

TRUST
RESPECT
EXCELLENCE
COMMITMENT
COMPASSION

PHOENIX
VA
HEALTH
CARE
SYSTEM

ARIZONA

Visitor Guide



Welcome to the Phoenix Veterans Affairs Health Care System (PVAHCS). Our staff is dedicated to working toward one purpose - fulfilling your needs as our patient. You are the most important person in our health care system. We welcome the opportunity to serve you.

The PVAHCS provides the most technologically advanced forms of health care delivery including our renowned electronic medical record. Our organization improves each day through our continuous quality improvement methods. Our primary care clinics are based on managed care principles of health promotion and disease prevention. These programs increase the emphasis on health care delivery thus increasing efficiency and patient satisfaction.

As a member of the Veterans Integrated Service Network 18 (VISN 18), the PVAHCS is developing health care approaches designed to improve sharing of health care services among VA facilities.

We welcome comments or suggestions concerning your VA health care. Your comments will help us to continue to meet our goal of providing high quality health care to veterans.

We thank you for choosing the Phoenix VA Health Care System for your health care and we thank you for your service to our country.

Sincerely yours,

DONALD MOORE, R. Ph., MBA
Medical Center Director



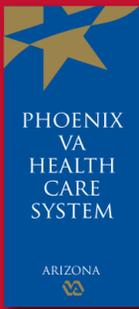
Our 76,650 square foot Ambulatory Care Clinic has dramatically expanded and enhanced our high quality health care services.

At the Phoenix VA Health Care System

we like to keep in mind that each patient we serve has unique needs. One patient may come to us because his shrapnel wounds from World War II are bothering him again. Another patient, a paratrooper during the Vietnam War, has to have knee surgery because the hundreds of landings have taken their toll on his body. The woman veteran has just learned that her bone density is getting too thin and the complications of her osteoporosis are becoming difficult to handle.

Although their needs may be different, the one thing all our patients have in common is what they have done for our country—giving a portion of their life so that we may enjoy our American freedoms. To some people this service may seem too noble a cause, but for the Department of Veterans Affairs Health Administration, we look at our patients as our reason for being.

We're honored to serve our veterans and to provide them with the trust, respect, excellence, commitment and compassion that they truly deserve.



Phoenix VA Health Care System
650 E. Indian School Road
Phoenix, AZ 85012-1892
Phone: (602) 277-5551

Legend

- Information
- Restrooms
- Waiting area
- Telephone
- Vending
- Elevator
- Stairs

1st FLOOR

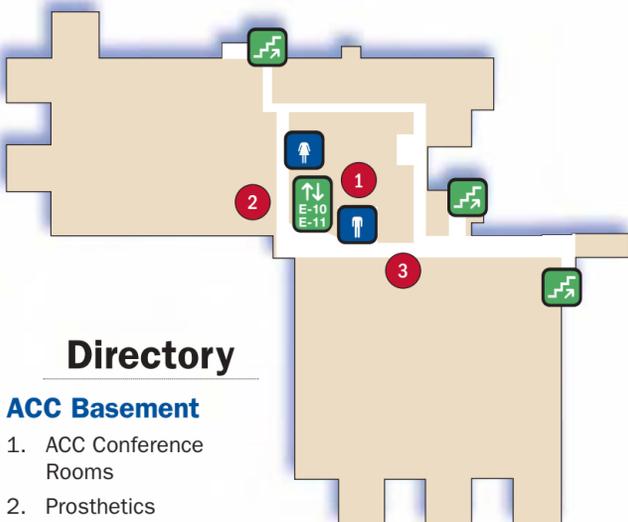


Directory

1st Floor Main Hospital

1. Community Living Center
2. VCS Retail Store
3. VCS Canteen
4. Outpatient Dining
5. Patient Advocates
6. PCT Clinic
7. Physical Medicine
8. Release of Information
9. Copper Clinic
10. Emergency Department
11. VA Police & Security
12. Jade/Opal and CSTAT

