

Facility Locator

Product Guide

What is it?	3
User Access	3
Who can access these tools?	3
How can users access these tools?	3
Navigation	5
Landing page (Search page)	5
Facility Detail page	5
Legacy Directory Link	6
Search functionality	6
Location	6
VA facility type	7
VA Health	7
Urgent Care	7
Alert for Community urgent care providers (in VA's network)	7
Urgent care pharmacies (in VA's network)	8
Community providers (in VA's network)	8
VA benefits	9
VA cemeteries	9
Vet Centers	10
Search results	10
Facility Detail Pages	12
VA Facility types	12
Community providers (in VA's network)	13
Facility-level operating status	14
FAQ	14
Update Log	15

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.

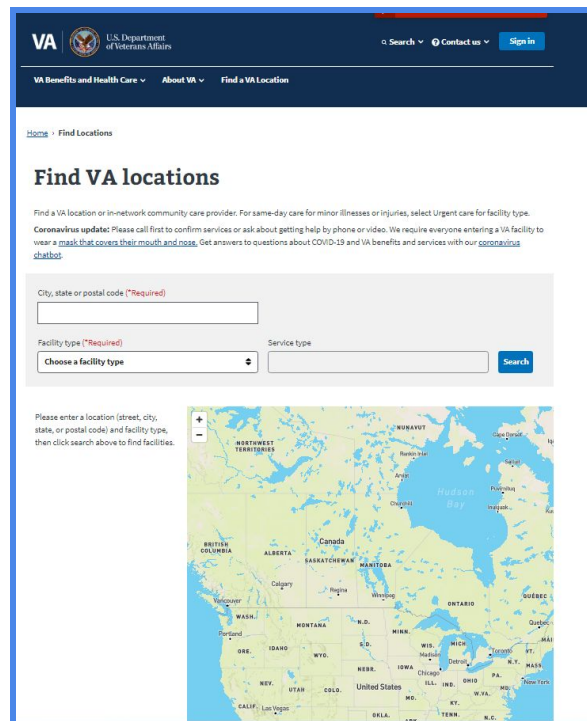
User Access

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 shows 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 "City, state or postal code (*Required)", a dropdown for "Facility type (*Required)", and a text input for "Service type". A "Search" button is to the right of the service type input. Below the form is a map of the United States and parts of Canada. A text prompt above the map says "Please enter a location (street, city, state, or postal code) and facility type, then click search above to find facilities." The map shows state and provincial boundaries with labels.

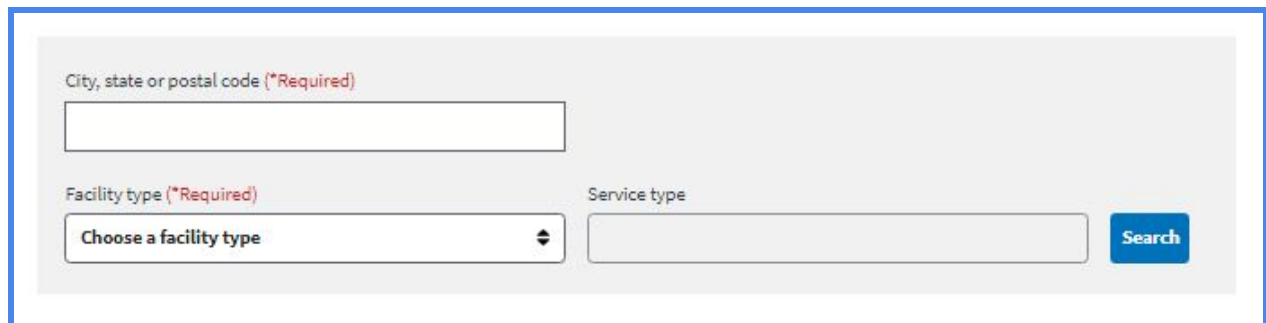
Or by selecting "Find a VA Location" from the <https://www.va.gov> homepage.

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. 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.

