

# Lebanon VAMC

NEWSLETTER



MOVING FORWARD TOGETHER:  
*gradually, thoughtfully, safely*

## Safe Care is Our Mission



**Our efforts to protect the safety of our Veterans, employees, and loved ones means VA facilities may look very different now.**

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lebanon.va.gov

## HERE'S WHAT TO EXPECT AS WE BEGIN TO MOVE FORWARD:

### Safety remains our top priority

as Lebanon VA Medical Center (VAMC) begins to gradually reintroduce face-to-face care for Veterans who have the greatest clinical need.

1. We continue to **actively screen** all patients, visitors, and employees at the entrances of Lebanon VAMC buildings 1, 17, 18, 19, the Emergency Department (ED) and at each VA Clinic.
2. We also **require all Veterans, visitors, and employees to wear a mask** while on-site. Veterans may either bring their own or we will provide one.
3. Please **do not** arrive more than 15 minutes prior to your appointment.
4. When possible, we ask that Veterans not bring family members or visitors with them to a health care 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.
5. We continue to **thoroughly disinfect** and **clean high-touch services** as we follow environmental cleaning recommendations outlined by the CDC.



### Veterans Should Call First:

Veterans are encouraged to call the Lebanon VAMC at **717-272-6621 and press 2** before visiting so we can provide the safest environment of care for all.

**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,

as they have been throughout this pandemic, if their provider feels it's medically necessary. Throughout this reintroduction, be assured, safe care is our mission and our continuing commitment to our Veterans, visitors, and employees.



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Lebanon VA Medical Center

# Bonded Together: WWII Combat Veteran and VA Nurse

Douglas A. Etter - Chief Communication Officer



Tracy Shenk, Adult Geriatric Nurse Practitioner and Jack "Doug" Trumbore genuinely appreciate one another and have bonded during the past 3 years as she manages the WWII combat Veteran's health care.

Jack "Doug" Trumbore is a carpenter. He lives in the house he built following his return from the Second World War. He is also a humble man. The 98-year-old WWII Veteran keeps his shadow box of medals, citations and photographs, along with a couple of official and unofficial history publications about the unit he spent most of the war with, in a drawer in his bedroom. He doesn't display them. He's reluctant to talk about them. He doesn't like drawing attention to himself. He even keeps the National Order of the Legion of Honor medal, France's highest honor, which he received at the French Embassy in Washington DC a 5 years ago, in the drawer. He also hides many of the memories, which were forever burned into his mind as a 22-year-old private far from his Berks county home. Who could blame him? After landing on Omaha Beach in Normandy and then fighting through Northern France, the Rhineland and Central Europe, he's reluctant to open the door to those memories, but sometimes, yes sometimes, they force their way upon the former infantryman -- even 76 years later. They remind him of helping a stranger search for his two missing brothers on the beaches with so much carnage or being a part of an impromptu firing squad, which fired a 21-gun salute at a hastily constructed cemetery.

Not all the memories, however, are painful. Doug remembers with a deep and abiding affection, the men with whom he served. He still chuckles at some of their antics and pranks. He can look at a picture of their squad and repeat their names, always last names, one by one even pointing to one without a helmet, "that's me – with hair!" He's grateful for the way they took care of one another and looked out for each other. He fondly tells the story of the time he was clearing a house and found a "huge wine rack full of champagne". His corporal told him everything in the house belonged to the government, so he grabbed as much as he could carry and gave it to the mess sergeant to distribute with dinner. It was a good night.

Doug also speaks with deep affection about Lebanon VA Medical Center, the Home Based Primary Care he receives and his Nurse Manager, Tracy Shenk, Adult Geriatric Nurse Practitioner (AGNP). "I'm 100% for the VA," says the Veteran of some of the most vicious fighting in Europe during the Battle of the Hurtgen Forest, "if anybody doesn't like it, they should talk with me. VA has done everything for me. They give me my medications and supplies. They built the ramp into my house and they gave me Tracy. She's terrific! She's a good person and I can't say enough about her. Anything I ever have trouble with, she makes right."



