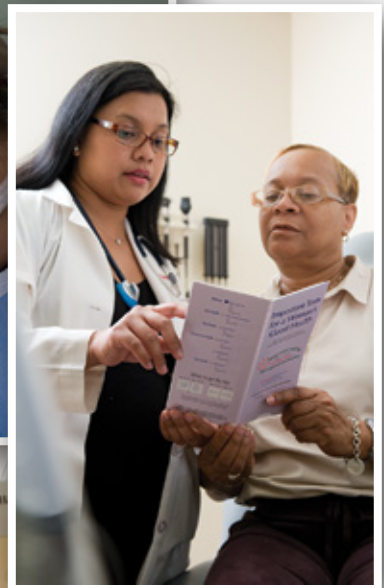


Baltimore VA Medical Center

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

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 Center at 855-679-0250, Monday through Friday, from 8 a.m. to 8 p.m. 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 Vending 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 followings days and times, but may be subject to change:

<i>Retail Store</i>	Monday – Friday	7 a.m. to 5 p.m.
<i>Food Court</i>	Monday – Friday	7 a.m. to 2:30 p.m.
<i>Coffee Shop</i>	Monday – Friday	6:30 a.m. to 2 p.m.
<i>Vending Area</i>	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.

Lost & Found

The Lost & Found office is located on the Basement Floor of the medical center in Room BA-119 (Environmental Management Service). The Lost & Found office is open Monday through Friday from 8 a.m. and 4:30 p.m. To contact Lost & Found, please call 410-605-7064.

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/.

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.va.gov and click on “Health care” under “Explore VA benefits and health care.”

Parking

There is free parking available for patients 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 patients and visitors and is accessible from the 1st level of the parking garage. Patients will be required to show their VA Veteran Health Identification 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 patients, visitors and employees. Because of this, the following guidelines are provided when taking photos or videos inside the Baltimore VA Medical Center:

- Patients may record their appointments (with consent) for private use.
- Visitors may take a photo or video of a patient they are visiting with their consent.
- Photographs and video recordings may not infringe on the privacy of other 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

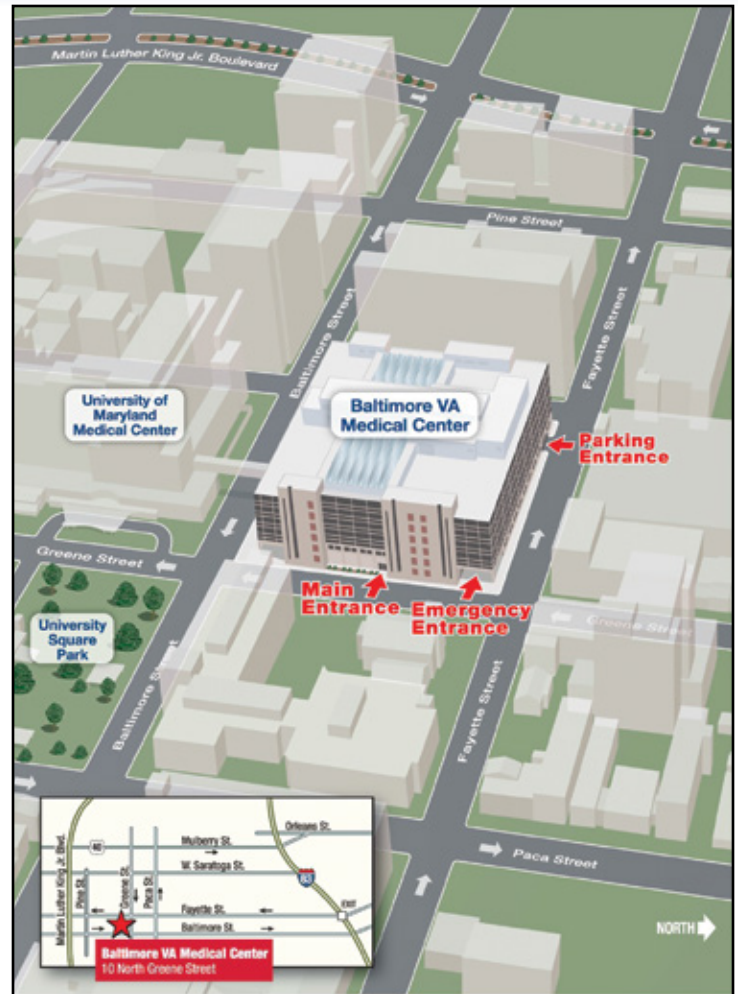
www.va.gov/maryland-health-care/dav-vans-transportation-for-veterans/.

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 may be visitor restrictions in place for the protection of our Veteran patients and employees as a result of possible respiratory outbreaks. These visitor restrictions can change on a regular basis, so please contact a member of the treatment team for the current visitor guidelines.