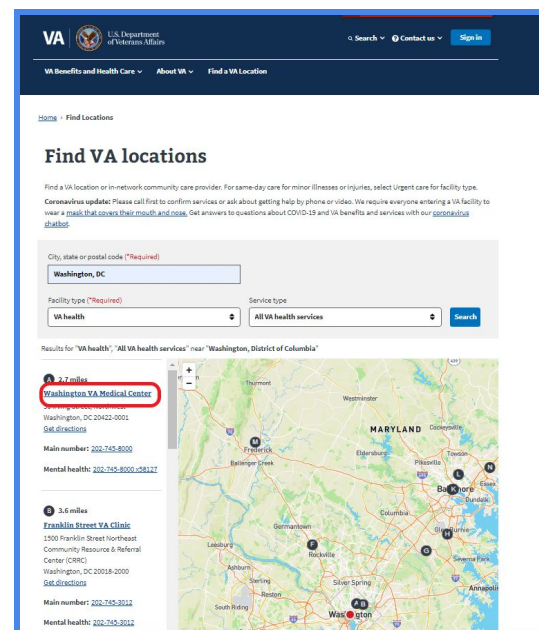


The screenshot shows the search form on the Facility Locator landing page. It includes three main input areas: a text field for 'City, state or postal code (*Required)', a dropdown menu for 'Facility type (*Required)' with the placeholder text 'Choose a facility type', and a text field for 'Service type'. A blue 'Search' button is located to the right of the service type field.

Facility Detail page

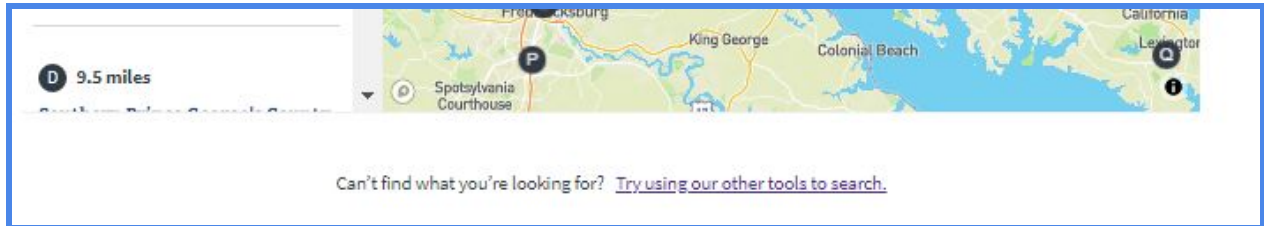
Additional information about the facility can be found on the Facility Detail page which is accessed by clicking on the name of the location in the search results box.

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



The screenshot shows the Facility Detail page for the Washington VA Medical Center. The page header includes the VA logo and navigation links. The main heading is 'Find VA locations'. Below this, there is a search form with the following details: 'City, state or postal code (*Required)' set to 'Washington, DC', 'Facility type (*Required)' set to 'VA health', and 'Service type' set to 'All VA health services'. The search results show a list of facilities, with the 'Washington VA Medical Center' highlighted. The details for this facility include: '3.7 miles', 'Washington VA Medical Center', 'Washington, DC 20422-5001', 'Get directions', 'Main number: 202-745-8000', and 'Mental health: 202-745-8000 x58127'. A map on the right shows the location of the facility in Washington, DC.

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

City, state or postal code (*Required)

Facility type (*Required)

