

Baltimore VA Medical Center

# VISITOR GUIDE



**VA**



**U.S. Department of Veterans Affairs**

Veterans Health Administration  
VA Maryland Health Care System

**Baltimore VA Medical Center**

10 North Greene Street, Baltimore, Maryland 21201

410-605-7000 | Toll-Free: 800-463-6295

Eligibility & Enrollment: 877-222-8387

[www.maryland.va.gov](http://www.maryland.va.gov)

# Welcome to the Baltimore VA Medical Center



It is my pleasure to welcome you to the Baltimore VA Medical Center, a division of the VA Maryland Health Care System. The medical center is the acute medical and surgical care facility for the health care system and offers a full range of inpatient, outpatient and primary care services.

This Visitor Guide provides a directory of clinics and patient care areas, maps of each floor of the facility, information about patient and visitor amenities, directions to the medical center, and a listing of important phone numbers.

Here at the Baltimore VA Medical Center and throughout the VA Maryland Health Care System, we are committed to providing safe, quality and compassionate care to Veterans. As an Army Veteran, I want to thank you for allowing us to serve your health care needs.

Sincerely,  
**Jonathan R. Eckman, P.E.**  
Director, VA Maryland Health Care System

## Patient and Visitor Information

### Appointments

To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Call Center at 410-605-7333, Monday through Friday from 7:30 a.m. to 4:30 p.m. To schedule an acute appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 4:30 p.m. at 800-865-2441. If you have a life-threatening emergency, immediately dial 911.

### Automated Teller Machine (ATM)

There is an ATM available on the 2nd floor of the Baltimore VA Medical Center in the Canteen Dining Area.

### Canteen Locations & Hours

The Canteen Retail Store, Food Court, Coffee Shop and Vending Area are located on the 2nd floor of the Baltimore VA Medical Center and are open the following days and times, but may be subject to change:

<b>Retail Store:</b>	Monday – Friday	7 a.m. to 5 p.m.
	Saturday – Sunday	9 a.m. to 1 p.m.
<b>Cafeteria</b>	Monday – Friday	7 a.m. to 2:30 p.m.
<b>Coffee Shop</b>	Monday – Friday	6:30 a.m. to 2 p.m.
<b>Vending Area</b>	Daily	24 Hours a Day

### Chapel

The All Faiths Chapel is located on the 2nd floor of the medical center and is open 24 hours a day, 7 days a week. Religious services are conducted in the All Faiths Chapel

on a daily basis. For a schedule of religious services or for more information about Chaplain Service, please call 410-605-7070.

### Mass Transportation

The Baltimore VA Medical Center is a few blocks away from the Light Rail and Metro Subway Stations at Lexington Market. There are also several bus stops near the Baltimore VA Medical Center and the University of Maryland Medical Center. For more information about Light Rail, Metro Subway and bus service to the Baltimore VA Medical Center, please visit the Maryland Transit Administration website at [mta.maryland.gov/](http://mta.maryland.gov/).

### New Patients

Veterans can apply for VA health care by visiting the Eligibility & Enrollment Center, which is located off the lobby of the medical center on the 1st floor by the Outpatient Pharmacy. The Eligibility & Enrollment Center is open Monday through Friday from 8 a.m. to 4 p.m. For information about VA health care eligibility or how to enroll for VA health care, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. or visit [www.maryland.va.gov](http://www.maryland.va.gov) and click on “Become a Patient.”

### Newspapers

A variety of newspapers are available in kiosks on the 1st floor of the medical center in the lobby area and by the front bank of patient elevators. Some newspapers are available for purchase and some are free.

## 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 & Visitors** – There is free parking available for outpatients and visitors of Veteran inpatients 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 visitors 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 and visitors will be required to provide the first and last name of the Veteran inpatient they are visiting.

## Photo & Video Guidance

The Baltimore VA Medical Center respects the privacy of all Veterans, patients and employees. Because of this, the following guidelines are provided when taking photos or videos inside the Baltimore VA Medical Center:

- Visitors may take a photo or video of a patient they are visiting in their hospital room with his/her consent. Do not include other patients, employees or patient identifiable information in any photos or videos.
- Visitors are asked to refrain from taking photos or videos in public areas of the Baltimore VA Medical Center to protect the privacy of our Veteran patients.

