

# Veterans' **WELLNESS**

www.visn2.va.gov  
Spring 2014

A GUIDE TO HEALTHY LIVING FOR VETERANS IN UPSTATE NEW YORK



## Manage Chronic *Pain Safely*

Many Veterans can use opioids for pain safely. But they are not always the recommended treatment.

## You Don't Have to Live with Arthritis Pain

Simple lifestyle changes can help make you feel better.

## Go Wild with Nutritious Foods

Many genetically modified foods are less nutritious than their wild counterparts.

**BUY ONE,  
GET ONE  
50% OFF**  
Nature's Blend  
Vitamin

*See page 11*

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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](mailto:Kathleen.Hider@va.gov).

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

# Message from Interim Network Director



Joanne M. Krumberger, R.N., M.S.N., FAAN, FACHE, Interim Network Director

I am honored to be serving Veterans as the Interim Network Director for VA Health Care Upstate New York (VISN 2). I have been so impressed with the high quality of care and services provided to Veterans in upstate New York and how VA's initiative to provide personalized, proactive patient-centered care, which puts the patient at the center of his or her health care, is being done at all VA Medical Centers in upstate New York, encouraging patients and providers to partner to ensure better patient outcomes.

In this issue of *Veterans' Wellness*, based on your input to our readership survey, we are again featuring two VA clinical experts, Dr. Prashant Kaushik (arthritis) and Dr. Karl Frohm (pain). The physicians talk about new ways to treat chronic pain that affects so many Veterans. They also discuss how simple lifestyle changes can help alleviate or lessen the pain. In addition, there's an article on probiotics and prebiotics, how they are different and how they work together. Another article explains how the nutritional benefits of some fruits and vegetables have changed since the days of our forefathers.

I am glad to have the opportunity to serve Veterans in upstate New York and hope to meet some of you as I visit our Medical Centers.

I hope you enjoy these articles.

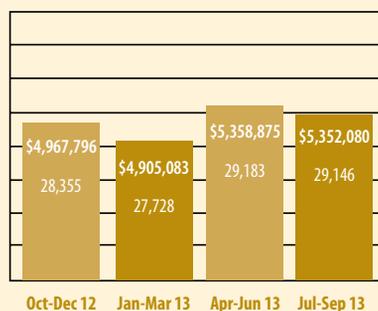
Sincerely,

Joanne M. Krumberger  
Interim Network Director

## Cost of Missed Appointments

The number of missed appointments increased after March 2013. A friendly reminder to please make a timely cancellation if you cannot attend an appointment. This way, we can schedule other Veterans needing appointments. VA Health Care Upstate New York is proud to currently have the lowest rate of no-shows — **thanks to you!**

### Cost of No-Shows



## This Just In

- Congratulations to the VA Consolidated Mail Outpatient Pharmacy, which has the highest customer satisfaction score among both private and public mail-order pharmacies in the nation. Learn more about the mail-order pharmacy by visiting [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits).
- VA is issuing a more secure and personal Veteran Health Identification Card (VHIC) to replace the Veteran Identification Card (VIC). VHICs will be mailed starting in April. You should have your VHIC by July. Cut up or shred your old VIC once it has been replaced. To learn more, visit [www.va.gov/healthbenefits/VHIC](http://www.va.gov/healthbenefits/VHIC) or call 1-877-222-VETS (8387).

# Is It Dementia — or a Urinary Tract Infection?

If you've had a urinary tract infection (UTI), you know the feeling. Pain and burning often occur when you go to the bathroom. **But some older adults with UTIs may also develop cognitive problems that look like dementia.**

## What's a UTI?

UTIs occur when germs get into the bladder. Women, older adults and people using catheters have a higher risk.

Some older adults with UTIs experience fever, pain with urination, incontinence, and/or cloudy or foul-smelling urine. They are more likely than younger people to feel weak, shaky and tired, or have incontinence or abdominal pain.

Many older adults with UTIs also develop delirium.

The infections cause their bodies to produce chemicals that change the way their brains work. Sometimes, they

experience no other UTI symptoms. Over a few hours or days, they may suddenly:

- Seem more confused
- Have trouble paying attention
- Slur speech
- Slip in and out of consciousness
- Act anxious, fearful and suspicious
- Seem listless or unaware

Share This  
Story with  
Your Family

## Watch for Behavior Changes

**Family members, tell the VA provider whether your loved one displays any of the signs above.**

The provider can perform tests for infection and prescribe antibiotics or other treatments.

