

Proudly Serving Veterans  
of North Texas and  
Southern Oklahoma  
from locations in

Bonham  
Bridgeport  
Dallas  
Denton  
Fort Worth  
Granbury  
Greenville  
Plano  
Sherman  
Tyler

# Pulse

WINTER 2017 EDITION 10

**Laser Focus** *on*  
**Veteran Access**

**RESTORING  
FREEDOM**

*one breath at a time*

**COVER STORY:**

***Recovery begins with...***

EMPATHY

HOPE



# 2016

## Laser focused on Veteran access and experiences

***As we prepare to turn the page on another year of serving the Veterans of North Texas, it is critical for VA North Texas to reflect on our successes, lessons learned and opportunities for excellence and growth in 2017.***



As a practice, our nearly 6,000 employees are constantly evaluated on their performance, what we as a system are doing well, and what we could have done better. In short, we want to earn your highest rating and build upon your trust as the choice for world-class health care services.

VA North Texas made significant gains throughout 2016 in getting Veterans access to care when they need it and want it, but our work is never complete, nor can it be solely defined by metrics. In FY16 we provided nearly 1.5 million outpatient visits to some 123,000 Veterans in 40 counties and two states. We have been laser focused on ensuring our appointment wait times remain among the lowest across VA by hiring 225 Registered Nurses, 65 new physicians and providing same-day access in the primary care and mental health clinics. We opened a new community based outpatient clinic in Plano that is now providing convenient, team-centric care to 2,200 of the Veterans that reside within a 15 mile radius. At our main facility in Dallas, we have streamlined and optimized our optometry and audiology programs enabling Veterans greater access to direct schedule their appointments without needing a referral from their primary care provider.

In this issue of Pulse you will get an inside look at our respiratory therapists and their life saving mission, the work of our Peer Support Specialists, some flu season facts and a special look at our patient heroes in Faces of Service.

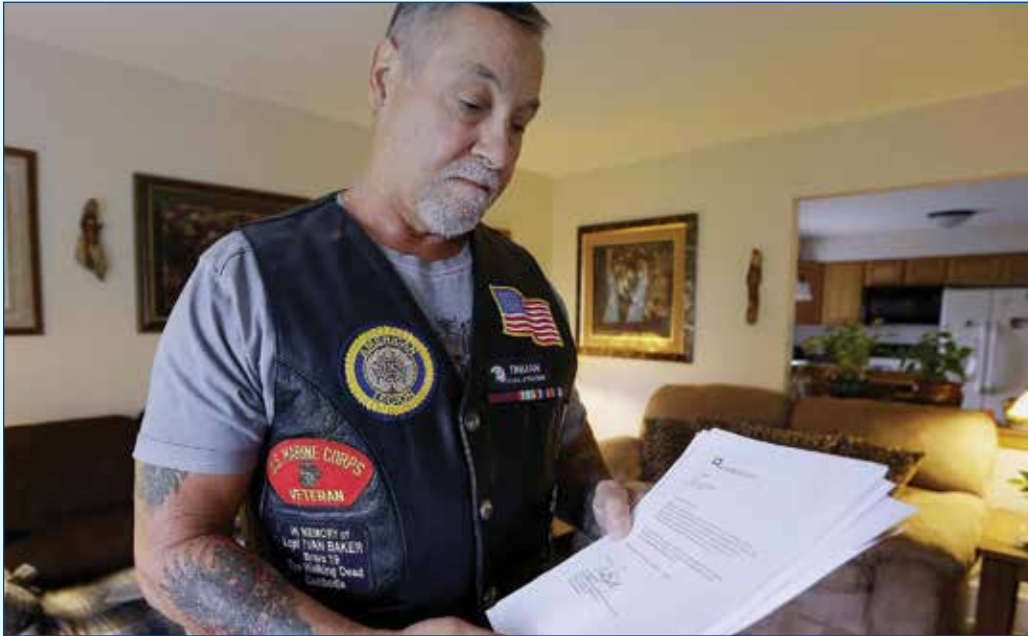
Thank you for your honorable service to our Nation and the opportunity to serve you.

