

# **"All Roads Lead to the VA"**

Prepared by the VA.gov CMS Team  
Prepared for and presented to the VA.gov CMS team

January 16, 2019

# Agenda

1. Introduction

2. Day 1 - Context & Content Design

3. Day 2 - Organization & Discoverability

4. Day 3 - Comprehension

5. Takeaways

# 1. Introduction

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## 1. Introduction

# The Goal is Consolidation, Findability and Comprehension

- How is information organized?
- How is information displayed on the page?
- How is information connected?

## 1. Introduction

# "We have a website?"

Victor: What are you two helping with?

Kennedy: We are here doing research on the VA website?

V: Which website?

V: Good question, the VA Pittsburgh Healthcare System website.

V: We have a website?

K: ...

V: How do I get there?

K: [pittsburgh.va.gov](http://pittsburgh.va.gov)

V: OK, thanks!



## 2. Day 1 - Context & Content Design

## 2. Day 1 - Context & Content Design

# Eat your own dogfood

Best way to figure out the system  
is become apart of the system.

Kennedy was not feeling well, so  
he checked himself into the ER.

The following is what Veterans  
receive when they visit and exit  
the ER.





VA Pittsburgh Healthcare System  
University Drive C , Pittsburgh , PA 15240  
Patient: CHRISTOPHER KENNEDY, Date: 01/08/2019 Time: 09:24

#### **DISCHARGE INSTRUCTIONS**

**IMPORTANT:** We examined and treated you today on an emergency basis only. This was not a substitute for, or an effort to provide, complete medical care. In most cases, you must let your healthcare provider check you again. Tell your healthcare provider about any new or lasting problems. We cannot recognize and treat all injuries or illnesses in one Emergency Department visit. After you leave, you should **follow the instructions below**.

You were treated today by Adam Tobias, MD. Thank you for your service to our country and allowing us to participate in your care today.

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#### **\*\* IMPORTANT PRESCRIPTION INFORMATION \*\***

You have a prescription to pick up in the outpatient pharmacy. Please proceed to the outpatient pharmacy and take a ticket, be seated and wait until your number is called. Your patience is greatly appreciated and the pharmacy looks forward to providing your medications as promptly as possible.

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#### **This Information Is About Your Follow Up Care**

It is important that you establish a relationship with a Primary Care Physician. A Primary Care Physician can provide recommendations that will help you protect your health. They can get to know you, your history as well as your family history. A Primary Care Physician can also provide the screenings you need, and identify and treat many minor problems before they become major ones.

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#### **Future Appointments**

Future Appointments List not available

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#### **IMPORTANT MEDICATION INFORMATION**

- Your medication list includes any medications that were recently prescribed but not filed by the Pharmacy (**PENDING** medication).
  - Also included are any known **ACTIVE** medications. Please review this list to make sure it is accurate, if this list does not match the current medications you are taking please follow-up with your Primary Care Team to have your Medication List reviewed.
- 

#### **Medicines**

Medication List not available

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#### **Education About Your Health Concerns**

##### **OTALGIA (ear pain)**

Otalgia is the medical term for ear pain. There are two types of otalgia. Primary otalgia is pain that originates or begins in the ear. Referred otalgia is pain that originates outside of the ear.



**VA Pittsburgh Healthcare System  
University Drive C, Pittsburgh , PA 15240**

Patient: CHRISTOPHER KENNEDY, Date: 01/08/2019 Time: 09:24

An example of primary otalgia is an external or middle ear infection. When your health care provider looks into the ear and sees redness, drainage or a bulging eardrum, the diagnosis is quite simple. If the eardrum looks normal, the diagnosis is more difficult.

Referred otalgia has many causes. Many nerves are associated with the nerves of the ear. Referred ear pain can occur with irritation of any of these nerves. Sinus problems, Bell's palsy, tonsillitis, sore throat, dental problems, temporomandibular disorders ("TMJ"), grinding teeth at night, neck problems and other causes can give a person referred ear pain.

Treatment is aimed at finding the cause and relieving the ear pain. The cause of the ear pain can then be treated.

**Please follow these instructions:**

- Keep all follow-up appointments with your doctor.
- Take any medicines exactly as prescribed.

**Contact your health care provider as soon as possible if you have:**

- continued ear pain after 2 weeks.
- any new or severe symptoms.
- any questions or concerns.

**YOU ARE THE MOST IMPORTANT FACTOR IN YOUR RECOVERY.** Follow the above instructions carefully. Take your medicines as prescribed. If you do not understand any of your medicines, please ask questions. If you think you may not be able to pick up your medicine, please let us know so we can look at other options.

If you had special tests, such as EKG's or X-rays, results will be reviewed again within 24 hours. We may call you if there are any updated results.

Most important, see a healthcare provider again as discussed. Be sure to let us know if you don't know the location for the healthcare provider. If you don't have transportation to the healthcare provider, let us know. If you have problems that we have not discussed, **call or visit your healthcare provider right away.** If you cannot reach your healthcare provider, go to the Emergency Department.

**If you are a current smoker,** the VA Pittsburgh Healthcare System (VAPHS) encourages you to stop smoking. Please call your Primary Care Provider to discuss Smoking Cessation or you can contact Pennsylvania Free Quitline Phone: 877-724-1090. Clinically-trained counselors are available 24 hours a day, 7 days a week. This telephone counseling service is available at no cost. If you do not currently smoke, VAPHS encourages you to remain a non-smoker.

**Many Veterans may suffer physical as well as mental stressors and be in emotional crisis.** If you feel like you are having difficulty coping and are in emotional crisis or are having thoughts to harm yourself, please call at anytime the VA's National Suicide Hotline at 1-800-273-TALK (8255).

The Mental Health Walk-In Clinic is open from 8a-3p Monday through Friday. It is located at University Drive, on the 1st floor Consolidation Building at Reception area #1. You can be seen in the clinic without an appointment if you are feeling helpless, hopeless, or need somebody to talk to about stressors in your life.

**If you have new symptoms, feel worse, or are not getting better as discussed** and are unable to arrange timely follow up please return to the Emergency Department. Call 866-482-7488 to discuss your health questions and arrange for follow up care.



VA Pittsburgh Healthcare System  
University Drive C , Pittsburgh , PA 15240  
Patient: CHRISTOPHER KENNEDY, Date: 01/08/2019 Time: 09:24  
IF YOU ARE EXPERIENCING A MEDICAL EMERGENCY CALL 911 or

**GO TO THE NEAREST EMERGENCY ROOM**

The Emergency Department at the VA Pittsburgh Healthcare System University Drive building  
is open 24 hours a day, 7 days a week.  
If you have questions about your health care call the VA Nurses Help Line Toll Free 24 hours/day at  
1-888-558-3812



VA Pittsburgh Healthcare System  
University Drive C , Pittsburgh , PA 15240  
Patient: CHRISTOPHER KENNEDY, Date: 01/08/2019 Time: 09:24  
DISCHARGE SUMMARY / SIGNATURE PAGE

This is a summary of the discharge instructions you were provided today during your stay.