**Treating the UTI will improve your loved one's thinking abilities and get rid of the infection.** However, it may take weeks or months for delirium to fade.

## Preventing UTIs

Veterans, here are some tips to keep UTIs at bay:

- Drink at least six to eight glasses of liquid a day. Water is preferable.
- Take an over-the-counter cranberry tablet or drink cranberry juice.
- Always urinate when you feel the urge.

- After using the bathroom, always wipe front to back.

**Treat UTIs early.** Call your VA provider if you notice changes in how often you need to use the bathroom. Also call him or her if you have any pain when you go to the bathroom or your urine has an odor or a change in color.

## You Have the Power to Impact the Future of Genomic Research

As a VA patient, you can help VA better understand how genes affect health and predisposition for certain diseases. Consider joining the Million Veteran Program (MVP). It's a national, voluntary program that hopes to enroll 1 million Veterans to create a medical database.

All you will need to do is provide a

blood sample and complete a brief health survey the next time you visit Albany Stratton or Buffalo VA Medical Centers. You will also need to provide MVP access to your medical records. All medical data is securely stored.

Your participation could lead to new ways to show how genes play a role in illnesses such as cancer,

diabetes and post-traumatic stress disorder. Since May 2011, more than 240,000 Veterans completed the MVP Baseline Survey and more than 180,000 completed an MVP study visit.

**Want to make a difference in the future of health care for Veterans?** See below.

For more information, visit [www.research.va.gov/mvp](http://www.research.va.gov/mvp) or call 1-866-441-6075.

# You Don't Have to Live with **ARTHRITIS**



Prashant Kaushik, M.D.  
Rheumatology

We've all heard about the aches and pains of arthritis. Some of us may already be experiencing

them. **But arthritis may not be what you think it is.**

"Many people think that osteoarthritis, often called osteoarthritis, is a form of inflammatory arthritis. It's not. Although painful and debilitating, the condition is the process of wear and tear in the joints without any systemic inflammation," explains Prashant Kaushik, M.D., lead physician and section chief of rheumatology for Albany Stratton VA Medical Center.

**"True arthritis comes in many forms. But they all involve inflammation that affects the entire body, not just the joints."**

Some types of inflammatory arthritis that Veterans commonly experience include:

- **Rheumatoid arthritis (RA):** RA affects 1 percent of the population and

causes stiffness and swelling in the hands, elbows, knees and other joints.

- **Ankylosing spondylitis:** This typically affects young men. Its main symptom is low back pain. Without treatment, it can cause complete fusion of the spine.
- **Gouty arthritis:** This is a form of arthritis that develops due to the deposit of uric acid crystals. It often attacks just one joint, typically the base of the big toe.
- **Psoriatic arthritis:** Psoriatic arthritis involves inflammation of the skin as well as the joints. Psoriasis on the skin may appear as patchy and red areas. Up to 15 percent of people with the skin condition develop psoriatic arthritis. Psoriatic arthritis can be debilitating and crippling.

**The good news is that if you have arthritis, it can be treated.** Some medications slow down progression of the disease. Others may even reverse the damage. And the sooner you begin treatment, the better off you'll be. But can arthritis be prevented?

## Success Following Doctor's Advice

Army **Veteran Anthony Tucciarone, 71**, from Tribes Hill, knows what it takes to take control of his arthritis. Tucciarone was diagnosed with gouty arthritis about 7 years ago. The condition caused pain in his feet, ankles, toes, hips and spine. He took medication and occasionally had corticosteroid shots to mask his symptoms. But 2 years ago, his pain became severe and began to take a toll on normal life.

"I could no longer take walks with my wife and had troubles getting in and out of the car," says Tucciarone. "I was afraid I would become a burden."

That's when Tucciarone spoke with his physician Prashant Kaushik, M.D., lead physician and section chief of rheumatology for Albany Stratton VA Medical Center. Dr. Kaushik explained that how people fuel their bodies can make a big difference in their overall health.

