Facility Locator

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What is the Facility Locator?

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

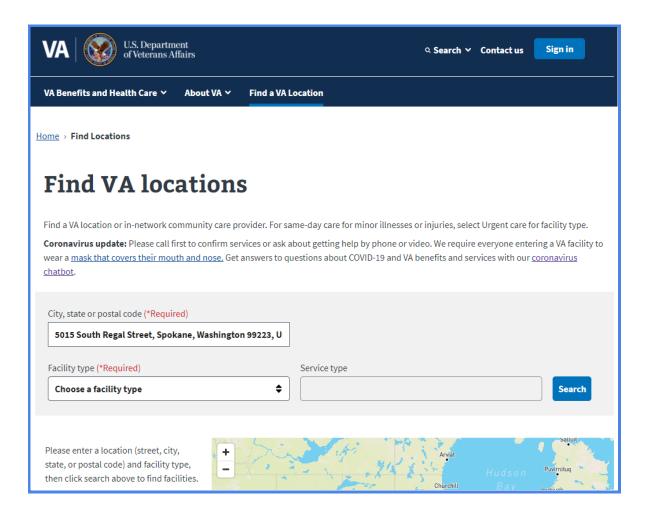
User Access

Who can access these tools?

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

How can users access these tools?

Via https://www.va.gov/find-locations or "Find a VA Location" at https://www.va.gov/find-locations or "Find a VA Location" at https://www.va.gov.

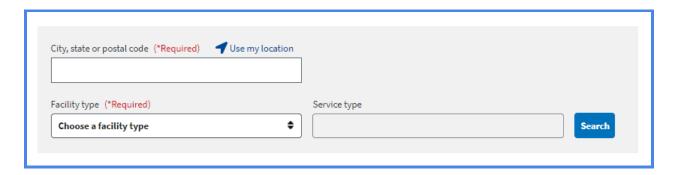


Navigation

Facility Locator has two primary pages:

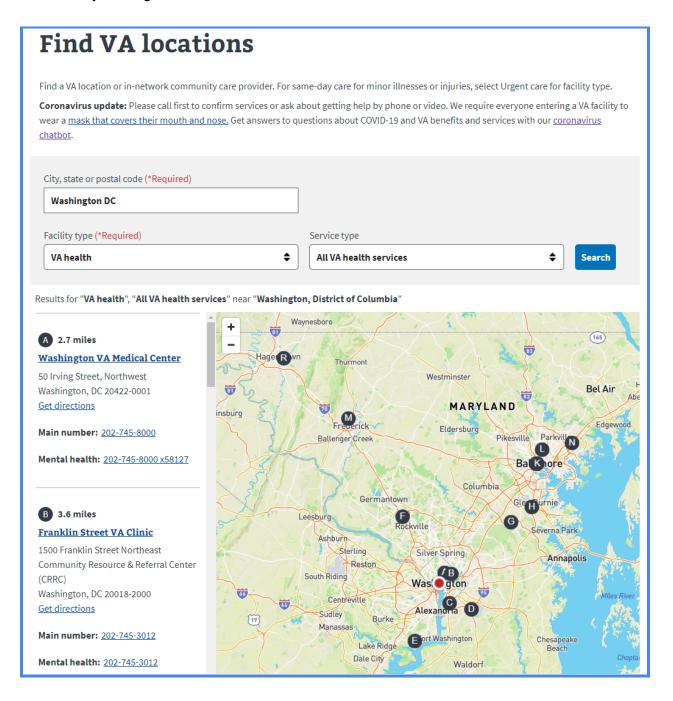
Landing page (search page)

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. When the Veteran lands on the search page, the fields are empty by default, unless he/she has navigated from another page which auto-populates the Facility type field.



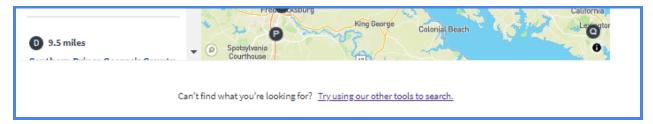
Facility Detail page

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.

