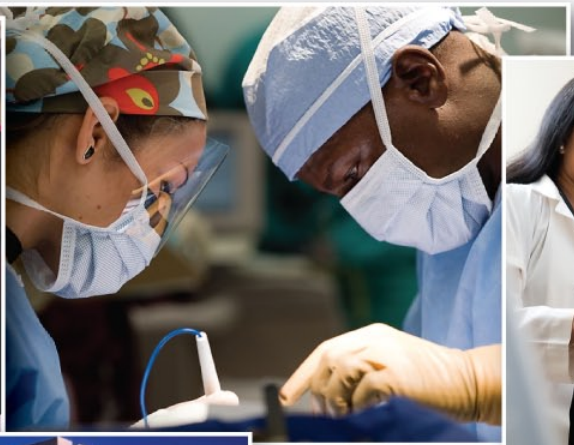
Baltimore VA Medical Center

VISITOR GUIDE



VA MARYLAND
HEALTH CARE SYSTEM

10 North Greene Street
Baltimore, MD 21201
(410) 605-7000
Toll-Free: 1-800-463-6295
Eligibility and Enrollment: (410) 605-7324
www.maryland.va.gov

Patient and Visitor Information

The Veterans Affairs (VA) Maryland Health Care System is a dynamic and progressive health care organization dedicated to providing quality, compassionate and accessible service to Maryland's Veterans. The Baltimore and Perry Point VA Medical Centers, in addition to the Loch Raven VA Community Living & Rehabilitation Center and five community based outpatient clinics, all work together to form this comprehensive health care delivery system. Nationally recognized for its outstanding patient safety and state-of-the-art technology, the VA Maryland Health Care System is proud of its reputation as a leader in Veterans' health care, research and education.

As a modern health care facility, the Baltimore VA Medical Center offers Veterans state-of-the-art technology and clinical services. The medical center is home to the world's first filmless radiology department, which allows health care providers to have nearly instant access to patient radiology images.

The Baltimore VA Medical Center is the acute medical and surgical care facility for the VA Maryland Health Care System and offers a full range of inpatient, outpatient and primary care services. As a surgical specialty care facility, the medical center serves as the neurosurgery referral center for the VA Capitol Health Care Network.

The medical center's "patient friendly" design features plant-filled atriums, natural light from overhead skylights and comfortable patient rooms and waiting areas. Located next to the University of Maryland Medical Center with a walkway connecting the two facilities, the medical center maintains an active affiliation with the University in the sharing of staff, resources and technology.

Having one of the largest funded research and development programs in the VA system enhances the medical center's ability to provide state-of-the-art medical techniques and treatments to Maryland's Veterans. The medical center is home to the following specialized clinical and research centers:

- Geriatric Research, Education and Clinical Center
- Multiple Sclerosis (MS) Center of Excellence
- Mental Illness Research, Education and Clinical Center
- Epilepsy Center of Excellence

The Baltimore VA Medical Center is located in a vibrant city neighborhood on the campus of the University of Maryland at Baltimore and is within walking distance of Oriole Park at Camden Yards, M&T Bank Stadium (home of the Baltimore Ravens), Lexington Market and the Inner Harbor.

Parking:

Inpatients – Parking is not permitted for inpatients in the garage at the Baltimore VA Medical Center. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.

Outpatients – There is free parking available for outpatients in the parking garage at the Baltimore VA Medical Center, which is located off of Fayette Street. Additionally, free valet parking is available for all outpatients and is accessible from the 1st level of the parking garage. Outpatients will be required to show their VA photo ID card when entering the parking garage.

Visitors – There is no visitor parking available in the parking garage at the Baltimore VA Medical Center during daytime hours. Visitor parking is available at nearby public parking garages during daytime hours. There is a fee for parking in these garages.

