



Captain James A. Lovell
Federal Health Care Center

Patient Handbook



Welcome

On behalf of the staff and volunteers of Captain James A. Lovell Federal Health Care Center (FHCC), we would like to welcome you and share with you our total commitment to providing excellent, safe patient care and compassionate service to every patient and their family every time, as well as providing the highest level of operational medical readiness.

Lovell FHCC is a Joint Commission-accredited organization with a philosophy of patient-centered care in a family oriented environment. By choosing us to provide your care, you allow us the opportunity to be responsive, innovative and provide personalized care utilizing a team approach. While we have state-of-the-art facilities and technology, it is the dedication and experience of our staff and clinicians that is the secret to our success.

Everyday, we strive to fulfill the mission of ICARE—serving our patients with Integrity, Commitment, Advocacy, Respect and Excellence. We always welcome your comments and questions to ensure we meet that mission and our promise of “Readyng Warriors and Caring for Heroes.”



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The Captain James A. Lovell Federal Health Care Center (FHCC) is a first-of-its-kind partnership between the U.S. Department of Veterans Affairs (VA) and the Department of Defense (DoD), merging all medical care into a fully-integrated federal health care facility with a joint VA and DoD mission.

The Lovell FHCC is located in North Chicago and was established on October 1, 2010. This arrangement incorporates facilities, services and resources from the former North Chicago VA Medical Center (NCVAMC) and the former Naval Health Clinic Great Lakes (NHCGL).

The combined mission of the health care center means Active Duty military, their family members, military retirees and Veterans are cared for at the facility. The FHCC ensures that approximately 44,000 Navy recruits who transition through Naval Station Great Lakes each year are medically ready. We care for approximately 94,000 unique patients which include Veterans (Northern Illinois and Southern Wisconsin), and DoD beneficiaries including recruits and students.

Our mission is accomplished at three primary locations:

West campus

The main hospital campus provides a full spectrum of health care for our patients, including medical and surgical care, a large array of medical sub-specialties, a variety of mental health services, short and long-term rehabilitation and geriatric care, as well as many other programs.

Community Based Outpatient Clinics (CBOC)

Evanston, Illinois
Kenosha, Wisconsin
McHenry, Illinois

East campus

Lovell FHCC serves military members and recruits at four branch medical clinics on Naval Station Great Lakes

USS Osborne (Bldg. 1017)
USS Tranquillity (Bldg. 1007)
USS Red Rover (Bldg. 1523)
Zachery and Elizabeth
Fisher Clinic (Bldg. 237)

Our Mission

Leading the way for federal health care by providing a quality, patient-centered experience, and ensuring the highest level of operational medical readiness.

Our Values

Integrity,
Commitment,
Advocacy,
Respect,
Excellence
(ICARE)

Our Vision

Creating the future of federal health care.

4 Patient-Centered Care

When you ask your providers questions about your care, you will become involved in the decisions of your health care. Consider the questions below and discuss any concerns with your treatment team.



About Tests

- What tests do I need to take?
- Where and when do I have the tests?
- Why are the tests needed?
- When will I receive the test results?
- Will someone call me or do I call? If I call, whom do I contact?
- Will I be told only if something needs attention or if everything is all right?

Diagnosis or Problem

- What is wrong with me?
- What are the causes?
- How serious is it?
- Who do I call if I have a question or concern?
- What steps will occur with the treatment for my diagnosis or problem?

Available Options

- What are my treatment choices?
- Can you explain my options?
- Where can I obtain them?
- What are the costs to my insurance and me?

Prescribed Medicines

- Why do I need to take this medication?
- What are the side effects?
- When do I take my medication?
- Will the prescribed medication interact with other prescribed medicine, over-the-counter drugs or herbal supplements?
- Is this the right drug?
- What is the process and how long will it take to fill a prescription?
- What are my costs?

My Inpatient Provider:

Name: _____

Phone: _____

My Primary Care Provider:

Name: _____

Phone: _____

Other Important Contact Information:

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Name: _____

Phone: _____

Other notes:

Customer Service/Patient Advocates

Would you like to tell us about a great interaction with your health care provider? Do you have a specific concern about how your care was provided and need assistance? Our Patient Experience Office helps ensure that your health care experience here at Lovell FHCC exceeds your expectations.

Our highly skilled patient advocates can assist you by working with any department on your behalf to ensure that your concern is addressed in a timely manner. You may stop in to our office at the entrance to Bldg. 133EF (Suite C1-1, Rms. 1E-111 through 1E-117) or call us at 224-610-7505 or Ext. 87505 to speak with one of our staff.

Interactive Customer Evaluation (ICE)

ICE is a web-based tool that collects feedback on a variety of services. This system allows patients to submit feedback anonymously or to request a follow up from the service provider area. Most importantly ICE encourages communication across the organization by comparing best practices to increase patient satisfaction.

DAISY Award for Nursing Excellence

Have you received exceptional nursing care while at Lovell FHCC? We would like to hear about your great nursing care! The DAISY award recognizes Lovell FHCC nurses who provide excellent patient-centered care. Nurses in all areas are eligible for nomination. To nominate a

nurse, please fill out a DAISY award application, available in each outpatient clinic and inpatient ward.