**This Information Is About Your Follow Up Care**

It is important that you establish a relationship with a Primary Care Physician. A Primary Care Physician can provide recommendations that will help you protect your health. They can get to know you, your history as well as your family history. A Primary Care Physician can also provide the screenings you need, and identify and treat many minor problems before they become major ones.

**Education About Your Health Concerns**

**OTALGIA**

I, CHRISTOPHER KENNEDY or surrogate have been given discharge instructions and a list of reconciled discharge medications. I was instructed to destroy any old medication list(s) that may have been received. The discharge instructions provided have been explained to me. I was able to ask questions about the information and I understand the information that was provided.

I would like to speak to a pharmacist about my medications. YES NO

Signed by CHRISTOPHER KENNEDY or surrogate

Signed by Registered Nurse (RN)

-----  
VA Pittsburgh Healthcare System - Emergency Department  
KENNEDY, CHRISTOPHER

Printed on: 01/08/2019 at 09:24

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-----  
WORK COPY | DOCTOR'S ORDERS  
DATE & TIME | ORDERS | SIGNATURES  
-----

01/08/2019 09:23 OXYMETAZOLINE SOLN, SPRAY, NASAL 0.05%  
SPRAY 2 SPRAYS IN EACH NOSTRIL TWICE  
A DAY STAT  
Quantity: 15 Refills: 0 /es/ADAM Z TOBIAS  
Start: MD

KENNEDY, CHRISTOPHER  
Loc: ECC (INPATIENT)  
Room/Bed:

\*\*\*\* WORK COPY \*\*\*\*

## Overview

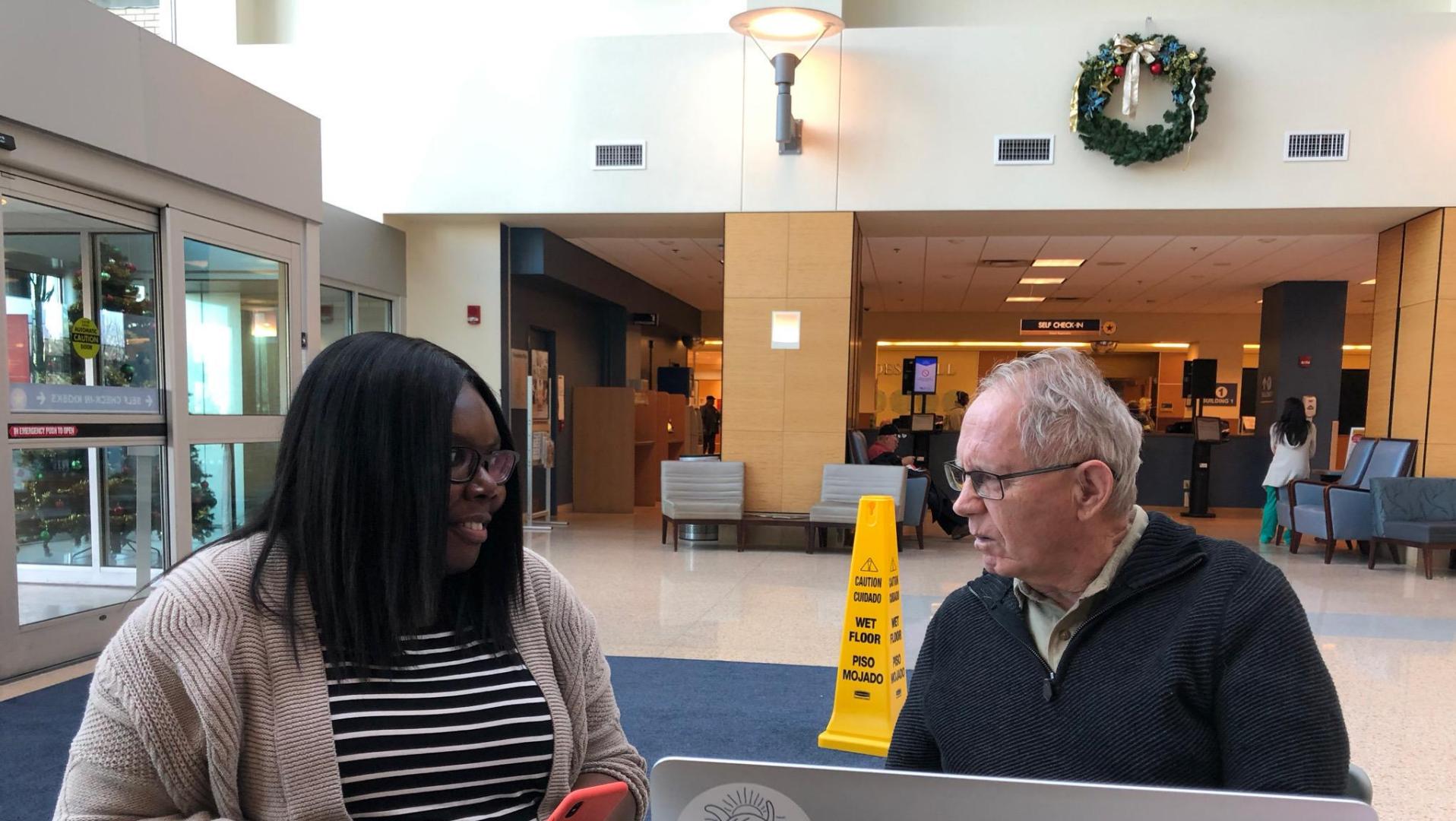
- Interviewed 8 Veterans
- Spoke with Veterans about:
  - Their knowledge of benefits
  - Their experience at the Pittsburgh VA
  - How they used the Pittsburgh VA website, and other online resources



U.S. NAVY

U.S. NAVY

U.S. NAVY



# Findings

- How they learn about benefits:
  - Younger generation get prepped for success, then they need to research the details of the benefits.
  - Older generations didn't get that initial education on benefits.

# Findings

- Opinions of the Pittsburgh VA:
  - They hold a high regard for the care they receive, and for the health information they are provided.
  - They feel that their appointments and care are straight-forward. The information they need is easily accessed, and their tasks are clear.

# Findings

- Veterans, regardless of age, preferred talking to someone over getting information online. This is how they:
  - Got information on available benefits and services
  - Set up appointments
  - Received help with technical issues they had when using online tools (eBenefits, etc.)

# Open Questions

- What can we currently learn from what Veterans are learning verbally?
- How do we replicate this experience in the context of the website?
  - Can we better enable vets to talk to others to get information, and support networks where information can be easily and reliably disseminated?
  - Can we recreate that feeling of connection and camaraderie?

## 3. Day 2 - Organization & Discoverability

# Overview

- Card sorting exercise with 7 Veterans
  - Every Veteran we interview was at a different stage of their journey.
- Cards were created based on
  - Analytics
  - Information from Day 1 interviews

### 3. Day 2 - Organization & Discoverability

# Overview

Set up an appointment

Referrals

Veterans Choice Program

Becoming a patient

News about the VA

Medical Research

Information on changes in benefits

Billing

Shuttle schedule

Volunteer at the VA

Local Vet groups

Directory of benefits

Map of medical center

List of healthcare providers

Events calendar

Jobs at the VA

Patient Advocacy

Info on other Pittsburgh facilities

# Findings

- Most Veterans organized the cards based on journeys.
  - They covered the journey from getting benefits to using those benefits.
- Most Veterans separated the cards between benefits and facility, and further split medical benefits and treatments from their other benefits.