After being transferred to the 8th Infantry Division, "Doug" Trumbore (front row second from right) developed a close bond with the squad members pictured here.

They've formed a special bond this Veteran and nurse. They're both fighters – he fought for the liberation of Europe and she fights the illnesses which attack him. She enjoys his stories and he enjoys her professional care. Sometimes he calls her, just to make sure his favorite VA employee is okay. So when it was time to celebrate his 98th birthday in the middle of a state-wide lock down due to the Coronavirus, Tracy made it happen. She invited Doug's family, friends and neighbors so they could toast the extraordinary man from his driveway. She also drove to Philadelphia on her own time to pick up the birthday boy's favorite cake – a vanilla cake with cheesecake-mousse filling and vanilla icing. "Boy was it good," said the Veteran whose war ended in a hospital recovering from combat injuries. "It was better than any chow the Army ever gave us."

Tracy has managed Doug's care and treatment in VA's unique Home-Based Primary Care Program for 3 years. The care did not stop even in the midst of the COVID-19 pandemic. She loves the time she spends with Veterans and the "work-life" balance VA offers her. "Veterans are different than other people," says the woman who was inspired to become a nurse watching nurses care for an 8-year-old girl when she herself was hospitalized as a child. "Veterans have their own culture and I've had to learn how to adapt to that culture. They trust us, which they normally don't do easily. It's incredibly rewarding! I wouldn't want to be anywhere else!"

Home Based Primary Care is health care services provided to Veterans in their home. A VA physician supervises the health care team who offer the services. Home Based Primary Care is for Veterans who have complex health care needs for whom routine clinic-based care is not effective. Since Home Based Primary Care is part of the VHA Standard Medical Benefits Package, all enrolled Veterans are eligible if they meet the clinical need for the service and it is available.

(Editor's Note: Sadly, "Doug" Trumbore lost his battle with cancer as this newsletter was going to print.)

To learn more about **VA's Home-Based Primary Care Program**

call **717-272-6621 x4406** or check out

[www.va.gov/GERIATRICS/pages/Home\\_Based\\_Primary\\_Care.asp](http://www.va.gov/GERIATRICS/pages/Home_Based_Primary_Care.asp).

To learn more about serving Veterans as a VA nurse or caregiver call **717-228-5948**. Veterans not enrolled in VA healthcare can learn more about the health care benefits they may have earned by calling **717-228-6000**.

# Deployed to the Front Lines

Angela King-Sweigart – Public Affairs Specialist

Nurses and support personnel from Lebanon VA Medical Center deployed to various facilities in New Jersey during the first and second quarters of 2020 to assist citizens as part of VA's Fourth Mission.

According to the U.S. Department of Veterans Affairs press release, VA traditionally provides Veterans' health care, benefits and memorial affairs. In times of national crisis, such as the current pandemic, VA provides services to the nation based on requests from states, while being clear that Veterans are first. This is known as VA's Fourth Mission. The VA has taken a variety of actions to support citizens including: resources to the community, personnel augmentation and more.

The personnel deploying from Lebanon VAMC all had different experiences, but they are tied together with a sense of duty to help their fellow citizens. Here are a few of their stories in their own words.

## **Virginia Halty, RN**

I was excited to be able to go. I felt like I was going to become a part of history by going to the front lines of the COVID fight. I felt like I was going to fight a war for people's lives. Once we arrived at the facility, we knew we were needed because large numbers of staff and residents were testing positive.

My family told me to be careful because I also have a risk comorbidity of hypertension. My family was extremely worried for me and kept in continuous contact. My friends thought I was crazy for agreeing to go on this deployment but wished me the best. During all of this, I lost a cousin to COVID-19; she died 3 days after my return.