Get Well Network

The Get Well Network is an interactive patient-care tool that uses the television in a patient's room to engage directly with the patient while in the hospital. Get Well Network lets patients watch movies and TV, surf the internet, check email, and play games and music. Providers can also tailor educational video programming for patients so they can learn more about their conditions and medications. Get Well Network is currently available in the emergency department, inpatient wards, Community Living Center and Green House Homes.

Fleet & Family Services (FFSC)

The Fleet and Family Support Center is based on Naval Station Great Lakes and is an on-base social service agency with the goal of improving quality of life for military members and their families through counseling and assistance. The FFSC is the first stop for singles and families seeking counseling or assistance with a personal or family matters. FFSC's many free classes and seminars are also a great resource for self-improvement and Navy lifestyle education.

2601E Paul Jones Street
Bldg. 42
Naval Station Great Lakes, IL 60088
888-231-0714
ffsc.greatlakes@navy.mil

Medical Care

Primary Care

As a patient in Primary Care, you will be assigned to a health care team that includes doctors, nurse practitioners, physician assistants, clerks, nurses, dietitians, social workers, pharmacists, and providers of other disciplines. Primary care delivers integrated, accessible health care services and is the foundation of patient-centered care at Lovell FHCC. Our providers are capable of addressing the majority of your healthcare needs and will partner with you to achieve your health care goals.

Lovell FHCC Primary Care provides easy access to health care professionals familiar with your needs. It provides long-term patient-provider relationships, coordinates care across a spectrum of health care services and offers education and

disease prevention programs. Your health care providers want to help and will assist you with your needs and concerns. However, if you are uncertain about your care, or need special help, please let them know. Patients are encouraged to see their primary care provider at least yearly for routine health care.

Home-Based Primary Care (HBPC)

If you are a Veteran who requires nursing care in your home, your provider may refer you to receive care through the Home Based Primary Care Program. The HBPC team consists of a dietitian, pharmacist, social worker and skilled nursing personnel. This team works closely with your primary care provider to coordinate your care and provide services in your home. For further information call 224-610-3784.



www.myhealth.va.gov

Online
My Health, My Care: 24/7 Access to VA

Registering and using My HealtheVet is easy and free!

Step 1 – Register On-Line
www.myhealth.va.gov

- At Home
- At the Lovell Federal Health Care Center (kiosks located in the Primary Care waiting area)
- Any public areas with internet access like libraries

Step 2 – Upgrade your account

What is this In-Person Authentication or Upgrade for?

As a VA patient, an upgraded account allows you to:

- View your Lab results (Chemistry and Hematology)
- View your VA Appointments
- View your VA Wellness Reminders
- Start Secure Messaging (EMAIL) your health care team
- Fully participate in future My HealtheVet features
- Immediately Refill VA Prescriptions on-line

Contact Sandra Cech, RN at (224) 610-4524 for more information on My HealtheVet.



Specialty Care

By referral of your primary care provider, we offer a wide-range of specialty medical and surgical services, including:

Cardiology, Dermatology, Ear, Nose and Throat, Endocrinology, Gastroenterology, General Surgery, Hematology-Oncology, Infectious Disease, Nephrology, Neurology, Pain Clinic/Anesthesiology, Ophthalmology, Optometry, Orthopedics, Podiatry, Pulmonary, Rheumatology, and Urology

Emergency Department

The emergency department (ED) provides initial treatment to patients with a broad spectrum of illnesses and injuries, some of which may be life-threatening and require immediate attention.

Upon arrival in the ED, you will see a triage nurse who will complete a preliminary evaluation before transferring you to another area of the ED or a different department in the hospital. Individuals with serious illnesses are seen by a physician more rapidly than those with less severe symptoms or injuries. Patients with life or limb-threatening conditions may bypass triage and be seen directly by a physician. After initial assessment and treatment, patients are either admitted to the hospital, transferred to a specialty hospital, or discharged. Our staff includes doctors and nurses with specialized training in emergency medicine.

Radiology/Imaging

We offer outpatient and inpatient studies in the following modalities:

General Radiology, CT, MRI, Ultrasound, Nuclear Medicine, Mammography and Bone Density (Dexascan). Outpatient services are located in Bldg. 133CA 2D and are available Monday - Friday, 7 a.m. - 4:30 p.m.

Laboratory

The Pathology and Laboratory Medicine Service provides pathological investigations and clinical laboratory testing services for Lovell FHCC in these lab specialties: Blood Bank, Chemistry, Immunochemistry, Toxicology, Hematology, Microbiology, Serology, Coagulation, Cytology, Histopathology and Urinalysis. We also provide phlebotomy services for outpatients and contract with reference laboratories to perform testing not available on site. Blood drawing is located in the lower-level of Bldg. 133CA. Specimen lab is located in the lower-level of Bldg. 133EF. Both are open Monday - Friday, 7 a.m. - 4 p.m.

Behavioral and Mental Health Care

FHCC offers a wide-range of behavioral and mental health care services, including outpatient counseling, inpatient acute psychiatric care, and residential treatment programs for substance abuse, homelessness and stress disorders.

For more information, please consult the *Behavioral Health Services Directory* included in this packet for information about specific programs and services offered.