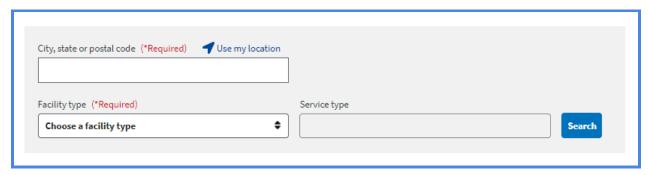
Legacy directory link



The link below 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.

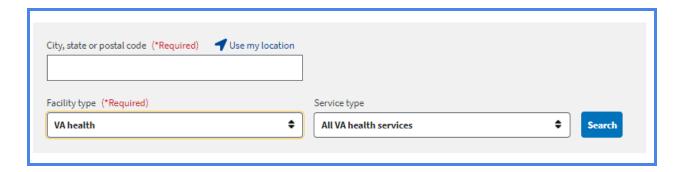
By default, unless the user enters a street address, the search will be performed based on the center point of the location parameters entered (the center of the city or zip code, for example).

VA facility type

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

VA health

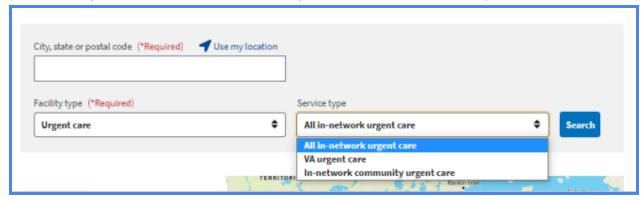
If VA health is selected, it defaults to All VA health services, and the user should just click Search.



Urgent care

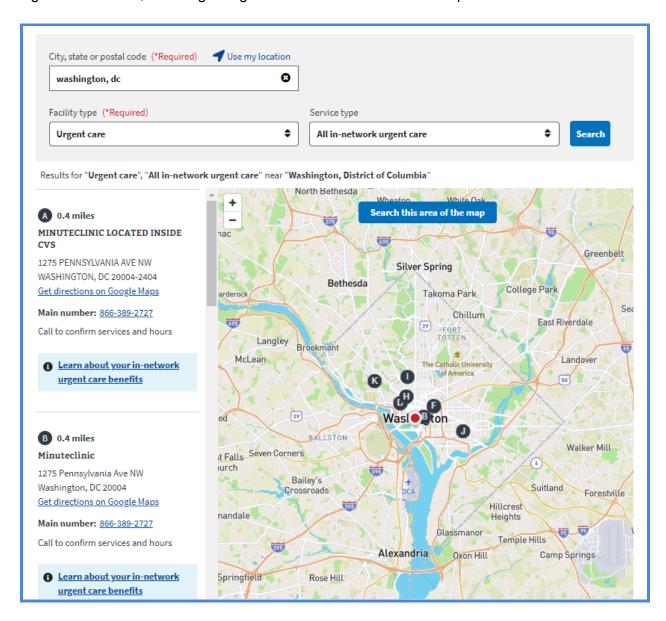
If Urgent care is selected, the user should choose

- VA urgent care to see results for VA owned and operated locations
- Community urgent care providers (in VA network) to view urgent care facilities and walk-in/retail locations
- All urgent care to view a list containing VA locations and community providers



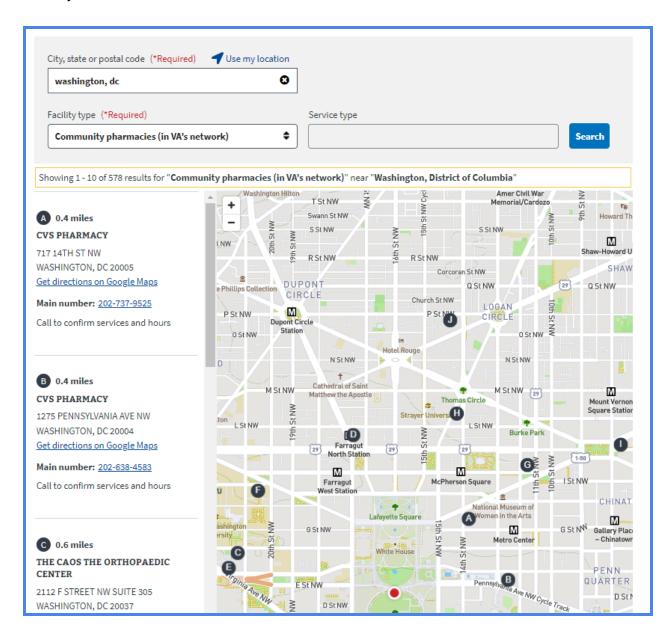
Alert for Community urgent care providers (in VA network)

Users searching All urgent care or urgent care plus Community urgent care providers in VA network will see an alert within any Community care result cards. 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.



