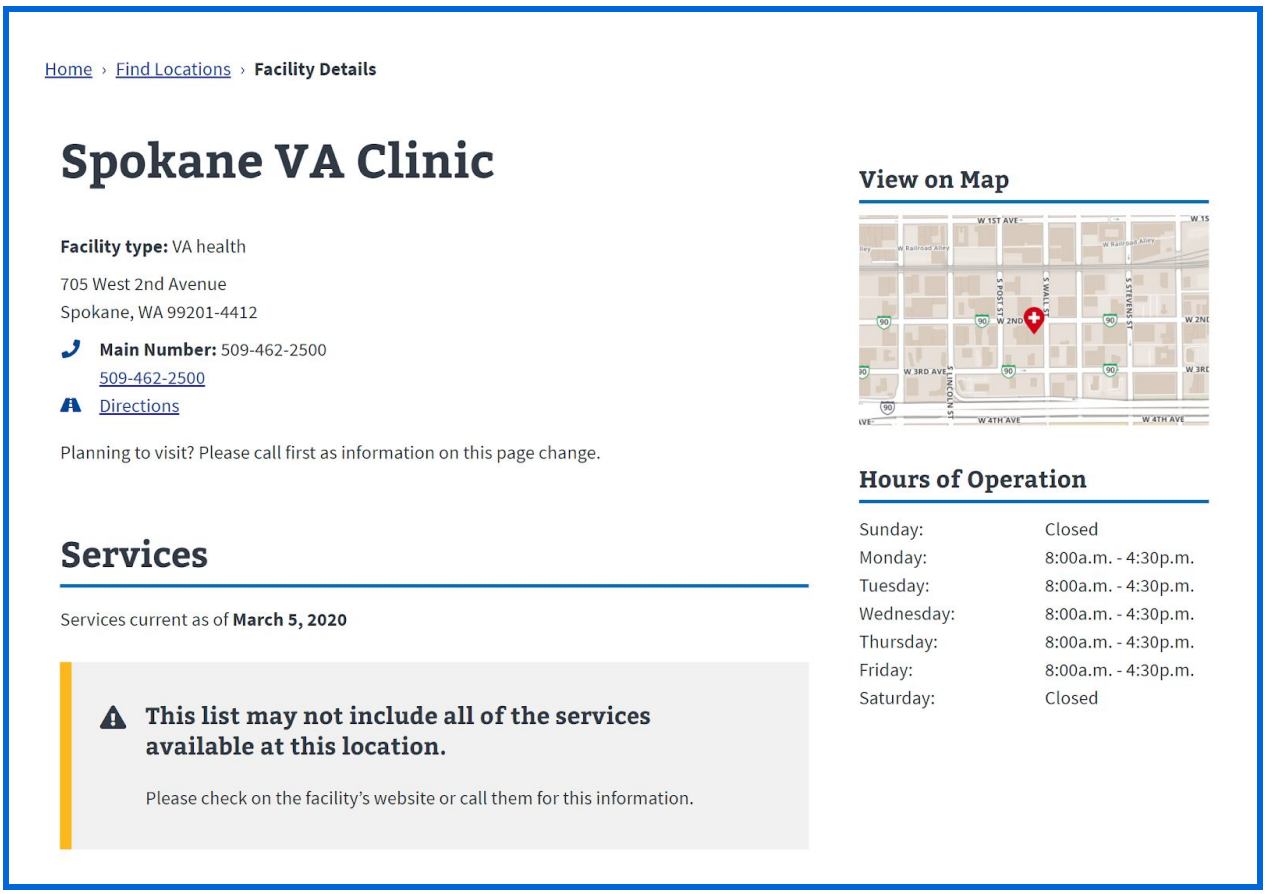
These cards will also display the Services available at the location.

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.

