

## Compare the Cost, Quality and Convenience of VA Healthcare

- ✓ No monthly premiums
- ✓ Full-range of wellness programs and behavioral health
- ✓ Comprehensive women's health care
- ✓ Personal veteran photo ID
- ✓ Affordable prescription plan  
(Prescription must be written by a VA provider)

## Eligibility

All honorably discharged men and women who meet eligibility criteria can receive VA medical benefits. Some veterans, depending on income, may be required to make a co-payment for health care services. Call (716) 862-8888 or (800) 532-VETS ext. 8888 for more information.

## How Do You Enroll?

Complete the Application for Medical Benefits, VAF 10-10EZ online, by mail, or in person. This short form can be completed in 10-15 minutes. Please provide a copy of your DD-214 or honorable discharge certificate. You will appreciate the warm, caring attitude of the VA staff that pledge to provide you with courteous service.

## Visits Require An Appointment

Call the clinic any weekday between 8:00 a.m. - 5:00 p.m. at (716) 822-5944. The clinic is closed between noon and 12:30 p.m. each day. Our medical staff will provide you with an initial evaluation and future follow-up outpatient visits.

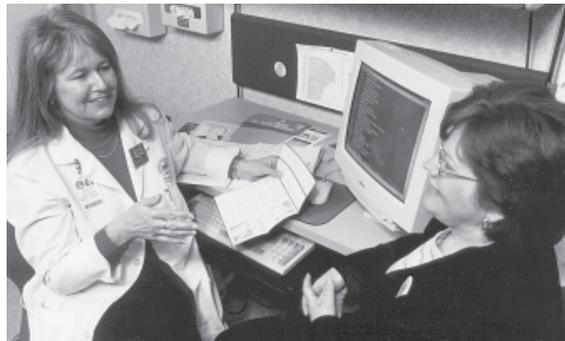
## What Services Are Available?

The Lackawanna VA Outpatient Clinic offers a full range of primary care outpatient services to veteran men and women in Lackawanna and the immediate surrounding areas. Patients are seen on an appointment basis only. This will help us ensure you receive the timely services you deserve. VA nursing staff will be available to assess your needs and ensure you'll get access to the care you need, when you need it.

You will be able to receive an annual physical examination or appropriate health screening, immunizations, medication, and any follow-up care required by your primary care practitioner.

Should you require specialty services or inpatient care, you will be referred to a VA medical center for appropriate treatment.

If you require inpatient treatment at a VA facility that is not near your home, accommodations are available at no charge for you and your caregiver.



## Mental Health

Maintaining good mental health is a responsibility that we all share. At times, we need assistance to manage the stress and problems that can be overwhelming.

The Mental Health Practice in Lackawanna offers individual and group counseling to veterans who have problems related to depression, anxiety, family issues or chronic problems of mental illness. Wellness workshops are also offered on the topics of: anger management, stress management, bereavement, sleep hygiene, parenting skills, and memory enhancement.

Please ask your VA primary care provider for a referral to the mental health services offered.

### HANDICAPPED ACCESSIBLE

Full and easy access for all veterans.

### PRACTICE HOURS

Monday - Friday  
8:00 a.m. - 5:00 p.m.  
The clinic is closed between noon and 12:30 p.m.

### LABORATORY SERVICES AVAILABLE

### PRESCRIPTIONS

Routine prescriptions processed through the mail. Emergency medicines provided.

### MENTAL HEALTH SERVICES

Mental health services, medication management and referrals available at convenient hours.

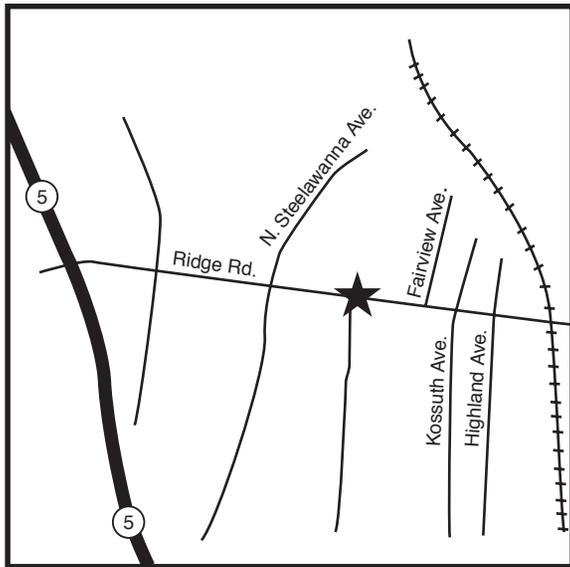


## How Do I Get There?

- Take the NYS Thruway (I-90) to Exit 55, Lackawanna
- Continue on Ridge Road to Our Lady of Victory Family Care Center, Lackawanna
- Clinic is on the left

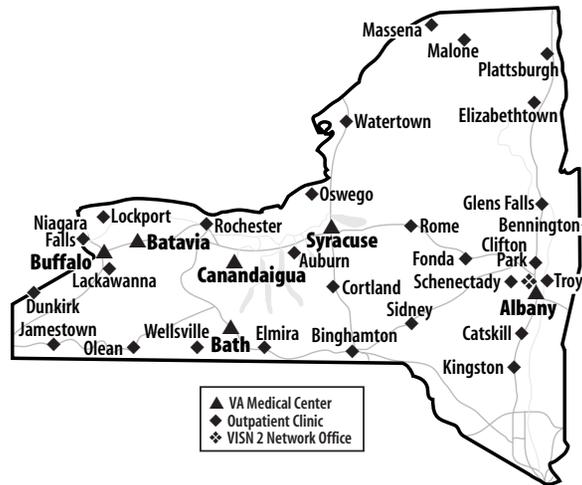
OR

- From Route 5 take Ridge Road to the Our Lady of Victory Family Care Center
- Clinic is on the right



## Reaching Us Is Easy

**Lackawanna VA Outpatient Clinic**  
 Our Lady of Victory Family Care Center  
 227 Ridge Road  
 Lackawanna, NY 14218  
 (716) 822-5944



**VA Healthcare On The Web**  
[www.va.gov/visns/visn02](http://www.va.gov/visns/visn02)  
**Upstate New York Veterans ~**  
 Wherever you are, When you need help ...  
**VA TELCARE**  
**1-888-838-7890**

*Leading Health Care  
 In The 21st Century*



## Lackawanna VA Outpatient Clinic

A member of the  
 VA Healthcare Network Upstate New York