Service type

Choose a facility type

Search

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

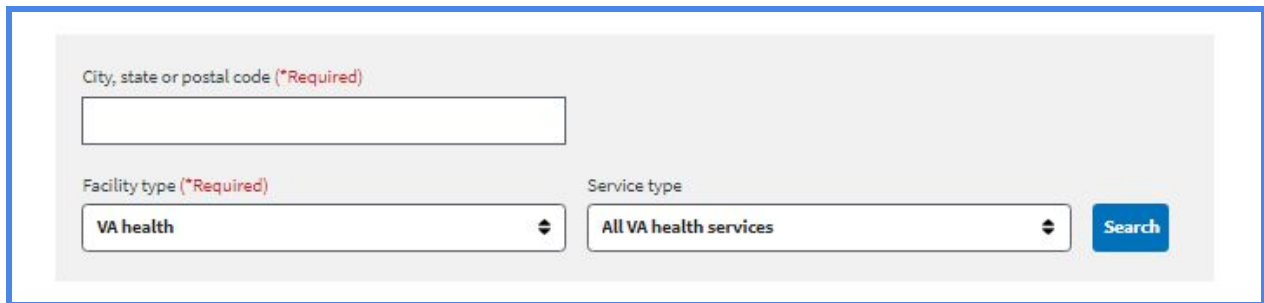
By default, unless the user enters a street address, the search will be performed based on the center point of the location parameters entered (the center of the city or zip code, for example).

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*.



City, state or postal code (*Required)

Facility type (*Required)

VA health

Service type

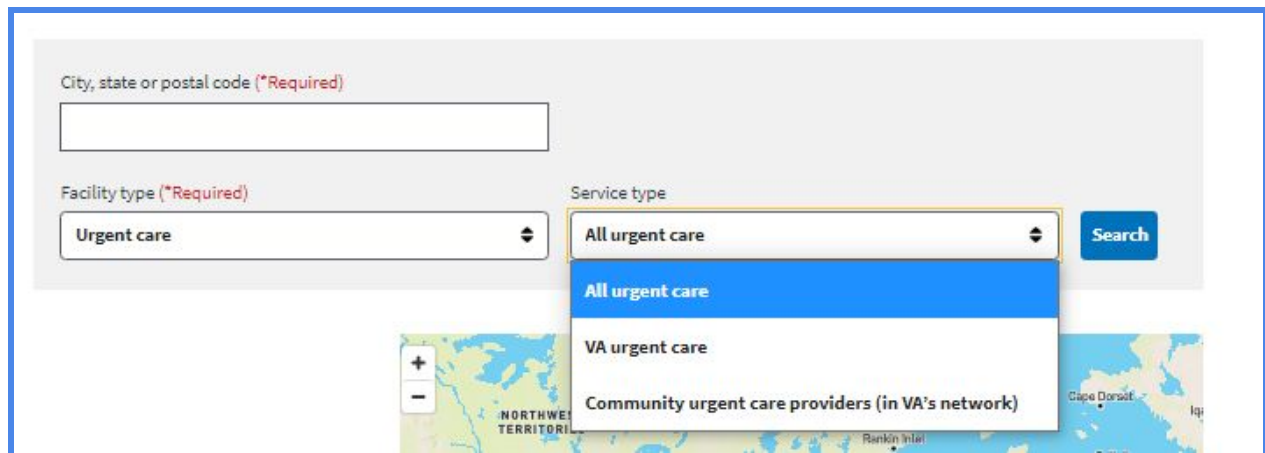
All VA health services

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.
- *All urgent care* to view a list containing both



City, state or postal code (*Required)

Facility type (*Required)

Urgent care

Service type

All urgent care

All 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 *All urgent care* or *Urgent care* plus *Community urgent care providers in VA's 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.

Find VA locations

Find a VA location or in-network community care provider. For same-day care for minor illnesses or injuries, select Urgent care for facility type.

Coronavirus update: Please call first to confirm services or ask about getting help by phone or video. We require everyone entering a VA facility to wear a [mask that covers their mouth and nose](#). Get answers to questions about COVID-19 and VA benefits and services with our [coronavirus chatbot](#).

City, state or postal code (*Required)

Facility type (*Required)

Service type

[Search](#)

Results for "Urgent care", "All urgent care" near "Washington, District of Columbia"