Shuttle Schedules: For the convenience of our Veteran patients, shuttles run weekdays to and from the Perry Point VA Medical Center, the Washington, DC, VA Medical Center, the Martinsburg, West Virginia, VA Medical Center, and the Fort Howard, Glen Burnie and Loch Raven VA Outpatient Clinics. For a listing of shuttle schedules please call 1-800-463-6295, ext. 7318, or visit our web page at: *www.maryland.va.gov/patients/shuttle.asp.*

Mass Transportation: The Baltimore VA Medical Center is a few blocks away from the Light Rail and Metro Subway Stations at Lexington Market. In addition, there is a bus stop directly across the street from the medical center in front of the University of Maryland Medical Center, which is located at the intersection of Baltimore and Greene Streets. For additional information about Light Rail, Metro Subway and Bus Services to the Baltimore VA Medical Center, please visit the Maryland Transit Administration website at: *www.mtamaryland.com.*

New Patients: Veterans who are interested in applying for VA health care or who have questions about VA health care eligibility should report to Eligibility & Enrollment Center on the 1st floor in Room 1D-102. The Eligibility & Enrollment Center is open Monday through Friday from 8 a.m. to 4 p.m. The staff in the Eligibility & Enrollment Center can provide one-stop service for Veterans who need to update their insurance, home address, financial and means-test information. If you have a question about your VA health care eligibility or co-payment billing procedures, please contact the Eligibility & Enrollment Center at (410) 605-7324.

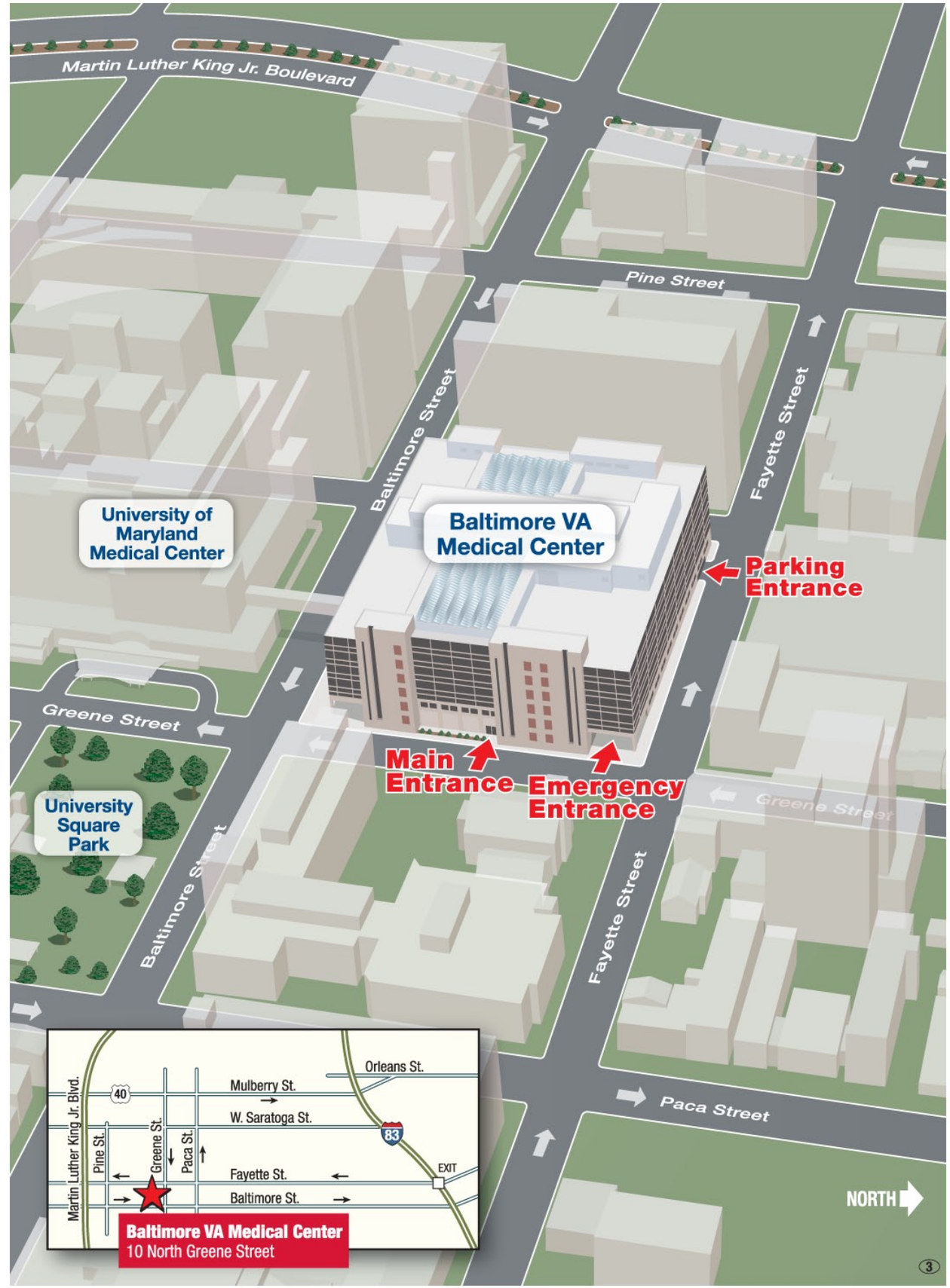
Appointments: To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Call Center at 1-800-463-6295, ext. 7333, Monday through Friday, from 7:30 a.m. to 5 p.m. To schedule an urgent appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 5 p.m. at 1-800-865-2441. If you have a life-threatening emergency, immediately dial 911.