Walk-In Center for Homeless Veterans

The Walk-In Center is offered for Veterans who are homeless, or at risk of becoming homeless, to learn about housing options offered that Lovell FHCC, as well as community resources. Located in Bldg. 133CA-Rm. 1D-121, it is open Monday-Friday from 1 - 4 p.m. Please call the Center at 224-610-1148 for more information.

Crisis Line

The Crisis Line connects individuals with qualified and caring responders through a confidential toll-free hotline. If you are having thoughts of harming yourself, please call the Crisis Line at 800-273-8255 or text 838255. The service is available 24 hours a day, 7 days a week.

Geriatic & Extended Care (GEC)

If you have multiple chronic conditions, life-limiting illnesses, frailty or disability associated with chronic aging or injury, Lovell FHCC Geriatrics and Extended care will help you maximize your functional independence by working with you and your family. Community residential care, VA community living centers, community nursing homes, and state Veteran homes assist Veterans who are not able to live independently. Hospice and Palliative Care offer a continuum of comfort-oriented and supportive services provided in the home, community, outpatient or inpatient settings for persons with advanced illness.

Services within the GEC include:

- Community Living Center Division
- Geriatrics Medicine Division
- Home & Community Based Care Division

Referrals and resources are also provided on community-based hospice programs and community based end-of-life supportive services. Please ask your provider or social worker for more information.

Caregiver Support Center

Being a caregiver can be stressful and we want to support you as well as your patient. The Caregiver Support Center is located in Bldg. 133, Second Floor, Rm. 2A-117. This center offers support groups, stress management, relaxing environment, free refreshments, electronic massage chair, caregiver library, telephone and computer access, and a linkage to community based programs. For more information, please call 224-610-3472.



Womens Health Services

Lovell FHCC offers comprehensive primary care for female Veterans and gynecological services for Active Duty, Veterans, retirees, and dependents. Prenatal counseling and referral assistance is provided for all beneficiaries. The clinic is located in Bldg. 133EF, first floor.

Medical services include:

- Primary Care (comprehensive primary care available in North Chicago and all 3 CBOCs).
- Gynecology
- Mammography
- Bone density testing
- Menopause management
- Reproductive health
- Mental health services including:
 - Treatment for sexual trauma
 - Substance abuse
 - Post-traumatic stress disorder (PTSD)

Community-Based Outpatient Clinics (CBOC)

In addition to the Primary Care Outpatient Clinics at the medical center, we also have the following outpatient clinics for your convenience::

Evanston CBOC

847-869-6315
 1942 Dempster Street
 Evanston, IL 60202
 Monday through Friday
 8 a.m. to 4:30 p.m.

Kenosha CBOC

262-653-9286
 8207 22nd Avenue
 Kenosha, WI 53140
 Monday through Friday
 8 a.m. to 4:30 p.m.

McHenry CBOC

815-759-2306
 3715 Municipal Drive
 McHenry, IL 60050
 Monday through Friday
 8 a.m. to 4:30 p.m.

VA Telephone Advice Clinic

The VA advice clinic is a customer-service program developed to assist patients by telephone. These services are available 24 hours a day, 7 days a week and are staffed by registered nurses and staff with special training. Staff members triage your condition over the phone and connect you with a nurse who can help assess your situation. You can call for questions about: your medical condition, medication, laboratory and test results, appointment scheduling or canceling and availability of programs and services. You can reach the VA Telephone Advice Clinic at 224-610-2920 or 800-393-0865, Ext. 82920.

DoD Nurse Advice Line

The DoD nurse advice line provides patients with the opportunity to speak with nurses who can provide professional medical advice. The nurses can help you decide if self-care is the best option or if you should seek a health care provider. The nurse advice line also has pediatric nurses available. Additionally, the nurse advice line can help beneficiaries find the closest medical care or assist in making appointments at FHCC. This service is available 24 hours a day, seven days a week. You can reach the DoD Nurse Advice Line by calling 800-874-2273, option 1.



12 General Information If You Are Hospitalized

Patient Information

During your stay, you will be given written information about your illness.

A daily summary of activities will be given to you every morning by your nurse. This is your daily plan of care.

If you have concerns or questions after discharge, please call 224-610-5554 or contact your primary care provider.

Please know we are here to make your stay as comfortable as possible. If you forgot a toiletry item, let the nursing staff know and they will assist you.

Patient Privacy

Our nurses give reports at the bedside and welcome your participation. All patient information is confidential and will not be shared unless authorized.

If you would like a copy of your records, please contact Patient Records at 224-610-3395 or on an internal phone at Ext. 83395

Medications

Upon admission, any medications brought with you must be given to a family member or caregiver for disposition or holding (preferred method), or must be turned over to the nurse. The nurse will turn in the medications to the Pharmacy. When you are discharged, your provider will issue you new prescriptions, which may be different from what you were taking prior to your admission. If you have questions or concerns about your medications after discharge, you may call 800-393-0865 Ext. 84319 and the pharmacist in the Inpatient Pharmacy will assist you.

Patient Identification

Upon admission, an identification bracelet will be issued. This bracelet must be worn at all times. FHCC protects our patients by asking each patient for your name and date of birth on every encounter.

Advance Directives

Advance Directives let you express your wishes about what medical care you would want when you are no longer able to communicate those preferences. Advance Directives can help reduce the stress and confusion by clearly letting the health care team, your family members and others know what kind of care you would want.