I got to know some GREAT VA nurses from other facilities and that was a spirit-lifter for me - especially those from Butler. I met some wonderful people. We kept each other encouraged. We had gatherings after work where we could share food, drinks and stories from the day. I would NOT trade this experience for anything. It was a once in a lifetime experience and has taught me a lot about human bonding and the power of prayer.

Residents who were in extreme pain and discomfort were able to find relief with us being there. Veteran families recognized our presence and expressed their appreciation for our service, the Veterans thanked us. Leaving them brought lots of tears from all. The National Guard, Air Force, Army & Marines were also deployed with us. They made great efforts to serve as well. They also gave us a standing round of applause and we experienced two flyovers on our behalf. The administration was grateful as well. They provided three meals a day. This was a GREAT experience.

## **Lisa McGowan, RN**

Before going, I was extremely fearful and nervous of the unknown and stepping out of my comfort zone. I was doubting my strength and almost let fear talk me out of the assignment. However, I kept feeling a pull at my heart to go and help. I am so grateful that I was able to silence that fear! All of my family and friends were supportive of my decision but equally afraid for my health and well-being given the statistics of the virus in these facilities.

I was extremely humbled and overwhelmed by the amount of support we received from the nursing home staff the day we arrived. The staff cried, clapped and cheered to see help arrive ready to work shoulder to shoulder with them in the depths of battling this virus. They were mentally and physically exhausted and needed support.

I had the opportunity to meet some incredible caregivers from our VISN in addition to DEMPS teams on the mission with me. We quickly formed a support group while we were there to lean on each other during those hard moments. Prayer helped. I also went into my shift with a positive mindset that whatever the task, it was making a difference. I'm very grateful for the experience. I feel I have grown as a person and a nurse and truly feel the care I provided saved lives.



Virginia Halty, RN; part of Lisa McGowan's, RN team; Patricia Shepler, RN; chalk drawing of gratitude which will endure long after the chalk dust is gone and Teresa Stump-Klinger, CLSW. (Clockwise from top left)

## **Patricia Shepler, RN**

Before I left, I had so much excitement for the unknown. I didn't know what skills I might use but hoped that I would be useful. I had an extremely supportive network. I would not have been able to do the deployment without them. When I arrived for orientation and saw the magnitude of what we were dealing with, my thoughts were that I wasn't ready to experience COVID-19.

I honestly felt that I didn't have a right to complain. The staff at the Veteran's home were under a great deal of stress, but they still showed up for work the next day. This opportunity was very humbling. The staff were scared but they suited up and got the job done. I am in awe of them.

## **Teresa Stump-Klinger, CLSW**

I wondered what am I walking into? After getting over some anxiety, I knew I was where I was supposed to be. My friends and family wished me well, offered prayers of safety and good health and said that they were proud of me for volunteering.

I ate healthy meals, maintained a daily self-care practice of a gratitude journal, daily devotional, taking supplements and diffused essential oil that a friend made specifically for respiratory health. I'm blessed to have the most amazing and supportive co-workers! They sent me uplifting messages via texts and cards and checked in with me throughout my month detail. It did not take me long to become attached to the residents and their families. My main objective was helping residents stay connected with their loved ones via FaceTime and phone calls, encouraging residents to eat and increase fluid intake. The appreciation from the families was overwhelming and the experience was truly a blessing!

## **Conclusion**

Those interviewed for this, said to step up and volunteer when these missions happen. Even though, according to Shepler, "It's a personal choice. It's not a vacation. It's hard work - so take it seriously."

But the opportunity for growth is immense says Stump-Klinger, "It may challenge you and I guarantee, you'll personally grow from the experience." Additionally, there is an opportunity to make a difference for those who need it most. "Talk to your family, build a safety plan, protect yourself but GO. It was extremely fulfilling to be a part of something bigger than yourself," said Halty. Lisa McGowan adds, "Silence any doubt and fear you have and do it. The reward of making a difference in the lives of so many far outweighs the little voice keeping you from doing it".