Sincerely,

**Jeffery L. Milligan**, Director



# Camp Lejeune: VA grants service connection for past water contamination



VA has created a presumptive service connection in accordance with the 2012 Camp Lejeune health care law for Veterans, Reservists, and National Guard members exposed to contaminants in the water supply at Camp Lejeune. People living or working at the U.S. Marine Corps Base Camp Lejeune, North Carolina, were potentially exposed to drinking water contaminated with industrial solvents, benzene, and other chemicals.

In accordance with the law, VA provides cost-free health care for certain conditions to Veterans who served at least 30 days of active duty at Camp Lejeune from January 1, 1957 and December 31, 1987.

Veterans eligible for health care under the 2012 Camp Lejeune health care law may enroll in VA health care and receive medical services for the 15 covered health conditions at no cost (including copayments).

Family members of Veterans who also resided at Camp Lejeune during the qualifying period are eligible for reimbursement of out-of-pocket medical expenses related to the 15 covered health conditions. VA can only pay treatment costs that remain after payment from your other health plans.

Qualifying health conditions include:

- Esophageal cancer
- Breast cancer
- Kidney cancer
- Multiple myeloma
- Renal toxicity
- Female infertility
- Scleroderma
- Non-Hodgkin's lymphoma
- Lung cancer
- Bladder cancer
- Leukemia
- Myelodysplastic syndromes
- Hepatic steatosis
- Miscarriage
- Neurobehavioral effects

## ***What type of evidence can I submit with my application?***

*Documentation showing dependent relationship to a Veteran who served at Camp Lejeune, such as marriage license or birth certificate.*

*Documentation showing you lived on the base for 30 days or more between Aug. 1, 1953 and Dec. 31, 1987 such as copies of orders or base housing records.*

*You paid health care expenses for a covered condition respective to the following date ranges.*

*If you lived on Camp Lejeune between January 1, 1957 and December 31, 1987, then you can be reimbursed for care that you received on or after August 6, 2012.*

*If you lived on Camp Lejeune between August 1, 1953 and December 31, 1956, then you can be reimbursed for care that you received on or after December 16, 2014.*

*When evidence is not submitted, VA will use all relevant evidence from internal sources and the Department of Defense (DoD) to support your application. Please be aware it may take longer to review your application.*

**Apply online for reimbursement or call 1-866-372-1144 for help.**

See more at: <http://www.publichealth.va.gov/exposures/camp-lejeune/index>



## Get the 4-1-1

### Allergy and Immunotherapy services moving to community

Allergy/Immunology is a service recommended by our national office as one that would be better offered in the community, thus VA North Texas will no longer provide Allergy/Immunotherapy at the Dallas facility.

With a relatively small number of Veterans receiving care in the Allergy Clinic and frequency of visits required for immunology – often weekly, Veterans can find a provider closer to home or work. Established Allergy Clinic patients will be routed through care in the community for continuation of treatment. Some patients may be liable for copays according to their individual benefits package.

The space will be converted to a clinic dedicated to the treatment of Hepatitis C in the Veteran population.

## Escape the flu by getting a free shot

## Your Health Matters



Influenza (flu) is a respiratory illness that occurs every year, during all seasons, and spreads easily. Even in 2016, it still is the cause of thousands of deaths and many more hospitalizations each year. If you're 65 or older, have diabetes, asthma, heart disease or other chronic illnesses, complications from the flu can be life threatening.

A simple flu shot is the best way to slow the spread of flu from person to person and provides protection for you, your family and friends. Since the flu shot vaccine is updated yearly with an inactive (dead) virus that builds antibodies to strengthen the immune system, getting vaccinated is a safe, highly suggested, action.

Some other ways to help control the spread of flu include:

- Know the symptoms of flu
- Stay home when sick
- Know when to seek medical care
- Clean your hands
- Cover your coughs and sneezes
- Keep surfaces clean
- Avoid touching your eyes, nose and mouth

**Learn more about the flu at [www.publichealth.va.gov/flu](http://www.publichealth.va.gov/flu) or [www.flu.gov](http://www.flu.gov)**

# Restoring freedom to Veterans one breath at a time



Joyce Zollicoffer knew from a very young age that her future calling would involve helping people much like herself.

As a chronic, young asthmatic, Zollicoffer often spent time with compassionate medical caregivers, doctors and nurses, in the then growing profession of respiratory therapy. It was the experiences with these professionals and her ability to get much needed relief from the available treatments that drove Zollicoffer to decide on a career in respiratory therapy while still in high school. Fast forward to 2016 and Zollicoffer is nearing 40 years as a Registered Respiratory Therapist (RRT), with 27 of those years spent serving the Veterans of VA North Texas.