ACC BASEMENT



Directory

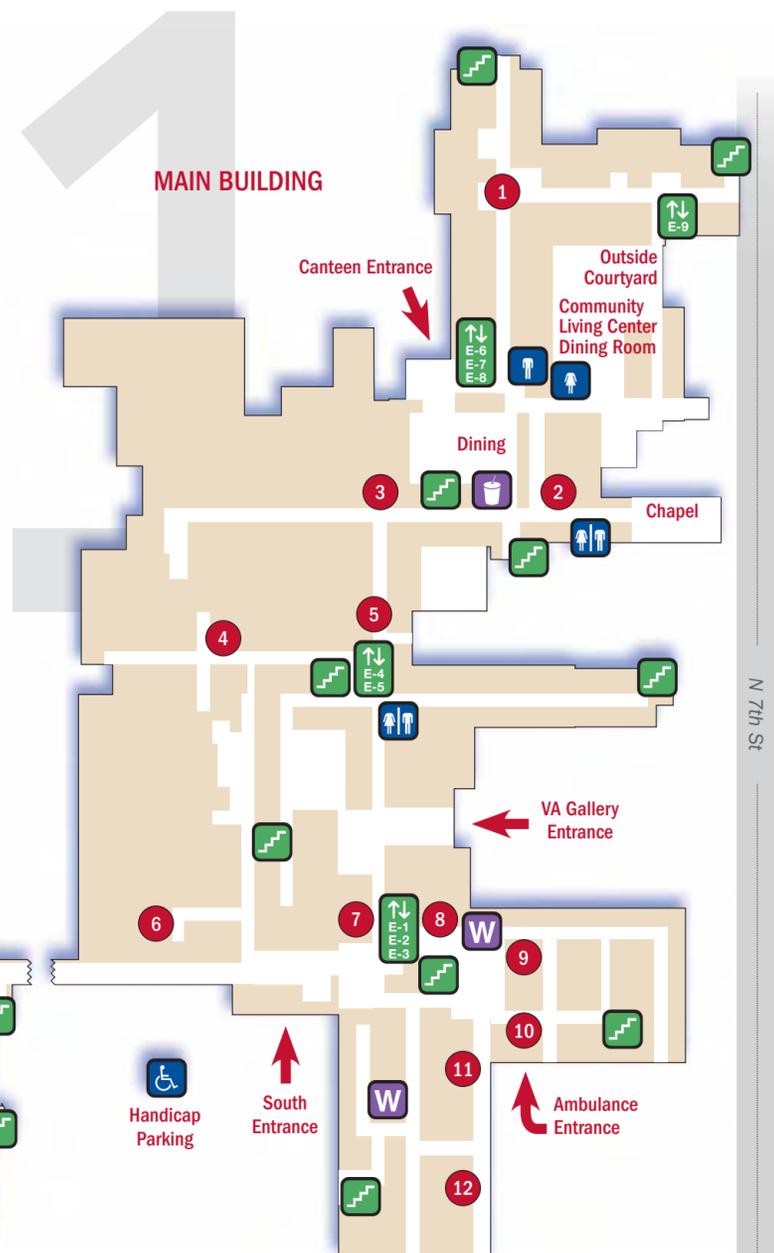
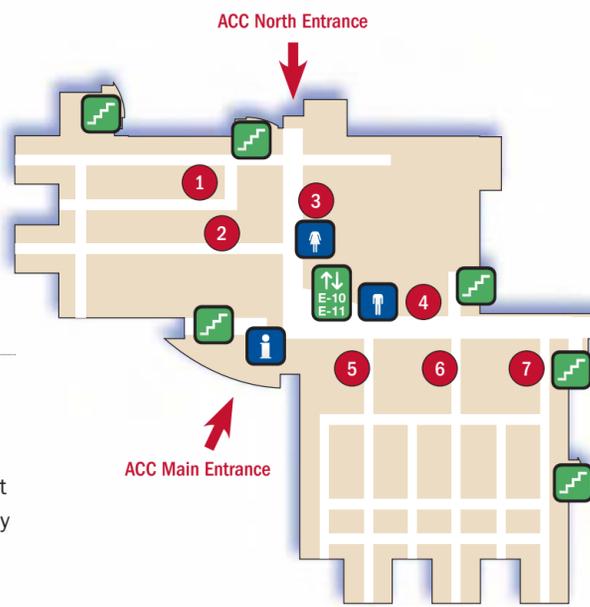
ACC Basement

1. ACC Conference Rooms
2. Prosthetics
3. Orthopedics

Directory

1st Floor ACC

1. Dental Clinic
2. Gold Clinic
3. Eligibility/Enrollment
4. Outpatient Pharmacy
5. Diamond Clinic
6. Platinum Clinic
7. Emerald Clinic



E Indian School Rd

N 7th St

PVAHCS Phone Numbers

- ▶ **Medical Center Operator**(602) 277-5551
ext. 0
- ▶ **Admissions Office**(602) 222-2621
- ▶ **Chaplain Department**(602) 222-6422
- ▶ **Clinic Scheduling**(602) 222-6501
- ▶ **Eligibility Information**(602) 222-6508
- ▶ **Library**(602) 222-6411
- ▶ **Lost and Found**(602) 277-5551
ext. 7200
- ▶ **Patient Advocate Office**(602) 277-5551
ext. 7394
- ▶ **Public Affairs Office**(602) 200-6279
- ▶ **Release of Information**(602) 277-5551
ext. 2619
- ▶ **Registration and Enrollment**(602) 277-5551
ext. 6508
- ▶ **Social Work Department**(602) 222-6400
- ▶ **VA Help Line** *Toll free number (Arizona only)*
(602) 222-6550 1-888-214-7264
- ▶ **VA Police**(602) 222-6420
- ▶ **Veterans Benefit Counselor**(602) 277-5551
ext. 7340
- ▶ **Women Veterans Program Manager**(602) 277-5551
ext. 6764

