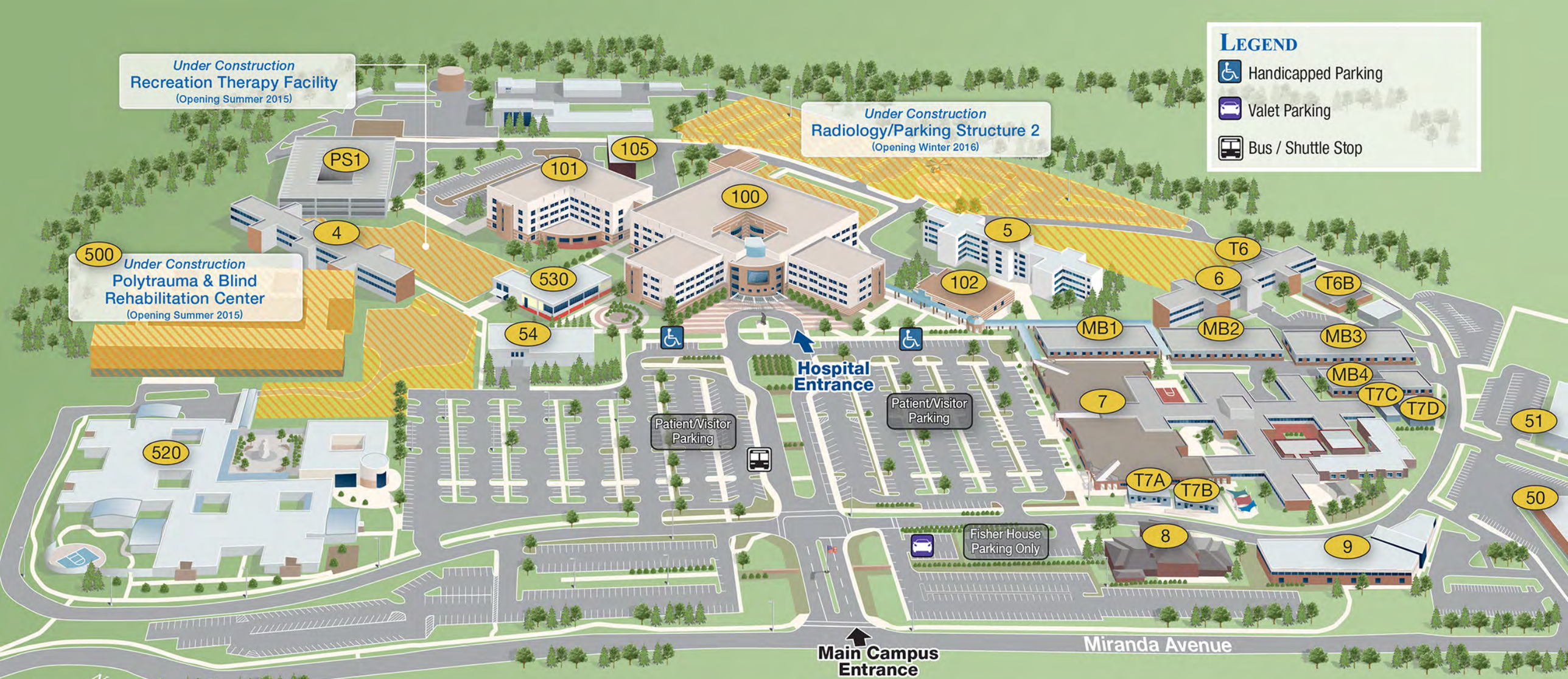
Welcome

Veterans Affairs Palo Alto Health Care System

Palo Alto Division

Visitor's Guide

VA Veterans Affairs PAHCS Palo Alto Health Care System VA HEALTH CARE Defining EXCELLENCE in the 21st Century



BUILDING LEGEND

4	Research & Administration
5	Primary Care Clinics
6	Administration
7	Spinal Cord Injury / Rehabilitation Center
8	Fisher House
9	Defender's Lodge
50	Warehouse
51	Research & Development
54	Research
100	Hospital & Clinics
101	Administration & Canteen
102	Diagnostics Radiology Center
105	Mental Health Learning Center
500	Polytrauma & Blind Rehabilitation Center
520	Mental Health Center
530	Aquatic Therapy Center
MB1	Hometel
MB2	Polytrauma Transitional Rehabilitation Program (PTRP)
PS1	Parking Structure 1
T6B	Whistle Stop

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Visitor Information

VA PAHCS
Veterans Affairs Palo Alto Health Care System

Clinic Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Palo Alto Division Phone Number: 650-493-5000
800-455-0057

To reach an operator, press "0."
To dial a Palo Alto Division extension, press "1" twice.