Canteen Locations & Hours: The Canteen Retail Store, Food Court, Coffee Bar and Vending Area are located on the 2nd floor of the Baltimore VA Medical Center. Hours of operation are:
Retail Store – Monday-Friday, 8 a.m. to 4 p.m.
Food Court – Monday-Friday, 7 a.m. to 3:30 p.m.
Coffee Bar – Monday-Friday, 6:30 a.m. to 4 p.m.
Vending Area – Daily, 24 Hours a Day

Automatic Teller Machine (ATM): There is an ATM available on the second floor of the Baltimore VA Medical Center in the Dining Area.

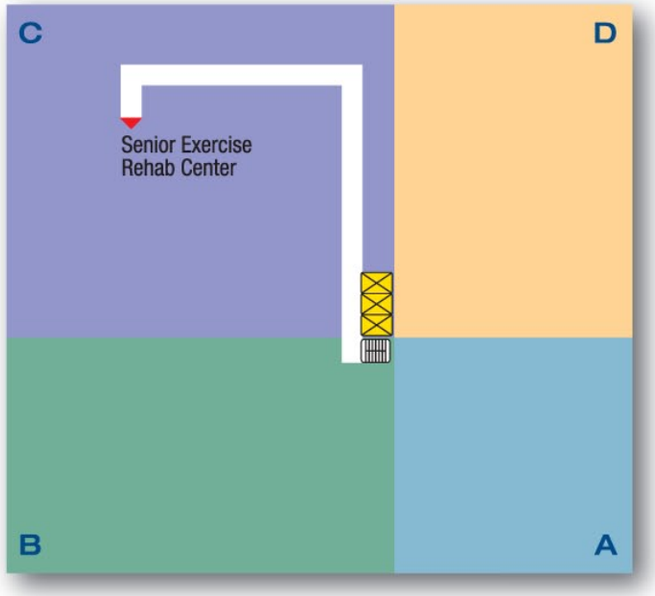
Visiting Hours: Relatives and friends of patients are welcome to visit between 11 a.m. and 8 p.m. daily with the following exception: Visiting with patients who are seriously ill is permitted at any time and limited only by the patient's ability to receive visitors. For additional information about visiting hours, please contact a member of the treatment team.

Smoking Policy: For the comfort and safety of our patients, the Baltimore VA Medical Center is a smoke-free facility. Smoking is permitted in the designated smoking area, which is accessible from the 2nd floor of the medical center.



Basement Floor

Senior Exercise Rehab Center
(This area will be moving to the Baltimore VA Annex.)

