

# Baltimore VA Medical Center

# VISITOR

# GUIDE



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](http://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](http://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](http://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.

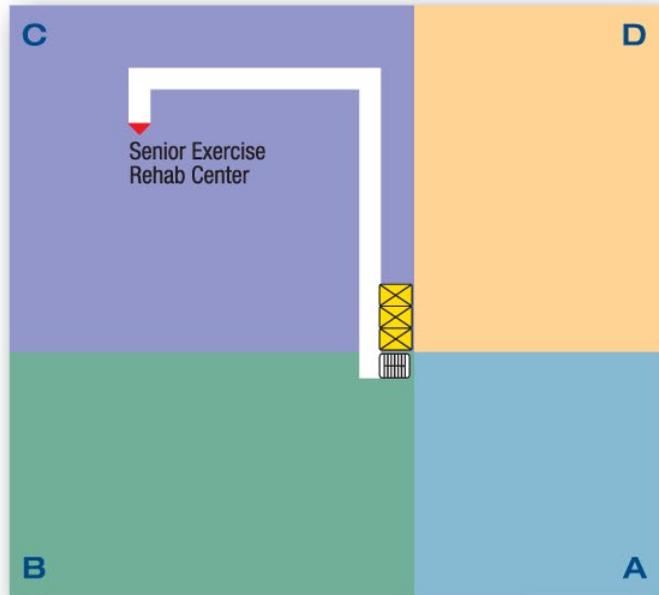
**Visitor Guidelines:** Family members, friends, and other individuals are welcome to visit with Veterans for emotional support during the course of their stay, unless not medically or therapeutically advisable. For additional information, please contact a member of the treatment team.