Automated Refill and Appointment Cancellation Line: 800-311-2511
Veterans Crisis Line: 800-273-8255

About Palo Alto Division

The VA Palo Alto Health Care System (VAPAHCS) serves your healthcare needs through three inpatient facilities and seven outpatient clinics in California.

The health care system provides a full range of patient care services in the areas of medicine, surgery, psychiatry, rehabilitation, neurology, oncology, dentistry, geriatrics, and extended care.

The VA Palo Alto Health Care System is home to a variety of regional treatment centers, including a Polytrauma Rehabilitation Center, Spinal Cord Injury Center, a Comprehensive Rehabilitation Center, a Traumatic Brain Injury Center, the Western Blind Rehabilitation Center, a Geriatric Research Educational and Clinical Center, a Homeless Veterans Rehabilitation Program, and the National Center for Post Traumatic Stress Disorder.

The health care system maintains one of the top three research programs in VA with extensive research centers in geriatrics, mental health, Alzheimer's disease, spinal cord regeneration, schizophrenia, Rehabilitation Research and Development Center, HIV research, and a Health Economics Resource Center.

An affiliation with the Stanford University School of Medicine provides a rich academic environment, including medical training for physicians in virtually all specialties and subspecialties.

Information Desk

Extension 60026
Location: Building 100, 1st Floor, page 6
Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m.

Parking

Valet Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Parking is free at all sites. To locate a parking lot near the building you will be visiting, please see our campus map located on pages 2 and 3.

For your convenience, free valet parking is available (please note that attendants are not allowed to accept tips). The valet lot is marked on the campus map located on page 3. Shuttle cart volunteers can drive you from the valet lot to the building you are visiting upon request.

Lab/Blood Draw

Extension 64166
Location: Building 100, 1st Floor, page 6
Hours: Monday - Friday, 7:30 a.m. - 5:15 p.m.
Saturday, 8:00 a.m. - 1:00 p.m.

Outpatient Pharmacy

Automated Refill Line: 800-311-2511
Location: Building 100, 1st Floor, page 6
Hours: Monday - Friday, 9 a.m. - 7:00 p.m.
Weekends & Holidays 9:00 a.m. - 5:30 p.m.

Services Available

Admitting & Eligibility

Extension 66266
Location: Building 100, 1st Floor, page 6
Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

An application to enroll for Health Care Benefits is located at www.paloalto.va.gov/patients, or visit our Admitting & Eligibility Office.

Patriot Café & Patriot Brew (Cafeteria & Coffee Shop)

Location: Building 101, 1st Floor, page 6
Cafeteria Hours: Monday - Friday, 7:00 a.m. - 3:00 p.m.
Coffee Shop Hours: Monday - Friday, 6:00 a.m. - 8:00 p.m.

In addition to the Cafeteria & Coffee Shop, there are vending machines located throughout the campus.

Patriot Store (Retail Store)

Location: Building 101, 1st Floor, page 6
Hours: Monday - Friday, 7:00 a.m. - 4:00 p.m.

The retail store contains a number of everyday items, snacks, and gifts which are duty-free (tax free).

ATM

Location: Building 101, 1st Floor, page 6

The ATM machine belongs to the Meriwest Credit Union. ATM fees may apply.

Women Veterans Program

Extension 64915 or 650-852-3229
Location: Building 5, 2nd Floor, page 10
Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Women's Health Center services include primary care, reproductive health care, mental health, and specialty care services. Weekend and evening clinic appointments are available.

Prosthetic & Sensory Aids Service

Extension 66236
Location: Building 5, 1st Floor, page 10
Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Prosthetics and Sensory Aids Service includes a Prosthetic and Orthotic Lab, Wheelchair Repair Shop, and Optical Shop. Wheelchair, Scooter, and Lift repairs needed outside of normal business hours call Mobility Equipment at 650-596-7358.