What if you were in a coma? What if you could not think clearly because of illness or injury? Would your family know what to do? Would your provider know what treatments you want?

Advance Directives allow your healthcare provider to know your end of life preferences. This allows your health care to be guided in a way that is respectful of your choices.

If you already have an Advance Directive completed, please provide a copy to your treatment team so that it may be filed in your medical record. If your preferences change at any time, a new Advance Directive can be completed.

If you do not have an Advance Directive or need help completing one, ask to speak to a social worker.

Clothing, Money & Valuables

Keep only a small amount of cash or valuables with you. Other valuables should be sent home. Clothing, money or valuables that you keep will be your responsibility. Lovell FHCC cannot assume responsibility for loss or damage to personal belongings kept in your possession.

Meals

Lovell FHCC uses room-service style dining as well as restaurant-style dining for our inpatients and residents. Nutrition and Food Service offers dining hours from 6:30 a.m. to 7 p.m. daily. Please call Ext. 83463 to order food.

Entertainment

The Get Well Network is an interactive patient-care tool that uses the television in a patient's room to engage directly with the patient while in the hospital. Get Well Network lets patients watch movies and TV, surf the web, check email and play games and music. It also serves as a useful educational tool for patients by allowing providers to tailor educational video programming so patients can learn about their conditions and medications.

Infection Control

Hand hygiene and hand washing is the most important and effective means of preventing infections. Expect your health care providers to perform hand hygiene. Please ask your providers if they have washed their hands or used hand sanitizer. Hand sanitizers are located outside every inpatient room and inside every outpatient exam room.

MRSA (Methicillin Resistant Staphylococcus aureus) screening of all patients will be conducted upon

RAPID RESPONSE SYSTEM

CALL 9-1-1

Using an internal phone?

You will be connected to FHCC dispatch immediately.

Using a cell phone?

You will be connected to a dispatcher in the community. Ask to speak to Lovell FHCC dispatch. You will be connected immediately

admission to the Acute Care and Community Living Center.

Discharge Information

Your physician determines when you are discharged. An advance notice will be given in order for you to make arrangements for a ride home. Pharmacy takes one to two-hours to prepare your medications for discharge. Your nurse will let you know when they are ready.

Customer Satisfaction

If you have any problems or concerns about your stay in the hospital, please talk to your nurse, ask to speak with the nurse manager for your ward, or contact a Patient Advocate at 224-610-7505 or Ext. 87505.

Patient satisfaction survey

Following discharge, you will receive a telephone call about your experience and may receive a survey in the mail. We appreciate your comments—your feedback is our prescription for excellent care.

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Outpatient Appointments

Veterans – Centralized Scheduling Unit:

Appointments can be scheduled/ cancelled Monday – Friday from 7:30 a.m. to 4:30 p.m. by calling 224-610-3889 or 800-393-0865 Ext. 83899. Appointments can be cancelled seven days a week after hours by calling 224-610-1463 or 800-393-0865 Ext. 81463.

DoD/TRICARE Beneficiaries:

Beneficiaries with a FHCC Primary Care Manager may contact the FHCC appointment line 800-941-4501 or book an appointment online at www.tricareonline.com.

General Pharmacy Benefits

The Lovell FHCC has an approved list of medications (also known as a formulary) that meets the medical needs of our patients. When available, the Lovell FHCC is mandated to use generic drugs. Depending upon the situation and immediacy, there are several methods to best meet our patients' pharmaceutical needs. You should discuss these options with your FHCC provider during your visit.

For more information, please access the FHCC Lovell Pharmacy home page at <http://www.lovell.fhcc.va.gov/services/pharmacy.asp> or call 224-610-3897.

Tricare Beneficiaries Pharmacy Benefits

In-person pick-up: Following an appointment, beneficiaries may pick-up prescriptions at one of two locations in North Chicago:

*Please Note: Evening/weekends, emergency room prescriptions can be

filled and picked up at the Inpatient Pharmacy, Bldg. 133 Rm. 1A-136.

Lovell FHCC West Campus Pharmacy

Bldg. 133EF, 1st floor
3001 Green Bay Rd.
North Chicago, IL 60064
224-610-7600
Monday - Friday: 8 a.m. to 5 p.m.
Saturday: 8 a.m. to noon
Closed Sundays and Federal holidays

Naval Exchange (NEX) at Burkey Mall

Bldg. 3452 (Corner of Green Bay Rd. and Buckley Rd.)
North Chicago, IL 60064
847-688-2772
Monday - Friday: 9:30 a.m. to 5:30 p.m.
Closed weekends and Federal holidays

Mail Order/Retail

The TRICARE Pharmacy Program is administered by Express Scripts and is designed to provide the medications beneficiaries need, when they need them, in a safe, easy, and cost-effective manner. Express Scripts can be contacted on line at www.express-scripts.com/TRICARE or by phone at 877-363-1433.

Refills

TRICARE beneficiaries can refill their prescriptions at the TRICARE Online Web site or by calling 847-688-2757 or 800-552-8569. When using the automated refill system, please have the following information ready:

- Prescription refill number
- Last four digits of sponsor's Social Security Number

After two working days, the prescriptions will be available for pick-up at the Lovell FHCC West

campus Pharmacy or the Naval Exchange (NEX) at Burkey Mall.