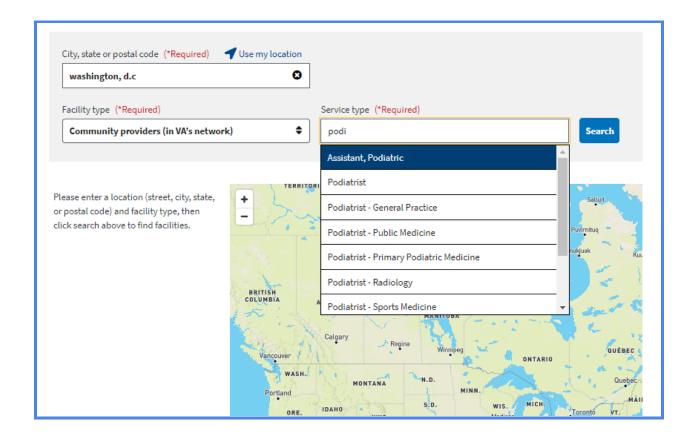
Community pharmacies (in VA network)

If Community pharmacies (in VA network) is selected, no Service type is needed and the user should just click Search.

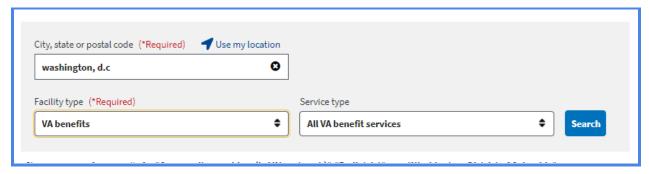


Community providers (in VA network)

If Community providers (in VA 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.



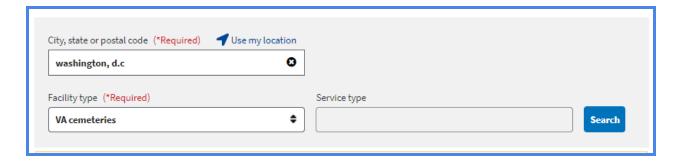
VA benefits



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.

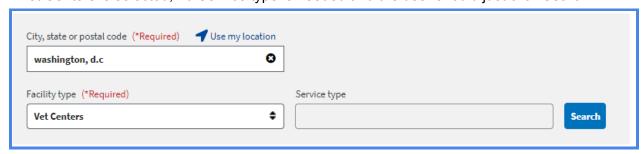
VA cemeteries

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.



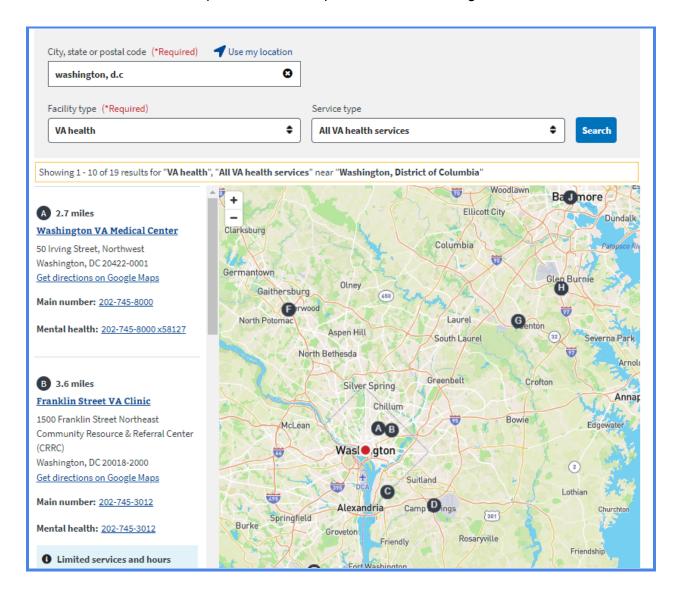
"Search this area of the map"

As of December 2020, once search results are returned, if the Veteran zooms or pans the map, a new "Search this area of the map" button displays at the top of the map. Clicking the button will trigger a new 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.