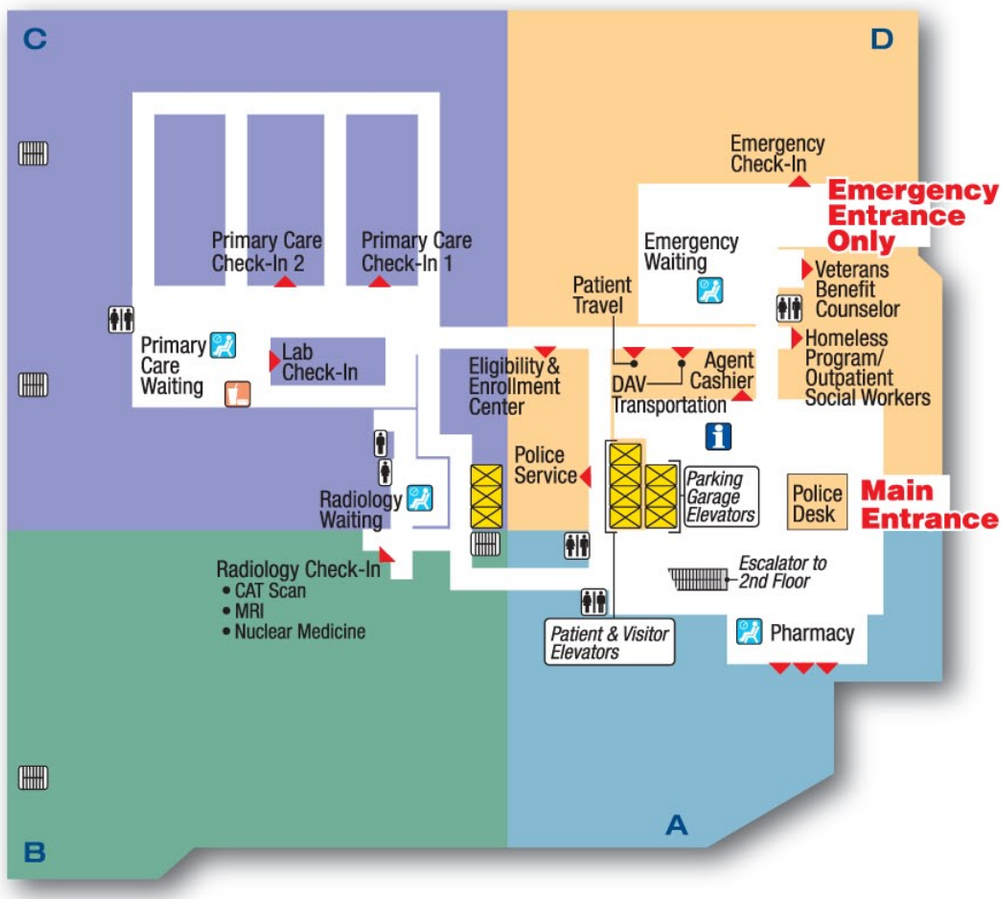


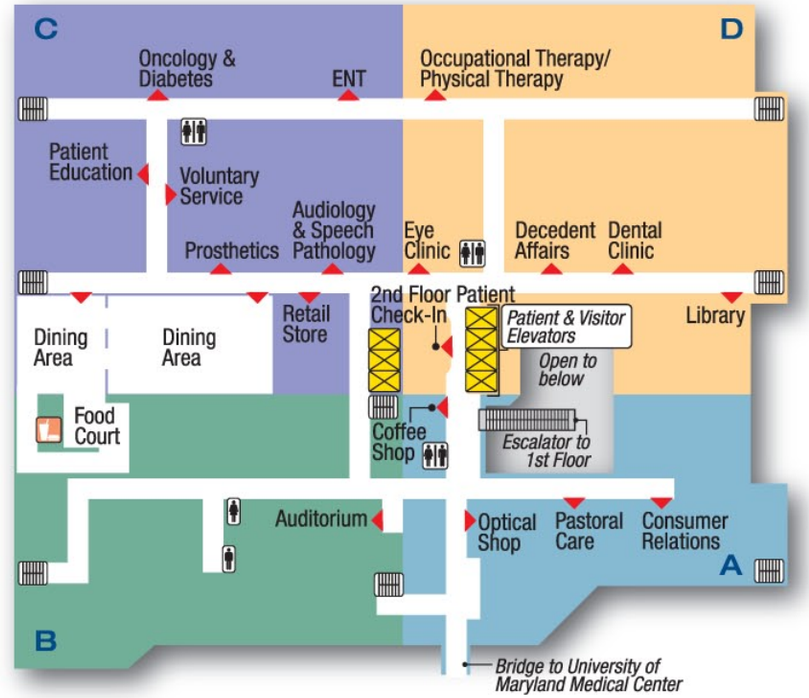
Legend

- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access

First Floor

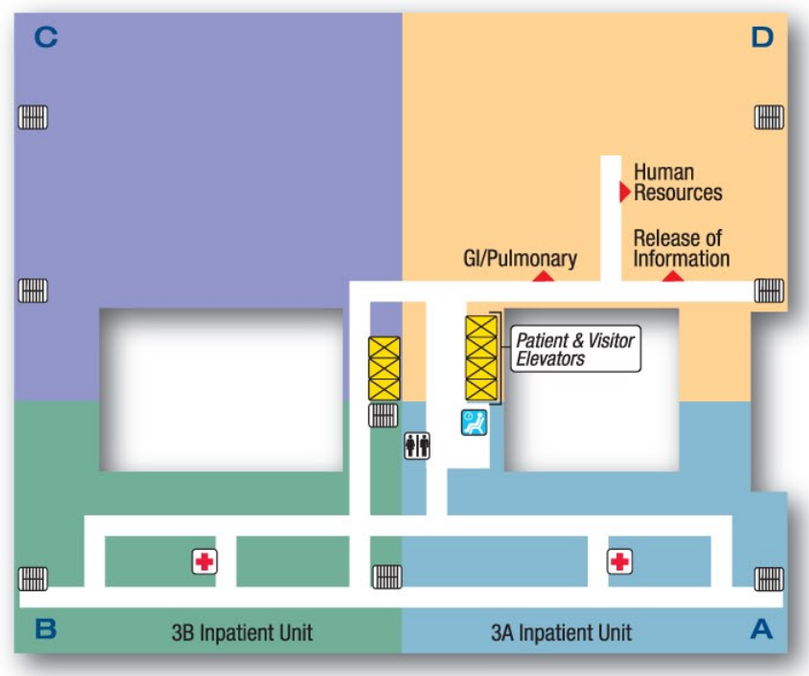
- Agent Cashier
- DAV Transportation
- Eligibility & Enrollment Center
- Emergency Check-In
- Emergency Waiting
- Homeless Program/ Outpatient Social Workers
- Lab Check-In
- Patient Travel
- Pharmacy
- Police Desk
- Police Service
- Primary Care Check-In 1
- Primary Care Check-In 2
- Primary Care Waiting
- Radiology Check-In
  - CAT Scan
  - MRI
  - Nuclear Medicine
