

LOCH RAVEN VA OUTPATIENT CLINIC



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

Loch Raven VA Outpatient Clinic

3901 The Alameda

Baltimore, MD 21218

Phone: 410-605-7650

Eligibility & Enrollment: 877-222-8387

www.maryland.va.gov

Hours: Monday-Friday, 8 a.m. to 4:30 p.m. (except federal holidays)

Welcome to the Loch Raven VA Outpatient Clinic



The Loch Raven VA Outpatient Clinic, which is part of the VA Maryland Health Care System, offers health care services coordinated by experienced and compassionate primary care providers and support staff who specialize in delivering personalized attention to Veterans. The clinic provides general outpatient care, preventive health and education

services, various medical screenings, and referrals to specialized programs and inpatient services available throughout the VA Maryland Health Care System.

Patient Information

Services

- Anticoagulation Clinic
- Audiology
- Compensation & Pension
- Dermatology
- Diabetes/Endocrine
- Driver Rehabilitation
- Lab
- Low Vision
- Mental Health
- Nutrition
- Optometry
- Physical Medicine & Rehabilitation
- Podiatry
- Primary Care
- Radiology
- Social Work
- Traumatic Brain Injury (TBI)
- Women's Health

Enrolling for VA Care

Online: Visit www.va.gov and click on the “Apply now for VA health care.”

By Phone: Call **877-222-8387**
Monday through Friday between 8 a.m. and 8 p.m.

By Mail: Visit www.va.gov/health-care/how-to-apply/ and click on “Download VA Form 10-10EZ” to print and fill out the application for VA health care enrollment.

Mail the completed form to:

Health Eligibility Center
2957 Clairmont Road, Suite 200
Atlanta, GA 30329

In Person: You can drop off a completed 10-10EZ at the Loch Raven VA Outpatient Clinic Monday through Friday between 8 a.m. and 4:30 p.m.

Appointments

- Call **410-605-7333** Monday through Friday between 7:30 a.m. and 4:30 p.m. to schedule, change, cancel or confirm a clinic appointment.
- If you cannot make your scheduled appointment, please call to cancel or reschedule at least 24 hours in advance. This allows another Veteran to use your appointment time.
- Walk-in appointments are accommodated in as timely a manner as possible.

Prescription Refills

- By Phone:** Call **410-605-7395** (24 hours a day, 7 days a week)
- Online:** Visit www.myhealth.va.gov
- By Mail:** Fill out and sign your refill request form and use the return mailing label provided to mail the form to the appropriate outpatient pharmacy.

Emergency Care

- If you have a life-threatening emergency, call **911**.
- Once a Veterans' immediate emergency medical care needs have been addressed, the Veteran, a family member, friend or hospital staff member should call VA's National Emergency Notification Center at **844-724-7842** within 72 hours.

Urgent Care

- VA offers urgent care services to eligible Veterans at in-network urgent care clinics in the community. You can use VA's urgent care benefit to treat minor injuries and illnesses that are not life-threatening.
- For a listing of in-network urgent care providers in your community, visit www.va.gov/find-locations/ or call VA's Office of Community Care at **877-881-7618** Monday – Friday between 8 a.m. and 4:30 p.m.

Telephone Care Line

- If you have a medical concern or question after hours, call the Telephone Care Line at **800-865-2441**. Trained professionals are available 24 hours a day, 7 days a week to answer your non-emergent, health care questions.

Veterans Crisis Line

- If you are having thoughts of hurting yourself or you want to speak with a mental health professional, call the Veterans Crisis Line 24 hours a day, 7 days a week at **800-273-8255**, and **press 1**.

Hours of Operation

Monday through Friday from 8 a.m. to 4:30 p.m. (except federal holidays).

Parking

There is plenty of free parking available at the clinic. Additionally, free valet parking is available for all outpatients and is accessible by the entrance to the Loch Raven VA Outpatient Clinic.

Mass Transportation

For information about bus routes and schedules close to the Loch Raven VA Outpatient Clinic, please visit the Maryland Transit Administration website at www.mta.maryland.gov or call **410-539-5000**.

Shuttle Service to Baltimore VA Medical Center

There is a free shuttle available to and from the Baltimore VA Medical Center. No reservations are required for the shuttle, but ridership is based on a space available basis and is limited to Veteran patients only. For the shuttle schedule, visit www.maryland.va.gov/patients/shuttle.asp or call **410-605-7318**.

Directions

From points Northwest of Baltimore: Take 83 South to Cold Spring Lane and exit onto Cold Spring Lane heading East. Take Cold Spring Lane to Loch Raven Boulevard and turn right onto Loch Raven Boulevard. The entrance to the Loch Raven VA Outpatient Clinic is on the right on Loch Raven Boulevard just prior to the intersection with The Alameda.

From points Northeast of Baltimore: Take 95 South to 695 West towards Towson. Take the exit for Loch Raven Boulevard heading South off of 695. Go approximately four to five miles and the entrance to Loch Raven VA Outpatient Clinic is on the right on Loch Raven Boulevard just prior to the intersection with The Alameda.

From points East: Take 695 North towards Towson. Take the exit for Loch Raven Boulevard heading South off of 695. Go approximately four to five miles and the entrance to Loch Raven VA Outpatient Clinic is on the right on Loch Raven Boulevard just prior to the intersection with The Alameda.

From points South: Take 95 North to 395 (downtown Baltimore) and turn right onto Conway Street. Take Conway Street to Charles Street and turn left onto Charles Street. Take Charles Street through the City to 33rd Street and turn right onto 33rd Street. Take 33rd Street to Loch Raven Boulevard and turn left onto Loch Raven Boulevard. Take Loch Raven Boulevard to The Alameda and turn left onto the Alameda. The entrance to the Loch Raven VA Outpatient Clinic is the first entrance on the right off of The Alameda.

From points West: Take 695 South toward Washington and exit onto 95 North toward Baltimore. Take 95 North to 395 (downtown Baltimore) and turn right onto Conway Street. Take Conway Street to Charles Street and turn left onto Charles Street. Take Charles Street through the City to 33rd Street and turn right onto 33rd Street. Take 33rd Street to Loch Raven Boulevard and turn left onto Loch Raven Boulevard. Take Loch Raven Boulevard to The Alameda and turn left onto the The Alameda. The entrance to the Loch Raven VA Outpatient Clinic is the first entrance on the right off of The Alameda.

Important Phone Numbers

Appointment Center	410-605-7333
Billing Information	866-393-0006
Care in the Community	410-642-2411, ext. 26924
Eligibility & Enrollment	877-222-8387
In-Network Urgent Care Providers	877-881-7618
Loch Raven VA Outpatient Clinic	410-605-7650
Long-Term Care Information Line	410-642-1121
Maryland VA Benefits Program	800-446-4926, ext. 6450
MyHealtheVet	410-605-7045
Patient Advocate	410-605-7542
Prescription Refill Line (24x7)	410-605-7395
Release of Information	410-605-7348
Returning Veterans	410-605-7259
State Veterans Cemeteries	410-923-6981
Telephone Care Line (24x7)	800-865-2441
VA Benefits	800-827-1000
VA Burial Benefits	410-644-9696
Veterans Crisis Line (24x7)	800-273-8255 (Press 1)
Women Veterans Services	410-605-7275