Working within an interdisciplinary practice equipped with the most advanced technology in the field, VA North Texas respiratory therapists use their specialized knowledge and skills to provide accurate diagnoses and effective care. These professionals treat Veterans of all ages living with health care issues affecting the cardiopulmonary system such as asthma, emphysema, pneumonia and various cardiovascular disorders and traumas. VA respiratory therapists also work with special populations, such as spinal cord injury, traumatic brain injury and rehabilitation. Older Veterans who often have higher incidences of respiratory conditions and illnesses like emphysema, chronic bronchitis and pneumonia rely on the treatment they receive to prevent function and lessen or eliminate permanent damages to the lungs. This care can occur in a hospital setting via emergency or acute care units, a pulmonary diagnostics laboratory, or even in non-clinical environments like sleep disorder centers and patients' homes.

Serving as the assistant chief of respiratory therapy at VA Dallas, Zollicoffer ensures the three outpatient respiratory clinics--pulmonary function, continuous positive airway pressure (CPAP) and home oxygen—are continually focused and sharing techniques and education required to sustain life and restore freedoms lost through disease and illness.

“VA is a unique environment as we’re also a teaching institution,” said Zollicoffer. “Education and the ability to build relationships with all of the Veteran’s care providers allow us to critical access and get our Veterans back watching their children’s sporting event or attending a wedding.”

For the 4,800 North Texas Veterans who use respiratory therapy through in and outpatient services and the VA North Texas professionals who provide this essential care, implementing effective care plans and education drives every patient assessment and critical action.



Stepping into any one of the many clinics that Respiratory Therapy supports requires the ability to adeptly move with the hustle of activity and the atmosphere of professionalism and compassion. Physicians, nurses, RRTs and technicians seemingly float in and out of treatment rooms attending to the needs of Veterans young and old like a well-practiced ballet performance.

"Everyone is so nice here. The staff sits down and tells you what they are doing and makes you feel comfortable," said Storey.

VA respiratory therapists do more than help improve the breathing of our Nation's heroes, they solidify the bonds established over decades between VA health care providers and the Veterans they serve. And seemingly nobody understands this more than Joyce Zollicoffer.



# "THE MOST CHALLENGING

part of my job is spending as much time with each Veteran as I would like to. Guiding Veterans in the proper use of inhalers and ways to tackle shortness of breath is extremely rewarding as it helps them realize a better quality of life." — Carol Cappa, VA Dallas RRT

*"Our Veterans are our heroes and we believe in doing more for their quality of life than just offer respiratory therapy. I was patriotic before I started working for VA, but to see what our patients, our patriots, have gone through is why I continue to proudly serve them after 27 years."*

Zollicoffer's road to helping Veterans began with a tiny classified ad in a Dallas newspaper. With a sister and many relatives as Veterans, moving her skills and talents to serve those who had served the nation brought with it emotions uncommon in the private health care sector.

"Serving Veterans each day is still emotional," said Zollicoffer. "They come in for treatment and tell us how they use to be before their illness. We as respiratory therapists take this as a challenge to do all that we can to help these Veterans realize and once again enjoy the quality of life they once held and cherished."

For Respiratory Therapy patient Donald Storey of Newcastle, Texas (pictured right) monthly visits to the Clinic are essential for maintaining his quality of life after a stroke and other health concerns. A U.S. Army Veteran of the Korean War, Storey has received his health care at VA North Texas for over 30 years.



# Plano VA Outpatient Clinic opens, welcomes 2,200 Veterans

**DALLAS – Since its opening in September, VA North Texas Health Care System's Plano VA Outpatient Clinic (OPC) has welcomed and enrolled some 2,200 Veterans at its 3804 West 15th Street location.**

A staff of 45 includes five Patient-Aligned Care Teams (PACT) offers primary care, specialty care, mental health, telemedicine, laboratory, x-ray and alternative therapies in the 10,000 square foot facility.

Identifying challenges and gaps to convenient VA health care in the Plano market, VA North Texas Health Care System with the help of Congressman Sam Johnson set out in 2012 to bring VA outpatient services to Plano area Veterans. Four years later, we are excited and honored to provide a state of the art clinic that is first in the Nation to implement aspects of whole health in its construction and design, including full time health coaches assigned to each PACT.

