

Veterans' WELLNESS

www.visn2.va.gov
Spring 2012

A GUIDE TO HEALTHY LIVING FOR THE VETERANS OF UPSTATE NEW YORK



Jump-Start Your Fitness Efforts

Lift weights to lose pounds and gain
a variety of health benefits.

Veterans Crisis Line Saves Lives

Call, click or text for help.

Get Your Grill On

Eat well all year long.



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ABOUT OUR MAILING LIST

We make every effort to maintain an accurate mailing list. **To notify us of a patient's death, please call the Veterans Service Contact Center at 1-888-823-9656.**

If you would like to be added to or deleted from our mailing list or if you have a suggestion for us, please write to: Editor, *Veterans' Wellness*, Network 2 Public Affairs and Web Content Manager, Clinton Crossings, 919 Westfall Road, Bldg. B, Room 115, Rochester, NY 14618, or email Kathleen.Hider@va.gov.

Please be sure to include your phone number. **Do not send your Social Security number or medical history.**

Your Personalized Veterans Health Benefits Handbook

As you read this, VA is rolling out the new *Veterans Health Benefits Handbook* across the country. If you're a Veteran enrolled in VA health care, you may have even received your copy already.

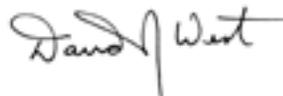
The new handbook is tailored to you. It only includes the latest information about the benefits that apply to you based on your priority group. We explain your benefits in terms that make them easy to understand.

With this handbook, VA hopes to answer your questions and deliver the same reliable information to all our Veterans. VA will also mail you written updates that reflect any changes to your benefits or eligibility over the course of the year.

You can find out more about the *Veterans Health Benefits Handbook* at www.va.gov/healthbenefits/vhbh. If you have questions once you receive your handbook, please call the Veterans Service Contact Center toll-free at **1-888-823-9656** or visit or call

your local VA Medical Center Veterans Service Center. We're here to help you understand and to get the health care you need.

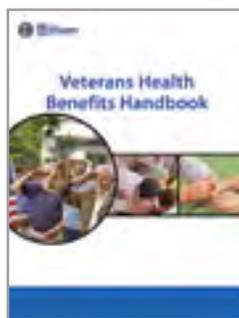
Sincerely,



DAVID J. WEST, MSHA, FACHE
Network Director



David J. West
Network Director



Cost of Missed Appointments

We appreciate the effort you, our readers, have made to call us to cancel appointments, when necessary. It has allowed us to schedule other Veterans needing appointments. Our VISN currently has one of the lowest no-show rates in the country — **thanks to you!**

Cost of No-Shows



Jump-Start Your Fitness Efforts ... Lift Weights

Weight lifting — also called strength training — isn't just for athletes or bodybuilders. Men and women of all ages are pumping iron for its health and fitness benefits. It can help you improve your balance, lose weight and tone up. Plus, you'll see results faster than you would if you only do aerobic activities.

For a simple and inexpensive way to work out at home, use



free weights, such as dumbbells, barbells and ankle weights. Cans of food or plastic containers filled with water or sand will also work.

Choose a weight that tires the muscle in 10 to 15 repetitions. If you can't lift a weight eight times in a row, begin with a lighter one. Once you can lift it easily 15 times, increase the weight. The weight you use may vary by exercise. A complete routine works the major muscle groups: shoulders, arms, chest, abdomen, back, hips and legs.

Experts often recommend beginners lift weights two or more times a week on nonconsecutive days. But you also may see benefits from fitting in more frequent, shorter sessions. Perform exercises slowly and smoothly. Lift for three seconds, hold for one second and lower for three seconds. Exhale as you lift, and inhale as you lower the weight.

Before you start any exercise regime, contact your VA primary health care provider.

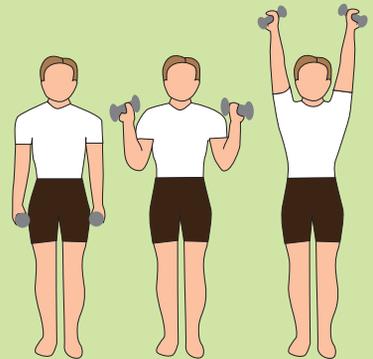
Start with the Basics

This year, each issue of *Veterans' Wellness* will feature weight-training exercises, starting with this one for your arms, shoulders and upper back. In the future, we'll also provide exercises that most people with joint or muscle problems can do.