## Shuttles

For the convenience of our Veterans patients, shuttles run weekdays to and from the Baltimore VA Annex; the Loch Raven and Perry Point VA Medical Centers; the Washington, DC, VA Medical Center; the Martinsburg, West Virginia, VA Medical Center; and the Cambridge, Eastern Baltimore County and Glen Burnie VA Outpatient Clinics. **Reservations are required to ride the shuttles (except for the Baltimore VA Annex and Loch Raven shuttles) and can be made by calling 410-605-7318.**

For a listing of shuttle schedules, visit [www.maryland.va.gov/patients/shuttle.asp](http://www.maryland.va.gov/patients/shuttle.asp).

## Smoking Policy

The Baltimore VA Medical Center is a smoke-free facility. Patients and visitors may not smoke anywhere in the medical center, the parking garage or by any of the entrances.

## Taxicabs

There is a taxicab phone at the Information Desk in the lobby of the Baltimore VA Medical Center on the first floor. Just press the number for the corresponding taxicab service you would like to use to schedule a ride.



## Visitor Guidelines

There have been a number of visitor restrictions in place for the protection of our Veteran patients and employees as a result of the COVID-19 pandemic. These visitor restrictions change on a regular basis, so please contact a member of the treatment team for the current visitor guidelines.

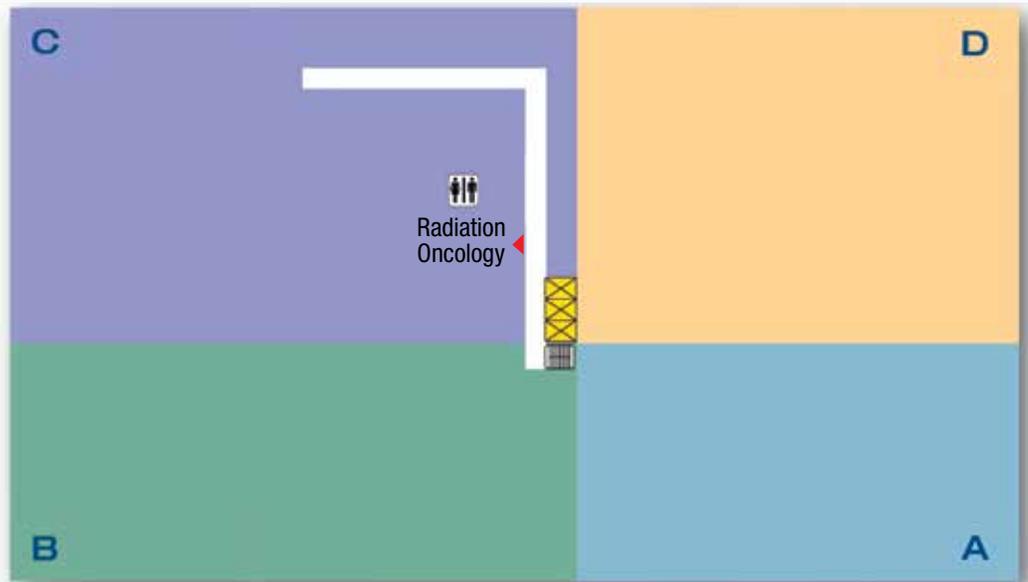
## WiFi Internet Access

Free WiFi Internet access is available in the following locations throughout the Baltimore VA Medical Center:

- **1st Floor:** Lobby, Primary Care Waiting Area and the Emergency Department Waiting Area
- **2nd Floor:** Lobby Balcony, Dining Area and Oncology
- **3rd Floor:** 3A and 3B Inpatient Units
- **4th Floor:** Cardiac and Medical Intensive Care Units and the Waiting Area
- **5th Floor:** 5A Surgical Clinic Waiting Area, and the Surgical Intensive Care Unit and Waiting Area
- **6th Floor:** 6A Inpatient Unit