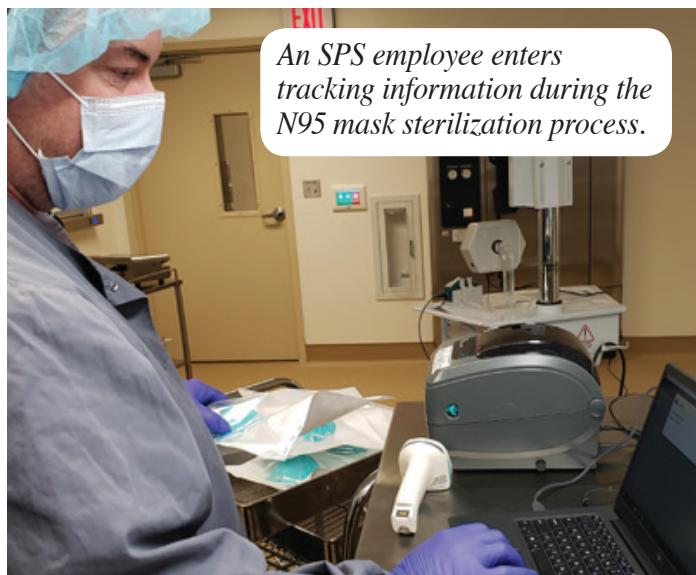
*For nursing opportunities at Lebanon VAMC please contact the Nurse Recruiter at [VHALEBNurseRecruiter@va.gov](mailto:VHALEBNurseRecruiter@va.gov) or (717) 228-5948.*

# First in the Nation: Sterilizing Used N95 Masks

Douglas A. Etter - Chief Communication Officer

In the spring of 2020, Lebanon VA Medical Center implemented a newly approved US Food and Drug Administration (FDA) emergency use authorization to sterilize and reuse N95 masks. The Sterile Processing Service (SPS) implemented the new procedure. The process uses vaporized hydrogen peroxide for disinfection. The SPS employees incorporated additional technology and monitoring into the process to improve safety beyond the federally mandated requirements. The SPS team also developed a system to ensure the safe return of N95 masks to the original user.

Lebanon VA Medical Center is using this revolutionary process to sterilize N95 masks for other medical centers within the Veterans Integrated Service Network (VISN) 4, as well as, its own personnel. Five hundred masks will be sterilized each week. Medical Center Director, Robert W. Callahan, Jr. stated, "While our local supply chain remains strong as we assist other facilities in our network, this innovation builds further depth in a crisis supply level of N95 masks if local supplies become challenged. I am extremely proud of our employees, their dedication to the mission and their positive work ethic during this pandemic."



## VA Video Connect

*Real-time access to VA care in a way that works best for you!*

VA Video Connect (VVC) enables you to conduct visits with your doctor in a virtual medical room, using the camera on your phone, computer, or tablet. Family members/caregivers can also connect to appointments with Veteran consent.



*Are you looking for an alternative way to see your VA provider that would minimize:*

-  Driving/traveling to your appointment
-  Paying co-pays
-  Leaving work
-  Arranging for child care

**Get started today!**

[mobile.va.gov/appstore](http://mobile.va.gov/appstore)

Questions about VA Video Connect?

Call 717-272-6621, ext. 4076!

Or ask your provider about VVC today!

# The Care Never Stopped

Angela King-Sweigart – Public Affairs Specialist



*The work of the infusion team was dramatically complicated by the pandemic, but these professionals made sure everyone got their treatment as needed.*

Veterans who are chemotherapy patients at Lebanon VAMC were able to get their in-person, much-needed cancer treatments safely throughout the COVID-19 pandemic closures in Pennsylvania. The infusion clinic did not close nor reduce treatments since Veterans needed to continue battling their cancer; pausing treatments could have led to devastating consequences. "Administering chemotherapy is a highly specialized field that requires additional training and certification for nurses," said Chris Pond, nurse manager for cancer care at Lebanon VAMC. "The doctors work with the patients to develop a plan, and then the patients come to the infusion clinic to receive their treatments from the nurses. Here at Lebanon VAMC we continued to administer chemotherapy throughout this time." Nonetheless, the COVID-19 pandemic is a huge concern to the staff working at the clinic. "These Veterans are among the most at-risk patients we have. When you are going through chemotherapy it depresses your immune system making the patient more vulnerable to illnesses," added Pond.