Care

LOCATIONS  
+  
DESTINATIONS

Benefits

Intro  
to  
benefits

Health  
care

General  
Info

Directory of  
benefits

Volunteer  
at the VA

List of  
healthcare  
Providers

Shuttle  
Schedule

TYPES  
OF  
CARE

News  
about the VA

Newly  
available  
benefits

Local  
Vet Groups

Medical  
Research

PATRIOTS  
STORE  
HEROES  
HALL

Becoming  
a patient

Events  
Calendar

Info on  
Changes to  
benefits

List of  
Primary Care  
Providers (PCPs)

CANTEEN

Set up an  
appointment

Jobs  
at the Va

Being  
referred

Billing

Veterans  
Choice  
Program

Prescription

Becoming  
a patient

Set up an  
appointment

Directory of  
benefits

Mental  
Health Services

Careers &  
Volunteering

Jobs  
at the VA

Patient  
Advocacy

Volunteer  
at the VA

Medical  
Research

Newt's  
Info

News  
About the VA

Info on  
Changes to  
benefits

List of  
VA facilities

List of  
healthcare  
Providers

Info on other  
Pittsburgh  
Facilities

Map of  
Medical Center

Local  
Vet Groups  
VFW +  
Amer Legion

Shuttle  
Schedule

Events  
Calendar

Homeless

# Findings

- Most participants broke down the cards into sub-categories, but they rarely added new cards.
- Every type of person, including Veterans, visitors, and employees, all have different direct needs when they arrive at the VA.
- Some people understand "benefits" as a reference to all of the services offered at the VAMC.

## Open Questions

- How should the site refer to people that do things on behalf of the Veterans, such as a family member or spouse?
  - "Visitors" is not a term they identify with when looking for information.
- How do we have content complement the information on My HealtheVet and eBenefits without replicating it?

## 4. Day 3 - Comprehension

## Overview

- Usability testing/task analysis with 5 Veterans
  - Additional tree testing with two Veterans on Day 2
- Tasks were created based on findings from Day 1 and 2, as well as by participants during each session.

Use the  
VA  
website?



Help us  
redesign it!



Use the  
VA  
website?

Help us  
redesign it!





# Findings

- Participants referred only to specific parts of the site when looking for relevant information (Patients & Visitors, A to Z list of services, Contact Us).
  - Veterans reported that they mostly used the website to look up phone numbers.
- Veterans also relied on the search function, which did not work in ways that they expected.
  - Example: The search function in “Events Calendar” and “A to Z List of Services” Search.

## 4. Day 3 - Comprehension

# Findings

VA » Health Care » VA Pittsburgh Healthcare System » Health Care Services » A to Z List of Services

## VA Pittsburgh Healthcare System

Home  
► Patients & Visitors  
Become a Patient  
Appointments  
► Locations & Directions  
▼ Health Care Services  
A to Z List of Services  
Caregivers  
Homeless Veterans  
LGBT Veteran Care  
Returning Service Members  
Suicide Prevention Coordinator  
Women Veterans  
Health Care Providers  
► News & Events  
Jobs & Careers  
► About Us  
► Contact Us

### A to Z List of Services

VA Pittsburgh Healthcare System offers a variety of health services to meet the needs of our nation's Veterans. Many of our services are listed below; however, you may also view our [phone directory](#) or [contact us](#) for additional information. For Telecommunications Device for the Deaf (TDD) services, Dial 711.

Service:  Location:  Phone:  [Search](#) [Return to directory](#)

Not found.

Corrections?  
[return to top ▲](#)

20181219\_VA.govCMS\_tuscdy1 - VA.gov - Confluence

VA » Health Care » VA Pittsburgh Healthcare System » Health Care Services » A to Z List of Services

## VA Pittsburgh Healthcare System

Home  
► Patients & Visitors  
Become a Patient  
Appointments  
► Locations & Directions  
▼ Health Care Services  
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Caregivers  
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► About Us  
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### A to Z List of Services

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Service:  Location:  Phone:  [Search](#) [Return to directory](#)

**Podiatry**  
VA Pittsburgh podiatry team is here to help you with your foot and ankle challenges to allow you to continue to live the active lifestyle that you expect and deserve.

Corrections?  
[return to top ▲](#)

# Findings

- There was no organic discoverability of information.  
Participants weren't able to find information unless they knew the exact terms to look for.
  - Search required either specific knowledge of medical terms ("foot doctor" vs "podiatrist"), or knowledge of the specific term used on the website (ex: "podiatry" vs "podiatrist").
  - The same applied to events; users found it easier to use Google to search for events.

# Findings

- Veterans struggled to find specific information on the website using the current navigation.
  - They found information without using Google less than half of the time.
- Participants would use top navigation and leave the Pittsburgh VA site, but would not realize they did so.
  - They would still expect to find Pittsburgh-specific information once they were on VA.gov.

## Open Questions

- How do Veterans balance the local information they receive (currently, mainly by word of mouth) with the general information they receive on My HealtheVet and eBenefits?
  - How should they be connected? And when?
- How can information be organized to make it easier to find?
  - How can search be changed to make it more user-friendly?
  - How can important information be made more prominent on each page?

## 5. Takeaways

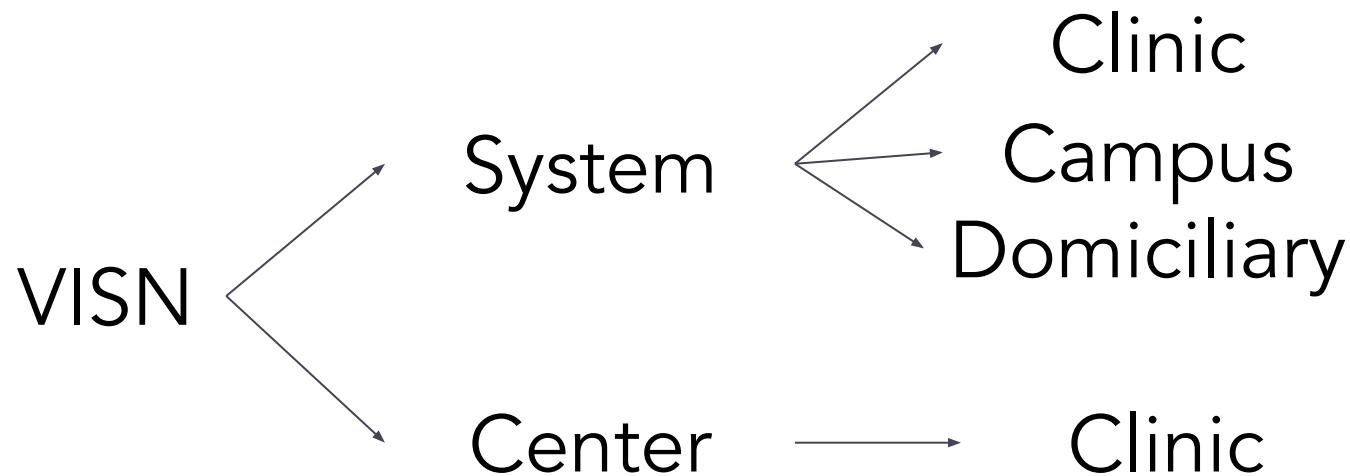
## 5. Takeaways

# Takeaways

Separate content into a hierarchy based on location. There is national, regional, and local information that users need. They should be distinguished in order to avoid confusion and repetition.