My Health*e*Vet

Extension 60393 or 650-849-0393
Location: Building 5, 1st Floor, page 10
Hours: Monday - Friday, 8:00 a.m. - 4:00 p.m.

Kiosks located throughout campus.
My Health*e*Vet (www.myhealth.va.gov) offers Veterans secure access to portions of their VA health care records. Once authenticated in-person at a VA, My Health*e*Vet offers secure health care team communication, prescription refill, appointments, wellness reminders, and chemistry and lab results.

Lodging

Fisher House Palo Alto

Extension 69914
Location: Building 8, page 3

The Fisher House provides temporary lodging for families of Veterans and active duty military personnel who are undergoing treatment at VAPAHCS.

Defender's Lodge

Extension 61333
Location: Building 9, page 3

The Defender's Lodge provides temporary lodging for Veterans who are undergoing treatment at VAPAHCS.

VAPAHCS Lodging requires that the Veteran and their family be referred by a clinician. More information about Fisher House, Defender's Lodge, local lodging, and local activities at www.paloalto.va.gov/visitors.

Volunteer

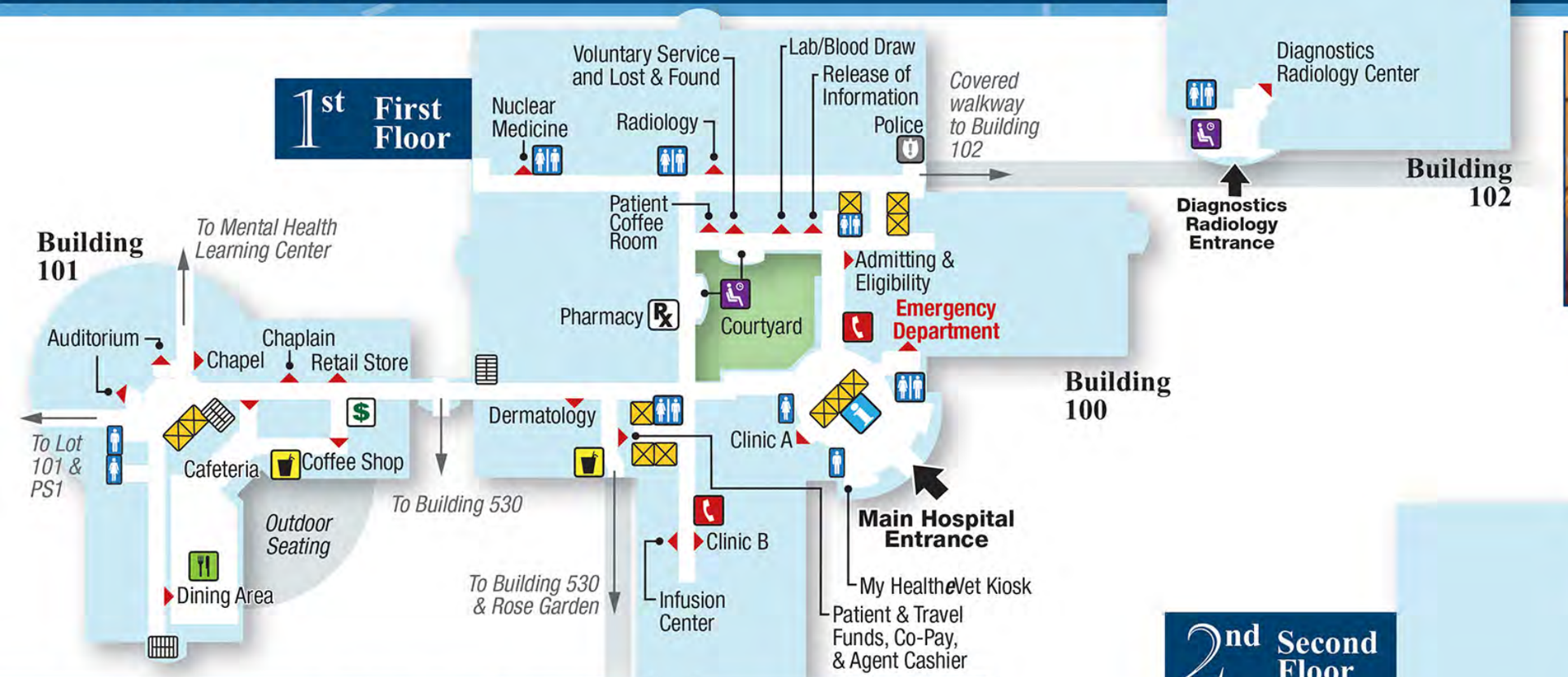
Extension 65800 or 650-858-3903
Location: Building 100, 1st Floor, page 6
Hours: Monday - Friday, 8:00 a.m. - 4:30 p.m.