Therefore, the clinic took additional precautionary measures. "We took extreme cautionary measures, calling patients personally, and escorting them from the front entrance to the clinic to ensure they were not needlessly exposed to anything," the nurse manager reported. "I am so proud of the staff and the work they do here," said Pond. "Throughout these difficult health care times, they continued on, working flawlessly."

Marine Corps Veteran Robert Tomlinson appreciates the care. Tomlinson who has multiple myeloma (a type of cancer that

attacks plasma cells in the bone marrow) was able to continue his weekly chemotherapy treatments over several months. Tomlinson is a new patient to Lebanon VAMC. He was diagnosed by a physician outside of the VA in 2013 but was able to enter the VA healthcare system about 2 years ago. His cancer treatment has continued seamlessly. Additionally, he has been able to get complementary cancer treatments, like acupuncture for pain management. He advises other Veterans who are not enrolled in VA healthcare to "go-up to Lebanon and talk to them." He is appreciative of the low-cost. "The only thing I have to pay for are some of my deductibles."

This dedication to duty is also appreciated by Navy Veteran Robert Taney. Taney served onboard the USS Halsey, DLG 23 from 1962 to 1966. After his service, he worked in a variety of positions within the painting and wallpaper business. He's been coming to Lebanon VAMC for about 20 years. Taney was diagnosed with lung cancer about 3 years ago. "They found it at the pulmonary clinic here when I was undergoing treatment for bronchitis," he said. Taney was able to continue his treatment without a break during the pandemic. He comes about every 3 weeks. "My doctor, Dr. [Li-Min] Liu, says things are going well," he said.

Taney says for people to listen to their doctors and nurses to get the best care possible. "This is the number one hospital as far as I am concerned," he said. "It's a terrific hospital," he said. "Great, great, great people. They are all dedicated. I call them my team."

# VA Secretary Visits Lebanon

Douglas A. Etter – Chief Communication Officer

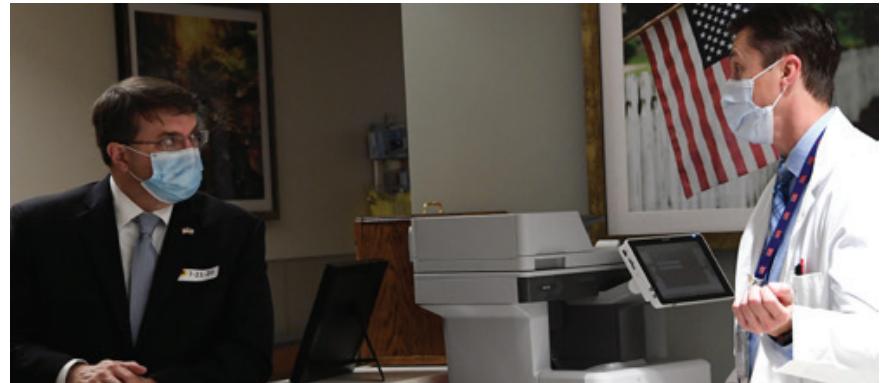


*Stuart Roop, MD, Chief of Staff along with Richard Lambdin, Sterile Processing Service Chief, discuss how to sterilize N95 masks with the VA Secretary, the Honorable Robert Wilkie.*

Secretary of Veterans Affairs, the Honorable Robert L. Wilkie, toured Lebanon VA Medical Center and met with senior leaders to discuss national VA initiatives, like the VA response to COVID-19, as well as, the facility's unique programs and innovations. "I am very proud of all VA employees for their tireless efforts to care for our nation's heroes during this global pandemic. Visiting Lebanon provides me an opportunity to see first-hand what our health care heroes are facing on the ground," said Wilkie. "I was so pleased to see how well South-Central Pennsylvania Veterans are being cared for here."