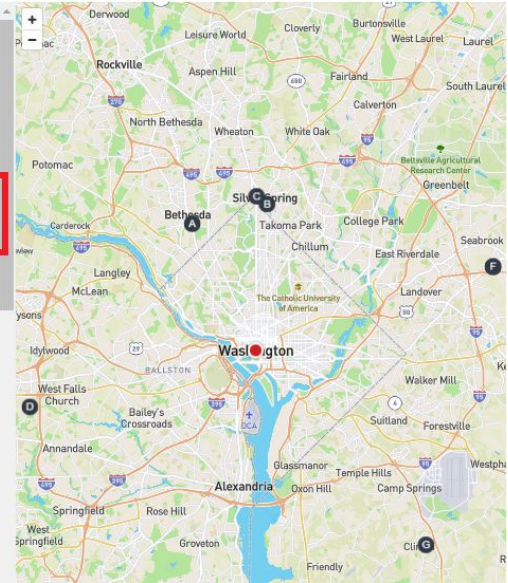
A 6.5 miles
HARCART HEALTH HOLDING
4507 STANFORD ST
CHEVY CHASE, MD 20815-5205
[Get directions](#)
Main number: [888-808-6483](#)
Call to confirm services and hours

I [In-network urgent care benefit](#)

B 6.7 miles
PATIENT FIRST MD MED GRP
8206 GEORGIA AVE
SILVER SPRING, MD 20910-4519
[Get directions](#)
Main number: [301-960-4682](#)
Call to confirm services and hours

I [In-network urgent care benefit](#)

C 7.1 miles
PATIENT FIRST ODENTON
8501 16TH ST



Community pharmacies (in VA's network)

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

VA U.S. Department of Veterans Affairs

VA Benefits and Health Care About VA Find a VA Location

Find VA locations

Find a VA location or in-network community care provider. For same-day care for minor illnesses or injuries, select Urgent care for facility type. **Coronavirus update:** Please call first to confirm services or ask about getting help by phone or video. We require everyone entering a VA facility to wear a [mask that covers their mouth and nose](#). Get answers to questions about COVID-19 and VA benefits and services with our [coronavirus chatbot](#).

City, state or postal code (*Required)
Washington, DC

Facility type (*Required)
Community pharmacies (in VA's network)

Service type

Search

Results for "Community pharmacies (in VA's network)" near "Washington, District of Columbia"

0.4 miles
CVS PHARMACY
717 14TH ST NW
WASHINGTON, DC 20005
[Get directions](#)
Main number: 202-737-3525
Call to confirm services and hours

0.4 miles
CVS PHARMACY
1275 PENNSYLVANIA AVE NW
WASHINGTON, DC 20004
[Get directions](#)
Main number: 202-638-4583
Call to confirm services and hours

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)

