

# The Eagle

Newsletter for Veterans, Stakeholders, and Employees of the  
Coatesville VA Medical Center



Autumn 2020

## Free Access to Classes with



Get access to 16 weeks of classes when you **register by 30 September** and enjoy more than 50 instructors hosting 20 classes each day and choose the yoga, tai-chi, qigong, mindfulness and meditation that is right for you. Veterans who are registered with us now have free access to live instruction thanks to a new partnership with Ompractice.

If you are interested in adding Ompractice to your existing care plan, speak to your provider about whether Ompractice is a good fit for you. To schedule an appointment, call 610-383-0239.



## Mask Wear and Tips

Face coverings or masks are required at all VA facilities. We recommend you bring your own face covering, but if you don't have one, we will provide you with one.

**Wearing a face mask can be frustrating when breathing fogs your glasses. These tips may help:**

- Pinch the top of the mask to fit the shape of your nose.
- Use an anti-fogging solution or gently wash your lenses with soap and water before wearing them.
- Push your glasses forward on our nose to allow more air to circulate and keep your breath from fogging up your vision.
- Try pulling your mask up over your nose and rest your glasses on top of it (make sure your mask still fits properly over you face).

**Don't lose your hearing aid while wearing a mask.**

**These tips may help:**

- Check for your hearing aid when removing your mask or face cover
- Hold your hearing aid in place with one hand and carefully remove your face mask with the other to ensure the hearing aid does not fall off.



**For the latest information about the  
Novel Coronavirus (COVID-19),**

**visit the  
Centers for Disease Control and Prevention  
(CDC), to view go to [www.cdc.gov](http://www.cdc.gov)**

**VA**



U.S. Department of Veterans Affairs

Veterans Health Administration  
Coatesville VA Medical Center

# Safe Care is Our Mission

**Safety remains our top priority** as Coatesville VAMC reintroduces face-to-face care for Veterans who have the greatest clinical need.

1. Verbal COVID-19 screening continues for anyone entering the campus, this includes pre-scheduled face to face appointments. Screening occurs in parking Lot D (for location see information below). The screening station will issue a **"Screened and Permitted to Pass"** card. Keep this pass on your person while on campus. The back of the pass has instructions for **VEText mobile check-in process**.
  - Using the VEText feature simply check-in to your appointment by texting "here" using your cellphone... then wait for instructions before entering the appointment building.
  - Veterans who do not have a cellphone with texting capabilities will be directed by staff located at the building entrance.
2. VEText only works while at the VA medical center.
3. We also **require everyone to wear a mask** while on-site. Veterans are required to wear a mask or face-cover when entering the screening station. **Please arrive as close to your appointment time as possible.**
4. To shorten the screening process, Veterans will need to show identification and, if available, an appointment letter.
5. When possible, we ask that Veterans not bring family members or visitors with them to their appointment to **help us maintain physical distancing** and limit exposure. If you would like to have a family member involved, we can call them and have them on speaker phone during your visit or make other arrangements if needed.
6. **To allow for physical distancing there will be limited seating in the waiting room.**
7. We continue to **thoroughly disinfect** and **clean high-touch surfaces** as we follow environmental cleaning recommendations outlined by the CDC.



**All Face to Face outpatient appointments must be pre-scheduled prior to coming onto campus. Please call 610-383-0239 to request an appointment.**

**Veterans will be contacted 24 - 48 hours prior to their appointment so we can provide the safest environment of care for all. If you did not receive a call please contact us at 610-384-7711 x 5966 prior to your appointment.**

**Virtual & telephone appointments will continue** to be offered for the majority of routine visits as appropriate. These options will be discussed when Veterans call to schedule an appointment.

**Veterans who have urgent and time-sensitive needs will continue to be seen face-to-face**, if their provider feels it's medically necessary. For the quickest access to care, use the 24-hour Medical Care Advice line at 610-384-7711, and then press 3. Throughout this reintroduction, be assured, safe care is our mission and our continuing commitment to our Veterans, visitors, and employees.

*Parking Lot D remains the only entrance open. Please click on the [Campus map](#) link in the **Local Alerts** section of our website homepage [www.coatesville.va.gov](http://www.coatesville.va.gov).*

## A Message from Pharmacy Pharmacy/Prescription Refills

Prescriptions will continue to be delivered by mail to the Veteran's home. Prescriptions may also be filled online using MyHealthVet ([www.myhealth.va.gov](http://www.myhealth.va.gov))

As a reminder, please request refills at least two weeks before you run out of your prescription.

Pick-up of medications is only on a case by case basis authorized by your provider. The screening station will be notified of Veterans who are authorized to come onto campus for pick-up.