Plano VA Outpatient Clinic's health care delivery model is based on patient centered care and whole health concepts, aimed at improving the health and well-being of Veterans. Based on this model, the clinic was uniquely designed as an environment for healing. Grants from VA's Office of Patient Centered Care and Cultural Transformation make Plano the first primary care facility to assign health coaches to each PACT. Complimentary integrative health services will support the Whole Health Pathway. Health coaches will provide individual orientation to the Whole Health Pathway and 9-week Whole Health Group Based Programs to enable and support overall health goals and empower Veterans to be more integrated into their communities.

The Clinic's design elements and alternative therapies will augment the healing process and include human centered design, a woman's clinic, acupuncture, and clinical massage therapy. Dedicated clerks greet and assist Veterans without the interruption of phone calls or other clerical necessities.

**Eligible Veterans can call 972-801-4200 or visit the facility to move their Primary Care enrollment to the Plano CBOC.**

Plano VA Outpatient Clinic's health care delivery model is based on patient centered care and whole health concepts, aimed at improving the health and well-being of Veterans.



"We've received a lot of positive feedback from the Veterans in the three short months we've been open. Our plan is to continue expanding access to the Clinic in stages to eventually meet our 6,000-patient capacity."

— Myke Prier, Plano VA OPC, operations manager



# Veteran navigates a new route to healthier self

Joel Ellenbarger walked in to a U.S. Air Force recruiter in 2006 looking for a chance to serve his country and fly. When that recruiter seemed uninterested, a dejected Ellenbarger walked across the hallway and found a U.S. Army recruiter more than willing to have him sign on the dotted line.

Eight years of service as a soldier brought experiences and change to Ellenbarger's life. Trained as a medical professional, Ellenbarger served as a medic on a Joint Task Force Route Clearance Team charged with securing travel lanes for coalition forces throughout the unforgiving and IED-laden roads of Afghanistan. Simply put, while others seek to avoid dangerous IED experiences, Ellenbarger's team was charged to locate and remove them, every day, for an entire year. Finding the comforts of safety for Ellenbarger and the team was never an option.

Fast forward nine years and Joel Ellenbarger strolls through the expansiveness of the Dallas VA Medical Center having just completed his 40th appointment in six months. Leaving the battlefield behind and relocating to a new city left Ellenbarger isolated and struggling to deal with everyday activities and relationships. A medical discharge for injuries sustained during his tour in Afghanistan left Ellenbarger broken and living with TBI, muscular injuries, hearing loss and PTSD.

"I was a train wreck. I wasn't sleeping and kept myself locked away," said Ellenbarger. "Everyone I knew kept telling me to get help, and as an Army medic, acting on this was really hard because I was always the one giving help."

Fearing a stigma for seeking help and watching negative media reports, Ellenbarger's road to getting much needed help at VA spanned nearly a year.



"I'm a lot better than I was when I first walked in the door. There's no stigma for getting help and I like the fact that even when I'm not physically here, the staff is reaching out and making sure I get connected with what I need to heal." — Joel Ellenbarger

"I ruined all of my relationships," said Ellenbarger. "I let my fears and news on television hold me back. I should have come to VA a lot earlier."

Connecting with local VA services and Vet Center, Ellenbarger began to physically and mentally rebuild the person he once was using systems designed and tailored to his total health care needs. Assigned a VA social worker and counselor, Ellenbarger began treatment for PTSD, was fitted for hearing aids and got solutions for better, restful sleep. The interaction with the staff and his fellow Veterans also dispelled any stigma associated with seeking help.

It may have taken a year to realize VA held solutions to remedy his wounds sustained in war, but Ellenbarger will be the first to advise his fellow Veterans not to follow the route he originally took to find their new normal in society.

"VA is the only resource tailored to us Veterans," said Ellenbarger. "The staff and the Veterans who use VA understand me, what I went through, and what I need to get where I want to be. It's a comforting feeling."

**To enroll in VA healthcare and investigate the benefits you have earned as a Veteran, visit [www.va.gov](http://www.va.gov).**



## Cover Story

# Veteran recovery starts with empathy and hope

VA Peer Support Specialists help Veterans develop and implement personal recovery plans.