## 5. Takeaways

# Understanding the hierarchy



## 5. Takeaways

# Understanding the hierarchy

National

Regional

Local

VISN

System

Center

Clinic

Campus

Domiciliary

Clinic

## 5. Takeaways

# Hierarchy

National

Benefits  
Information for older  
Veterans  
List of available medical  
services from the VA

Regional

Available VA locations  
Events  
Directory  
Regional Office  
information

Local

Address  
Hours  
Events  
Services offered at  
location

## 5. Takeaways

# Hierarchy

National

Benefits  
Information for older  
Veterans  
List of available medical  
services from the VA

Regional

Available VA locations  
Events  
Directory  
Regional Office  
information

Local

Address  
Hours  
Events  
Services offered at  
location

# INFORMATION



INFORMATION



Emergency Department



FREE  
Flu Shots  
for eligible  
Veterans

STAR  
Program

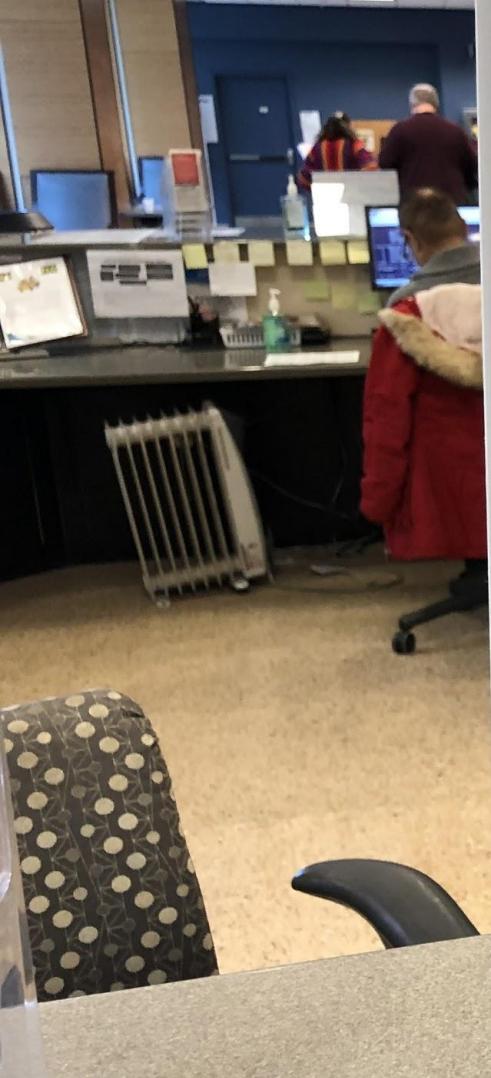
How to Reach  
EMERGENCY

Hand Sanitizer



MENTAL HEALTH





# Are you using a MEAL TICKET?

We have new meal tickets!

As of Oct. 1, the Patriot Brew and Canteen Cafeteria will honor only the new meal ticket.

MEAL TICKETS SHOULD LOOK LIKE THIS.

- Valid meal tickets are printed on security paper with serial numbers.
- Photocopies are not valid.

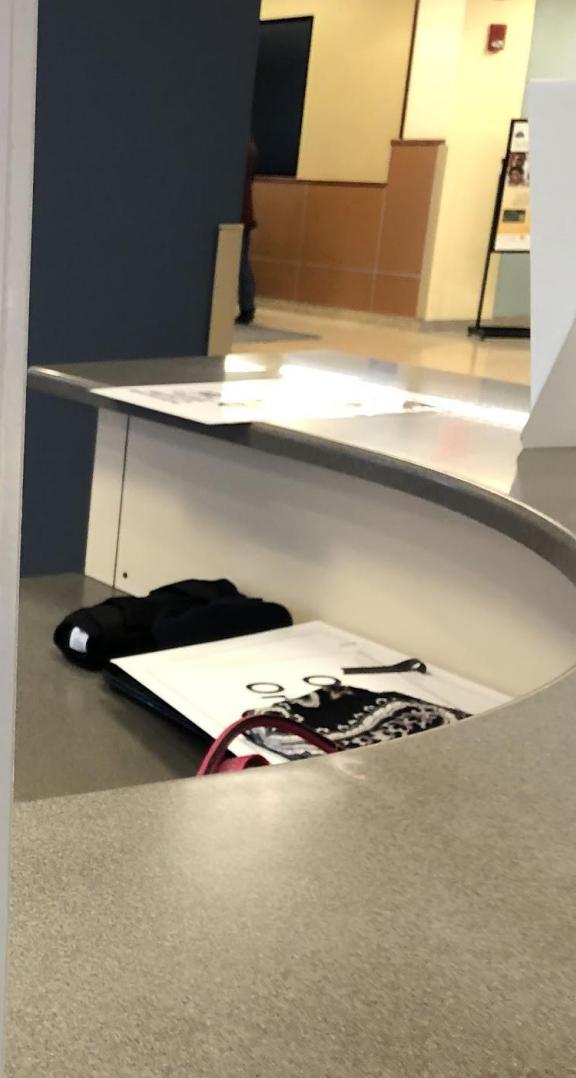
**MEAL TICKET**  
Valid for use at VAPHS University Dispense or 111 Main Cafeteria and coffee shop on the date listed.  
Meal ticket has maximum value of \$6.00  
*User is responsible for any charges over that amount.*

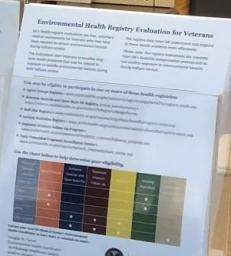
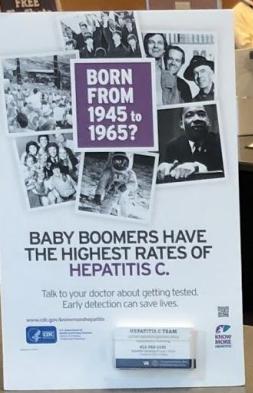
VALID TODAY ONLY | NO CASH VALUE

Name: \_\_\_\_\_  
 Veteran    Volunteer    Resident

AUTHORIZING INFORMATION  
Meal authorized by:  
PRINTED NAME \_\_\_\_\_  
Title: \_\_\_\_\_ Department: \_\_\_\_\_  
Signature: \_\_\_\_\_

RESEARCH IRB/CIRB No. \_\_\_\_\_  
VA | U.S. Department of Veterans Affairs  
Veterans Health Administration  
Medical Center, San Francisco  
AB 123456  
DO NOT COPY







# My HealtheVet

## Pharmacy

### Refill or Track Your VA Prescriptions Today\*

1. Log in to My HealtheVet or register for a My HealtheVet account at <https://www.myhealth.va.gov/>.
2. Go to **Pharmacy** on the left side of your screen.
3. Select **Refill VA Prescriptions**. Once there, you can "Select to Refill" your available prescriptions or select "Prescription Tracking" to track your prescriptions.
4. Select **Submit Refills**.