Overhead Press

Stand or sit in an armless chair with feet shoulder-width apart. Hold a weight in each hand. Raise hands, palms facing forward, until they're shoulder level and parallel to the floor. Elbows stay below wrists.

Slowly push weights overhead, fully extending your arms without locking your elbows. Pause at the top. Slowly lower hands to shoulder level. Bring elbows in close to your sides. Keep wrists straight throughout the exercise. Repeat 10 to 15 times. Rest between sets.



Health and Fitness Benefits

Along with a firmer body and smaller number on the scale, weight lifting can help you achieve better flexibility and balance, which reduces the risk for falls and related injuries. (Turn to Page 8 to read more about falls.) This activity also:

- Helps delay or prevent osteoporosis, a bone-thinning disease
- Eases back pain and the pain and stiffness of arthritis
- Helps control weight by increasing how many calories you burn, even at rest
- Improves cholesterol and triglyceride levels, reducing your heart disease risk
- Assists in managing blood sugar, helping to control diabetes symptoms
- Eases depression, possibly due to feeling stronger or to altered brain chemicals

Stay on Track! Turn to VA Resources

Now that you've turned your *Veterans' Wellness* 2012 calendar to April, it's official: We're a quarter of the way through the year. If your New Year's resolution was to adopt a healthier lifestyle by exercising more, eating better and losing weight, VA resources can help you stay motivated.

Get Targeted Health Advice

Visit www.prevention.va.gov.

This VA website is chock full of information and tips on how to eat wisely, be physically active and achieve a healthy weight. There's even a cool tool called myhealthfinder that provides you with targeted health advice when you enter your age and gender.



myhealthfinder

Find health advice for you or someone you care about.

Age: Sex: M

F

Pregnant?

GET STARTED

healthfinder.gov
LIVE WELL. LEARN HOW.

Register, Authenticate and Opt In

Get started today at www.myhealth.va.gov.

va.gov.

Once you complete the three steps, you can take full advantage of the conveniences My HealthVet provides VA patients. You'll be able to:



- Access VA health information when you need it
- Order prescription refills online
- Keep track of health screenings you'll soon need
- Send secure messages to your VA primary care team



Call TeleMOVE!

It works. You can participate in VA's personalized weight-management program from your home free of charge. To enroll, complete the MOVE!23 questionnaire at www.move.va.gov/Move23 or a VA primary care clinic. Be sure to write down your retrieval code. Then call **1-877-619-0106** and select **option 1**. A care coordinator will guide you through the next steps.

Inspire Other Veterans

Making progress on your resolution to live healthy? You could appear on our cover! Email your story to Kathleen.Hider@va.gov. Please include your phone number so we can call you for more details. **Do not include your Social Security number.**



New Video Helps You Maintain a Healthy Weight

You can live, feel and look better by achieving and maintaining a healthy weight. Visit www.visn2.va.gov to watch our *Managing Your Weight* video. You'll learn how to work with your VA health care provider to identify your healthy weight and set goals for reaching it. Plus, the video offers specific advice on physical activity and healthy eating to help you achieve your healthy weight.



Healthier Fast-Food Choices Serve Busy Lives

There are more than 39,000 places to eat and drink in the state of New York. With that many menus floating around, the choices are endless. Figuring out what to order can seem overwhelming even before you consider if it's good for you.

FAST FACT
Roughly 1 in 4 people eat fast food every day.

Many restaurants take steps to help patrons, like you, who want both convenience and healthier meals. “Chain restaurants often display calorie counts for menu items. Now you can find low-calorie

options much faster,” says Susan Raymond, R.D., VA Western New York Healthcare System Weight Management (MOVE!) program coordinator.

Raymond also suggests you plan ahead. “Before ordering, go online to look at the menu and nutrition information.” And don't just look at food items. “Drinks can really impact your diet,” she explains. “Take frozen coffee drinks, for example. They have between 100 and 600 calories depending on what size, flavor and other options you choose.”