## Michael Buchanan spends a good share of his day fixing things.

As one of 25 Peer Support Specialists assigned to VA North Texas, Buchanan's current role places him in a converted Plano apartment supporting the HUD-Veterans Affairs Supportive Housing (HUD-VASH) program. HUD-VASH combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by VA medical professionals. Typical Veterans using the program are in the recovery process from mental health or substance abuse issues and are seeking stable housing to expedite their return to society. Buchanan is part of an interdisciplinary team including Substance Abuse Disorder Specialists (SUDS) and Registered Nurses available to assist any pressing medical concerns while in the process of securing housing.

Peer Support Specialists assist physicians and provide therapeutic support and assistance to fellow Veterans in recovery. The hiring and selection process for these positions is rigorous and requires that a candidate be a Veteran who has recovered or is recovering from a mental health condition and is certified by a non-profit entity or the State as having met all necessary criteria and training.

### An Open Book

VA believes that those who have walked the same path as those they will serve are best equipped to serve as role models for those just beginning their recovery. "By being an open book, we're helping other Veterans and ensuring they get the very best possible healthcare from VA," said Buchanan.



VA North Texas Peer Support Specialist Christina Meek works at the Bonham Domiciliary, an in-resident treatment facility for Veterans with substance abuse issues and Post Traumatic Stress Disorder (PTSD).

"I became a Peer Support Specialist because I didn't have someone that I could go to when I went through a lot of my issues with depression and anxiety," said Meek. "As a Veteran, being a Peer Support Specialist has provided me the opportunity to work with other Veterans who are dealing with what I faced and beat in my own recovery."

Based on Peer Support Specialist experiences and associated research, VA knows the importance of the initial Peer to Veteran engagement and continued mentorship connections made and fostered while using mental health services.

“What all Peer Support Specialists have in common, beyond their honorable service to our country, is that they have acknowledged their vulnerabilities and struggles,” said Dr. Rodney Teague, VA Clinical Psychologist and VA North Texas Local Recovery Coordinator. “By sharing their stories, Peers instill pride and hope that things can be different in the future.”

### **Unleashing Hell**

Each day in the Plano HUD-VASH office starts with empathy, is filled with Veteran successes, failures, speed bumps, and ends with hope. For Michael Buchanan it's all about small fixes—repairs that keep a Veteran on track in their recovery and on a new positive track in their life. Buchanan knows first-hand how small fixes can make the seemingly insurmountable problems surmountable and attainable.

Buchanan spent 7 years and 9 days in the U.S. Army as a Calvary Scout. Two deployments to the Middle East in the aftermath of 9/11 brought forth physically and emotionally challenging realities. Nothing can be unsurmountable in a war zone. Small fixes and hope augment training and muscle memory to achieve the impossible, or just the “normal.” Sometimes the war zone “normal” is too much to handle.

Buchanan became autonomous, numb and admittedly reckless with his own life following several periods of heavy conflict during a tour in Afghanistan. “They unleashed hell on us with rocket propelled grenades,” said Buchanan. “My team leader was seriously injured. My friends were injured. It was very dark for me.”

The invisible aftermath of war took its toll on Buchanan's home life, relationships with his wife, kids, family and friends. He reached a breaking point and saw no future for himself.

“I knew something was really wrong and I didn't know how to fix it. I thought about ending it all,” said Buchanan.

A trip from his then home station at Fort Drum, New York to a facility in Denton, Texas gave Buchanan what he was missing and couldn't see: empathy and hope. It was also during this treatment that he realized what he wanted to do after leaving the military. Buchanan left the military after his treatment in Denton and through his experiences and successes in recovery, secured a VA Peer Support Specialist position in Las Vegas before relocating to Dallas and the HUD-VASH office at the urging of his spouse and family.

Veterans in recovery face a litany of personal assessments, available services and skill development. Adapting to different ways of thinking and new behaviors in individual and group sessions provides many opportunities for Peer Support Specialists to share their own recovery stories and help Veterans create meaningful wellness plans.

“Instead of making a Veteran's recovery a solo journey, we make it a how are we going to fix this together proposition,” said Buchanan. “But we don't give sympathy; we're empathetic and advocates for self-sufficiency.”

“Being held accountable for things that happened in my life by other Veterans gave me great clarity and brought back my sense of reality. I knew then that I wanted to use my experiences to help other Veterans. I had found my calling.”