### Get Rx Refill Shipment Notifications

1. Log in to My HealtheVet or register for a My HealtheVet account at <https://www.myhealth.va.gov>.
2. Select **Personal Information** under the My HealtheVet logo (upper left corner), then select **My Profile**.
3. Scroll down to **Subscribe To Email Notifications And Reminders** and select the On radio button for Rx Refill Shipment Notifications.
4. Scroll down and select **Save** on the bottom of your screen.

\*To refill your VA prescriptions, you must have an Advanced or Premium My HealtheVet account.

Sign up for the My HealtheVet Newsletter  
<https://www.myhealth.va.gov/subscribe> to get the latest news!

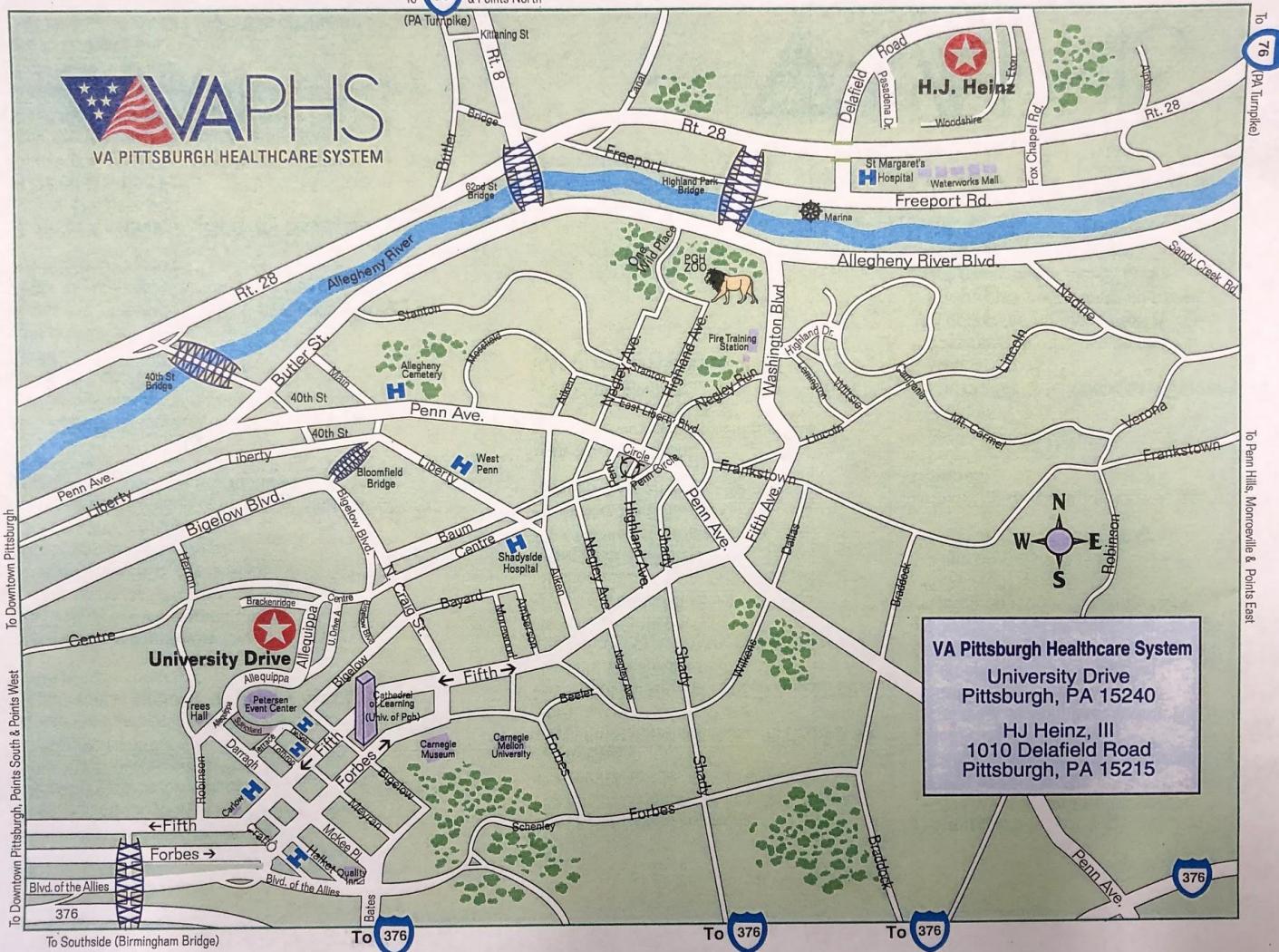
### Want More Information or Have Questions?

- Contact your local My HealtheVet Coordinator,
- Visit <https://www.myhealth.va.gov> and select "Contact" at the top right of the screen or,
- Call the My HealtheVet Help Desk at 1-877-327-0022 or 1-800-877-8339 (TTY), Monday - Friday, 7 a.m. - 7 p.m. (Central Time).