Be Healthy Now ... And in the Future

For more ways to maintain or achieve a healthy weight, visit www.prevention.va.gov and click on “Strive for a Healthy Weight.”



Restaurant	Better Bets (Lower in Calories & Fat)	Belt Busters (High in Calories & Fat)
Dunkin Donuts www.dunkindonuts.com	Egg White Turkey Sausage Flatbread: 280 cal, 8 g fat Egg White Veggie Flatbread: 280 cal, 10 g fat	Sausage, Egg & Cheese on Croissant: 690 cal, 48 g fat Chicken Salad on Croissant: 560 cal, 37 g fat
McDonald's www.mcdonalds.com	Fruit & Maple Oatmeal: 290 cal, 4.5 g fat Premium Southwest Salad with Grilled Chicken: 290 cal, 8 g fat	Big Breakfast with Hot Cakes (Large Biscuit): 1,150 cal, 60 g fat Angus Chipotle BBQ Bacon Burger: 800 cal, 39 g fat
Starbucks www.starbucks.com	Spinach, Roasted Tomato, Feta & Egg White Wrap: 280 cal, 10 g fat Chicken & Hummus Bistro Box: 280 cal, 8 g fat	Sausage & Cheddar Classic Breakfast Sandwich: 500 cal, 28 g fat Salami & Cheese Bistro Box: 420 cal, 26 g fat
Wendy's www.wendys.com	Ultimate Chicken Grill Sandwich: 390 cal, 10 g fat Large Chili (No Cheese): 310 cal, 9 g fat	Baconator Double Burger: 970 cal, 63 g fat Asiago Ranch Club with Spicy Chicken: 700 cal, 37 g fat

Key: cal = calories, g = grams

CALL, CLICK OR TEXT: Veterans Crisis Line Helps Save Lives



Jan Kemp, R.N., Ph.D., National Mental Health Director for Suicide Prevention at the Veterans Health Administration

Recently, a Veteran just back from Iraq was on Facebook Chat with a buddy from his unit. Alone, drinking and upset over problems in his marriage, his buddy had already put a .45 to his forehead and pulled the trigger. Thankfully the gun failed to discharge, but now he was threatening to do it again.

The Veteran called the Veterans Crisis Line, which dispatched help. Because his buddy wouldn't say where he was, it took a while to track down the address. In the meantime, the Veteran kept chatting with him while also talking

on the phone to a crisis line responder. Once help arrived, the Veteran who placed the call stayed on the line, sharing his own feelings about the tense 90 minutes he had just been through.

30,000 Rescues and Counting

The Veterans Crisis Line **(1-800-273-8255, press 1)** is a confidential, toll-free hotline that connects Veterans and their family and friends with trained mental health professionals. The caring crisis line responders are skilled at helping Veterans of all ages and connecting them with VA services, if needed.

Operated by the Veterans Crisis Center – located in the Canandaigua VA Medical Center – the crisis line has fielded more than 500,000 calls since opening in the summer of 2007. Nearly 30,000 lifesaving rescues have resulted.

Jan Kemp, R.N., Ph.D., National Mental Health Director for Suicide Prevention at the Veterans Health Administration, saw the need for a crisis line geared to Veterans and helped create this service. “It always helps to talk with someone

who can identify with your situation,” Kemp says, noting that all responders are VA employees and that some are also Veterans themselves. “Our people also have mental health counseling skills, while other crisis lines are often staffed with peers or volunteers.”

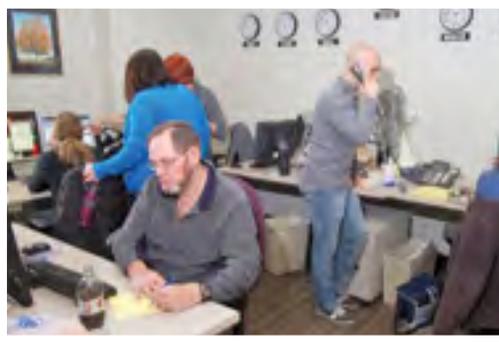
Staff members at the center also have access to every VA suicide prevention coordinator across the country. She explains, “We consult the coordinators at callers’ sites when services, like exams or counseling, are necessary.” Coordinators are then required to contact callers – within 24 hours of being consulted by crisis line responders – and to help make appointments or other necessary arrangements for them.