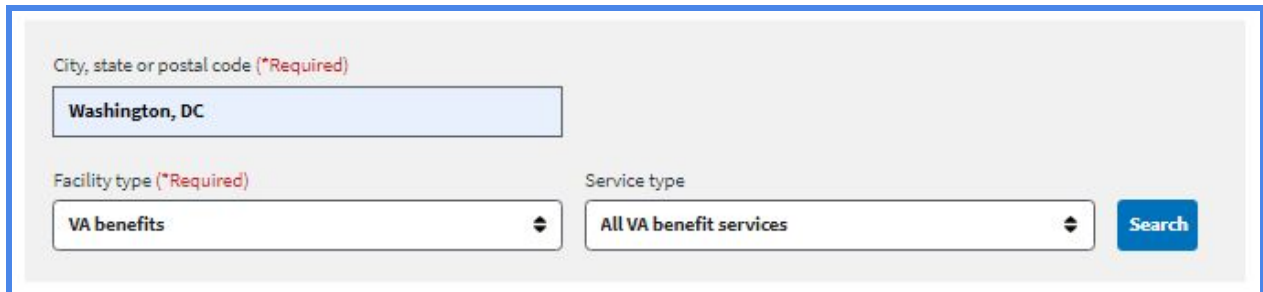
Service type (*Required)
podiatry

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

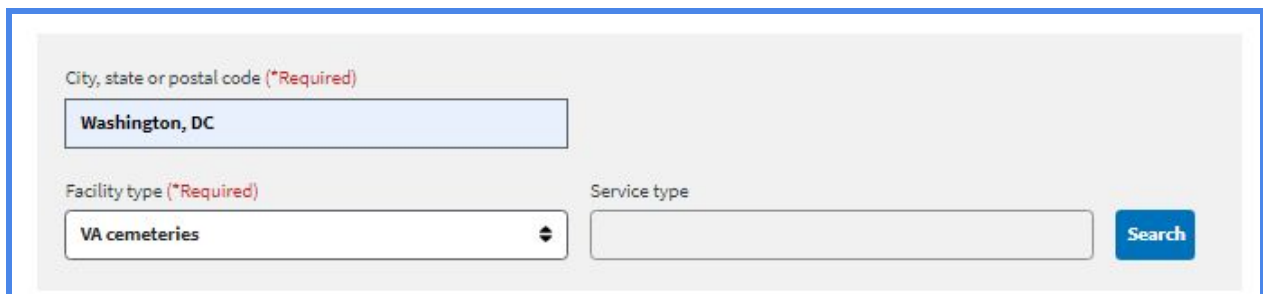
If *VA benefits* is selected, service type defaults to *All VA benefit services*. The user can also select an option from the *service type* dropdown before clicking *Search*.



A screenshot of a search form for VA benefits. It features three input fields: a text field for 'City, state or postal code (*Required)' containing 'Washington, DC', a dropdown for 'Facility type (*Required)' set to 'VA benefits', and a dropdown for 'Service type' set to 'All VA benefit services'. A blue 'Search' button is positioned to the right of the 'Service type' dropdown.

VA cemeteries

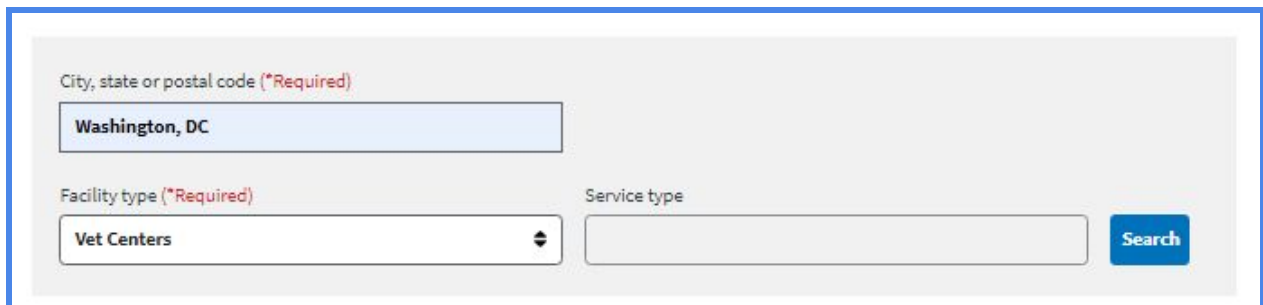
If *VA Cemeteries* is selected, no service type is needed and the user should just click *Search*.



A screenshot of a search form for VA cemeteries. It features two input fields: a text field for 'City, state or postal code (*Required)' containing 'Washington, DC', and a dropdown for 'Facility type (*Required)' set to 'VA cemeteries'. The 'Service type' field is empty. A blue 'Search' button is positioned to the right of the 'Service type' field.

Vet Centers

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



A screenshot of a search form for Vet Centers. It features two input fields: a text field for 'City, state or postal code (*Required)' containing 'Washington, DC', and a dropdown for 'Facility type (*Required)' set to 'Vet Centers'. The 'Service type' field is empty. A blue 'Search' button is positioned to the right of the 'Service type' field.

“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.

City, state or postal code (*Required)

Washington, DC

Facility type (*Required)

VA health

Service type

All VA health services

Search

Results for "VA health", "All VA health services" near "Washington, District of Columbia"

A

2.7 miles


[Washington VA Medical Center](#)

50 Irving Street, Northwest
Washington, DC 20422-0001

[Get directions](#)

Main number: [202-745-8000](#)

Mental health: [202-745-8000](#)

 58127

B

3.6 miles

[Franklin Street VA Clinic](#)

1500 Franklin Street Northeast
Community Resource & Referral
Center (CRRC)

Washington, DC 20018-2000

[Get directions](#)

Main number: [202-745-3012](#)