More information can be found within the TRICARE Retail Pharmacy Benefit Guide www.express-scripts.com/TRICARE.

Veteran Pharmacy Benefits

Veterans may only have prescriptions issued by FHCC providers filled at the FHCC Pharmacy. Prescriptions from private physicians must be discussed with the Veteran's FHCC provider.

Following an appointment, Veterans can pick up urgently needed prescriptions at the Lovell FHCC West Campus Pharmacy (see hours of operation on page 13). All other prescriptions will be sent to the patient through the Centralized Mail-Out Pharmacy (CMOP).

***Please Note:** During closed periods, emergency room prescriptions can be filled and picked up at the Lovell FHCC Inpatient Pharmacy, Bldg. 133 Rm. 1A-136.

Pharmacy Home Delivery

Veteran prescriptions are primarily issued through the Centralized Mail-Out Pharmacy (CMOP) for convenient home delivery.

Refills

Veterans can refill a current prescription by choosing one of the following methods: online, phone or mail.

Online: My HealtheVet allows enrolled Veterans the ability to quickly refill existing prescriptions online for home delivery. Please visit the My HealtheVet website (www.myhealth.va.gov) for more information.

By phone: To refill by phone, please call 224-610-3897 or 800-393-0865 (Option 5 and then Option 1). Refills and renewals of your prescriptions will be mailed to your home. Refills should be requested at least three to four weeks prior to running out of medication.

By mail: Veterans can mail in their prescription refill slips. Refill slips must be mailed in at least three to four weeks prior to running out of the medication. Refill slips should be mailed to:

Outpatient Pharmacy (119)
Captain James A. Lovell
Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064

NOTE: If there are no refills remaining on an active Lovell FHCC prescription, if the prescription is expired, or if a private physician changes the current FHCC prescription, patients must contact their FHCC provider or VA Telephone Advice Clinic (224-610-2920) to request a new prescription.

Parking and Valet Service

A parking garage is available for patients and visitors. Free valet service is available at the front entrance of Bldg. 133EF Monday through Friday, 7:30 a.m. - 4:30 p.m. Please contact 224-610-3703 or Ext. 83703 for more information.

Spiritual Support

The Chaplains' office and the All Faith Main Chapel are located in the Community Living Center (Bldg. 134, Rm. C 115). A prayer and meditation room is located in Bldg. 133EF, Rm. 2E 103, and a prayer corner is located

inside the family room outside the ICU at Bldg. 133, Rm. 2D-209.

Sunday - Bldg. 134, C108

9 a.m., Protestant Worship Service
10:15 a.m., Roman Catholic Mass

Weekdays - Bldg. 134, C115

10:30 a.m., Protestant Communion Service

11:30 a.m., Roman Catholic Mass

Pastoral counseling and spiritual assessments are provided upon request. Please contact 224-610-3715 or Ext. 83715 for more information. For emergencies or after hours, contact your nurse or the Administrator on Duty (AOD) who will contact the Chaplain on-call.

Accommodations

The Lovell FHCC has lodging accommodations to allow you, your family, or your caregiver a comfortable and safe environment in which to stay on a limited basis while you undergo treatment. For more information, please talk to your nurse manager.

Fire Safety

Fire drills are performed at Lovell FHCC. In case of a fire or a fire drill, stay calm and follow the instructions given to you by staff.

Language Services

Lovell FHCC uses Language Line Solutions® to obtain an interpreter. This is a telephone-based service and is available 24 hours, 7 days a week. Please ask FHCC staff to assist you.

Police Assistance

To report an emergency, call 911. For other police assistance or to report suspicious activity, please call 224-

610-3703 or Ext. 83703.

Volunteer Opportunities

If you are interested in volunteering, please contact the Community Affairs office at 224-610-3714.

Lost & Found

To report lost items or to turn in found items, please contact Police Operations at Ext. 83703 or go directly to the police station located near the main entrance and the Emergency Department in Bldg. 133, the main hospital.

Veterans Service Organization (VSO)

VSOs are adjuncts to the Department of Veterans Affairs. Representatives have offices in Bldg. 133CA near VA Primary Care. These organizations can help Veterans apply for benefits and provide a wide-range of assistance:

- AMVETS - Ext. 84138
- Polish Legion of American Veterans - Ext. 84144
- American Legion - Ext. 84137
- Disabled American Veterans (DAV) - Ext. 82961
- Veterans of Foreign Wars (VFW) - Ext. 84142

Additional VSOs are located in Bldg. 135, first floor:

- Military Order of the Purple Heart - Ext. 83147
- IL Department of Veterans Affairs - Ext. 83019

TRICARE

All TRICARE eligible beneficiaries can enroll online at <http://www.tricare.mil/> or through the mail. For mail-in option, be sure to visit the website, select the DOWNLOAD option, fill out the form completely and mail to:

Health Net Federal Services, LLC
P.O. Box 870143
Surfside, SC 29587-97423.

Active Duty: All Active Duty members must enroll into TRICARE Prime.

Active Duty Family Members

All Active Duty family members must be enrolled into DEERS (Defense Enrollment Eligibility Reporting System). Family members of Active Duty are automatically enrolled into TRICARE Standard but may chose to enroll into TRICARE Prime with no annual enrollment fee.