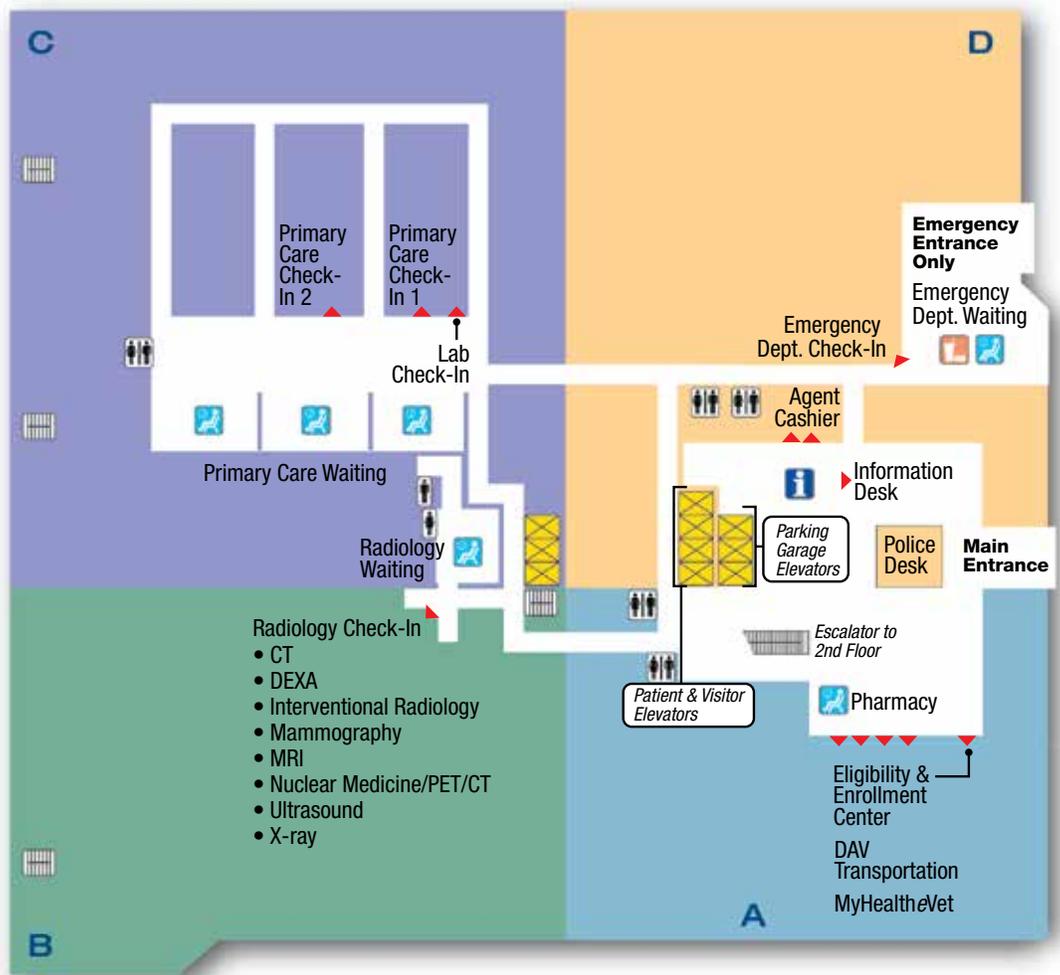
# Basement Floor

Radiation Oncology



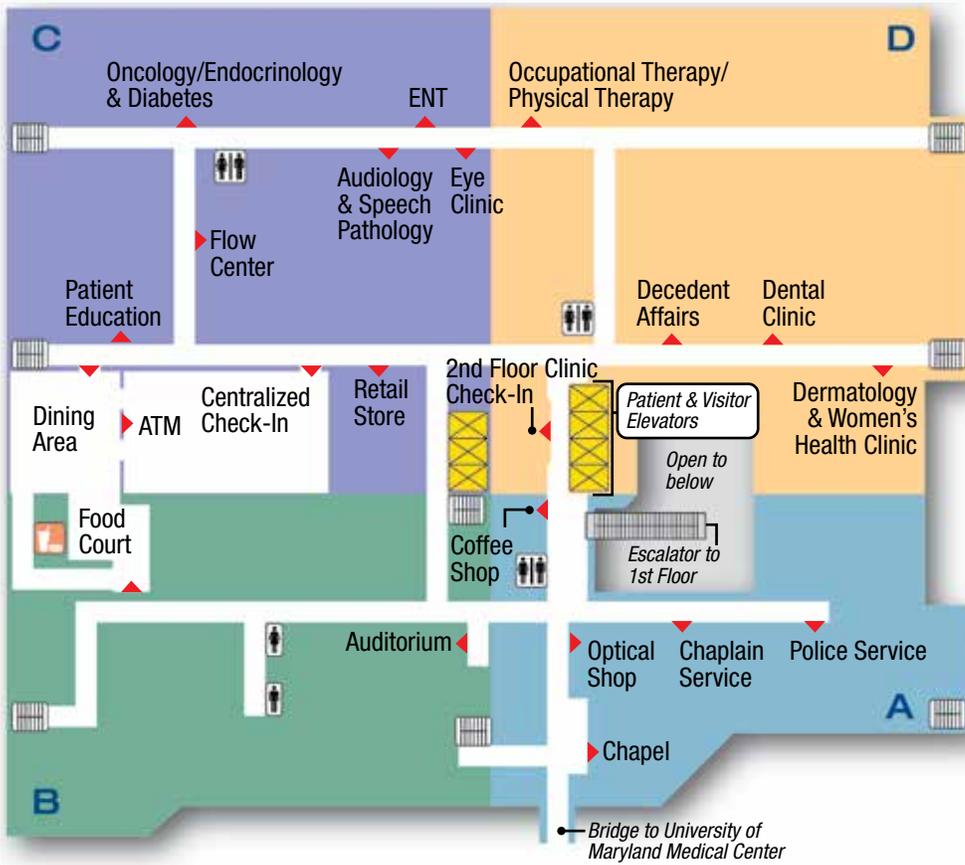
# First Floor

- Agent Cashier
- DAV Transportation
- Eligibility & Enrollment Center
- Emergency Department Check-In
- Emergency Department Waiting
- Information Desk
- Lab Check-In
- MyHealtheVet