Mental health: [202-745-3012](#)

C

5.1 miles

[Southeast Washington VA Clinic](#)

820 Chesapeake Street, Southeast
Washington, DC 20032-3428

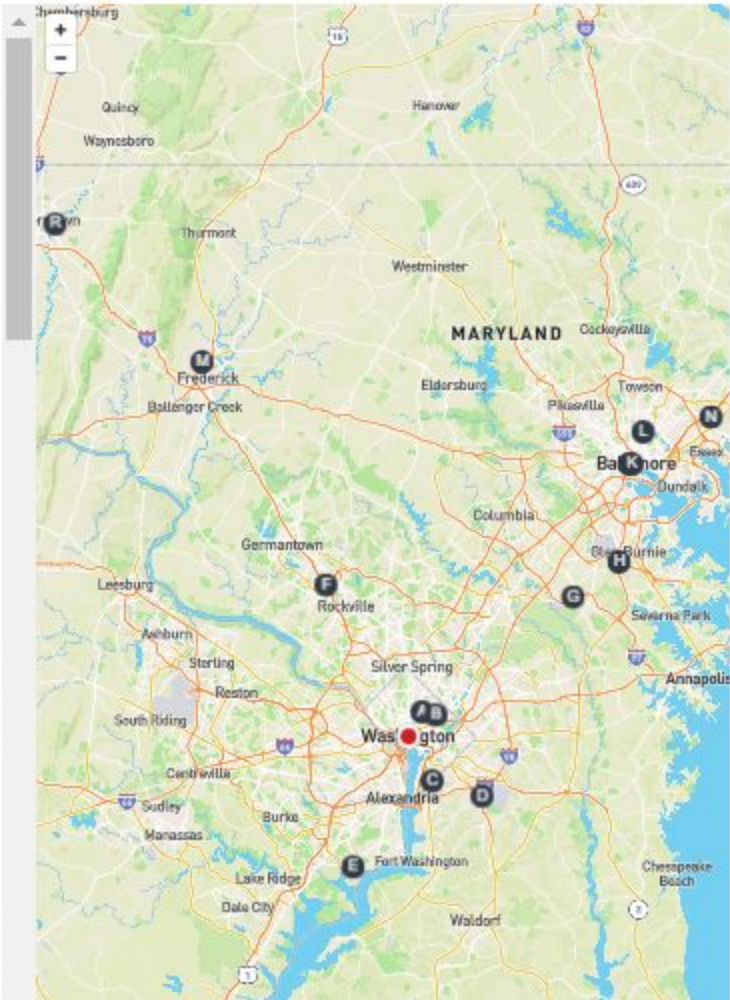
[Get directions](#)

Main number: [202-745-8685](#)

Mental health: [202-745-8685](#)

D

Facility Closed



C 5.1 miles

[Southeast Washington VA Clinic](#)
 820 Chesapeake Street, Southeast
 Washington, DC 20032-3428
[Get directions](#)

Main number: [202-745-8685](tel:202-745-8685)

Mental health: [202-745-8685](tel:202-745-8685)

i 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)

City, state or postal code (*Required)

Washington, District of Columbia 20016, United States

Facility type (*Required)

Community providers (in VA's network)

Service type (*Required)

Dentist

Search

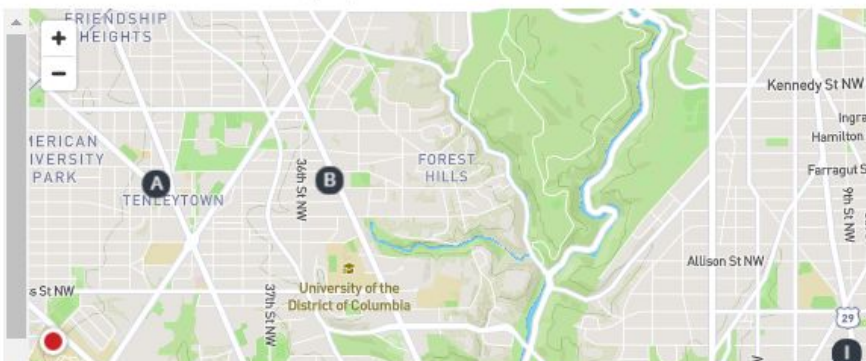
Results for "Community providers (in VA's network)", "Dentist" near "Washington, District of Columbia 20016"

A 0.8 miles



Kay, Marie
 4123 River Rd. NW
 Washington, DC 20016
[Get directions](#)

Main number: [202-243-0130](tel:202-243-0130)

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



Community providers (in VA's 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.