Military Retiree and Retiree Family Members

Retirees and their eligible family members under the age of 65 may enroll in TRICARE Standard or Prime. Please visit the website or TSC for fees and payment options. Retirees and their eligible family members over the age 65 are normally covered by TRICARE Care for Life. This option is administered by Wisconsin Physician Services (WPS) who may be contacted at 866-773-0404.

Reservists

Reservists may utilize the Military Treatment Facility if they are actively on drill status (weekend drill or two weeks active training). This does not include their family members. All reservists must have a Line of Duty (LOD) in order to utilize services outside of the MTF if injured during drill weekend or active training. The LOD can be obtained from the reservist's drilling medical department. Reservist family members will be eligible for service at the MTF if the reservist is on orders for more than 30 continuous days and the family members are enrolled into DEERS.

TRICARE Assistance:

Health Net Federal Services Customer Service: 877-874-2273

Veterans

All Veterans are encouraged to enroll in the VA Health Care System. Please complete an Application for Health Care Benefits. You can submit the form online, or you may print the form and mail it to:

Patient Administration(136B)
Captain James A. Lovell
Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064

Or you can bring the form to the Eligibility Office, located on the first floor of Bldg. 133CA. Please include the following items:

- A copy of both sides of your current insurance card (including Medicare or Medicaid)
- A copy of your DD214, 'Armed Forces Report of Transfer or Discharge'
- Purple Heart recipients only - a copy of your award letter if 'Purple Heart' is not noted on your DD214

To speak to someone in our eligibility office, please call 224-610-1463.

Billing and Insurance

Any copayments due should be paid upon checking out of the Lovell FHCC. Copayments may be made at the Agent Cashier window, Monday - Friday, 8:30 a.m. to 3:30 p.m. in Bldg. 133CA, first floor, Rm. 1D-248.

Veterans who do not make their copayments upon checking out will receive a bill at their address of record within 30 days after their stay or appointment.

If you have any questions about your copay balance, please contact our Billing Office at 224-610-3339.

The Lovell FHCC West Campus is located approximately 40 miles north of Chicago, 15-miles south of the Wisconsin state line, several miles east of Interstate 94 and U.S. 41. It is at the corner of Green Bay Road and Buckley Road (IL-137), and is directly west of Naval Station Great Lakes.

Lovell FHCC is accessible via the Metra Union Pacific North Line , which offers commuter service to and from downtown Chicago and Kenosha, WI. Please use the “Great Lakes” stop. The Lovell FHCC is approximately 1 mile to the west of the Metra station. For more information or to call for a shuttle pick-up or drop-off, call 224-610-3502.

Contacting a Patient

If you would like to visit a patient, please see our maps for directions. Review our visiting hours and policy information for visitor hours.

If you would like to send a card, gift or flowers to a patient, the mailing address is:

Patient's Name, Ward
Captain James A Lovell
Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064

For the location of an inpatient or their phone number, please call 847-688-1900 or 800-393-0865 and press 0.

Telephones

All patient wards, rooms and outpatient clinics have telephones. Please ask FHCC staff to assist you.

Visiting Hours and Guidelines

The FHCC respects the patient's right to make decisions about his or her care, treatment and services, and to involve the patient's family in care, treatment and services decisions to the extent permitted by the patient or surrogate decision-maker. 'Family' is defined as a group of two or more persons united by blood, adoptive, marital, domestic partnership or other legal ties. The family may also be a person or persons not legally related to the individual (such as significant other, friend or caregiver) whom the individual considers to be family. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity or choose to delegate decision making to another. The FHCC allows a family member, friend or other individual to be present with the patient for emotional support during the course of stay. The FHCC allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative.

The FHCC prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Any visiting child under the age of 16 must be accompanied by an adult.

Medical and Surgical Units

Visitors may visit with patients anytime, however, staff reserve the right to restrict visiting hours depending on a patient's condition or needs.

Intensive Care Unit

Visits are limited to 10 minutes in length.

Mental Health Units

1 p.m. - 3:30 p.m., 6 p.m. - 8 p.m.
(Daily)

Visitors are expected to adhere to the established visiting hours. Please contact the nurse manager on the ward for additional guidelines.

ATM, Gift Shop & Cafeteria

An ATM is located outside of the Patriot Store in Bldg. 133CA

Patriot Store (Bldg. 133CA)

Monday – Friday 7:30 a.m. – 4 p.m.
Saturday 8 a.m. – 2 p.m.

Patriot Café (Bldg. 133CA)

Monday – Friday 7 a.m. – 3 p.m.

Subs and Wraps (Bldg. 133CA)

Monday – Friday 7:30 – 10 a.m.,
10:30 a.m. - 1:30 p.m.,
2:30 p.m. - 5 p.m.

Smoking

There is no smoking allowed in any building at the Lovell FHCC. Smoking is also prohibited in front of building entrances and within 30 feet of any entrance to any facility on the West campus. There are smoking shelters outside the FHCC. Please direct your questions about smoking or the nearest smoking shelter to your provider. Failure to follow the smoking policy may result in a fine. CLC Residents are the only patients allowed to use the indoor smoking room.