Crisis Is Personal

“It’s estimated that 20 percent of all suicides in the U.S. are by Veterans,” says Kemp. However, that number is just an educated

“An emotional crisis is anything that upsets someone, from having PTSD symptoms to feeling unable to cope.”





Veterans Crisis Line responders are VA employees with mental health counseling skills. Some responders are also Veterans themselves.

guess, because data on suicides by Veterans aren't collected on a national basis.

Kemp says that the risk of suicide is thought to be about 2 percent higher in Veterans than in the general population. Suicide isn't the only reason to call the crisis line, however. "An emotional crisis is anything that upsets someone, from having PTSD symptoms to feeling unable to cope." Other reasons for calling include anxiety, depression, trouble sleeping and homelessness.

Online Chat or Text Message

Although the response to the phone line has been positive, Kemp soon realized that not everyone is at ease talking on the phone. "Many Veterans of all ages are very used to communicating with people online, so we added an online chat option," she says.

Accessed through the Veterans Crisis Line website (www.VeteransCrisisLine.net), the chat is a one-on-one online "talk" with a crisis line responder. Your identity stays unknown and all

other information is kept private. And like the phone line, it's available 24 hours a day, every day. Since its launch in the summer of 2009, about 30,000 chats have taken place.

Most recently, the crisis line added a text messaging option (**text to 838255**). "Sometimes, if you're in a group of people or in a public place, it's not easy to talk on the phone, but you can text," Kemp says. "Just knowing that there's someone on the other end texting you back is helpful."

If you're a Veteran in crisis, Kemp has one message for you: "Just give us a try. You don't have to tell us who you are, if you're not comfortable with that, and you can come back as often as you want to. Our only purpose here is to care."

Here to Care

To get help with a crisis situation 24/7:

- Call **1-800-273-TALK (8255)**, press 1.
- Text to **838255**.
- Chat online at www.VeteransCrisisLine.net.



Keep Your Feet on the Ground

How to avoid fall-related injuries at any age.



Sally Martin, R.N., M.S.N., geriatric and extended care line manager at Canandaigua VA Medical Center; **Betty Perkins-Carpenter, Ph.D.**, Veteran, author and president of Senior Fitness Productions

They're the number one injury-related reason for being put in the hospital and the leading cause of deaths in people ages 65 and older. We're not talking about dangerous jobs or high-risk sports. We're talking about ordinary falls — the types that occur while you're doing household chores, taking a shower or simply stepping out your door.

Conditions such as arthritis, multiple sclerosis, Parkinson's disease and certain other diseases may throw off your balance or walking ability. Weakness after surgery or medical illness can do the same. "Younger Veterans who have sustained serious injuries that led to impaired mobility are at risk for falls, too. These may include brain trauma or amputation of an arm or leg," says Sally Martin, R.N., M.S.N., geriatric and extended care line manager at Canandaigua VA Medical Center. Some drugs can, too. Examples include antidepressants,

blood pressure lowering medicines, muscle relaxants and sleeping pills.

Up to 30 percent of people who fall end up with moderate to severe injuries, such as hip fractures, head trauma or cuts. "Some of these injuries lead to lingering disabilities," Martin says. "And even if you don't get injured badly,

a fall can affect your quality of life if you limit your normal activities because you're afraid of falling again." Fortunately, simple measures can reduce your risk of taking a tumble.

One Foot at a Time

"When we lose our balance, our toes automatically spread out to help us stabilize," says Betty Perkins-Carpenter, Ph.D., a Veteran who is president of Senior Fitness Productions in Penfield, N.Y., and author of *How to Prevent Falls*. "Wear shoes that allow your toes to spread out." Shoes with rubber soles will provide added traction.

The fall hazard Perkins-Carpenter hears about most is someone thinking they're on the last step when they aren't. To reduce this risk, she recommends avoiding distractions, "Don't talk with people when going down stairs, and stop moving if you have

to sneeze. You can't sneeze with your eyes open."