- Radiology Waiting
- Veterans Benefit Counselor





Second Floor

- 2nd Patient Check-In
- Audiology & Speech Pathology
- Auditorium
- Coffee Shop
- Consumer Relations
- Decedent Affairs
- Dental Clinic
- Diabetes
- Dining Area
- ENT
- Eye Clinic
- Food Court
- Library
- Oncology
- Optical Shop
- Occupational Therapy/ Physical Therapy
- Pastoral Care
- Patient Education
- Prosthetics
- Retail Store
- Voluntary Service

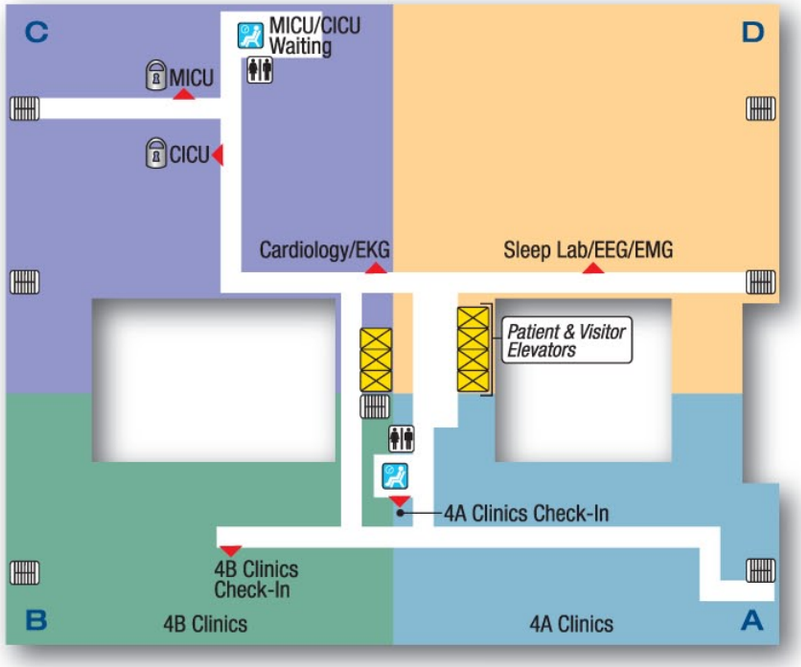


Third Floor

- 3A Inpatient Unit
- 3B Inpatient Unit
- GI
- Human Resources
- Pulmonary
- Release of Information