PATIENTS', RESIDENTS' AND FAMILY MEMBERS' BILL OF RIGHTS, AND RESPONSIBILITIES

RIGHTS

CARE AND SERVICE: Lovell FHCC employees will respect and support your rights as a patient, resident or family member. We are pleased you have chosen to receive your health care at our facility. We want to make your visit or stay as pleasant for you as possible. Children and parents are partners with the health care team and participate jointly in the plan of care. As a parent or family member, you are an important part of our treatment team. We ask that you share your insights, opinions, observations, worries or concerns regarding the patient with our staff. The staff is available and ready to address your concerns.

RESPECT: You have the right to be treated with dignity, compassion and respect, as an individual. We will seek to honor your personal, cultural and religious values. As an inpatient, resident or family member you will have the opportunity for religious worship and spiritual support if you desire to participate in these activities. The FHCC prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

PRIVACY AND CONFIDENTIALITY: You have the right to have your medical record kept confidential. You have the right to an explanation concerning your diagnosis, treatment, procedures and prognosis of illness and condition, in terms you are able to understand.

EXPLANATION OF CARE: You and any persons you choose have the right to be involved in decisions about your care. If you have decision-making capacity, it is your right to state who you wish to be involved in decisions regarding your care. You or the person designated to make health care decisions will be given information regarding your diagnosis, treatment, procedures, and prognosis of illness in understandable or non-clinical terms that allows you or your designee to make a knowledgeable decision. You will be included in resolving any ethical issues about your care. You may consult with the facility's Ethics Committee and/or other staff knowledgeable about health care ethics.

PAIN MANAGEMENT: You have the right to have your pain assessed using a numerical or age appropriate pain level scale and to receive treatment to manage your pain. You have a right to education and active involvement in planning and managing your pain control with your treatment team, to include medication, alternative measures, and risks/benefits of treatment. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.

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ADVANCED DIRECTIVES: You have the right to be informed of and use advance directives and the giving and withholding of resuscitative devices in accordance with facility policy. You have the right to refuse treatment to the extent permitted by law and the Government regulations, and to be informed of the consequences of this refusal. Refusing treatment will not affect your rights to future care.

INFORMED CONSENT: You have the right to refuse treatment to the extent permitted by law and the Government regulations, and to be informed of the consequences of this refusal. Refusing treatment will not affect your rights to future care.

RESEARCH: You have the right to choose whether or not you will participate in any research project. Any research conducted will be clearly identified and you can decide if you wish to participate or not. Potential risks of the research will be identified and there will be no pressure placed on you to participate.

SAFETY: You will be informed of any injury caused by treatment provided by the facility. You will be advised on how to request compensation for injuries caused by the facility. If you or the Lovell FHCC staff believes that you have been neglected, abused or exploited, all necessary actions will be taken to provide appropriate care and protection.

RULES AND REGULATIONS: You have the right to be informed of facility's rules and regulation that relate to the conduct of patients and visitors. The FHCC respects the patient's right to make decisions about his or her care, treatment and services, and to involve the patient's family in care, treatment, and services decisions to the extent permitted by the patient or surrogate decision-maker. 'Family' is defined as a group of two or more persons united by blood, or adoptive, marital, domestic partnership, or other legal ties. The family may also be a person or persons not legally related to the individual (such as significant other, friend or caregiver) whom the individual considers to be family. A family member may be the surrogate decision-maker, as defined in VHA Handbook 1004.02, if authorized to make care decisions for the individual, should he or she lose decision-making capacity or choose to delegate decision making to another. The FHCC allows a family member, friend or other individual to be present with the patient for emotional support during the course of stay. The FHCC allows for the presence of a support individual of the patient's choice, unless the individual's presence infringes on others' rights or safety, or is medically or therapeutically contraindicated. The individual may or may not be the patient's surrogate decision-maker or legally authorized representative. The FHCC prohibits discrimination based on age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

COMPLAINTS/COMPLIMENTS: You are encouraged and expected to seek help from your treatment team, department level Customer Service Representative or a Patient Advocate if you have a complaint or would like

to make a compliment. You are entitled to information about the facility's complaint process. You are entitled to make a complaint verbally or in writing, without fear of retaliation.

RESPONSIBILITIES

PROVIDING INFORMATION: You have the responsibility to provide, to the best of your knowledge, accurate, and complete information about current health problems or conditions, past illness, hospitalizations, medications (including over the counter medications and herbals), and other matters relating to your health. You have the responsibility to let your primary care doctor know whether you understand the treatment and what is expected of you. You should ask questions when you do not understand something about your care. This will help in providing you the best care possible.

RESPECT: We ask that you be considerate of the rights of other patients and the staff. You have the responsibility of being respectful of the property of other persons, and the facility. In order to provide a safe treatment environment for all patients and staff you are asked to respect and follow the facility's rules.

IDENTITY: You have the responsibility to have and provide proper identification to the facility staff. Minors must be accompanied by their parent or guardian, or another person properly designated in writing.

COMPLIANCE WITH MEDICAL CARE: You have the responsibility for complying with the treatment plan, including follow up care recommended by health care providers. This includes keeping appointments, on time, and notifying Lovell FHCC when appointments cannot be kept.