Martin and Perkins-Carpenter both note that navigating sidewalks can be tricky. The following measures can help:

- Notice the height of curbs before stepping down or up.
- Watch for hard-to-spot cutaways for wheelchairs.
- Stay away from sidewalk edges.

Home Improvement

Man's best friend can also be his downfall. Perkins-Carpenter adds, "Before you stand up, look for pets that could be curled up at your feet."

Martin also suggests these tried-and-true steps for staying safe inside and outside of your home.

- Remove clutter and throw rugs from the floor.
- Put a night-light between your bedroom and the bathroom.
- Use a rubber mat in the bathtub.
- Install grab bars near the tub and toilet.
- Install sturdy handrails around stairs.
- Get any sidewalk cracks repaired.
- Trim back shrubbery along the path where you walk.

If you need help safeguarding your home, talk with your VA health care provider. In some cases, a VA physical therapist or occupational therapist may be able to evaluate your home for fall hazards.



Application Extension for Veterans of Persian Gulf War

Veterans of the Persian Gulf War with undiagnosed illnesses have an additional five years to qualify for benefits from the Department of Veterans Affairs. Now any undiagnosed illnesses used to establish eligibility for VA benefits must become apparent by December 31, 2016. Veterans or survivors who believe they qualify for benefits, such as disability compensation or dependency and indemnity compensation, should contact VA at **1-800-827-1000**.

For more information about undiagnosed illnesses, visit www.publichealth.va.gov/exposures/gulfwar and www.publichealth.va.gov/exposures/oefoif.

Fall-Fighting Exercises

Good physical fitness can help reduce your likelihood of falling. Betty Perkins-Carpenter, Ph.D., a Veteran who is president of Senior Fitness Productions in Penfield, N.Y., and author of *How to Prevent Falls*, shares two of her favorite exercises geared to reducing fall injuries.

Good Morning, Toes!

"Besides feeling great, stretching increases the range of motion in joints," says Perkins-Carpenter, a former Olympic diving coach. For preventing falls, ankle stretches are particularly important.

- Lie in bed on your back with your legs extended.
- Bring your toes toward you by flexing your ankles.
- Point your toes away from you.

- Trace a circle with your toes clockwise.
- Trace a circle with your toes counterclockwise.
- Repeat as many times as feels good to you.

Sideways Tip-Over

"We always think of people falling forward or backward, but there are also side falls," says Perkins-Carpenter. "I want your body

trained to automatically right itself."

- Sit in a chair with your arms out to the side and your feet flat on the floor.
- Lean to the right until you feel that falling-over sensation.
- Return to sitting up straight.
- Do the same thing on the left side.
- Repeat three to five times. With each turn, your fingertips may get a little closer to the floor.

Get Your Grill On — All Year Long

Grilling isn't just for summer barbecues. In fact, 56 percent of grill owners light their pilots or charcoal throughout the year. And it's not just about the taste. Grilling is an easy, convenient and healthy way to prepare food. Outdoor barbecues, as well as indoor electric grills, cook foods quickly and with less fat than panfrying or sautéing.

Keep BBQs Healthy — And Safe

- Use your outdoor grill at least 10 feet away from any building.
- Never barbecue indoors with an outdoor grill.
- Precook meats ahead of time in the microwave or oven to cut down on grilling time.
- Choose lean cuts of meat and trim excess fat. Less fat is heart healthy.
- Avoid charring meat or eating parts that are burned and black. They're less healthy for you.

Veggies You Won't Resist

Serve delicious and nutritious grilled vegetables as a side dish

or in sandwiches or salads. Good choices include diced red peppers and ½-inch round slices of small yellow squash and zucchini. Try new combos to keep meals interesting! Start with this easy recipe.

Step 1. Prep. While preheating your grill, cut veggies, place them in a foil packet and brush with olive or canola oil.

Step 2. Season. For added flavor, sprinkle veggies with minced garlic, fresh lemon juice, pepper and herbs like rosemary and oregano.

Step 3. Grill. Cook foil packet for 15 to 20 minutes. Open carefully to avoid hot steam.

Eat Wisely

Grilling is one of the best cooking methods to capture flavor and retain nutrients in your food. Learn about other ways to eat healthy at www.prevention.va.gov. Select "Eat Wisely" under Healthy Living Messages.