Wilkie met with senior leaders who briefed the VA secretary about the facility's response to COVID-19 and its plan to Move Forward. He toured the medical center's new Cancer Care and Infusion Clinic, new Intensive Care Unit, Surgery Unit and Sterile Processing Service, where the facility became the first VA facility in the nation to sterilize N95 masks. Additionally, Wilkie also took time to meet with some Veterans from the hospital's Community Living Centers.

Wilkie is the head of the US Department of Veterans Affairs, and oversees Veterans' benefits, health care, and Veterans' memorials and cemeteries, as well as, VA's Fourth Mission - to support communities during times of national emergency, like the COVID-19 pandemic.



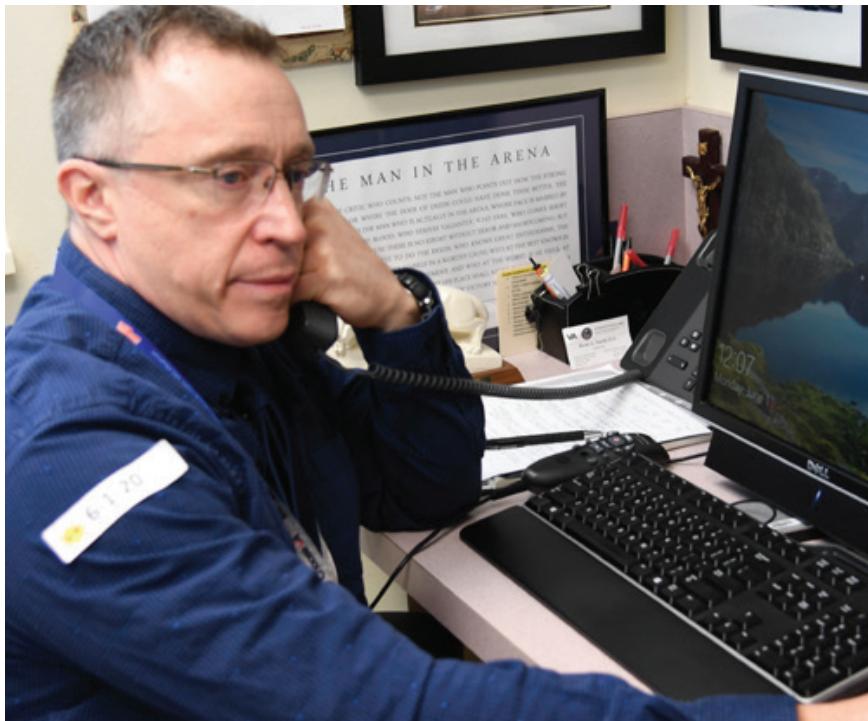
*VA Secretary, the Honorable Robert Wilkie discuss Lebanon's new Intensive Care Unit and advanced stroke care with Dr. John Halcovage.*



*Veterans from the Community Living Center enjoyed a perfect summer day when they also had a chance to meet the Honorable Robert Wilkie, Secretary of the US Department of Veterans Affairs.*