- Pharmacy
- Police Desk
- Primary Care Check-In 1
- Primary Care Check-In 2
- Primary Care Waiting
- Radiology Check-In
  - CT
  - DEXA
  - Interventional Radiology
  - Mammography
  - MRI
  - Nuclear Medicine/PET/CT
  - Ultrasound
  - X-ray
- Radiology Waiting



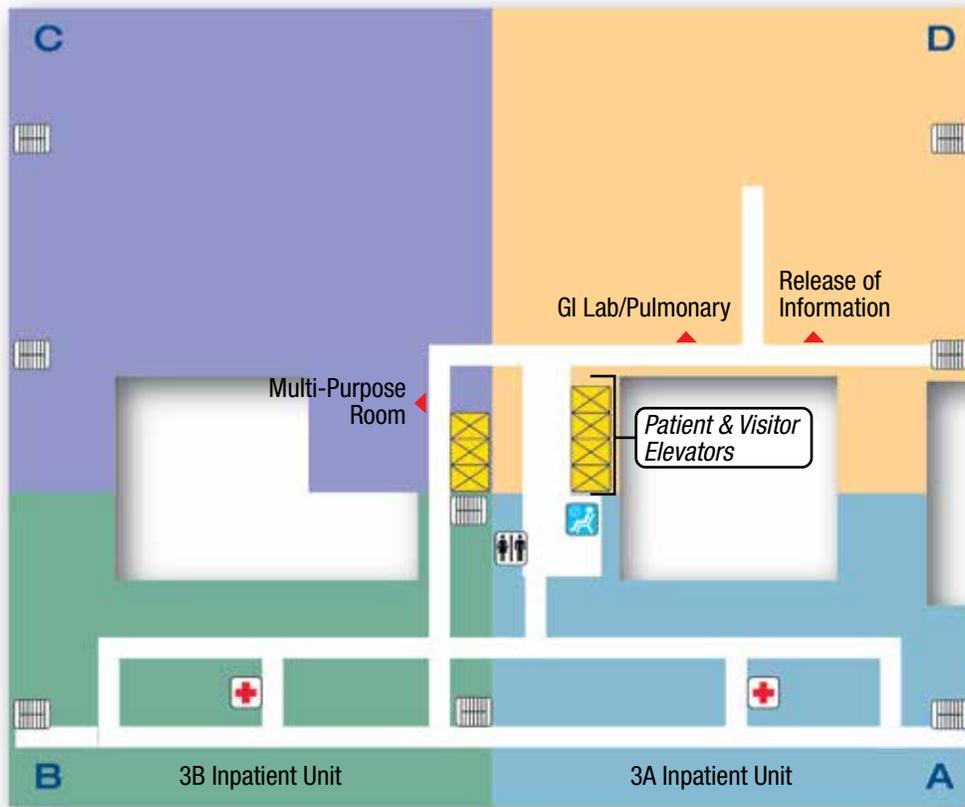
## Legend:

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



## Second Floor

- 2nd Floor Clinic Check-In
- Audiology & Speech Pathology
- Auditorium
- Automated Teller Machine (ATM)
- Centralized Check-In
- Chapel
- Chaplain Service
- Coffee Shop
- Decedent Affairs
- Dental Clinic
- Dermatology
- Dermatology & Women's Health Clinic
- Diabetes
- Dining Area
- Endocrinology
- ENT
- Eye Clinic
- Flow Center
- Food Court
- Occupational Therapy
- Oncology
- Optical Shop
- Patient Education
- Physical Therapy
- Police Service
- Retail Store
- Women's Health Clinic



## Third Floor

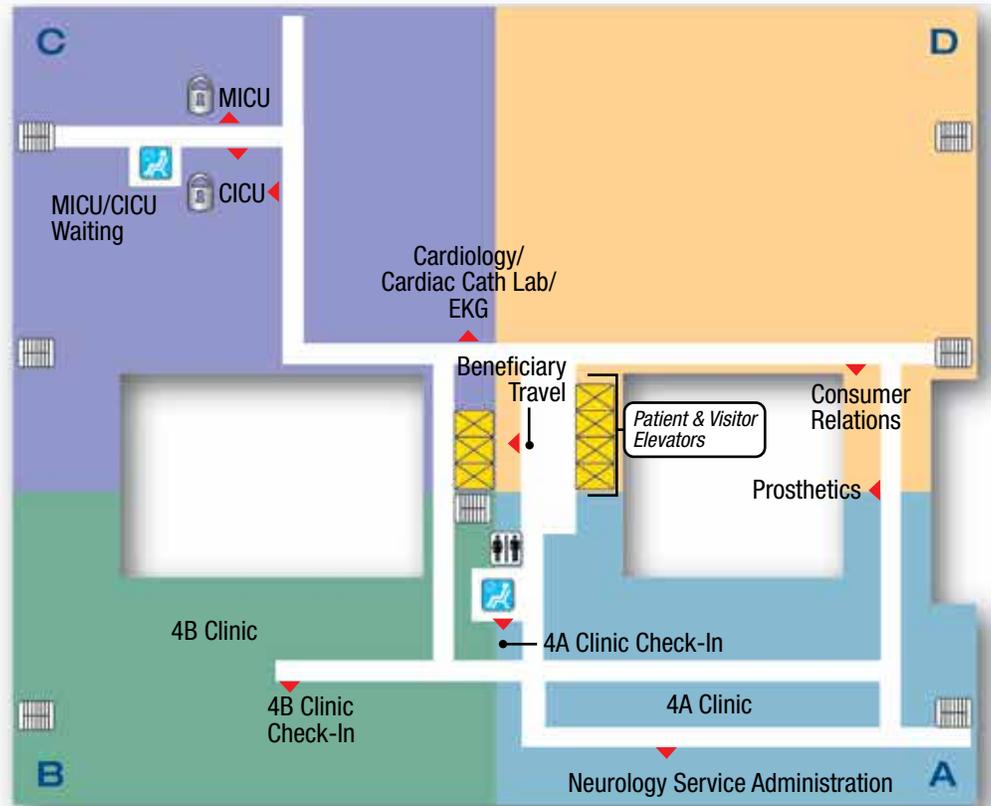
- 3A Inpatient Unit
- 3B Inpatient Unit
- GI Lab
- Multi-Purpose Room
- Pulmonary
- Release of Information