### **Personal Assessments**

A one-time U.S. Army military policewoman and Military Sexual Trauma (MST) survivor, Christina Meek's daily Peer duties can closely mirror the thoughts and emotions of her own personal journey through recovery. A significant portion of being a Peer requires the courageous decision to make their own stories of recovery public for the sake of encouraging and inspiring their fellow Veterans.

“I had an extremely hard time when I first started as a Peer and a Veteran relapsed,” said Meek. “It took me a while to realize that a Veteran has to truly embrace change in their lives and that it's really all about choices and how one acts on them.”

### **Embody Wellness and Recovery**

Inspiring hope that recovery and resiliency are achievable goals requires adherence to a recovery model and mentors to exhibit and live the behaviors necessary for change in the face of adversity. The role Peers like Michael Buchanan and Christina Meek play in helping their fellow Veterans is hard to adequately quantify but easy to see at first glance.

“Peers and their team are the very embodiment of wellness and recovery,” said Teague. “They are proof to other Veterans that human beings are capable of shaping a new, healthy future.”



# Clinic Updates



## ① Bonham celebrates courage, service and sacrifice of Veterans

The City of Bonham turned out in the hundreds on November 10th to honor Veterans at the 26th Regional Veterans Day Celebration at Bonham Warrior Stadium.

Hosted by the Sam Rayburn Memorial Veterans Center, the event featured the Paralyzed Veterans of America (PVA) color guard with performances by the Bonham High School band and PVA wheelchair rifle volley. Military vehicles from the Military Vehicle Preservation and Historical Club of Sherman were also on site for the attendees.

The event guest speaker was Lt. Col. Tonia Hatchett, U.S. Air Force (Ret.) a former commander at Naval Air Station Joint Reserve Base Fort Worth and currently serves as a staff chaplain for VA North Texas Health Care System in Dallas.

*PHOTO: A special surprise during the Veterans Day ceremony for three Bonham students who were reunited with their dad after a 6-month tour in Afghanistan.*

## ② Homeless Stand Down brings hope to 304 Veterans

The VA North Texas Health Care System Comprehensive Homeless Center partnered with several community agencies on November 4 to host its 25th annual Stand Down Event for Homeless Veterans.

The 304 Veterans who attended the event enjoyed access to a myriad of free services including food, clothing,



hygiene kits, haircuts, dental screenings, flu shots, eye exams and legal services. Transitional Housing Programs and the Vet Center were also on hand to assist those Veterans in getting a positive life change in motion. In fact, services like the VA Transitional Housing Program are so successful; the attendance numbers for this year's event was down. And this is good news.

"The numbers are less than last year as more Veterans are housed thanks to HUD-VASH," said Joe Remsik-Harris, A North Texas Senior Social Worker. HUD-Veterans Affairs Supportive Housing (HUD-VASH) combines Housing Choice Voucher (HCV) rental assistance for homeless Veterans with case management and clinical services provided by VA medical professionals

## ③ Fort Worth hosts Texas Veterans benefits fair

VA North Texas Health Care System with Texas Veterans Land Board and Texas Veterans Commission hosted a free "come and go" Benefits Fair at the VA Fort Worth Outpatient Clinic on November 5th.

The Fair ensured Veterans were aware of the benefits they are eligible for and have earned including educational, land and home loans and employment services and programs. In addition, Veterans who attended had access to health care screenings, social services, disability claim and VA enrollment representatives.

## ④ Domiciliary Veterans bring entertainment to Bonham

Bonham's Domiciliary hosted its 2nd annual Talent Show on December 2nd. Through 16 unique performances, Veterans in recovery entertained peers, staff and families. The event gives the Veterans an opportunity to branch out creatively and gain confidence in their abilities as they move through recovery for mental illness and substance abuse. The performances and preparation also augment team building initiatives and responsibilities.

*"The show and all that goes in to making it happen really builds a comradery among the Veterans in recovery."*

— Christina Meek  
Domiciliary Peer Support Specialist

The 9-week PTS program at the Bonham Domiciliary is designed to serve Veterans experiencing active PTSD and those in need of short or long term rehabilitation for drug and alcohol abuse. The program includes 18 beds and is structured as a closed cohort, or team, model. Veterans can be accepted prior to starting the cohort where they can engage in initial treatment prior to more intensive services. Since its inception in 2013, the program has seen 19 cohorts enter and graduate.