# Stay Healthy with Telephone Care

Angela King-Sweigart, Public Affairs Specialist



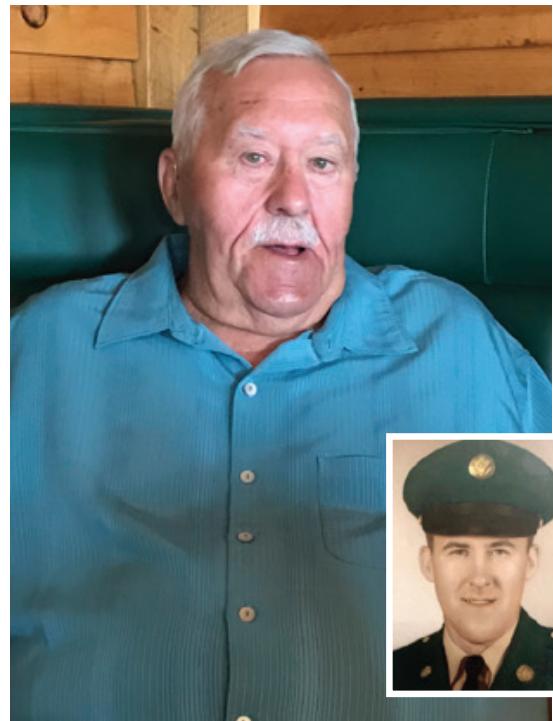
*Dr. Brent Smith, like the rest of Lebanon's providers, continues to provide Primary Care in the midst of a pandemic.*

Primary care, the hub of a Veteran's comprehensive health care, has continued to adapt during the COVID-19 pandemic to provide essential comprehensive health care for Veterans. Kristen Mace-Wease, acting chief of staff for primary care and a physician assistant uses a wheel to describe primary care. "We are the hub of the wheel," she said. "We ensure Veterans get the care they need. We provide the primary care and if needed we refer Veterans to specialists, social work, and other services [the spokes]. As Primary Care Providers, we are involved and invested in every aspect of the Veteran's care."

Primary care is essential for health care and needed to continue during the COVID-19 pandemic, prompting Veterans and providers to adjust. The pandemic changed most visits from in-person to virtual or remote. "We've gone from approximately 97% in-person to nearly the exact reversal of that, 97% distance visits during this time period," said Mace-Wease.

One primary care provider, Dr. Brent Smith has found remote and virtual care to be working-well for patients and staff during the pandemic. Smith, whose father is a Vietnam Veteran and father-in-law is a Korean War Veteran, has adapted to serve Veterans. "Anything to help the Veterans," he said. "I've been able to treat a variety of conditions virtually," said Smith. "They include things like orthopedic issues, minor skin problems, and minor upper respiratory problems." Smith says most of his patients prefer to call him, and some are embracing VA's Video Connect. He is operating at nearly the same patient load as he was prior to the pandemic. He was an early adopter of virtual care.

There are several advantages to virtual care he said. They include not having to travel to the facility in inclement weather, and it can be more convenient for family members to attend appointments.



*Larry Daniels appreciates the care he consistently receives from the VA.*

During the COVID-19 pandemic it limits vulnerable patients' exposure to the virus, he says. One of Smith's patients that recently used remote care is Larry Daniels, an 82-year-old, Army Veteran who served in Germany. Daniels has been a patient of Smith's for 25 years and became a patient at Lebanon VA Medical Center about 3 years ago.

Daniels called Smith in May and was able to get the care he needed. "I have health concerns that make me more susceptible to the coronavirus," he said. "And the advantage is that I don't have to travel there [Lebanon VAMC]." Daniels is happy with the care he is receiving at Lebanon VAMC. "You saved my life two times already," he said. "Once when I had pneumonia and once when I had complications from congestive heart failure."

Daniels and Smith both say that talking on the phone doesn't replace the face-to-face experience, but it works, especially while COVID-19 restrictions are in place. There are some limitations to virtual or remote care, for instance, if a patient needs lab work done, explains Smith. "But we want to ensure if we bring patients into the facility, it is only if we need to."

Lebanon VAMC offers a variety of connected care for Veterans including: VA Video Connect, phone visits and secure messaging. The COVID-19 pandemic has ramped up demand for those services, which have been in place for several years, according to Angela Diehl, Lebanon VAMC virtual care coordinator. Connecting via video is easy and the team can assist with a test call to make sure they are ready for a VA Video Connect Call, she said. Current patients may visit [telehealth.va.gov/type/home](http://telehealth.va.gov/type/home) for more information about options, or contact their care team at Lebanon VAMC.