VA PITTSBURGH HEALTHCARE SYSTEM

To 76 & Points North



# Downtown 83 BEDFORD HILL OAKLAND

MONDAY THROUGH FRIDAY SERVICE

## To Oakland - VA Hospital - Downtown

| Wharton Square |            | To Oakland - VA Hospital - Downtown |             |              |             |            |             |              |             |            |             |              |             |
|----------------|------------|-------------------------------------|-------------|--------------|-------------|------------|-------------|--------------|-------------|------------|-------------|--------------|-------------|
|                |            | Oakland                             |             |              |             |            |             | Downtown     |             |            |             |              |             |
| Wharton Sq     | Oakland St | Folsom Ave                          | Oakland Ave | Franklin Ave | Oakland Ave | Alameda St | Oakland Ave | Franklin Ave | Oakland Ave | Alameda St | Oakland Ave | Franklin Ave | Oakland Ave |
| 5:10           | 5:18       | 5:21                                | 5:25        | 5:25         | 5:25        | 5:30       | 5:41        | 5:45         | 5:45        | 5:50       | 5:50        | 5:50         | 5:50        |
| 5:45           | 5:53       | 5:55                                | 6:00        | 6:00         | 6:00        | 6:14       | 6:18        | 6:23         | 6:23        | 6:28       | 6:28        | 6:28         | 6:28        |
| 6:42           | 6:50       | 6:58                                | 6:58        | 6:58         | 6:58        | 7:07       | 7:22        | 7:25         | 7:25        | 7:30       | 7:30        | 7:30         | 7:30        |
| 7:17           | 7:28       | 7:33                                | 7:38        | 7:42         | 7:47        | 7:54       | 8:02        | 8:08         | 8:08        | 8:13       | 8:13        | 8:13         | 8:13        |
| 7:57           | 8:03       | 8:08                                | 8:13        | 8:17         | 8:22        | 8:29       | 8:35        | 8:38         | 8:38        | 8:45       | 8:45        | 8:45         | 8:45        |
| 8:27           | 8:38       | 8:43                                | 8:48        | 8:52         | 8:57        | 9:04       | 9:07        | 9:10         | 9:13        | 9:20       | 9:20        | 9:20         | 9:20        |
| 8:10           | 8:13       | 8:18                                | 8:23        | 8:27         | 8:32        | 8:39       | 9:04        | 9:45         | 9:45        | 9:55       | 9:55        | 9:55         | 9:55        |
| 8:29           | 8:35       | 8:41                                | 8:46        | 8:52         | 8:58        | 9:04       | 9:10        | 9:14         | 9:14        | 9:20       | 9:20        | 9:20         | 9:20        |
| 10:12          | 10:23      | 10:28                               | 10:33       | 10:37        | 10:42       | 10:49      | 10:53       | 10:57        | 10:57       | 11:03      | 11:03       | 11:03        | 11:03       |
| 10:47          | 10:58      | 11:03                               | 11:08       | 11:12        | 11:17       | 11:24      | 11:27       | 11:30        | 11:33       | 11:39      | 11:39       | 11:39        | 11:39       |
| 11:22          | 11:33      | 11:43                               | 11:47       | 11:52        | 11:59       | 12:02      | 12:05       | 12:08        | 12:15       | 12:23      | 12:23       | 12:23        | 12:23       |
| 11:57          | 12:12      | 12:18                               | 12:22       | 12:27        | 12:34       | 12:37      | 12:40       | 12:43        | 12:50       | 12:57      | 12:57       | 12:57        | 12:57       |
| 12:23          | 12:43      | 12:53                               | 12:57       | 12:57        | 12:57       | 1:01       | 1:09        | 1:15         | 1:15        | 1:23       | 1:23        | 1:23         | 1:23        |
| 1:07           | 1:17       | 1:23                                | 1:28        | 1:32         | 1:37        | 1:44       | 1:47        | 1:50         | 1:53        | 2:00       | 2:00        | 2:00         | 2:00        |
| 1:42           | 1:53       | 1:58                                | 2:03        | 2:07         | 2:11        | 2:19       | 2:25        | 2:25         | 2:32        | 2:35       | 2:35        | 2:35         | 2:35        |
| 2:17           | 2:28       | 2:33                                | 2:38        | 2:42         | 2:47        | 2:54       | 2:57        | 2:57         | 3:03        | 3:10       | 3:10        | 3:10         | 3:10        |
| 2:52           | 3:03       | 3:08                                | 3:13        | 3:17         | 3:22        | 3:29       | 3:32        | 3:35         | 3:38        | 3:45       | 3:45        | 3:45         | 3:45        |
| 3:19           | 3:31       | 3:36                                | 3:41        | 3:45         | 3:51        | 3:58       | 4:01        | 4:04         | 4:07        | 4:15       | 4:15        | 4:15         | 4:15        |
| 3:54           | 4:06       | 4:11                                | 4:16        | 4:20         | 4:26        | 4:33       | 4:39        | 4:42         | 4:42        | 4:50       | 4:50        | 4:50         | 4:50        |
| 4:42           | 4:54       | 4:59                                | 5:04        | 5:05         | 5:08        | 5:11       | 5:14        | 5:17         | 5:25        | 5:35       | 5:37        | 5:41         | 5:48        |
| 5:18           | 5:28       | 5:34                                | 5:40        | 5:45         | 5:53        | 5:58       | 5:58        | 6:00         | 6:05        | 6:05       | 6:05        | 6:05         | 6:05        |
| 5:53           | 6:04       | 6:09                                | 6:14        | 6:23         | 6:23        | 6:23       | 6:23        | 6:23         | 6:23        | 6:23       | 6:23        | 6:23         | 6:23        |
| 6:28           | 6:39       | 6:44                                | 6:49        | 6:52         | 6:57        | 7:03       | 7:06        | 7:08         | 7:10        | 7:15       | 7:15        | 7:15         | 7:15        |
| 7:03           | 7:14       | 7:19                                | 7:24        | 7:27         | 7:32        | 7:38       | 7:41        | 7:43         | 7:45        | 7:50       | 7:50        | 7:50         | 7:50        |
| 7:38           | 7:49       | 7:54                                | 7:59        | 8:02         | 8:07        | 8:13       | 8:18        | 8:20         | 8:25        | 8:25       | 8:33        | 8:38         | 8:44        |
| 8:13           | 8:23       | 8:28                                | 8:34        | 8:37         | 8:42        | 8:48       | 8:53        | 8:55         | 8:59        | 9:00       | 9:00        | 9:10         | 9:13        |
| 8:58           | 9:09       | 9:14                                | 9:19        | 9:22         | 9:27        | 9:37       | 9:38        | 9:40         | 9:45        | 9:45       | 9:55        | 9:58         | 10:04       |
| 9:43           | 9:54       | 9:59                                | 10:04       | 10:07        | 10:13       | 10:20      | 10:23       | 10:25        | 10:30       | 10:30      | 10:39       | 10:42        | 10:49       |
| 10:38          | 10:44      | 10:47                               | 10:51       | 10:54        | 10:58       | 11:04      | 11:06       | 11:08        | 11:15       | 11:15      | 11:22       | 11:24        | 11:29       |
| 11:21          | 11:29      | 11:32                               | 11:36       | 11:39        | 11:43       | 11:48      | 11:51       | 11:53        | 11:55       | 12:00      | 12:00       | 12:04        | 12:24       |