Exercise Your Brain

Using letters in the word below, you can create 57 other words with three or more letters. Need more of a challenge? See how many you can find in only three minutes. Solution on Page 11.

WELLNESS



Anti-MRE Chicken

Ingredients

- 4 boneless chicken breast halves (about 1 pound)
- Juice of one lime (about 2 tablespoons)
- 1 to 2 tablespoons fresh coriander, chopped
- 1 tablespoon honey

Nutrition Facts

Each serving contains about 161 calories, 3 grams fat, 78 milligrams sodium, 5 grams carbohydrates and 27 grams protein.

Directions

With a mallet (the bottom of a heavy coffee mug works, too) pound each breast half to about ½-inch thick. Combine lime juice, coriander and honey in a small bowl. Brush chicken breasts with glaze.

Brush grill lightly with olive oil. Grill chicken approximately five minutes on each side. Serve immediately or refrigerate for later use in sandwiches or salads. Serves four.

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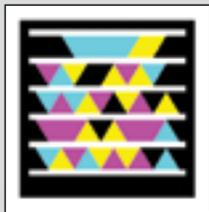
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- www.canandaigua.va.gov
- www.syracuse.va.gov



Visit Us Online!

Snap a photo of this icon with your smartphone to access our home page. Here you'll find information about VA health care benefits, services and programs, and job opportunities. You can also view our latest video — *Managing Your Weight* (see Page 4 for details).



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Shop VA Store to Save More

The All Services Exchange Online Store and Catalog, sponsored by the Veterans Canteen Service, saves VA patients and employees money. You don't pay sales tax and can access free shipping offers. For more ways to save, check out our:

- Savings Center with special offers, coupons and rebates
- Super Daily Special(s) available online only, while supplies last
- Online Savings Club's exclusive coupons

Start Saving!

Visit www.vacanteen.va.gov. You can also call 1-800-745-9707 to place an order.



Value for Vets

Redeem this coupon for any **one of the FREE items listed below** at the Veterans Canteen



Service food court at the Albany Stratton, Batavia, Bath, Buffalo, Canandaigua and Syracuse VA Medical Centers. Enjoy a 12-ounce coffee, 16-ounce soda, bottle of water, bag of chips, hash browns, sausage biscuit, egg biscuit, baked potato, hot dog or grilled cheese sandwich. **One coupon per enrolled Veteran.** Compliments of Veterans Canteen Service. **Expires 5/31/2012**



Get Involved and Stay Healthy

Have fun and stay active! Volunteer for the 27th annual National Veterans Golden Age Games. VA Health Care Upstate New York will host the event in Buffalo from May 30 to June 4, 2013. More than 700 Veterans, ages 55 and older, will compete in 14 activities ranging from checkers and air rifle to golf and swimming. For more details, call Kelly Clark at **716-862-8672** or visit www.veteransgoldenagegames.va.gov.



Exercise Your Brain solution from page 10: eel, eels, ell, eils, elis, elise, esne, esnes, ess, ewe, ewes, lee, lees, lenes, lens, lense, lenses, les, less, lessen, nee, ness, new, newel, newels, news, see, seel, seels, seen, sees, sell, selle, sellers, sells, sels, sen, sene, sense, sew, sewn, sew, slew, slews, snell, snells, swell, swells, wee, weel, ween, weens, wees, well, wells, wen, wens

10400M

Reaching us is easy

Our Locations



www.visn2.va.gov

VA Medical Centers

Albany Stratton
113 Holland Ave.
Albany, NY 12208
518-626-5000
1-800-223-4810

Batavia
222 Richmond Ave.
Batavia, NY 14020
585-297-1000

Bath
76 Veterans Ave.
Bath, NY 14810
607-664-4000
1-877-845-3247

Buffalo
3495 Bailey Ave.
Buffalo, NY 14215
716-834-9200
1-800-532-8387

Canandaigua
400 Fort Hill Ave.
Canandaigua, NY 14424
585-394-2000
1-800-204-9917

Syracuse
800 Irving Ave.
Syracuse, NY 13210
315-425-4400
1-800-221-2883

Community-Based Outpatient Clinics

Auburn
17 Lansing St.
Auburn, NY 13021
315-255-7002

Bainbridge
109 N. Main St.
Bainbridge, NY 13733
607-967-8590

Binghamton
425 Robinson St.
Binghamton, NY 13901
607-772-9100

Catskill
Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
518-943-7515

Clifton Park
1673 Route 9
Clifton Park, NY 12065
518-626-5205

Coudersport Satellite Clinic of Wellsville
24 Maple View Lane,
Suite 2
Coudersport, PA 16915
814-260-9342