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](#)

Southeast Washington VA Clinic





Facility Closed


The Community Clinic located on 820 Chesapeake St. in SE D.C., will be temporarily closed beginning Monday, March 16, 2020 to protect the health and safety of Veterans co-located on the campus.


Visit the [website](#) to learn more about hours and services.

820 Chesapeake Street, Southeast
Washington, DC 20002-5428

 Main number: [202-745-9385](tel:202-745-9385)

 Mental health: [202-745-9385](tel:202-745-9385)


 [Website](#)

 [Get directions](#)

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

Services

Services current as of December 17, 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.

- Mental health care
- Nutrition
- Primary care

Appointments

Current as of December 7, 2020

New patient wait times

The average number of days a Veteran who hasn't been to this location has to wait for a non-urgent appointment

- Primary care: 6 days
- Specialty care:

Existing patient wait times

The average number of days a patient who has already been to this location has to wait for a nonurgent appointment.

- Primary care: 0 days
- Specialty care:

Veteran-reported Satisfaction Scores

Current as of April 16, 2020

Veteran-reported satisfaction scores come from the Consumer Assessment of Health and Systems survey, which measures satisfaction of nearly 150,000 Veterans across the U.S. every 6 months.

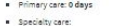
Urgent care appointments

% of Veterans who say they usually or always get an appointment when they need care right away

Routine care appointments

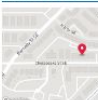
% of Veterans who say they usually or always get an appointment when they need it

Primary care at this location



95 %

View on map



Hours of operation

Sunday:	Closed
Monday:	7:30 a.m. - 4:00 p.m.
Tuesday:	7:00 a.m. - 3:30 p.m.
Wednesday:	7:00 a.m. - 3:30 p.m.
Thursday:	7:30 a.m. - 4:00 p.m.
Friday:	7:30 a.m. - 4:00 p.m.
Saturday:	Closed

Community providers (in VA's network)

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

H

27.4 miles

VA HEALTH

Glen Burnie VA Clinic

!

Facility Closed


808 Landmark Drive
Suite 128
Glen Burnie, MD 21061-4983

[Directions](#)

Main Number: 410-590-4140

Mental Health: 410-590-4140 x4248

VA



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

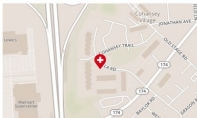
Glen Burnie VA Clinic

!

Facility Closed

Temporary closure due to COVID-19
Visit the [website](#) to learn more about hours and services.

View on Map



Hours of Operation

Sunday:	Closed
Monday:	8:00 a.m. - 4:30 p.m.
Tuesday:	8:00 a.m. - 4:30 p.m.
Wednesday:	7:30 a.m. - 4:30 p.m.
Thursday:	8:00 a.m. - 4:30 p.m.
Friday:	8:00 a.m. - 4:30 p.m.
Saturday:	Closed

Facility type: VA health

808 Landmark Drive
Suite 128
Glen Burnie, MD 21061-4983

📞

Main Number: 410-590-4140
[410-590-4140](#)

🧠

Mental Health: 410-590-4140 x4248

🌐

[Website](#)

📍

[Directions](#)

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

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.

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 Tobie Wethington (Tobie.Wethington@va.gov), Dave Conlon (david.conlon@va.gov) and Michelle Middaugh (michelle.middaugh@adhocteam.us).

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
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's network)	12.17.2020
Inserted image and updated name to Community pharmacies (in VA's network). Removed footnote.	Search functionality > VA facility > Community pharmacies (in VA's 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