**"Dr. Kaushik looked at the whole of me, not just the part of me with arthritis," says Tucciarone.** "He asked me if I would be willing to help myself. I took his advice."

Although it wasn't easy, Tucciarone adopted clean-eating principles. He cut out white flour and sugar and focused on eating plenty of raw fruits and vegetables. He also reduced his intake of meat and processed foods. In addition, Tucciarone began taking

# PAIN

## Turning 'Off' the Gene

Dr. Kaushik explains that some people have a genetic predisposition for arthritis. This makes them more likely to develop the disease than others. **But research shows we have the power to turn "off" the gene linked to the condition just by the lifestyle choices we make each day.**

## 4 Tips to Get Rid of Pain

Lifestyle changes can help prevent or manage arthritis. Changes can also help manage the pain of osteoarthritis. Dr. Kaushik urges Veterans to try these four tips:

### 1 Eat Food That Loves You

Dr. Kaushik has simple advice on eating. **"Eat food that loves you, not food that you love," he says. "As a rule of thumb, foods that have not had intervention by man are good for you."** This means you should eat foods that have not been changed or touched by man, such as unprocessed fruits and vegetables, nuts, beans and other lean protein. Stay away from foods made with processed flour and sugars, such as those found in white bread, pasta, burgers, doughnuts, pizza, pastries, packaged foods and more.

Cleaning up your diet doesn't mean you can't eat foods that



Anthony Tucciarone

bromelain supplements, a natural anti-inflammatory. The result of his efforts?

"It's changed every facet of my life," he says. "My pain is now under control. I lost 50 pounds in one year without even trying. I reduced my arthritis medication and am able to take walks with my wife again. Focusing on what I put into my body is the best thing I've done in a long time."

Tucciarone continues, "Arthritis is not a 1-2-3 fix. It's not about popping pills. **You have to want to get better.** I'm glad I've found my solution."

are tasty. **Try substituting whole-grain flour for white flour in recipes and use dates or other fruit instead of sugar in baked goods.**

### 2 Drink Up

Fluid keeps joints mobile. To help protect your joints, avoid dehydration. **Beverages with high fructose-containing corn syrup should be sacrificed. Water is the best cleanser.** Preferably, choose naturally caffeine-free tea or drink hot water.

### 3 Get Moving

If you are in pain from arthritis or osteoarthritis, you may not feel like exercising. But physical activity is one of the best things you can do to feel better. Start with gentle exercises, such as a brisk walk for 30 minutes each day or aquatic exercises, which are easy on the joints. Just remember, don't take on too much too soon. If your joint pain increases, stop.

### 4 Meditate Daily

Dr. Kaushik recommends meditating every day to slow down the mind and reduce stress. If you don't know how to meditate, start by just sitting quietly for a few minutes and focusing on your breathing.

**"Remember, your DNA is not your destiny. You are the architect of your destiny. Take charge by focusing on living a healthy life," says Dr. Kaushik.**

## Learn More About Osteoarthritis/Osteoarthritis

Watch a video to find out about this condition, often called the "wear and tear" arthritis. Snap a photo of this icon with your smartphone to access the video, which is available at [www.visn2.va.gov](http://www.visn2.va.gov).



Get the free mobile app at <http://gettag.mobi>



# Manage Chronic Pain *Safely*



Karl Frohm, Ph.D.  
Behavioral Medicine

If you are living with chronic pain, you understand the drive to keep it under control. Perhaps your family or even doctors have told you that you should never be in

pain. Maybe you believe that medications should be used freely to relieve pain. Unfortunately, you may have been misled.

Karl Frohm, Ph.D., knows about Veterans' pain. Dr. Frohm is a psychologist specializing in Behavioral Medicine and Chair of the Pain Management Advisory Council for VA Health Care Upstate New York. **His goal is to help Veterans better manage their pain and improve their functioning in everyday life.** But he's also seen a lot of problems regarding the issue of treating chronic pain.

## The Opioid Problem

**“Some people believe that if they aren't prescribed an opioid drug for chronic pain, their doctor is holding back on the ‘good stuff,’”** explains Dr. Frohm. “There's wild overemphasis on these drugs in our country. But in actuality, some types of pain are not helped by opioids. Also, for many people, the risks of these drugs outweigh the benefits.”