Volunteers perform a number of critical services throughout the health care system including patient and family support, transportation services, and assisting in navigating facilities. More information is available at www.paloalto.va.gov/giving, or call or visit Voluntary Services.

U.S. Post Office

Location: Building 6, 1st Floor, page 3
Hours: Monday - Friday, 10:00 a.m. - 2:00 p.m.

Building 100, 101, & 102



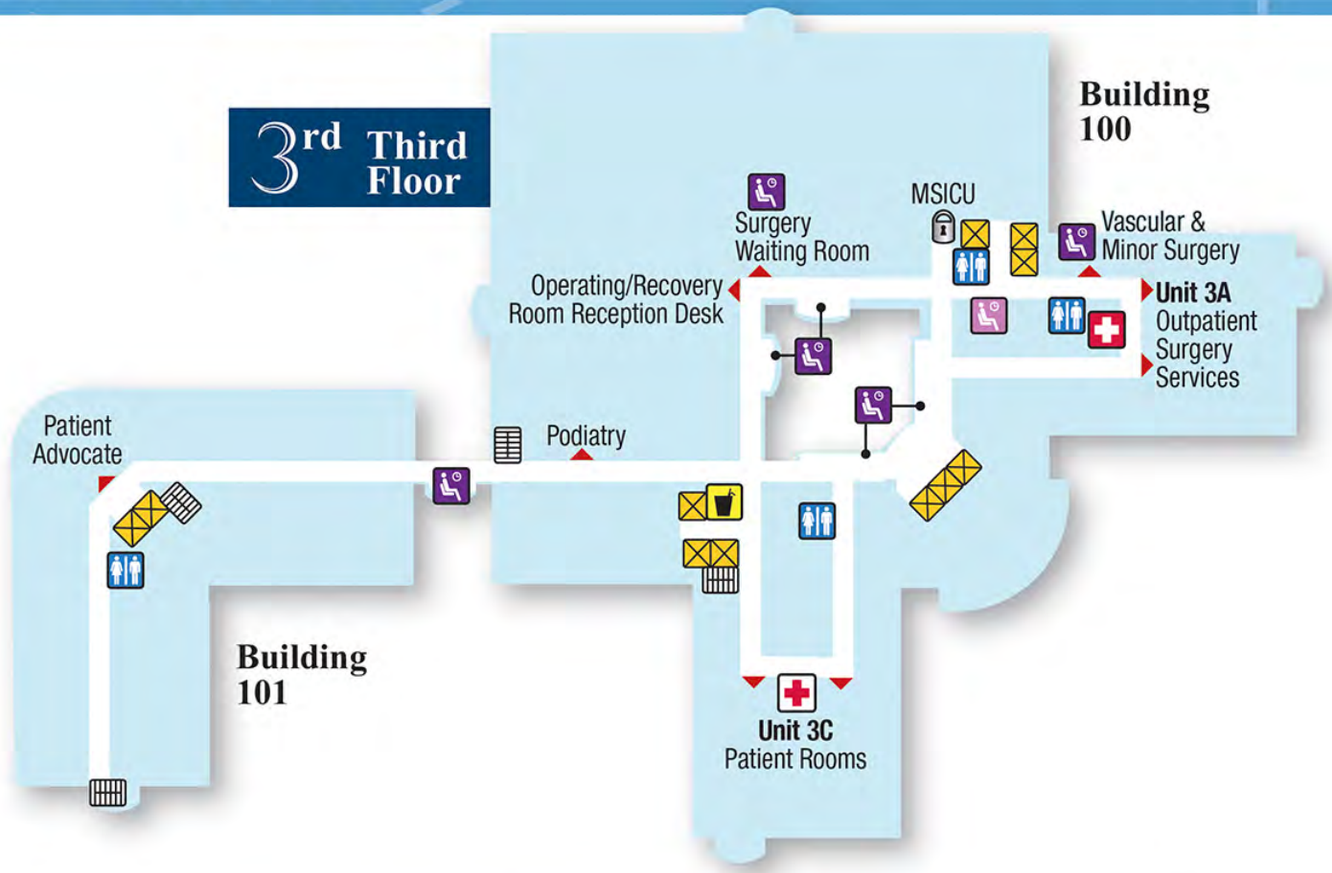
DEPARTMENT	FLOOR	BUILDING
Auditorium	1	101
Admitting & Eligibility	1	100
Audiology/Speech Pathology	2	100
Benefits Counselor	2	101
Cafeteria	1	101
Cardiology	2	100
Chapel	1	101
Chaplain	1	101
Clinic A	1	100
Clinic B	1	100
Coffee Shop	1	101
Dermatology	1	100
Diagnostics Radiology	1	102
Dialysis	2	100
Emergency Department	1	100
Ear Nose & Throat (ENT) and Dental	2	100
Infusion Center	1	100
Intermediate Intensive Care Unit (IICU)	2	100