SAFETY: We ask that you avoid unsafe acts that place others at risk for accidents or injuries. Please keep a close eye on your children for their own safety and the safety of others. Additionally we ask that you report immediately any condition you believe to be unsafe.

MEDICAL RECORDS: You have the responsibility for ensuring that medical records are promptly returned to the medical facility for appropriate filing, and maintenance when records are transported by the patient for the purpose of medical appointment or consultation. All medical records documenting care provided by the Lovell FHCC are the property of the U.S. Government.

RULES AND REGULATIONS: We ask that you assist us by observing the visiting hours for children. By observing the rules you are supporting your family member as he/she copes with their illness or injury.

These are your basic rights and responsibilities but please talk with your treatment team members, the department level Customer Service Representative or a Patient Advocate if you have any questions or would like more information about your rights.

23 Patient Privacy and Safety

Patient Privacy Statement

The Lovell FHCC Privacy/FOIA Officer will assist you with your Privacy, Freedom of Information Act (FOIA), and amendment requests, questions or concerns. The Privacy/FOIA Officer is located in Bldg. 133-CA, ground floor, and can be reached at 224-610-3383.

1. Privacy: The Lovell FHCC is dedicated to ensuring the privacy of Veterans', Active Duty, and their beneficiaries' health information.

The following websites have more information regarding the Privacy Act:<http://www.privacy.va.gov/index.asp> and <http://www4.va.gov/privacy/>

2. Freedom of Information Act (FOIA): The Freedom of Information Act (FOIA) provides that any person has a right of access to federal agency records, except to the extent that such records are protected from release by a FOIA exemption or a special law enforcement record exclusion.

The following website has instructions on how to submit a FOIA request: http://www.foia.va.gov/FOIA_Request.asp

3. Amendment Requests: A patient has the right to request an amendment to any information in his/her record that they believe is inaccurate, incomplete, irrelevant or untimely. This request must be in writing, describing the specific information they want amended, as well as the reason for this belief. The request must be signed.

Release of Information

Our Release of Information staff will be happy to assist you with requests for your medical records. We can assist you with the following:

- Access to your medical records
- Copies of your medical records
- Completion of forms for benefits, insurance, and other reasons

The Release of Information Office is located in Bldg. 133, ground floor, Rm. BA141. To obtain the request form (VA Form 10-5345) for medical records, visit: www.lovell.fhcc.va.gov/patients/MedicalRecordRequestform.pdf

To request a medical record, please complete the requested information, sign the form and mail it to the following address:

Release of Information (136D)
Captain James A. Lovell
Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064

Because forms must contain an original signature, emailed forms cannot be accepted.

Fees

There is no cost to send copies directly to another health care provider. If copies are for a patient's personal use, photocopying fees may be assessed.

Your Right To File A Complaint

Lovell FHCC is continuing to look for ways to improve patient care and services. One way of doing this is to help

you understand your rights as a patient. Your comments and recommendations for changes in policies and services are always welcome. You also have the right to file a complaint. In doing so, you will be free from interference, coercion, or reprisal, including threat of discharge or denial of access to care. Please call our Patient Advocates at 224-610-7505 or visit their offices in Bldg. 133EF, Suite 1C-1.

Concerns With Patient Care or Safety

Lovell FHCC is accredited by the Joint Commission. The Joint Commission surveys organizations on quality, safety of care and safety of the environment in which care is provided. If you have any concerns with patient care or safety in your health care organization, you are encouraged to contact your nurse manager first, then a patient advocate if your concerns are not resolved. If they cannot be resolved, please contact facility leadership. If the concern in question cannot be resolved at this level, you are encouraged to contact The Joint Commission and request a public information interview during the time of the survey. Requests should be in writing to:

The Joint Commission
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
FAX: 630-792-5636
complaint@jointcommission.org

Your Right To Request An Ethics Consultation

If you or your family have questions or concerns about treatment preferences, or when you or your family have to make tough choices about health care, you can request an Ethics Consultation. They are available 8 a.m. – 4:30 p.m.,

Monday – Friday. A message may be left for the consultation at anytime by calling Ext. 85748. You can also inform any member of your treatment team of your request at any time.

Your Right To File A Claim

You or your family have the right to file a claim if you sustain a “Level 2” injury. Level 2 injuries are major injuries that require medical or surgical intervention, increased hospital stay, or are disabling and/or disfiguring to a degree that you will have permanently lessened function or require surgical repair. Federal law requires that we notify you or your family when you suffer a Level 2 injury. We will explain to you and your family your rights under the law.

According to Title 38 of the United States Code, Section 1151, you have a right to apply for service-connected disability compensation with the local VA Regional Office. Necessary forms for applying for these benefits are available through the VA Regional Office, 536 South Clark Street, Chicago, IL 60680. The Regional Office can be reached at 800-827-1000.

In addition, Title 28 of the United States Code, Sections 26712680 allows you to file a claim under the Federal Tort Claims Act. Forms are available through the Office of District Counsel, Department of Veterans Affairs, Box 1427, Hines, IL 60141.

The law requires that your family be notified of potential claims under these provisions of law. However, notification is not, in any way, an admission of government liability. Approval or disapproval of any claim is based on a legal review of each case.



Captain James A. Lovell
Federal Health Care Center
3001 Green Bay Road
North Chicago, IL 60064



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