Opioids, such as oxycodone, hydrocodone and morphine, are controlled substances. They may cause dangerous side effects that must be

carefully monitored. For example, opioids can cause heart problems or stop someone's breathing.

They may be dangerous enough for some people that they can never be used. Many people can use opioids safely, with good pain relief.

However, some people can become dependent on them. Abuse of opioids, addiction, overdose and death from opioids are on the rise. Prescribed opioids are sometimes sold for recreational use.

## Safety First

For these reasons, opioid safety is a major national health issue. The state of New York recently started a program called I-STOP to reduce drug misuse. The program provides a prescription drug database of patients using controlled substances. Physicians check the database before prescribing opioids to prevent duplicate prescriptions. VA's national Opioid Safety Initiative also looks at a drug database to ensure Veterans aren't taking drugs at unsafe doses.

“These database programs provide doctors with more information. They don't change our standards for prescribing the drugs,” says Dr. Frohm. “VA has always been focused on the safe use of opioids. And VA has followed national standards for more than 10 years in prescribing opioids. However, we are reminding VA medical providers to follow standards and only prescribe opioids when other treatments don't work. **If your doctor reduces your opioid prescription or switches you to another type of medication, it's because he or she has new information to help provide you with the safest, most effective treatment.**”

## Understanding Pain

What should you expect when trying to manage your pain? Dr. Frohm explains that, for most people, chronic pain can't be eliminated completely. The



“ Take control of your pain by actively participating in your care. We are here to help. ”

– Karl Frohm, Ph.D., Behavioral Medicine

goal of treatment is to help Veterans manage pain and improve their lives.

“Acute pain is an alarm we feel after an injury or a problem such as an infection. It tells us that something is wrong and needs to be fixed urgently. Chronic pain is a false alarm, a nuisance discomfort that lasts after our body has healed as much as it is going to,” explains Dr. Frohm. “This is important because people with chronic pain often think that pain is a sign that they are damaging their body. So they limit their activities, making the problem worse. The best response to chronic pain is to find ways to stay active.”

**In other words, chronic pain is a feeling — not a sign of ongoing damage.** What’s more, it is possible to help keep pain symptoms under control. And the ways might surprise you.



## Tapping into the Treatment Toolbox

If you have chronic pain, the first place to seek care is with your VA primary care provider. These providers can direct you to a number of treatment options to reduce pain symptoms. In addition to medication, options include injection therapies, chiropractic care, physical therapy, acupuncture, cognitive-behavioral therapy, relaxation training, biofeedback, self-hypnosis, yoga and meditation.

“Sometimes the least technologic approaches are the most effective at reducing pain. But we often have difficulty trusting them,” explains Dr. Frohm. **“For example, many people with chronic low back pain can reduce their pain with exercise and stretching. However, they put more confidence in back surgery, which is often less effective.”**

Most VISN 2 facilities provide services such as physical therapy on-site. They also offer classes to teach Veterans ways to manage their pain, such as changing the way they perform activities or learning how to relax their bodies.

**“Take control of your pain by actively participating in your care,”** advises Dr. Frohm. **“We are here to help.”**

## Join to Stay Healthy

Sign up for My HealtheVet for online access to your health records and communication with your health care team. Visit [www.myhealth.va.gov](http://www.myhealth.va.gov) to register. Next, go to your nearest VA facility to sign a release of information form. Then you’re ready to start using My HealtheVet!



# PRObiotics and PREbiotics: Foods You Can Use for Better Health



You have more than 100 trillion bacteria living in your gut. Some of these bacteria are harmful, but many of them are good. **Helping good bacteria thrive may benefit your digestion and health.**

It is very important to have the right balance of bacteria. If this balance is off, health problems may occur. Gut bacteria may play a role in obesity, type 2 diabetes and allergies. Your gut affects how many calories your body absorbs, which may affect body weight. It also influences the production of hormones involved in type 2 diabetes.