Confidential chat at  
**VeteransCrisisLine.net**  
or text to **838255**

## Coatesville Primary Care Clinic

**24 Hour Call Line 610-384-7711**

May enter the below numbers at any time during the call

- **Press #1 - Refill Medications**
- **Press #2 - Schedule or Cancel an appointment**
- **Press #3 - Speak to a Registered Nurse for health-related concerns**

## A Message from Audiology Service Hearing Aid doesn't work?

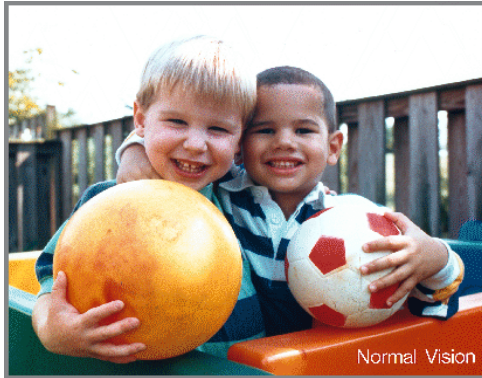
If you need assistance with the maintenance of your hearing aids, please contact our department at 610-384-7711, ext. 5270. You may also use MyHealthVet for assistance regarding hearing aid function and repairs.

Veterans who have hearing aids that may be due to be replaced or Veterans who wish to be evaluated for hearing aids should call 610-383-0217.



# Visual Impairment Services Team (VIST) Program

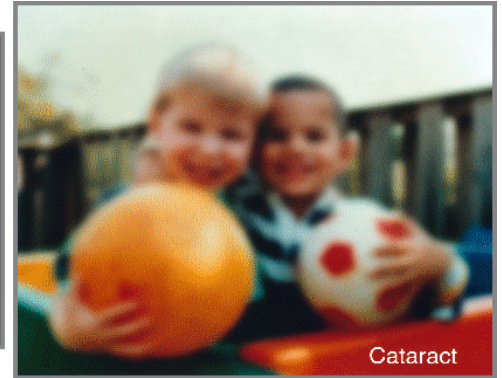
## What it's like to live with visual impairment...



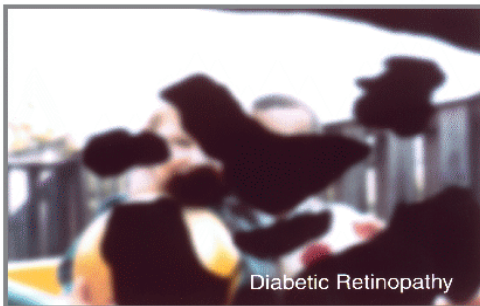
Normal Vision



Glaucoma



Cataract



Diabetic Retinopathy



Age-related Macular Degeneration

In 1997, when Larry Thompson suddenly realized he had lost almost all vision in his right eye, his life made a dramatic turn. Larry was diagnosed with glaucoma, a condition which causes the gradual loss of vision. By 2006, he realized he could no longer safely drive nor successfully continue his work as a local restaurant manager and filed for disability. The change from being an active, independent member of society to being dependent on friends and family took a great toll. "I was more depressed than anyone ever knew. Your world is shattered when you can't drive or do things you used to do."



**Larry Thompson, USAF Veteran**

Things began to change for Larry when he was referred to the Coatesville VA Medical Center's Visual Impairment Services Team (VIST) Coordinator, Michelle Farrell. Larry, an Air Force Veteran, who is enrolled at the Coatesville VA was unaware of the services offered to Veterans with severe visual impairment. Ms. Farrell met with Larry to discuss his vision loss and explained the VA's Blind Rehabilitation Services which include low vision evaluations. A low vision examination

determines the level of visual impairment and the appropriate training and equipment needed. Larry was referred for an appointment at the Low Vision Clinic.

Larry has received inpatient training twice at the Eastern Blind Rehabilitation Center at the VA Medical Center at West Haven, CT. Although initially hesitant to be away from family he agreed to go and was glad he did "everyone was so friendly and nice". He learned a variety of skills including how to effectively manage household chores and how to walk safely using a white cane. He received training on special software for the visually impaired and is able to work with a computer which the VA provided. Larry also attended supportive group therapy giving him the opportunity to learn from other Veterans, "you meet people who survive with worse vision than yourself and you realize you're not alone."

Larry believes the training and low vision equipment he received at the VA is serving him well. "The VIST Program has changed my life. I've learned a lot about myself- don't give up, as long as you're breathing, you have a chance!" He maintains frequent contact with Ms. Farrell and knows he can go back to the VA for additional training should his vision worsen.

For more information about VIST services, please contact Michelle Farrell, LCSW, at 610-383-0231.

## Drive-thru Flu-Vaccination will be Available this Year!

This fall, due to the coronavirus pandemic and in an effort to keep you safe, the Coatesville VAMC and its VA Community Clinics are preparing to schedule drive-thru flu clinics. Free flu vaccine will be available for all Veterans registered with the Coatesville VAMC and we encourage you to take advantage of this opportunity to stay healthy.

Times, dates, and locations will be made available and posted on our Coatesville VAMC website and Facebook. If you do not have access to social media you can request to be scheduled for a flu-vaccination during your face-to-face appointment.



Connect with us at  
[www.coatesville.va.gov](http://www.coatesville.va.gov)  
and on Facebook



For updates about our medical center operations, please  
view the **"Alert"** & **"Local Alerts"** section on our website  
[www.coatesville.va.gov](http://www.coatesville.va.gov).