Dunkirk
Valor Health Center
166 E. Fourth St.
Dunkirk, NY 14048
1-800-310-5001

Elizabethtown
7426 NYS Route 9N
Westport, NY 12993
518-626-5236

Elmira
Health Services Bldg.
200 Madison Ave.,
Suite 2E
Elmira, NY 14901
1-877-845-3247,
ext. 44640

Fonda
Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
518-853-1247

Glens Falls
84 Broad St.
Glens Falls, NY 12801
518-798-6066

Jamestown
608 W. Third St.
Jamestown, NY 14701
716-338-1511

Kingston
63 Hurley Ave.
Kingston, NY 12401
845-331-8322

Lackawanna
Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
716-822-5944

Lockport
5883 Snyder Drive
Lockport, NY 14094
716-438-3890

Malone
3372 State Route 11
Main Street
Malone, NY 12953
518-483-1529

Mansfield Satellite Clinic of Elmira
63 Third St., Suite 104
Mansfield, PA 16901
570-662-0507

Massena
1 Hospital Drive
Massena, NY 13662
315-769-4253

Niagara Falls
2201 Pine Ave.
Niagara Falls, NY
14301-2300
716-862-8580

Olean
465 N. Union St.
Olean, NY 14760-2658
716-373-7709

Oswego
437 State Route 104E
Oswego, NY 13126
315-207-0120

Plattsburgh
80 Sharron Ave.
Plattsburgh, NY 12901
518-561-6247

Rochester
465 Westfall Road
Rochester, NY 14620
585-463-2600

Rome
125 Brookley Road
Griffiss Park
Rome, NY 13441
315-334-7100

Saranac Lake Satellite Clinic of Elizabethtown
33 Depot St.
Saranac Lake, NY 12983
518-626-5237

Schenectady
1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
518-346-3334

Springville Satellite Clinic of Lackawanna
Springville Primary Care
27 Franklin St.
Springville, NY 14141
716-592-7400

Tompkins/Cortland County
1451 Dryden Road
Freeville, NY 13068
607-347-4101

Troy
Troy Primary Care
Practice
295 River St.
Troy, NY 12180
518-274-7707

Watertown
19472 U.S. Route 11
Watertown, NY 13601
315-221-7026

Wellsville
3458 Riverside Drive
Route 19
Wellsville, NY 14895
607-664-4660
1-877-845-3247 (Bath)

Vet Centers

Albany
17 Computer Drive W.
Albany, NY 12205
518-626-5130

Binghamton
53 Chenango St.
Binghamton, NY 13901
607-722-2393

Buffalo
2372 Sweet Home Road,
Suite 1
Buffalo, NY 14228
716-862-7350

Rochester
2000 S. Winston Road
Bldg. 5, Suite 201
Rochester, NY 14620
585-232-5040

Syracuse
716 E. Washington St.,
Suite 101
Syracuse, NY 13210
315-478-7127

Watertown
210 Court St., Suite 20
Watertown, NY 13601
315-782-5479

Caregiver Support

1-855-260-3274

For help with caring for
Veterans with disabilities
www.caregiver.va.gov

**National Call Center for
Homeless Veterans Hotline**

**1-877-4AID-VET
1-877-424-3838**

**Reliable Health
Information on the Web**
www.myhealth.va.gov

TelCare

1-888-838-7890

24-hour, toll-free medical
advice for enrolled Veterans

Veterans Crisis Line
1-800-273-TALK (8255)

**Veterans Service
Contact Center**
1-888-823-9656

For information on eligibility,
VA health care benefits and
enrollment, or questions on
your billing statement