## What Are Probiotics?

Probiotics are live organisms similar to the ones in your body. They are available in some foods or as supplements. Probiotics have many health benefits. They may:

- Boost your immune system by increasing germ-killing blood cells and antibodies
- Keep your skin healthy by producing B vitamins and treating skin conditions, such as eczema

**Look for yogurt that says it has “live active cultures.”**

- Reduce inflammation, which may help ease inflammatory bowel disease symptoms and delay flare-ups
- Reduce the frequency of respiratory infections by bolstering your body’s defense against viruses
- Relieve diarrhea caused by germs, antibiotics or irritable bowel syndrome



You can buy probiotic supplements at a grocery store. **Before taking probiotic supplements, talk with your VA primary care provider.** Some can interfere with medications or cause side effects in people with health conditions.

You can also try foods that contain probiotics. Yogurt is a popular option. Look for yogurt that says it has “live active cultures.” Fermented foods like aged cheeses, sauerkraut, pickles and soy drinks also contain good bacteria.

Many packaged foods, such as granola bars and chocolate, also contain probiotics. Probiotics don’t occur naturally in packaged foods. Manufacturers add probiotics to them.

## What Are Prebiotics?

Certain foods, called prebiotics, help feed the good bacteria in your gut. Particular types of fiber and carbohydrates are prebiotics. They may aid your digestion and help your body absorb calcium.

Add these prebiotic foods to your grocery cart:

- Bananas
- Onions
- Asparagus
- Artichokes
- Soybeans
- Whole-wheat items
- Almonds

## EATING TIPS FOR A HEALTHY GUT

Prebiotic foods help probiotics work. For the biggest benefit, eat them together. For example, try yogurt topped with bananas and almonds. Or top grilled asparagus with aged Parmesan cheese.

# Go WILD with Nutritious Foods

The food we eat today has changed drastically from the food our forefathers ate. Wild plants were changed to make food more plentiful.

Whole

Blackberries



There's one problem, though: **These changes have made the foods we eat now less nutritious than their wild counterparts.**

Take corn, for example. The type of corn you eat today did not exist 10,000 years ago. Wild corn kernels were small and surrounded by a hard shell. But wild corn also had more than twice as much protein.

People also changed plants to make them taste less bitter. But altering plants often involves removing healthy bitter-tasting substances called phytonutrients. These substances may lower the risk for heart disease and cancer.

**Despite all of these changes, you can still find produce that packs a healthy punch. You just need to know where to look.**

Natural

## Choose the Healthiest Options

Some of these options are common and easy to buy, while others may be a little more rare.

**Try to add these fruits and vegetables to your diet.**



Purple Carrots

**Colorful carrots.** The first carrots humans ever ate were yellow and purple. Yellow carrots have the highest levels of a nutrient that is good for eye health. Purple carrots (sometimes called "black carrots") may have heart-protective benefits.

Leeks



**Onions, leeks, shallots and garlic.** Colorless vegetables can be very healthy, too. The compounds in onions may lower your risk for heart disease. Leeks and garlic are other good choices. And try cooking with shallots, a nutrition superstar. They have significantly more vitamins, minerals and antioxidants than onions.

**Red, purple and blue fruits and vegetables.** They may be beneficial for aging, diabetes, infections and cancer, research shows. A 2013 study found that women who ate the highest amount of the healthy substances in these foods had the lowest risk for heart attack. Purple cauliflower and red cabbage are the vegetables with the greatest amount of these substances. Good fruit options include blackberries, blueberries, black currants and strawberries.

Red Cabbage



Organic

## Prepare Food with Nutrition in Mind

**How you prepare and cook vegetables impacts how nutritious they are.** For example, slicing or chopping garlic releases the bulb's cancer-fighting compounds. Just remember to let the garlic sit for 10 minutes before cooking it. And eat fruit and vegetable peels, which are full of antioxidants and other nutrients. Potato peels, for instance, actually boast more nutrients than the inside of the potato.

To keep more nutrients in your fruits and veggies, steam them instead of cooking them in water when possible.

# 40

## Quick Ways to Burn 100 Calories



Cutting calories by eating less or being more active can help you lose weight.

These tips for activities that can help you burn 100 calories are based on a 150-pound person. People who weigh

more than 150 pounds will burn more calories in the same amount of time.

Those who weigh less will burn fewer calories.