## EVERY DAY IS *Veterans Day at VA*

November 11th started as Armistice Day and evolved into Veterans Day, a holiday that pays tribute to all American Veterans—living or dead—and gives thanks to living Veterans who served honorably during war or peacetime. VA counts some 9 million Veterans as patients and employs more than 115,000 as health care professionals.

Veterans come in all genders, colors, cultures and ages. Some served two years, others 20 or more. Many served during time of war and many more during times of Cold War readiness. They manned the rails on massive gray ships, stood watch on a cold observation post, logged hour upon hour in a dark and noisy C-130 cargo hold and guarded embassies in foreign countries. They spent countless time away from their families, friends, missed the birth of their children, and spent holidays on duty, on watch, protecting the country and preserving freedom. They never gave up hope and they never faltered when their



country came calling. They are unique individuals, united in cause, that share an uncommonly strong common bond. Veterans fight for their brother or sister standing next to them.

This commitment never diminishes over time. It is a bond that is never broken. They all took an oath, wore a uniform and sacrificed much for many.

The halls of any VA facility are full of men and women who have done so much for so little. Veterans deserve nothing less than the best a grateful nation can provide. VA is there to honor and care for those who have answered the nation's call.

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***For VA, every day is Veterans Day — a chance to honor every Veteran who walks through its 1,700 facilities on a daily basis.***



***The VA's commitment never diminishes over time. Every day is Veterans Day for VA and this is a bond which will never be broken.***





Veterans deserve nothing less than the best a grateful nation can provide.



VA is there to honor and care for those who have answered the nation's call.

# VA Health Care Near You

Dallas VA Medical Center 800-849-3597 or 214-742-8387  
Bonham – Sam Rayburn 800-924-8387 or 903-583-2111  
Memorial Veterans Center

## Outpatient Clinics

Bridgeport 940-627-7001  
Dallas – Polk Street 214-372-8100  
Denton 940-891-6350  
Fort Worth 800-443-9672 or 817-730-0000  
Granbury 817-326-3902  
Greenville 903-450-1143  
Plano 972-801-4200  
Sherman 903-487-0477  
Tyler Primary Care 855-375-6930 or 903-266-5900  
Tyler Specialty Care 855-375-6930 or 903-590-3050

## Vet Centers

Dallas County Vet Center 972-288-8030 or 972-288-8030  
Dallas Vet Center 214-361-5896 or 877-927-8387  
Fort Worth Vet Center 817-921-9095 or 817-921-9095  
Tarrant County Vet Center 817-274-0981 or 817-274-0981

## Telephone Care

Prescription Refills 888-364-5227 or [www.myhealth.va.gov](http://www.myhealth.va.gov)  
Telecare 800-677-8289  
Telenurse 888-252-9970

## Outpatient Pharmacies

Dallas 214-857-0556  
Bonham 903-583-6255  
Fort Worth 817-882-6000  
Tyler 903-583-6255  
Spinal Cord Injury 214-857-1782

## More VA Services

VA Benefits 800-827-1000  
Health Care Benefits 877-222-8387  
VA Health Resource Center 866-393-9132  
Dallas Fisher House 214-857-4401 or 214-854-4400  
Chaplain Service  
Bonham 903-583-6280  
Dallas 214-857-1070  
Fort Worth 817-335-2202 (x23330)  
Recreation Therapy  
Bonham 903-583-6396  
Dallas 214-857-1270  
Forth Worth 817-730-0000 (x23327)  
Social Work 214-857-0388 or 214-857-0367  
Women's Clinic  
Dallas 214-857-4800  
Forth Worth 817-730-0000 (x23126)  
Voluntary Services  
Bonham 903-583-6283  
Dallas 214-857-1060  
Fort Worth 817-730-0078  
Comprehensive Homeless Center 214-857-4182

## Crisis Hotlines

Veterans Crisis Line 800-273-TALK (800-273-8255)  
Women Veterans Hotline 855-VA-WOMEN (829-6636)  
Combat Call Center 877-WAR-VETS (877-927-8387)  
National Call Center for Homeless Veterans 877-424-3838



Our patients  
are our  
**Heroes**



Veterans serving Veterans



Time doesn't  
heal all wounds,  
but there is  
always hope.

We can help.