**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.)

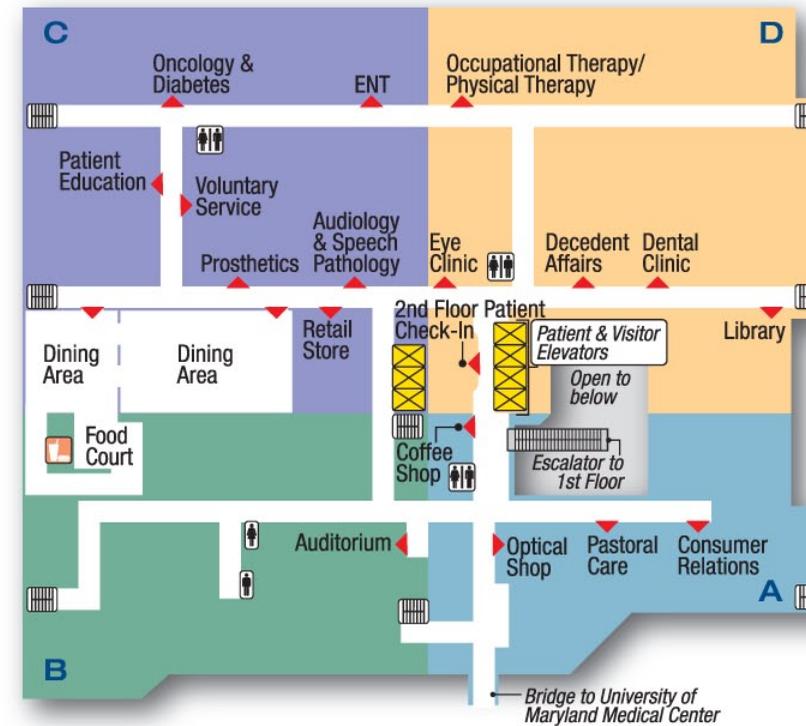


### Legend

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

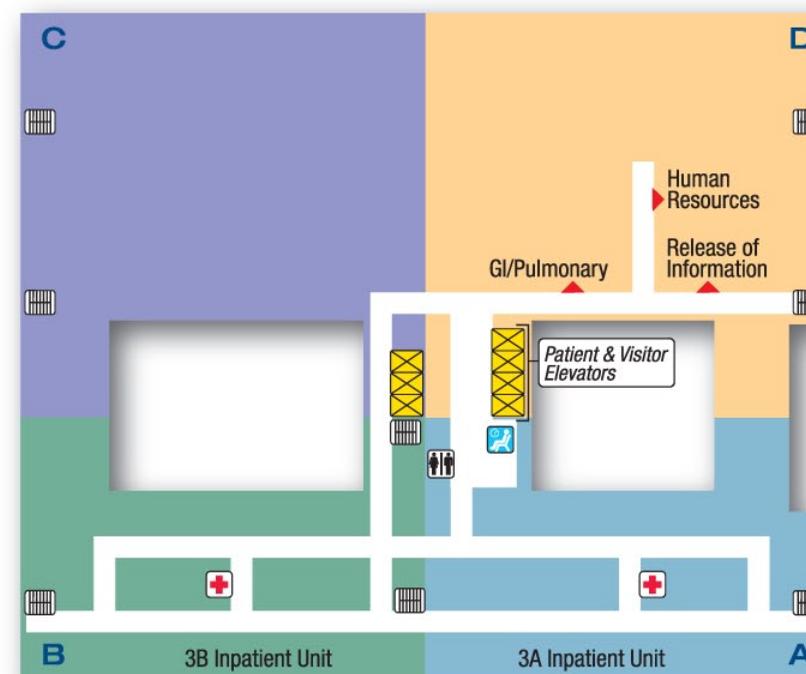
## First Floor

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

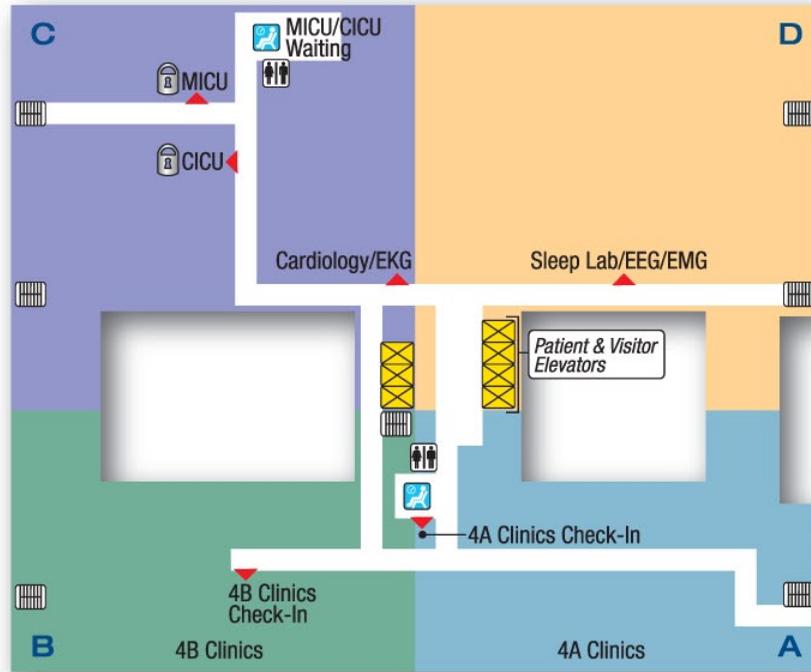


## Third Floor

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

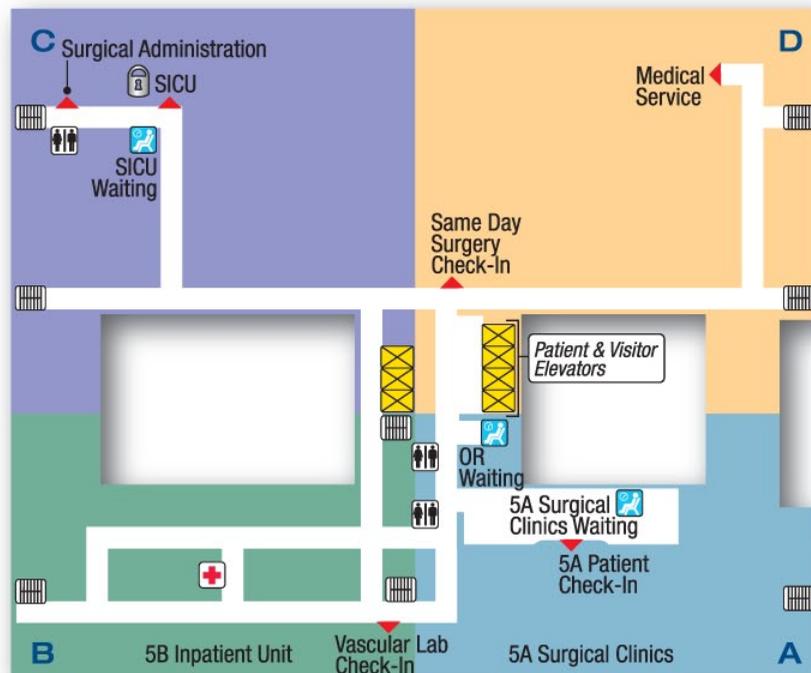
## Fourth Floor

- 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

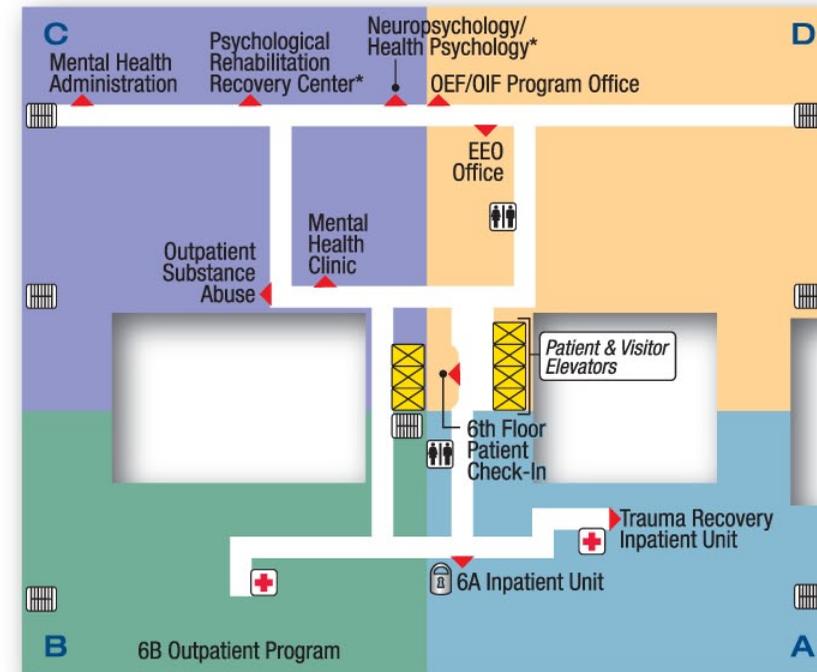


### Legend

- 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	DEPARTMENT	FLOOR	DEPARTMENT	FLOOR
2nd Floor Patient Check-In	2	EKG	4	Patient Education	2
3A Inpatient Unit	3	Eligibility & Enrollment Center	1	Patient Travel	1
3B Inpatient Unit	3	Emergency Check-In	1	Pharmacy	1
4A Clinics Check-In	4	Emergency Waiting	1	Physical Therapy	2
4A Clinics	4	EMG	4	Police Desk	1
4B Clinics Check-In	4	ENT	2	Police Service	1
4B Clinics	4	Eye Clinic	2	Pre Op (5A Check-In)	5
5A Patient Check-In	5	Food Court	2	Primary Care Check-In 1	1
5A Surgical Clinics	5	GI	3	Primary Care Check-In 2	1
5A Surgical Clinics Waiting	5	Homeless Program	1	Primary Care Waiting	1