C 5.1 miles

Southeast Washington VA Clinic

820 Chesapeake Street, Southeast Washington, DC 20032-3428 Get directions

Main number: 202-745-8685

Mental health: 202-745-8685

Facility Closed

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

- Corresponding pin
- Distance
- Name (with link to facility detail page)
- Address
- Actionable link to directions
- Main phone number
- Mental health phone number (VA health facilities)
- Facility operating status (if available)

A 0.1 miles

C.W. Bill Young Department of **Veterans Affairs Medical Center**

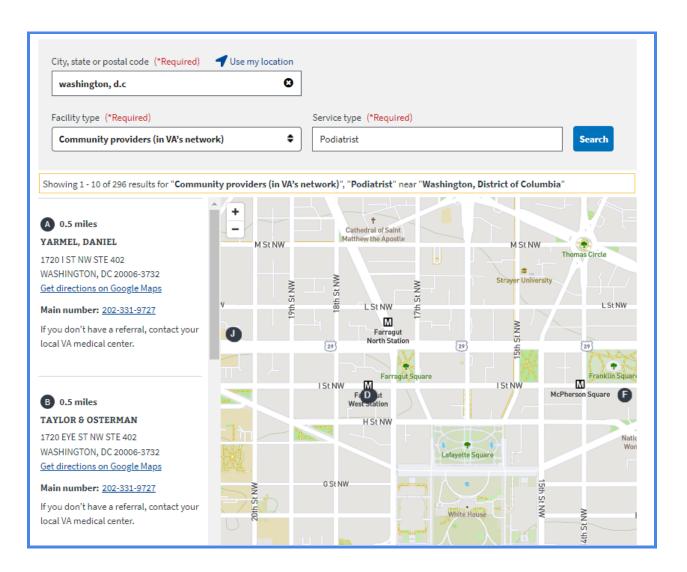
10000 Bay Pines Boulevard Bay Pines, FL 33744-8200 Get directions on Google Maps

Main number: 727-398-6661

VA health connect: 877-741-3400

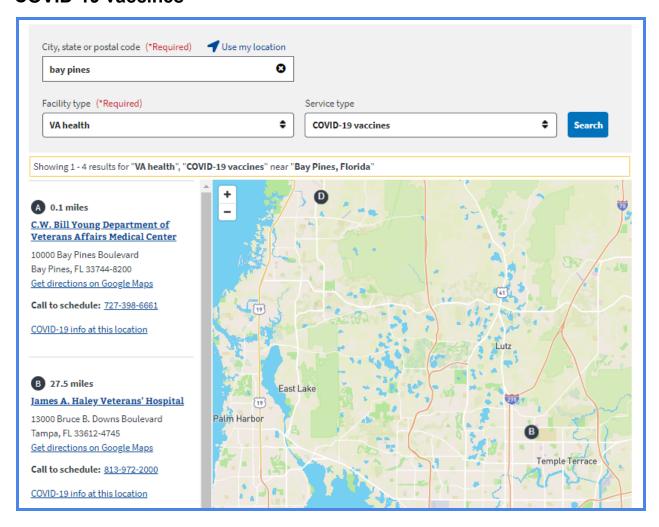
Mental health: 727-398-6661 x14680

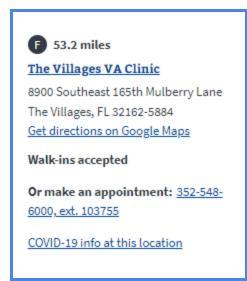
Some VA health facilities include a VA health connect phone number in the search results card. As of 3/2022, this number is only displayed for VISN 8 facilities based on the roll-out timeline for this communication option.



Community providers (in VA network) 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.

