

### ***Services to be provided at Salisbury VAMC:***

- Inpatient Mental Health
- Inpatient Long-Term Care
- Primary Care, including additional evening & weekend hours for primary care clinics
- Mental Health
- Medical Specialty Care
- Outpatient Surgery
- Surgical Specialty Care
- Diagnostic Imaging
- Ancillary Services (e.g., Lab and Pharmacy)
- Dental Services
- 24/7 Telephone triage assistance for Veterans needing emergency care, as well as personalized case management for Veterans receiving inpatient medical or surgical service at local medical sites through the Salisbury fee referral program

### ***Expanded services to be provided at Charlotte and Winston-Salem Health Care Centers (HCCs):***

- Full range of primary care services including additional evening & weekend hours for primary care clinics
- Compensation & Pension exams (at Winston-Salem)
- Mental Health Care
- Medical Specialty Care
- Outpatient Surgery
- Diagnostic Imaging
- Ancillary Services (e.g., Lab and Pharmacy)
- Dental Care, Eye Care & Audiology
- Increased patient capacities
- 24/7 Telephone triage assistance for Veterans needing emergency care, as well as personalized case management for Veterans receiving inpatient medical or surgical service at local medical sites through the Salisbury fee referral program

### ***Hickory Community Based Outpatient Clinic (CBOC):***

- Full range of Primary Care Services
- Mental Health
- Eye Care
- Additional evening & weekend hours for primary care clinics
- Expanded patient capacity in 2010; addition of Dental & Audiology
- 24/7 Telephone triage assistance for Veterans needing emergency care, as well as personalized case management for Veterans receiving inpatient medical or surgical service at local medical sites through the Salisbury fee referral program



## ***Expanded Access to Health Care Services for Salisbury Area Veterans***

### **Salisbury Healthcare System Facilities**



**Salisbury VAMC**



**Winston-Salem**



**Charlotte**



**Hickory**

# Timeline for Expanded Services

## VA Plan for Expanded Health Care Services

By 2013, VA will offer an array of expanded outpatient services to Salisbury-area Veterans.

In keeping with the VA model for quality care and enhanced access to needed services in proximity to where the majority of Veterans reside, VA will develop Health Care Centers (HCCs) in Charlotte and Winston-Salem.

VA will double the capacity of its current clinic in Hickory.

All current inpatient medical/surgical and emergency department services at Salisbury will be maintained during the transition period. Salisbury VA will establish programs for Mental Health and Long-Term Care, while maintaining a full range of outpatient services. When the Salisbury emergency department closes, there will be a Veterans' Care Center that will offer primary care to Veterans during extended hours (until 8:00pm and weekend hours). Mental Health will offer 24/7 evaluations/admissions for Veterans experiencing a mental health crisis.

	Currently Available	By December 2010	By December 2013
<b>Outpatient Care</b>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> <li>• Emergency Department</li> </ul> <p><b>Charlotte</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> </ul> <p><b>Winston-Salem</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> <li>• Compensation &amp; Pension Examinations</li> </ul> <p><b>Hickory</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Eye Care</li> </ul>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> <li>• Emergency Department</li> </ul> <p><b>Charlotte</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> </ul> <p><b>Winston-Salem (~15,000 sf expansion)</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Dental</li> <li>• Specialty Care Services</li> <li>• Compensation &amp; Pension Examinations</li> </ul> <p><b>Hickory (10,000 sf expansion)</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Eye Care</li> <li>• Dental Services</li> <li>• Audiology</li> </ul>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> <li>• Outpatient Surgery</li> </ul> <p><b>Charlotte (HCC)</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Specialty Care Services</li> <li>• Outpatient Surgery</li> </ul> <p><b>Winston-Salem (HCC)</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Dental</li> <li>• Specialty Care Services</li> <li>• Compensation &amp; Pension Examinations</li> <li>• Outpatient Surgery</li> </ul> <p><b>Hickory</b></p> <ul style="list-style-type: none"> <li>• Primary Care</li> <li>• Mental Health</li> <li>• Eye Care</li> <li>• Dental Services</li> <li>• Audiology</li> </ul>
<b>Inpatient Care</b>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Maintain Existing Inpatient Services</li> <li>• Maintain Existing Emergency Services</li> </ul> <p><b>Charlotte</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Winston-Salem</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Hickory</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Maintain Existing Inpatient Services</li> <li>• Maintain Existing Emergency Services</li> </ul> <p><b>Charlotte</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Winston-Salem</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Hickory</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul>	<p><b>Salisbury</b></p> <ul style="list-style-type: none"> <li>• Begin Inpatient transition to private partners for Inpatient Medical/Surgical Care</li> <li>• Begin transition to private partners for Emergency Department Services</li> <li>• Open Phase I –Inpatient Mental Health and Long Term Care Programs</li> </ul> <p><b>Charlotte</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Winston-Salem</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul> <p><b>Hickory</b></p> <ul style="list-style-type: none"> <li>• Continue Salisbury-based fee referral program</li> </ul>