DEPARTMENT	FLOOR	BUILDING
Lab/Blood Draw	1	100
Library	2	101
My HealtheVet Kiosk	1,2	100
Nuclear Medicine	1	100
Patient Coffee Room	1	100
Patient & Travel Funds, Co-Pay, & Agent Cashier	1	100
Pharmacy	1	100
Police	1	100
Pulmonary Medicine	2	100
Radiology	1	100
Release of Information	1	100
Retail Store	1	101
Unit 2A-Patient Rooms	2	100
Unit 2C-Compensation & Pension, Environmental Medicine	2	100
Voluntary Service and Lost & Found	1	100
Veterans Service Organization (VSO)	2	101

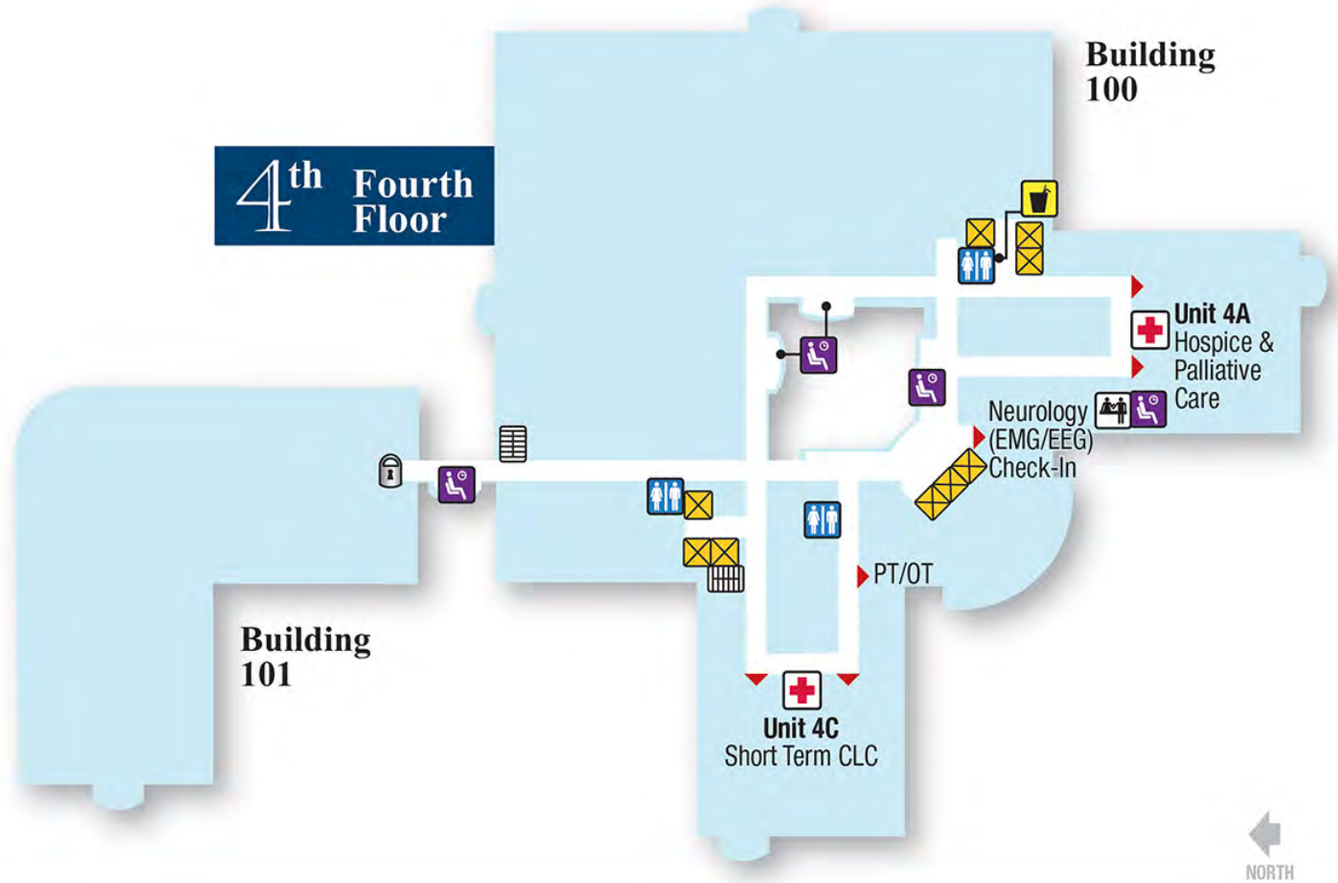
LEGEND

Elevators · Restrooms · Stairs · Vending · Nurses Station · Restricted Access · Police · Pharmacy · Information · Pay Phone · Waiting / Seating Area · Family Waiting Area · ATM · Check-In & Registration · Cafeteria / Dining Room

Building 100 & 101



VA Palo Alto Health Care System has more than 950 Veteran staff members.