*"I'm not a phone person," said Daniels. "But, try it. It worked fine for me."*

# COVID-19 Donations:



This pandemic and the corresponding response has been very difficult for many people in our area, but many have also risen above the challenge and shown great care and compassion for their fellow citizens. Among those are the companies and individuals listed below. They donated food, face shields, masks, gift cards or a host of other items as a way of saying, "Thank you. We support you!" We couldn't be more grateful!

A&M Pizza East, Alpha Bravo Catering, American Legion, American Legion Auxiliary, American Red Cross, Erin Battaglia, Bollman Hat Company, Boyer's Tavern, Brentwood Industries, Inc., Marsha Brown, Janice Buchner, Merrile Carroll-Ratliff, Kara Conners, Dairy Queen, Fisher House Foundation, Phyllis Fuhrman, Eve Geistl, Girl Scouts of America, Donald Griffith, Joan Groff, Amanda Harrah, Chris Hawk, Laine Hellein, Carol Hollinger, John Deere, Sharon Krieger, Lazzaro's Italian Bistro, Lebanon County Commissioners, Lebanon County Women Working Behind the Scenes, Lebanon Federal Credit Union, Lebanon Quilters Guild, Bill Long, Met Ed and the International Brotherhood of Electrical Workers Local 777, Mission BBQ, Karen Mojecki, Tia Moyer, Pennsylvania Precision Cast Parts, Donna Pozorski, Bev Salem, Cindy Snyder, Karen Switzer, TE Connectivity, Dotti Tedesco, The Hershey Company, VFW and VFW Auxiliary

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Director

**Linda S. Umberger, RN**  
Executive Assistant to the Director

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Associate Director

**Margaret G. Wilson, MSN, RN**  
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Chief of Staff

**Laine R. Hellein, MSN, RN**  
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*Angela King-Sweigart, Douglas Wagner*

## Lebanon VAMC Service Locations



**A Lebanon VA Medical Center**  
1700 South Lincoln Avenue  
Lebanon, PA 17042  
PH: (717) 272-6621

**B Berks County VA Clinic**  
2762 Century Boulevard  
Suite 120  
Wyomissing, PA 19610  
PH: (484) 220-2572

**C Cumberland County VA Clinic**  
5070 Ritter Road  
Mechanicsburg, PA 17055  
PH: (717) 590-1525

**D Ft. Indiantown Gap  
VA Outreach Clinic**  
Bldg. 4-114 (Hawkins Road)  
Fort Indiantown Gap  
Annville, PA 17003  
PH: (717) 272-6621  
Hours: Wednesday & Friday  
Managed by Lebanon VAMC Primary Care

**E Lancaster County VA Clinic**  
212 Willow Valley Lakes Drive  
Suite 208  
Willow Street, PA 17584  
PH: (717) 740-4434

**F Schuylkill County VA Clinic**  
1410 Laurel Boulevard  
Suite 2  
Pottsville, PA 17901  
PH: (570) 628-5374

**G York County VA Clinic**  
2251 Eastern Boulevard  
York, PA 17402  
PH: (717) 840-2730

## Enrollment & Eligibility Questions?

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## Lebanon VA Medical Center

1700 South Lincoln Avenue  
Lebanon, Pennsylvania 17042

**717-272-6621 • 1-800-409-8771**

[www.lebanon.va.gov](http://www.lebanon.va.gov)



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## COMMON LEBANON VAMC CONTACTS

**717-272-6621 / 1-800-409-8771**

Appointment Line	x 5105
Telephone Nursing Care	x 6041
Pharmacy Center	x 6009
Auto Med Refill/Account/Appt Info Line	x 5991
Enrollment/Eligibility	x 6000
VETERANS CRISIS LINE	1-800-273-8255 Press 1