Community VA Health Care Clinics

- ▶ **Buckeye VA Health Care Clinic**(623) 386-4814
- ▶ **Globe VA Health Care Clinic**(928) 425-0027
- ▶ **Northwest VA Health Care Clinic**(602) 222-2630
or 222-2631
- ▶ **Payson VA Health Care Clinic**(928) 472-3148
- ▶ **Show Low VA Health Care Clinic**(928) 532-1069
- ▶ **Southeast VA Health Care Clinic**(602) 222-6568

Legend

-  Information
-  Restrooms
-  Waiting area
-  Telephone
-  Vending
-  Elevator
-  Stairs

Directory

2nd Floor Main Hospital

1. 2nd Flr Community Living Center
2. 2A Research, Telehealth Office
3. Badges/Fingerprints
4. ENT, 2B and OEF/OIF
5. Inpatient Laboratory
6. 2C Clothing Room
7. 2D Inpatient Radiology

2nd FLOOR



Directory

2nd Floor ACC

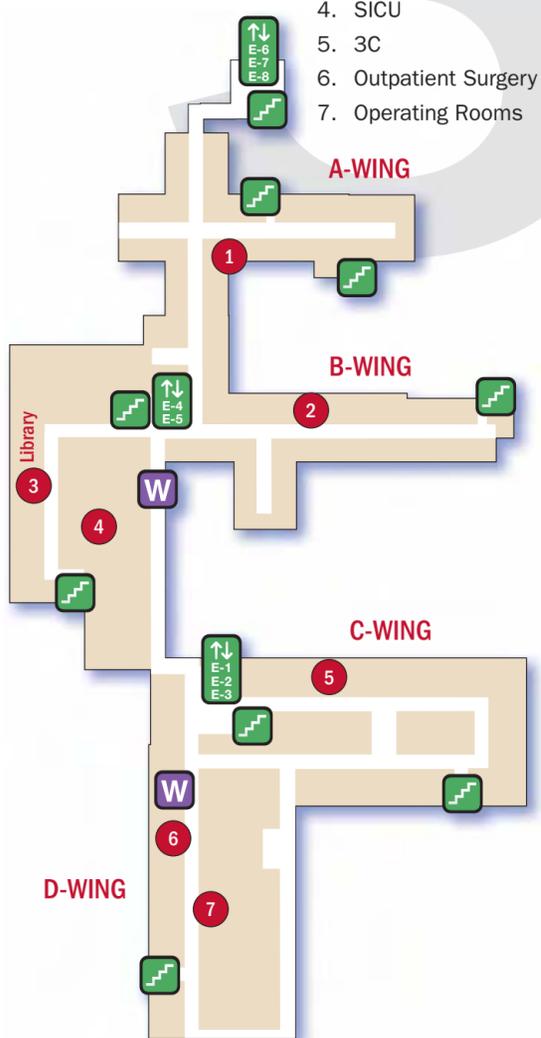
1. Eye Clinic
2. Audiology & Speech
3. Outpatient Radiology
4. Outpatient Laboratory
5. Surgical Specialty Clinic
6. Medical Specialty Clinic

Directory

3rd Floor

1. Agent Orange Registry
2. 3B
3. Library
4. SICU
5. 3C
6. Outpatient Surgery
7. Operating Rooms

3rd FLOOR



Directory

4th Floor

1. Hemodialysis
2. 4B Cardiology
3. MICU
4. 4C
5. 4D

4th FLOOR

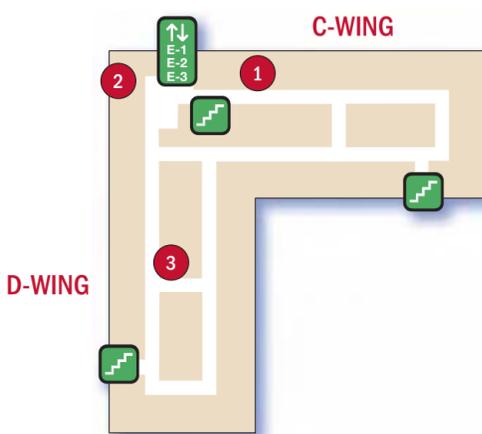


5th FLOOR

Directory

5th Floor

1. 5C Mental Health
2. Smoking Cessation
3. 5D Mental Health



6th FLOOR

Directory

6th Floor

1. 6C Sleep Lab
2. 6D Pulmonary
3. 6D GI Lab