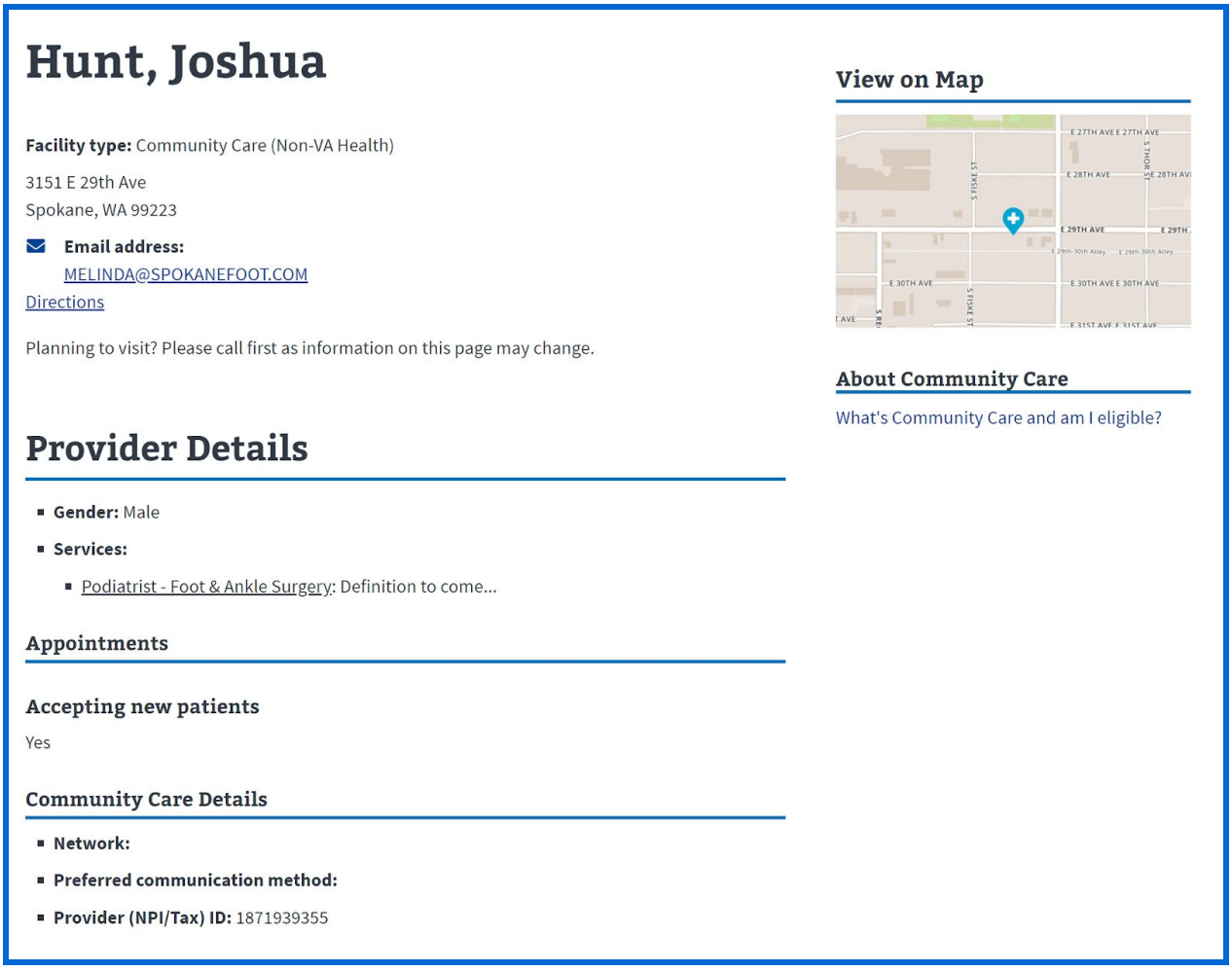


Community providers (in VA's network)

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.



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) and Michelle Middaugh (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, copying JR Ruble (Ronald.Ruble@va.gov), Dave Conlon (david.conlon@va.gov) and Michelle Middaugh (michelle.middaugh@adhocteam.us).