### Legend:

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

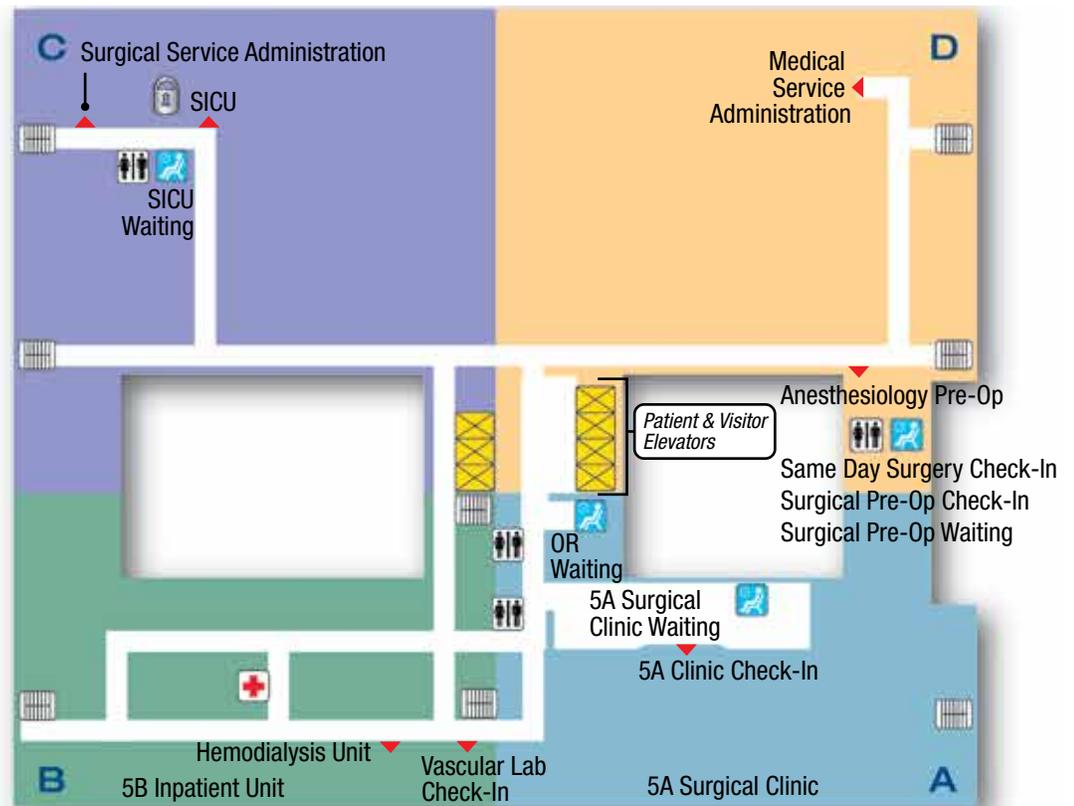
## Fourth Floor

- 4A Clinic
- 4A Clinic Check-In
- 4B Clinic
- 4B Clinic Check-In
- Beneficiary Travel
- Cardiac Cath Lab
- Cardiology
- CICU
- Consumer Relations
- EKG
- MICU
- MICU/CICU Waiting
- Neurology Service Administration
- Prosthetics