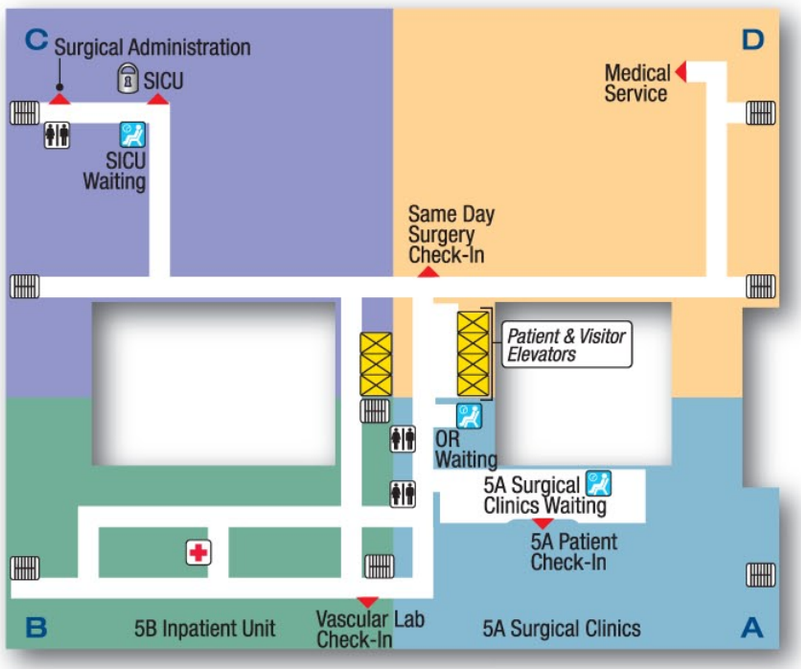
Fourth Floor

- 4A Clinics
- 4A Clinics Check-In
- 4B Clinics
- 4B Clinics Check-In
- Cardiology
- CICU
- EEG
- EKG
- EMG
- MICU
- MICU/CICU Waiting
- Sleep Lab



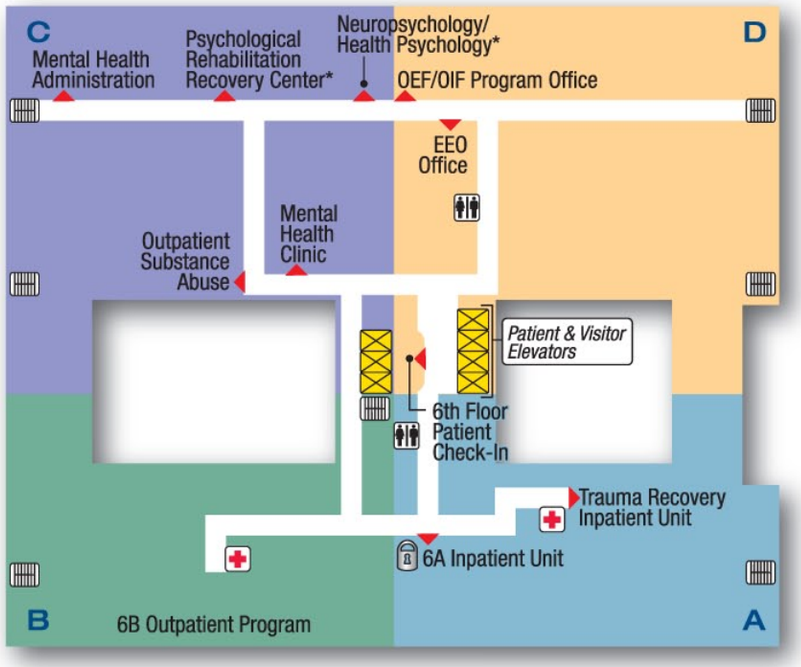
Fifth Floor

- 5A Patient Check-In
- 5A Surgical Clinics
- 5A Surgical Clinics Waiting
- 5B Inpatient Unit
- Medical Service
- Operating Room (OR) Waiting
- Same Day Surgery Check-In
- SICU
- SICU Waiting
- Surgical Administration
- Vascular Lab Check-In