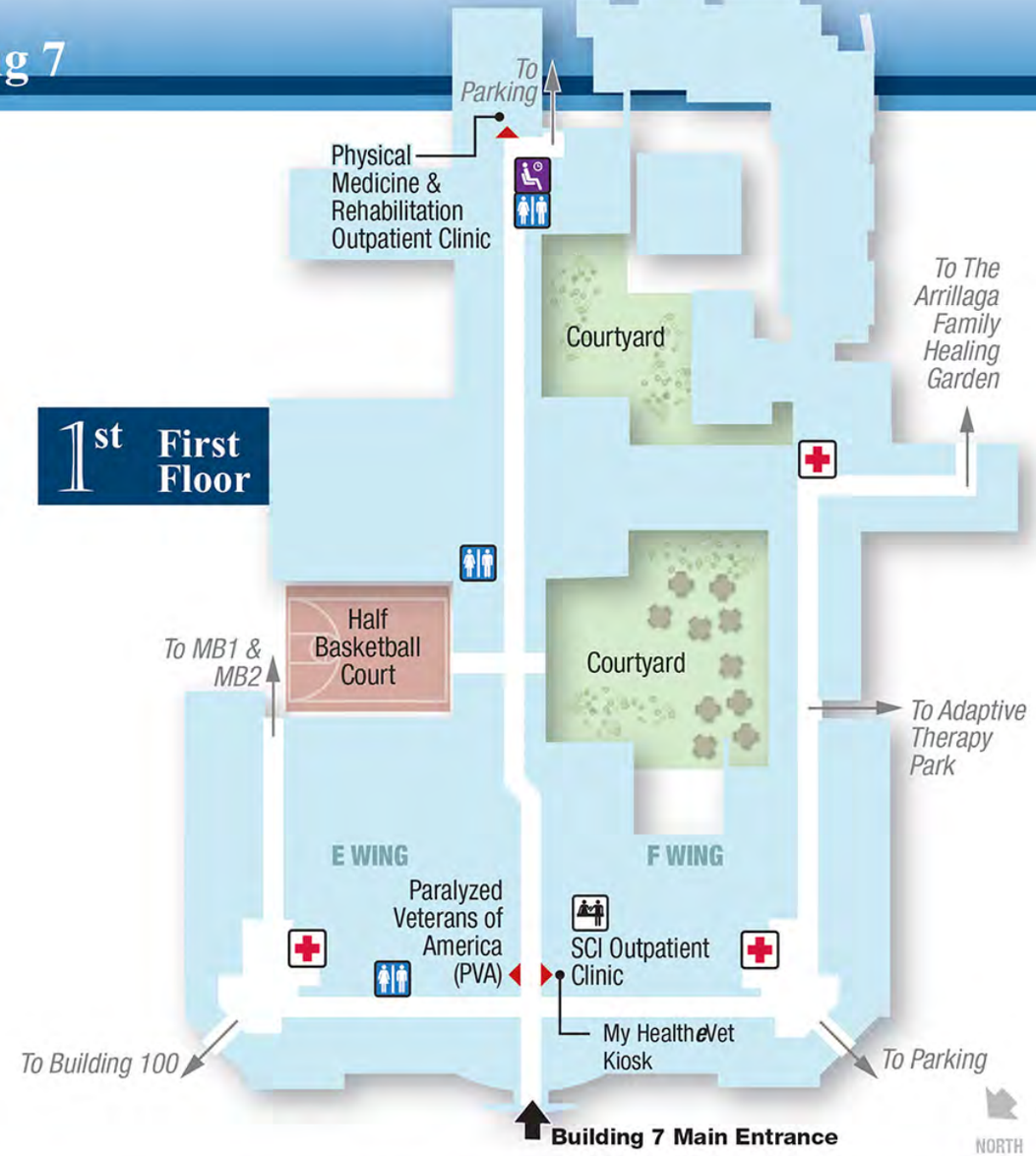


DEPARTMENT	FLOOR	BUILDING
Medical/Surgical Intensive Care Unit (MSICU)	3	100
Neurology (EMG/EEG)	4	100
Operating/Recovery Room Reception Desk	3	100
Patient Advocate	3	101
Podiatry	3	100
Physical Therapy/Occupational Therapy (PT/OT) Check-In	4	100
Surgery Waiting Room	3	100
Unit 3A-Outpatient Surgery Services	3	100
Unit 3C-Patient Rooms	3	100
Unit 4A-Hospice & Palliative Care	4	100
Unit 4C-Short Term Community Living Center (CLC)	4	100
Vascular & Minor Surgery	3	100

LEGEND Elevators · Restrooms · Stairs · Vending · Nurses Station · Restricted Access · Nurses Station / Check-In · Check-In & Registration · Waiting / Seating Area · Family Waiting Area

Building 5

Building 7



DEPARTMENT	FLOOR	BUILDING
Dialysis (temporary)	*1*	*5*
General Medicine Center (GMC)	2	5
Mental Illness Research & Clinical Center (MIRECC)/ War Related Injury & Illness Center (WRIISC)	4	5
My HealtheVet Kiosk	1	7
My HealtheVet Resource Center	1	5
Occupational Health Services	1	5
Optical Shop	1	5
Optometry	1	5

DEPARTMENT	FLOOR	BUILDING
Paralyzed Veterans of America (PVA)	1	7
Physical Medicine & Rehabilitation Outpatient Clinic	1	7
Physical Therapy	1	5
Prosthetics Pick up	1	5
