

# Moving Forward Together: *Safe* Care is Our Mission



Dear Veteran,

The Minneapolis VA Health Care System (MVAHCS) is prepared to safely care for you whenever you need us. We are gradually increasing routine face to face health care while ensuring a safe environment. The information below will help make your contacts with us go smoothly.

**Screening:** We will continue to ask screening questions for anyone entering our facilities to ensure maximum safety for you and our staff.

**Face Masks:** All staff, patients, visitors, and anyone else entering Minneapolis VA Health Care Systems facilities, including our community-based outpatient clinics, are **required to wear a face covering**. Please bring your own face covering and for everyone's safety, plan to wear it when entering one of our facilities and throughout the entire time you're here. You will be provided a mask if you do not already have one - please keep it for future use.

**Receiving Care:** We are pleased to meet your needs through pre-scheduled face to face appointments or we offer virtual visits (telephone and video appointments). Virtual appointments allow you to receive the care you need at home, either by phone or via video on your computer, smartphone, or tablet, for your added convenience and safety. Your VA provider may recommend that you continue to postpone routine procedures. If you are a Veteran seeking medical care, please call 612-467-1100 before visiting to schedule appointments or to speak to a nurse, especially if you have COVID-19 related symptoms.

**Walk-in Appointments:** At this time, we are only taking walk-ins for urgent and emergent issues (to include mental health) and only into the emergency room. Individual departments, clinics, optical, hearing aid, lab and radiology are not currently taking walk-ins. Please call 612-467-1100 for all appointment options and call 612-467-4010 for any Mental Health appointment.

**Visitor Guidelines:** As we move forward together, we continue to have a **highly restrictive visitor policy**. However, if you require assistance for outpatient visits and need to have someone accompany you, please limit it to one visitor/companion only. No visitors under the age of 18 are allowed unless preapproved by your clinic.

**COVID-19:** The Call Center is available Monday - Friday for calls related to COVID-19 symptoms, testing and general questions at 612-467-1100 or Toll Free at 1-866-414-5058 ext. 1100. To keep up to date on current COVID-19 information please visit us on our website at [www.minneapolis.va.gov](http://www.minneapolis.va.gov).

**Registering for MyHealthVet:** If you would like to register for the patient portal



called MyHealthVet to order VA prescriptions, view your VA Health Record and Secure Message your VA Providers, please create an account at [www.myhealth.va.gov](http://www.myhealth.va.gov). Contact our MyHealthVet/Connected Health office at 612-467-5636 for assistance.

We appreciate your patience and support as we move forward together serving all your health care needs while protecting your safety. Be assured that you can count on the same high-quality care you've come to expect from VA.

Patrick J. Kelly, FACHE  
Director, Minneapolis VA Health Care System