Legend

Information · Elevators · Stairs · Waiting Area · Restrooms · Vending · Nurses Station · Restricted Access



Sixth Floor

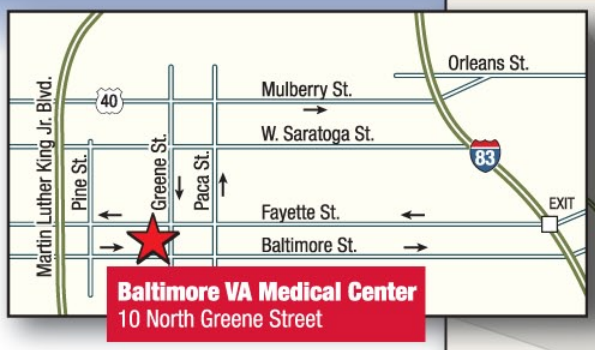
- 6A Inpatient Unit
- 6B Outpatient Program
- 6th Floor Patient Check-In
- EEO Office
- Mental Health Administration
- Mental Health Clinic
- Neuropsychology/ Health Psychology*
- OEF/OIF Program Office
- Outpatient Substance Abuse
- Psychological Rehabilitation Recovery Center*
- Trauma Recovery Inpatient Unit

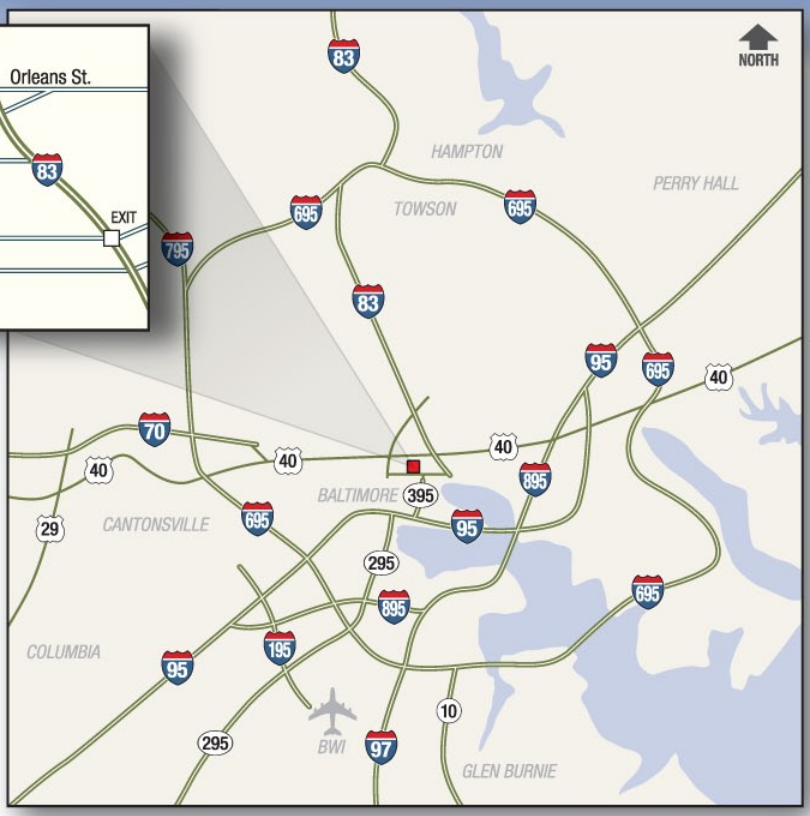
*(Areas with a * will be moving to the Baltimore VA Annex.)*

DEPARTMENT	FLOOR
2nd Floor Patient Check-In	2
3A Inpatient Unit	3
3B Inpatient Unit	3
4A Clinics Check-In	4
4A Clinics	4
4B Clinics Check-In	4
4B Clinics	4
5A Patient Check-In	5
5A Surgical Clinics	5
5A Surgical Clinics Waiting	5
5B Inpatient Unit	5
6A Inpatient Unit	6
6B Outpatient Program	6
6th Floor Patient Check-In	6
Agent Cashier	1
Audiology & Speech Pathology	2
Auditorium	2
Cardiology	4
CAT Scan (Radiology Check-In)	1
CICU	4
Coffee Shop	2
Consumer Relations	2
DAV Transportation	1
Decedent Affairs	2
Dental Clinic	2
Diabetes	2
Dining Area	2
EEG	4
EEO Office	6