Spinal Cord Injury (SCI) Outpatient Clinic	1	7
Wheelchair Shop	1	5
Women's Health Center	2	5
Women's Resource Center	3	5

LEGEND Elevators, Restrooms, Stairs, Waiting / Seating Area, Nurses Station, Check-In & Registration, Nurses Station / Check-In, Vending

Palo Alto Division
3801 Miranda Avenue
Palo Alto, CA 94304
650-493-5000

Menlo Park Division
795 Willow Road
Menlo Park, CA 94025
650-614-9997

Livermore Division
4951 Arroyo Road
Livermore, CA 94550
925-373-4700

Capitola Community-Based Outpatient Clinic
1350 41st Avenue, Suite 102
Capitola, CA 95010
831-464-5519

Fremont Community-Based Outpatient Clinic
39199 Liberty Street
Fremont, CA 94538
510-791-4000

Modesto Community-Based Outpatient Clinic
1225 Oakdale Road
Modesto, CA 95355
209-557-6200

Monterey Community-Based Outpatient Clinic
3401 Engineer Lane
Seaside, CA 93955
831-883-3800

San Jose Community-Based Outpatient Clinic
80 Great Oaks Boulevard
San Jose, CA 95119
408-363-3000

Sonora Community-Based Outpatient Clinic
13663 Mono Way
Sonora, CA 95370
209-588-2600

Stockton Community-Based Outpatient Clinic
7777 South Freedom Rd.
French Camp, CA 95231
209-946-3400

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