## To VA Hospital - Oakland - Wharton Square

| Wharton Square |            | To VA Hospital - Oakland - Wharton Square |             |              |             |            |             |              |             |            |             |              |             |
|----------------|------------|---|-------------|--------------|-------------|------------|-------------|--------------|-------------|------------|-------------|--------------|-------------|
|                |            | Downtown                                  |             |              |             |            |             | Oakland      |             |            |             |              |             |
| Wharton Sq     | Oakland St | Folsom Ave                                | Oakland Ave | Franklin Ave | Oakland Ave | Alameda St | Oakland Ave | Franklin Ave | Oakland Ave | Alameda St | Oakland Ave | Franklin Ave | Oakland Ave |
| 5:50           | 5:54       | 5:55                                      | 5:55        | 6:01         | 6:05        | 6:11       | 6:13        | 6:15         | 6:17        | 6:22       | 6:22        | 6:28         | 6:30        |
| 6:22           | 6:28       | 6:30                                      | 6:43        | 6:46         | 6:46        | 6:50       | 6:56        | 6:58         | 7:00        | 7:02       | 7:07        | 7:12         | 7:15        |
| 7:12           | 7:20       | 7:24                                      | 7:24        | 7:24         | 7:24        | 7:31       | 7:41        | 7:41         | 7:52        | 7:52       | 7:52        | 7:52         | 7:52        |
| 7:52           | 8:00       | 8:04                                      | 8:08        | 8:11         | 8:15        | 8:21       | 8:23        | 8:25         | 8:27        | 8:32       | 8:32        | 8:32         | 8:32        |
| 8:19           | 8:29       | 8:33                                      | 8:37        | 8:41         | 8:46        | 8:53       | 8:56        | 8:59         | 8:59        | 9:02       | 9:02        | 9:02         | 9:02        |
| 8:54           | 9:04       | 9:08                                      | 9:12        | 9:16         | 9:21        | 9:28       | 9:31        | 9:34         | 9:37        | 9:42       | 9:42        | 9:42         | 9:42        |
| 9:29           | 9:39       | 9:43                                      | 9:47        | 9:51         | 9:55        | 10:03      | 10:06       | 10:09        | 10:12       | 10:17      | 10:17       | 10:20        | 10:26       |
| 10:04          | 10:14      | 10:22                                     | 10:22       | 10:24        | 10:41       | 10:44      | 10:47       | 10:52        | 10:52       | 10:59      | 10:59       | 11:01        | 11:14       |
| 10:39          | 10:49      | 10:53                                     | 10:57       | 11:01        | 11:06       | 11:13      | 11:16       | 11:19        | 11:22       | 11:27      | 11:27       | 11:34        | 11:36       |
| 11:14          | 11:24      | 11:28                                     | 11:29       | 11:37        | 11:51       | 11:51      | 11:57       | 12:02        | 12:02       | 12:07      | 12:07       | 12:11        | 12:14       |
| 11:58          | 12:08      | 12:17                                     | 12:21       | 12:21        | 12:23       | 12:28      | 12:32       | 12:37        | 12:37       | 12:44      | 12:46       | 12:46        | 12:46       |
| 12:24          | 12:34      | 12:38                                     | 12:42       | 12:46        | 12:51       | 12:54      | 12:58       | 13:01        | 13:01       | 13:07      | 13:07       | 13:07        | 13:07       |
| 12:59          | 1:08       | 1:13                                      | 1:17        | 1:21         | 1:26        | 1:33       | 1:38        | 1:42         | 1:42        | 1:47       | 1:47        | 1:47         | 1:47        |
| 1:34           | 1:44       | 1:48                                      | 1:52        | 1:56         | 2:01        | 2:11       | 2:14        | 2:22         | 2:22        | 2:29       | 2:29        | 2:29         | 2:29        |
| 2:09           | 2:19       | 2:23                                      | 2:27        | 2:31         | 2:36        | 2:43       | 2:46        | 2:52         | 2:52        | 2:57       | 2:57        | 2:57         | 2:57        |
| 2:44           | 2:54       | 2:58                                      | 3:02        | 3:06         | 3:11        | 3:18       | 3:21        | 3:24         | 3:27        | 3:32       | 3:32        | 3:32         | 3:32        |
| 3:19           | 3:28       | 3:33                                      | 3:37        | 3:41         | 3:46        | 3:53       | 3:58        | 3:58         | 4:02        | 4:07       | 4:07        | 4:16         | 4:16        |
| 3:54           | 4:09       | 4:08                                      | 4:12        | 4:16         | 4:21        | 4:28       | 4:31        | 4:37         | 4:42        | 4:42       | 4:42        | 4:49         | 4:51        |
| 4:29           | 4:39       | 4:43                                      | 4:47        | 4:51         | 4:56        | 5:03       | 5:06        | 5:12         | 5:17        | 5:22       | 5:26        | 5:26         | 5:26        |
| 5:04           | 5:14       | 5:18                                      | 5:26        | 5:31         | 5:38        | 5:41       | 5:44        | 5:47         | 5:52        | 5:57       | 5:59        | 6:01         | 6:03        |
| 5:39           | 5:49       | 5:53                                      | 5:57        | 5:57         | 5:57        | 6:06       | 6:13        | 6:16         | 6:22        | 6:27       | 6:34        | 6:38         | 6:45        |
| 6:17           | 6:23       | 6:26                                      | 6:32        | 6:38         | 6:44        | 6:50       | 6:55        | 6:57         | 7:02        | 7:02       | 7:08        | 7:11         | 7:14        |
| 6:52           | 6:57       | 6:59                                      | 7:07        | 7:11         | 7:16        | 7:25       | 7:32        | 7:37         | 7:37        | 7:43       | 7:47        | 7:48         | 7:55        |
| 7:28           | 7:38       | 7:42                                      | 7:46        | 7:49         | 7:54        | 8:00       | 8:05        | 8:05         | 8:05        | 8:06       | 8:06        | 8:06         | 8:14        |
| 8:02           | 8:12       | 8:17                                      | 8:21        | 8:24         | 8:29        | 8:35       | 8:40        | 8:40         | 8:45        | 8:45       | 8:45        | 8:45         | 8:47        |
| 8:47           | 8:48       | 8:48                                      | 8:56        | 8:59         | 9:04        | 9:10       | 9:13        | 9:17         | 9:22        | 9:22       | 9:22        | 9:22         | 9:22        |
| 9:22           | 9:33       | 9:37                                      | 9:41        | 9:44         | 9:48        | 9:55       | 9:58        | 9:58         | 10:00       | 10:07      | 10:07       | 10:12        | 10:15       |
| 10:20          | 10:30      | 10:34                                     | 10:38       | 10:41        | 10:45       | 10:50      | 10:52       | 10:53        | 10:55       | 11:00      | 11:00       | 11:08        | 11:10       |
| 11:20          | 11:30      | 11:34                                     | 11:38       | 11:41        | 11:45       | 11:50      | 11:53       | 11:55        | 12:00       | 12:08      | 12:10       | 12:21        | 12:27       |

## SUNDAY AND HOLIDAY SERVICE

### To Oakland - VA Hospital - Downtown

### To VA Hospital - Oakland - Wharton Square



COURTESY  
CITY OF  
OAKLAND

11 N 102

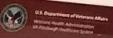
HOTEL OFFICE HAS  
BEEN RELOCATED TO  
BACK HALLWAY

## CLINIC MOVES

These clinics have MOVED to  
the 2nd Floor, Building 1.  
Please use main elevators for access.

Acupuncture  
Bariatric Surgery  
Cardiothoracic Surgery  
Chiropractor  
General Surgery  
Neurosurgery  
(Monday appts. only)

Orthopedic Surgery  
(except Tuesday Spine appts.)  
Pain  
Plastic Hand  
Plastic Surgery  
Podiatry  
Thoracic Surgery  
Vascular Surgery



## WANT TO KNOW MORE ABOUT VA BENEFITS

VSO and VBA representatives are here to help.

Veterans Service Organizations (VSO) and Veterans Benefits Administrators (VBA) representatives are available to help Veterans and their dependents file claims for VA medical care, compensation, pension, education, employment training, housing, death, burial and other benefits.

### University Drive

Building 1, Room 3C-114

American Legion

Mondays and Tuesdays

9 a.m. to 3 p.m.

432-995-6280

Veterans Benefits Administration

First Wednesday of each month

8 a.m. to 4 p.m.

Military Order of the Purple Heart

Wednesday\* and Thursday\*\*

9 a.m. to 3 p.m.

432-995-6252

\*Second Friday

Second and fourth Friday of each month

8 a.m. to 4 p.m.

Schedule subject to change. Please contact the VSO above to confirm.



U.S. Department of Veterans Affairs  
VA Pittsburgh Healthcare System

## SMOKING CESSATION GROUP

Thursdays from 1 to 2 p.m.