DEPARTMENT	FLOOR
EKG	4
Eligibility & Enrollment Center	1
Emergency Check-In	1
Emergency Waiting	1
EMG	4
ENT	2
Eye Clinic	2
Food Court	2
GI	3
Homeless Program	1
Human Resources	3
Lab Check-In	1
Library	2
Medical Service	5
Mental Health Administration	6
Mental Health Clinic	6
MICU	4
MICU/CICU Waiting	4
MRI (Radiology Check-In)	1
Neuropsychology/Health Psychology	6*
Nuclear Medicine (Radiology Check-In)	1
Occupational Therapy	2
OEF/OIF Program Office	6
Oncology	2
Operating Room (OR) Waiting Area	5
Optical Shop	2
Outpatient Social Worker	1
Outpatient Substance Abuse	6
Pastoral Care	2

DEPARTMENT	FLOOR
Patient Education	2
Patient Travel	1
Pharmacy	1
Physical Therapy	2
Police Desk	1
Police Service	1
Pre Op (5A Check-In)	5
Primary Care Check-In 1	1
Primary Care Check-In 2	1
Primary Care Waiting	1
Prosthetics	2
Psychological Rehabilitation Recovery Center	6*
Pulmonary	3
Radiology Check-In	1
Radiology Waiting	1
Release of Information	3
Retail Store	2
Same Day Surgery Check-In	5
Senior Exercise Rehab Center	B*
SICU	5
SICU Waiting	5
Sleep Lab	4
Surgical Administration	5
Trauma Recovery Inpatient Unit	6
Vascular Lab Check-In	5
Veterans Benefit Counselor	1
Voluntary Service	2





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Driving Directions:

From Points North and South – Take Interstate I-95 toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street thru the first traffic light and the entrance to the medical center's parking garage is a block down on the left past the intersection with Greene Street.

From Points North West – Take I-83 south towards Baltimore. Prior to reaching the Inner Harbor, turn right onto Fayette Street. Take Fayette Street across town towards the campus of the University of Maryland at Baltimore and the University of Maryland Medical Center. After crossing the intersection with Greene Street, the entrance to the medical center's parking garage is a block down on the left off of Fayette Street.

From Points West – Take I-70 east towards Baltimore. Merge onto I-695 south via Exit 91A toward I-95 south/Glen Burnie. Take I-695 south to Exit 15A for US-40 east toward Baltimore. Take US-40 to Baltimore City and turn right on North Greene Street/MD-295 south. Take North Greene Street four blocks and turn right onto Fayette Street. The entrance to the medical center's parking garage is a block down on the left off of Fayette Street.

From the Eastern Shore – Take Route 50 West toward Annapolis/Baltimore. After crossing the Bay Bridge, take the exit for I-97 North. Continue on 1-97 North for approximately 18 miles and merge onto I-695 West (Baltimore Beltway) toward Baltimore/Towson. Continue on I-695 West for approximately six miles and merge onto I-95 North toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street thru the first traffic light and the entrance to the medical center's parking garage is a block down on the left past the intersection with Greene Street.

Phone Numbers & Contact Information:

Appointment Center	1-800-463-6295, ext. 7333
Baltimore VA Medical Center	(410) 605-7000
Baltimore Vet Center	(410) 764-9400
Billing Information	1-866-393-0006
Eligibility & Enrollment	(410) 605-7324
Long-Term Care Information Line	1-800-949-1003, ext. 1121
Patient Advocates	(410) 605-7099
Prescription Refill Line	1-800-463-6295, ext. 7395
Release of Information	(410) 605-7348
Returning Veterans	(410) 605-7259
State Veterans Cemeteries	1-800-446-4926
Suicide Prevention Hotline	1-800-273-TALK (8255)
Telephone Care Line	1-800-865-2441
Toll-Free Number	1-800-463-6295
VA Benefits	1-800-827-1000
VA Burial Benefits	(410) 644-9696