COVID-19 vaccines



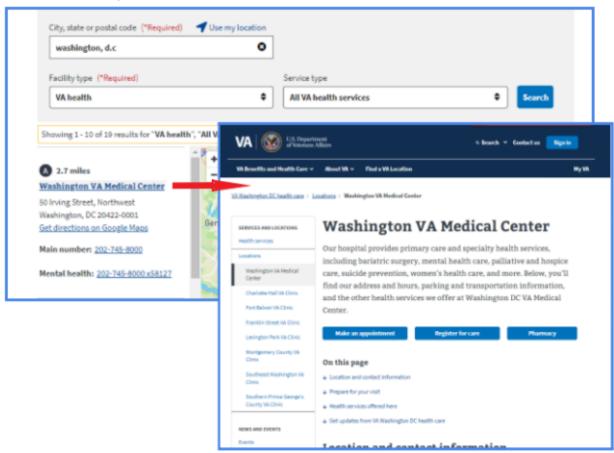


When COVID-19 vaccines is chosen as the Service type for VA health, the search result cards include facility specific details, including a phone number for appointment scheduling and link to COVID-19 information. If walk-in vaccination is available, the search results will also include that detail.

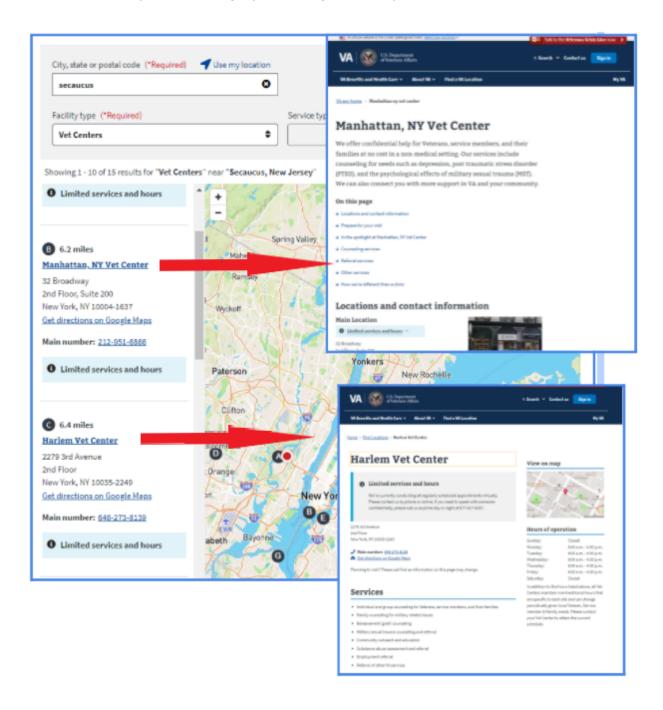
Facility Detail Pages

VA facility types

By clicking on the name of a VA location in search results, the Veteran can view details about the facility. The detail page displayed will depend on the type of VA facility. Clicking on the name of a VA health facility connects to the modernized pages for that location. As of 3/4/2022, this is true for all VAMC systems except Lovell Federal health care and Manila Outpatient Clinic.



Clicking on the name of a Vet Center directs to new web pages if they are live on production at the time of the search. As of 3/4/2022, over half of Vet Centers have web presence on VA.gov. If the location is not yet live, the legacy detail page is displayed.



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

Modernized pages, such as those for VAMC and Vet Centers, use Drupal CMS as the source of truth.

Community providers (in VA network)

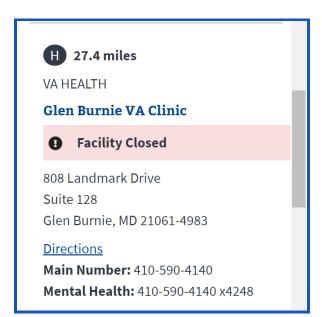
Facility detail pages are not available for Community providers (in VA network), Community urgent care, or Community pharmacies (in VA network).

Facility-Level Operating Status

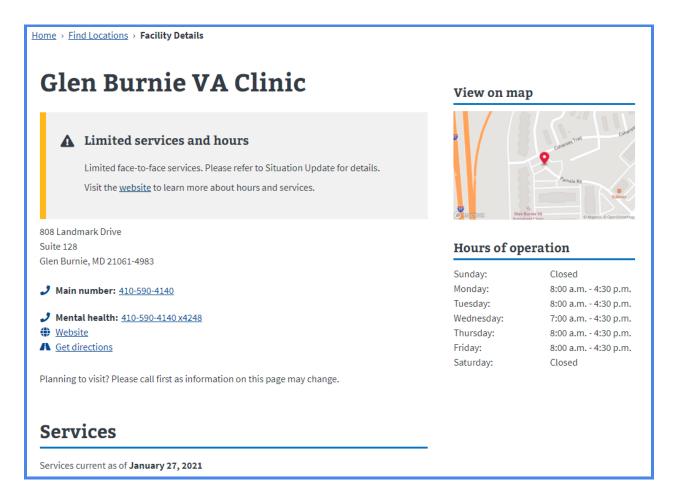
As of April 2020, search result cards may include an alert for facility-level operating status. This alert is to inform Veterans that a location may have temporarily changed access to the facility or services.