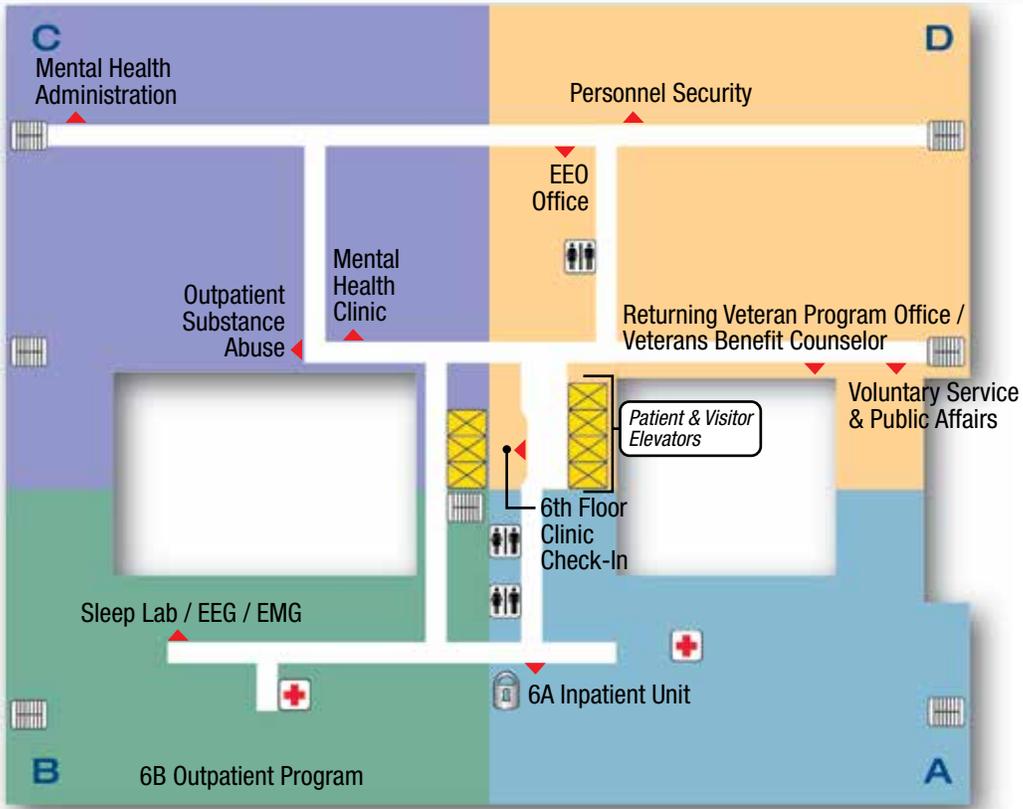
## Fifth Floor

- 5A Clinic Check-In
- 5A Surgical Clinic
- 5A Surgical Clinic Waiting
- 5B Inpatient Unit
- Anesthesiology Pre-Op
- Hemodialysis Unit
- Medical Service Administration
- Operating Room (OR) Waiting
- Same Day Surgery Check-In
- SICU
- SICU Waiting
- Surgical Pre-Op Check-In
- Surgical Pre-Op Waiting
- Surgical Service Administration
- Vascular Lab Check-In



### Legend:

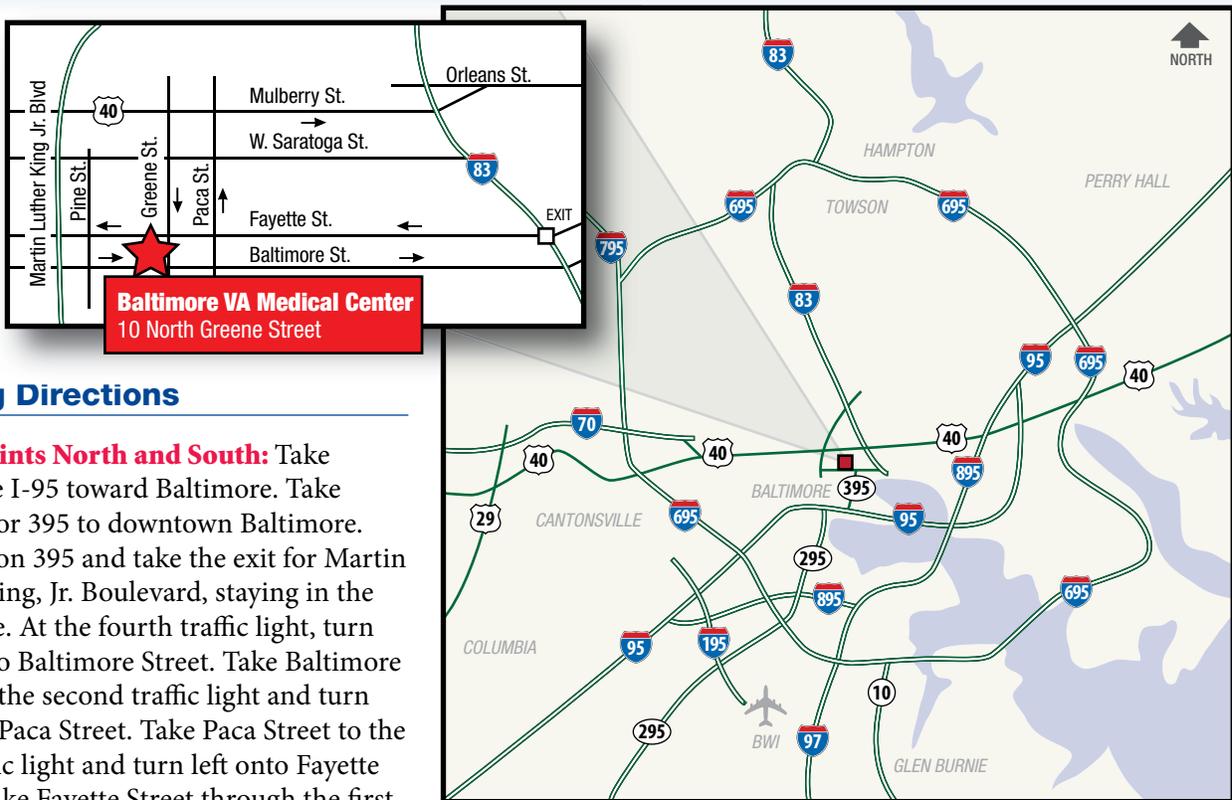
- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access