5B Inpatient Unit	5	Human Resources	3	Prosthetics	2
6A Inpatient Unit	6	Lab Check-In	1	Psychological Rehabilitation Recovery Center	6*
6B Outpatient Program	6	Library	2	Pulmonary	3
6th Floor Patient Check-In	6	Medical Service	5	Radiology Check-In	1
Agent Cashier	1	Mental Health Administration	6	Radiology Waiting	1
Audiology & Speech Pathology	2	Mental Health Clinic	6	Release of Information	3
Auditorium	2	MICU	4	Retail Store	2
Cardiology	4	MICU/CICU Waiting	4	Same Day Surgery Check-In	5
CAT Scan (Radiology Check-In)	1	MRI (Radiology Check-In)	1	Senior Exercise Rehab Center	B*
CICU	4	Neuropsychology/Health Psychology	6*	SICU	5
Coffee Shop	2	Nuclear Medicine (Radiology Check-In)	1	SICU Waiting	5
Consumer Relations	2	Occupational Therapy	2	Sleep Lab	4
DAV Transportation	1	OEF/OIF Program Office	6	Surgical Administration	5
Decedent Affairs	2	Oncology	2	Trauma Recovery Inpatient Unit	6
Dental Clinic	2	Operating Room (OR) Waiting Area	5	Vascular Lab Check-In	5
Diabetes	2	Optical Shop	2	Veterans Benefit Counselor	1
Dining Area	2	Outpatient Social Worker	1	Voluntary Service	2
EEG	4	Outpatient Substance Abuse	6		
EEO Office	6	Pastoral Care	2		