University Drive campus | Building 29, reception area 1

Our smoking cessation group is a weekly one-hour session focused on helping you learn skills to help you quit smoking and remain tobacco free. Each group cycle starts at the beginning of a month for a total of four or five sessions.

Call 412-360-1720 to get started.

You can join any time. No appointment necessary.

Can't attend a weekly meeting? Call 1-855-Quit-Vet (784-8838) weekdays from 8 a.m. to 8 p.m. EST. Service is provided in English or Spanish.



U.S. Department of Veterans Affairs  
VA Pittsburgh Healthcare System

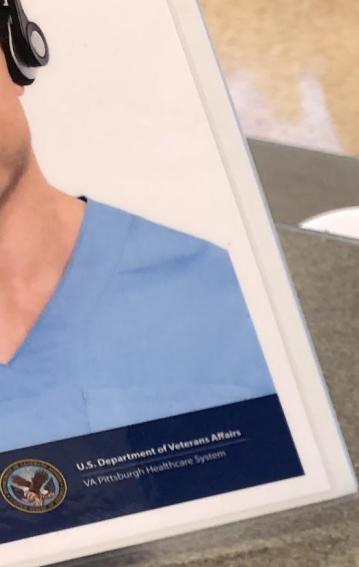
## OXYGEN TANK REFILLS

8:00 AM – 4:30 PM

For refills of liquid portables or for oxygen to travel home if you are using compressed gas, Please report to RN 106 and someone will assist you.

If you need oxygen to use while at a appointment, please see clinic staff in your appointment area for assistance.

DRUGS  
MEDICATIONS



HOW TO REQUEST COPIES OF YOUR  
DD214 OR OTHER MILITARY  
DISCHARGE PAPERWORK

**WWW.EBENEFITS.VA.GOV**

Military personnel records are important for proving military service. Most veterans can obtain free copies of their **DD 214 (Report of Separation)** and other military and medical records by requesting them online at the website of ebenefits.

**TO REQUEST YOUR MILITARY  
RECORDS ONLINE (method 1):**

Go to [www.ebeneftis.va.gov](http://www.ebeneftis.va.gov) and click on  
"MANAGE MILITARY PERSONNEL FILE"  
CHOOSE "REQUEST YOUR OMPE INFORMATION"  
SELECT ALL DOCUMENTATION THAT YOU WANT  
UPLOADED AND CLICK "SUBMIT"

YOU WILL RECEIVE



**Veterans  
Crisis Line**

1-800-273-8255 **PRESS 1**

rections

- University Drive campus  
4100 Allequippa Street,  
Pittsburgh PA 15219
- H.J. Heinz campus  
1010 Delefield Road



**Do You Need to Talk to a Nurse  
Now About a Medical or Mental  
Health Problem?**

Please call  
**1-866-4VA-PITT (1-866-482-7488),**  
then press #3.

U.S. Department of Veterans Affairs  
VA Pittsburgh Healthcare System

## 5. Takeaways

# Takeaways

Have Medical Center sites focus on the information Veterans need. Highlight basic local information: contact information, facility information and services, and events.

## 5. Takeaways

# Takeaways

Create a clear division between benefits information and facility information. Don't have information overlap with what is on My HealtheVet and eBenefits. Give information focusing on the **where**, rather than the **how**.

## 5. Takeaways

# Hierarchy

## Regional

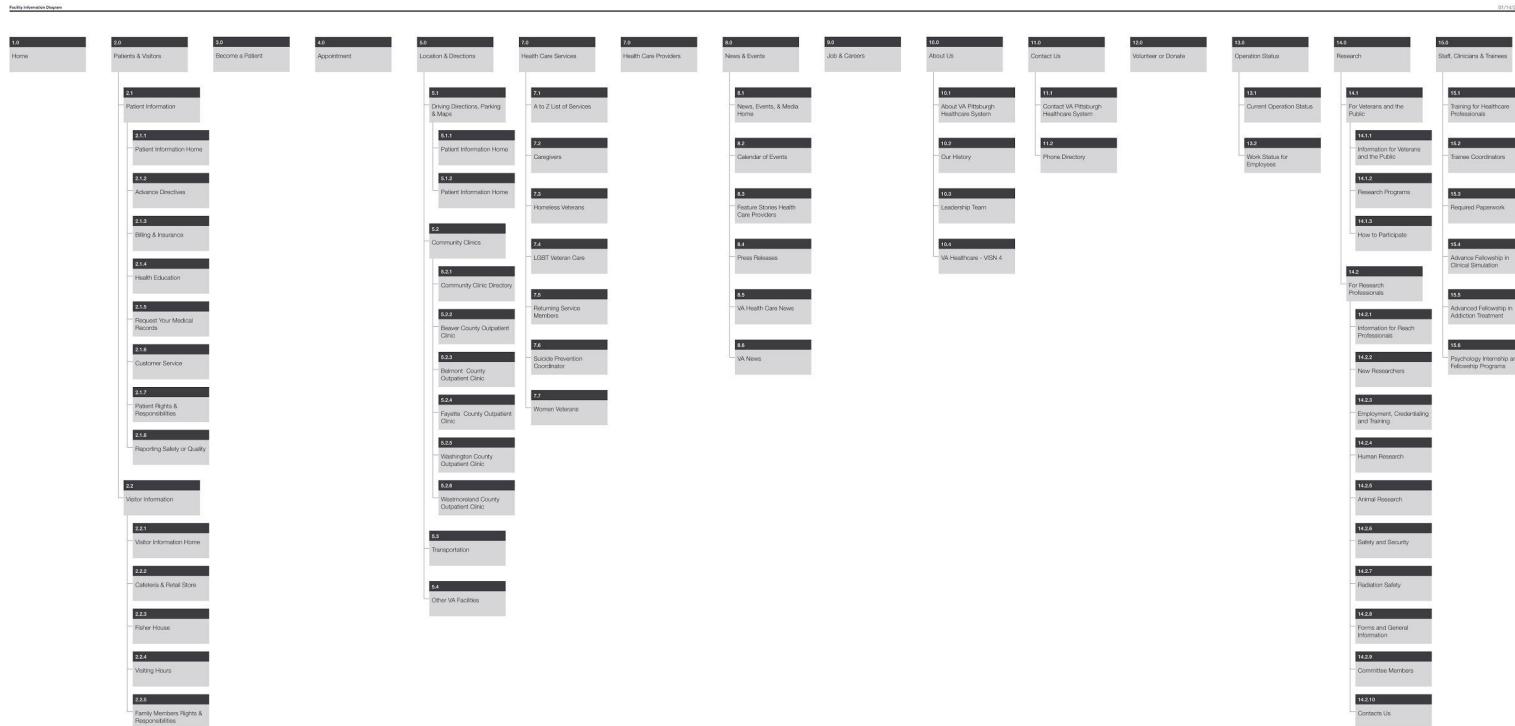
- Available VA locations
- Events
- Directory
- Regional Office information

## Local

- Address
- Hours
- Events
- Services offered at location

## 5. Takeaways

# Existing IA



## 5. Takeaways

# WIP Concept IA



# Thank you!

Contact C.M. Kennedy & Stephanie Lawrence with questions