# Sixth Floor

- 6A Inpatient Unit
- 6B Outpatient Program
- 6th Floor Clinic Check-In
- EEG
- EEO Office
- EMG
- Mental Health Administration
- Mental Health Clinic
- Outpatient Substance Abuse
- Personnel Security
- Returning Veterans Program Office
- Sleep Lab
- Veterans Benefit Counselor
- Voluntary Service & Public Affairs

Department/Area	Floor	Department/Area	Floor	Department/Area	Floor
2nd Floor Clinic Check-In	2	DEXA (Radiology Check-In)	1	Oncology	2
3A Inpatient Unit	3	Diabetes	2	Operating Room (OR) Waiting Area	5
3B Inpatient Unit	3	Dining Area	2	Optical Shop	2
4A Clinic Check-In	4	EEG	6	Outpatient Substance Abuse	6
4A Clinic	4	EEO Office	6	Patient Education	2
4B Clinic Check-In	4	EKG	4	Personnel Security	6
4B Clinic	4	Eligibility & Enrollment Center	1	Pharmacy	1
5A Clinic Check-In	5	Emergency Department Check-In	1	Physical Therapy	2
5A Surgical Clinic	5	Emergency Department Waiting	1	Police Desk	1
5A Surgical Clinic Waiting	5	EMG	6	Police Service	2
5B Inpatient Unit	5	Endocrinology	2	Primary Care Check-In 1	1
6A Inpatient Unit	6	ENT	2	Primary Care Check-In 2	1
6B Outpatient Program	6	Eye Clinic	2	Primary Care Waiting	1
6th Floor Clinic Check-In	6	Flow Center	2	Prosthetics	4
Agent Cashier	1	Food Court	2	Pulmonary	3
Anesthesiology Pre-Op	5	GI Lab	3	Radiation Oncology	B
Audiology & Speech Pathology	2	Hemodialysis Unit	5	Radiology Check-In	1
Auditorium	2	Information Desk	1	Radiology Waiting	1
Automated Teller Machine (ATM)	2	Interventional Radiology (Radiology Check-In)	1	Release of Information	3
Beneficiary Travel	4	Lab Check-In	1	Retail Store	2
Cardiac Cath Lab	4	Mammography (Radiology Check-In)	1	Returning Veteran Program Office	6
Cardiology	4	Medical Service Administration	5	Same Day Surgery Check-In	5
CT (Radiology Check-In)	1	Mental Health Administration	6	SICU	5
Centralized Check-In	2	Mental Health Clinic	6	SICU Waiting	5
Chapel	2	MICU	4	Sleep Lab	6
Chaplain Service	2	MICU Waiting	4	Surgical Pre-Op Check-In	5
CICU	4	MRI (Radiology Check-In)	1	Surgical Pre-Op Waiting	5
CICU Waiting	4	Multi-Purpose Room	3	Ultrasound (Radiology Check-In)	1
Coffee Bar	2	MyHealtheVet	1	Surgical Service Administration	5
Consumer Relations	4	Neurology Service Administration	4	Vascular Lab Check-In	5
DAV Transportation	1	Nuclear Medicine/PET/CT (Radiology Check-In)	1	Veterans Benefit Counselor	6
Decedent Affairs	2	Occupational Therapy	2	Voluntary Service & Public Affairs	6
Dental Clinic	2			Women's Health Clinic	2
Dermatology	2			X-ray (Radiology Check-In)	1



## 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 through 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 toward Baltimore. Prior to reaching the Inner Harbor, turn right onto Fayette Street. Take Fayette Street across town toward 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 toward 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 I-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 through 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.

## Important Phone Numbers

Appointment Center .....	410-605-7333
Baltimore VA Medical Center .....	410-605-7000
Baltimore Vet Center .....	410-764-9400
Billing Information .....	866-393-0006
Eligibility & Enrollment .....	877-222-8387
Long-Term Care Information Line .....	410-642-1121
Medical Records/Release of Information...	410-605-7348
MyHealthVet .....	410-605-7045
Patient Advocate .....	410-605-7099

Prescription Refill Line .....	410-605-7395
Returning Veterans .....	410-605-7259
State Veterans Cemeteries .....	410-923-6981
Telephone Care Line .....	800-865-2441
Toll-Free Number .....	800-463-6295
VA Benefits .....	800-827-1000
VA Burial Benefits .....	410-644-9696
Veterans Crisis Line .....	800-273-8255 (Press 1)
Women Veterans Services .....	410-605-7275