The status options which may be displayed are:

- Facility Closed
- Limited services and hours
- Facility Notice



Veterans can learn more about the facility operating status by visiting the facility detail page. It is expected that the details may be different depending on the facility. Not all facilities will use operating status alerts.



Error states and steps for resolution

Please see separate documentation.

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.

The process for reporting inaccurate location information depends on the type of facility and information.

Type of information needing correction	For facility type	Process
Inaccurate location information such as address, phone number, hours or map thumbnails	VHA facilities Vet Centers VBA facilities NCA locations	Contact Center agents should email the name of the facility and the missing or inaccurate detail to Lighthouse at api@va.gov.
Inaccurate service information	VHA facilities Vet Centers VBA facilities	Contact Center agents should email the name of the facility and the missing or inaccurate detail to Lighthouse at api@va.gov.
Inaccurate location or service information	Community care providers and pharmacies (usually non-VA facilities)	Contact Center agents should email the name of the facility and the missing or inaccurate detail to

Update Log

Content	Section	Date
Contact info for community care providers updated with Tobie Wethington's information	FAQ	5.7.2020
Updated landing page image	User access	12.17.2020
Updated search box image and information about default field values	Navigation	12.17.2020

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Updated image	Facility Detail page	12.17.2020
Updated image and description for Legacy Link	Legacy Directory Link	12.17.2020
Updated image	Search functionality > Location	12.17.2020
Updated description of the default for facility type field	Search functionality > VA facility	12.17.2020
Updated image for VA health default	Search functionality > VA facility > VA health	12.17.2020
Updated image and description of dropdown options	Search functionality > VA facility > Urgent care	12.17.2020
Updated image and description of Community urgent care alert button	Search functionality > VA facility > Urgent care > Alert for Community urgent care providers (in VA network)	12.17.2020
Inserted image and updated name to Community pharmacies (in VA network). Removed footnote.	Search functionality > VA facility > Community pharmacies (in VA network)	12.17.2020
Updated image	Search functionality > VA facility > VA benefits	12.17.2020
Updated image	Search functionality > VA facility > VA cemeteries	12.17.2020
Updated image	Search functionality > VA facility > Vet Centers	12.17.2020
Inserted section	Search functionality > Search this area of the map	12.17.2020
Updated image for map, search result list and individual card	Search results	12.17.2020
Updated image	Facility Detail pages > VA facility types	12.17.2020
Removed image and updated description	Facility Detail pages > Community providers	12.17.2020
Grammatical changes	throughout	12.30.2020
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Addition of COVID-19 vaccines as a Service type under VA health facility searches	Search results	01.27.2021
Adjusted image sizing, plus any corresponding table of contents page numbers as needed; minor punctuation and capitalization edits.	throughout	01.27.2021
Updated image	Search functionality > Location	03.04.22
Updated image	Search functionality > VA facility > VA health	03.04.22
Updated image	Search functionality > VA facility > Urgent care	03.04.22
Updated image	Search functionality > VA facility > Urgent care > Alert for Community urgent care providers (in VA network)	03.04.22
Inserted image	Search functionality > VA facility > Community pharmacies (in VA network)	03.04.22
Updated image	Search functionality > VA facility > VA benefits	03.04.22
Updated image	Search functionality > VA facility > VA cemeteries	03.04.22
Updated image	Search functionality > VA facility > Vet Centers	03.04.22
Inserted information about VA health connect with image	Search results	03.04.22
Updated screenshots and details about facility information returned for COVID-19 vaccines searches	Search results	03.04.22
Updated images and descriptions	Facility Detail pages > VA facility types	03.04.22
Added link to error states and steps for resolution	Error states	03.04.22

Updated process for reporting	FAQ	03.04.22
inaccurate information and POCs		