### In About 30 Minutes

- Walk the dog
- Play catch

### In About 25 Minutes

- Dance slowly
- Walk at 3 mph
- Paddle a paddleboat

### In About 20 Minutes

- Rake leaves
- Wash and wax an SUV or large car
- Walk briskly
- Work in your garden
- Mow the lawn with a power mower
- Wash windows
- Roller-skate
- Kick a soccer ball
- Shoot some baskets
- Play tennis doubles
- Do Hatha yoga

### In About 15 Minutes

- Tread water
- Walk uphill
- Clean your home's gutters
- Lift weights
- Paint your house
- Split wood
- Mow the lawn with a push mower
- Move furniture in your home
- Ice-skate
- Dance fast
- Hike
- Box
- Do low-impact aerobics
- Work out on a stair-climber

### In 10 Minutes

- Jump rope
- Play racquetball

- Swim laps in a pool
- Play tennis singles
- Run at 5 mph
- Bike at 12 to 14 mph
- Circuit train
- Play basketball
- Play flag football

### In 5 Minutes

- Ride a stationary bicycle at 20 mph



### Get Moving!

Want to get in shape? Use TeleMOVE!, VA's personalized weight-management program. First, complete the MOVE!23 questionnaire at [www.move.va.gov/Move23](http://www.move.va.gov/Move23) or at a VA primary care clinic. 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.

### Join a New Program to Improve Your Health

**Women Veterans in the Greater Rochester Area:** Learn how to reduce stress and improve your heart health by joining the Helping Hearts, Healing Minds stress reduction program. Once a week for 8 weeks, you can attend a 2-hour session that includes Hatha yoga, breathing exercises and sitting and walking meditations. The sessions will be held at the Canandaigua VA Medical Center on Thursdays from 4:30-6:30 p.m. and at the Rochester VA Outpatient Clinic from 4-6 p.m.

If you are interested in this program, call **585-393-8058**.



## Shop Online with Us!

Sign up and \$ave!



Veterans can shop online for thousands of great value items through the All Services Exchange Online Store sponsored by the Veterans Canteen Service. Enjoy the benefits of online shopping from home. Save on sales tax and freight on orders more than \$49.

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Visit [www.vacanteen.va.gov/onlinecatalog.php](http://www.vacanteen.va.gov/onlinecatalog.php) to sign up or call 1-800-745-9707 to place an order.

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VCS Employee register instructions:  
• Scan first item as normal. Scan second item, then use 50% discount key on second item.

## Means Test Update

Starting in January 2014, Veterans who are enrolled in Priority Groups 5 through 7 and who have a current Means Test on file will no longer be required to submit annual financial assessments.

VA will match up Veteran Social Security numbers with the Internal Revenue Service (IRS) records to verify Veterans' household income. For more information, go to [www.va.gov/healthbenefits](http://www.va.gov/healthbenefits).



## Can You Name That Fruit or Vegetable?

Take a look at these produce photos. They're not your run-of-the-mill fruits and veggies! See if you can guess what they are. Consider purchasing one next time you're at the store. Eat it and reap its health benefits.



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[www.canandaigua.va.gov](http://www.canandaigua.va.gov)  
[www.syracuse.va.gov](http://www.syracuse.va.gov)

**a. Pummelo (or pomelo):** A close relative of the orange and grapefruit, this large member of the citrus family is also chock-full of vitamin C. Eat it like a grapefruit.  
**b. Jicama:** This root vegetable is both sodium-free and fat-free. Use it as a dipper instead of celery or carrots in one of your favorite dips.  
**c. Kohlrabi:** Low in calories and high in fiber, this veggie can be eaten raw or cooked.  
**d. Guava:** Potassium, folate and vitamin A are all abundant in this fleshy fruit. Try it in a smoothie.

**ANSWER KEY:**

10400M

# Reaching us is easy

## Our Locations



[www.visn2.va.gov](http://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

#### 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)

#### Westport/ Elizabethtown

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

### 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. Winton 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](http://www.caregiver.va.gov)

### E-donate

[www.visn2.va.gov](http://www.visn2.va.gov)

You can now make a donation  
online to the Veteran program of  
your choice

### National Call Center for Home- less Veterans Hotline

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

Reliable Health  
Information on the Web  
[www.myhealth.va.gov](http://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

### Women Veterans Call Center

**1-855-VA-WOMEN**  
**1-855-829-6636**

For information on eligibility,  
benefits and health care