

VETERANS UPDATE

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VA ONLINE MENTAL HEALTH CAMPAIGN



In recognition of Mental Health Month, the U.S. Department of Veterans Affairs launched its “Now Is the Time” campaign.

The campaign’s focus is on getting Veterans the support they need from family and friends, and through professional mental health treatment.

“As VA’s health care environment continues to evolve, the de-

partment is working to serve as many Veterans as possible by reaching Veterans where they are,” said VA Secretary Robert Wilkie. “This May, VA encourages everyone to explore Mental Health Month resources at MakeTheConnection.net...”

MakeTheConnection.net’s Mental Health Month page, at <https://maketheconnection.net/mhm>,

UPCOMING EVENTS

All in-person events and meetings are being rescheduled during the response to COVID-19.

May 13, **Veteran Town Hall**, 5:30 - 7 p.m., teleconference, 404-397-1596, code 907 408 235 #

May 20, **Women Veteran Networking Group**, 11 a.m. - 12 p.m., telephone meeting, 844-376-0278, code 646380655#

helps visitors learn about mental health resources and hear stories of recovery from other Veterans.

This year’s coronavirus disease outbreak has made everyone’s lives more stressful. VA urges all Veterans to prioritize their mental health and stay engaged with VA’s latest COVID-19 information at <https://www.publichealth.va.gov/n-coronavirus/>

SURVEY OF HEALTHCARE EXPERIENCES OF PATIENTS

Your experience counts! If you received care from us, you may get a Survey of Healthcare Experiences of Patients, or SHEP, survey about your visit, either online or by mail.

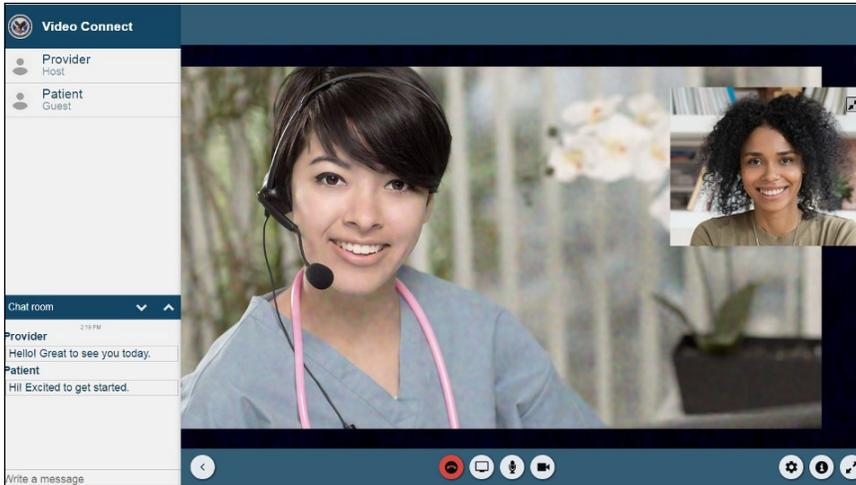
Please complete the survey! It helps us improve health care experiences for all our patients.

SHEP surveys patients who received VA care within the survey month, measuring experience across health care settings.

The results help identify system-wide areas of opportunity and allow for comparison with other healthcare systems.



SAFE MENTAL HEALTH CARE DURING COVID



A screenshot from VA Video Connect. VVC, telephone care and other virtual care options can help Veterans receive their mental health care remotely during the response to COVID-19, minimizing their risk of exposure to the coronavirus. (Image by the Department of Veterans Affairs)

May is Mental Health Awareness Month, and the VA Providence Healthcare System remains committed to providing high-quality mental health care and addiction treatment while keeping Veterans safe from exposure to the coronavirus.

"Through VA's virtual care tools, we can use existing telehealth technology to help ensure our patients and staff are as safe as possible, while still providing the care our Veterans need during this difficult time," said Dr. Robert Swift, chief of the VA Providence Mental Health Service.

VA offers Veterans a variety of care-at-home resources, which include...

Telephone or Video Appointments – Many Veterans can get care at home using VA Video Connect on their computers, smartphones or tablets. To set up telephone or video appointments, Veterans can call VA Providence Mental Health at 401-273-7100, ext. 13400, or send their provider a secure

message on My HealtheVet at <https://www.myhealth.va.gov/>.

Prescription Refills – Veterans should continue taking their medications and talk to their provider if they have any concerns. Veterans can request refills and have prescriptions mailed to their homes by calling the Pharmacy Call Center at 866-400-1241, mailing in their prescription refill slips, or through My HealtheVet or the VA Rx Refill mobile app, which can be found at <https://www.mobile.va.gov/app/rx-refill>.

Mental Health Information and Resources – For information on ways Veterans can manage stress and anxiety during the coronavirus response, as well as other mental health resources, visit <https://www.mentalhealth.va.gov/coronavirus/>.

Text Message Reminders – Veterans can enroll with Annie's Coronavirus Precautions protocol at <https://www.mobile.va.gov/app/annie-app-veterans> to receive automated text messages with information about COVID-19 that helps with monitoring symptoms and contacting a VA facility for care.



Providence VA Medical Center

830 Chalkstone Ave
Providence, RI 02908
401-273-7100

Veteran's Crisis Line:
800-273-8255 press 1

Patient Call Center (PCC):
401-457-3336

Pharmacy Call Center:
866-400-1241

Website:
www.providence.va.gov

Facebook:
[facebook.com/
VAProvidence](https://facebook.com/VAProvidence)

Twitter:
twitter.com/VAProvidence

Any Veteran in crisis – even if not eligible for VA health care – and their loved ones can call 1-800-273-8255 and press 1 to reach the Veterans Crisis Line for confidential support 24 hours a day, 365 days a year. They can also text 838255 or chat online at <https://www.veteranscrisisline.net/>.