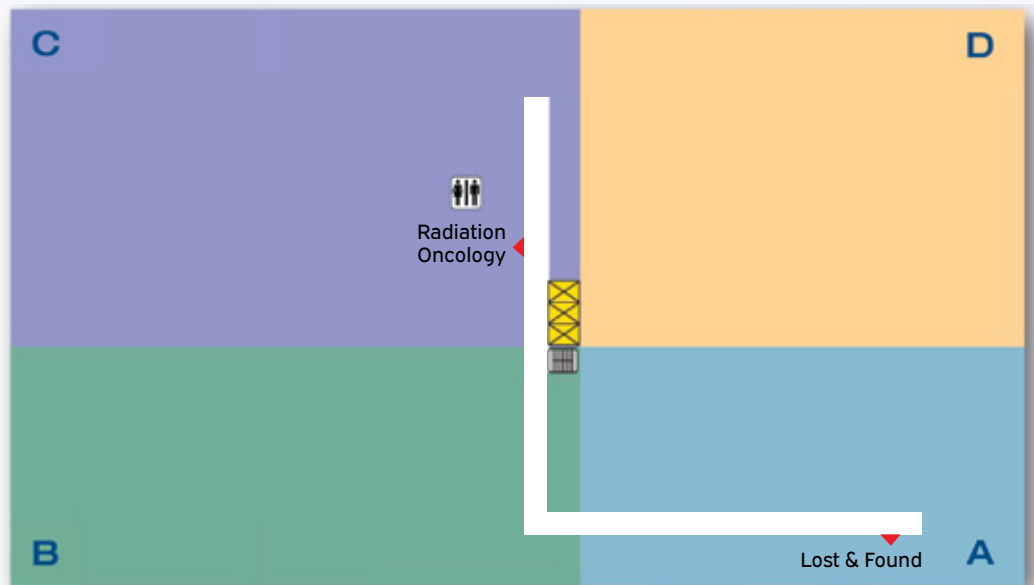
WiFi Internet Access

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

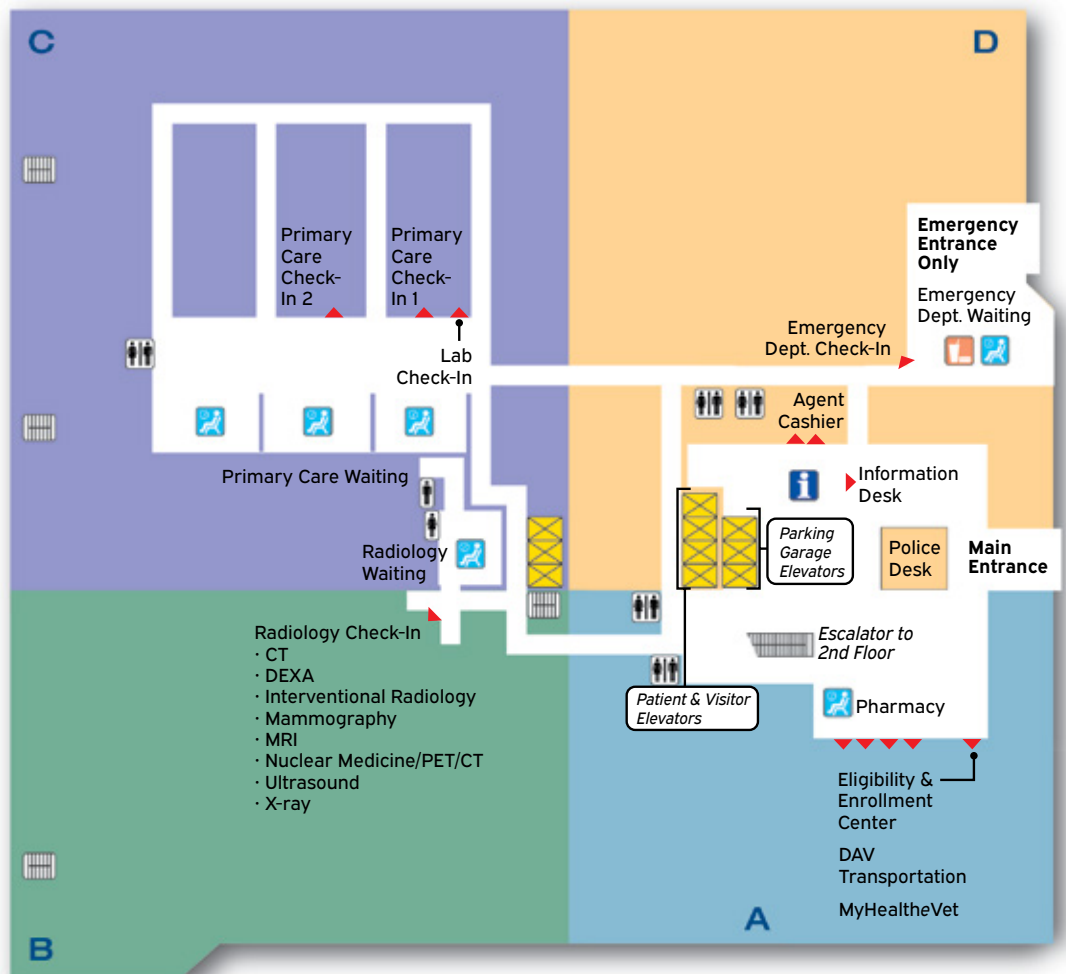
Basement Floor

- Lost & Found
- Radiation Oncology



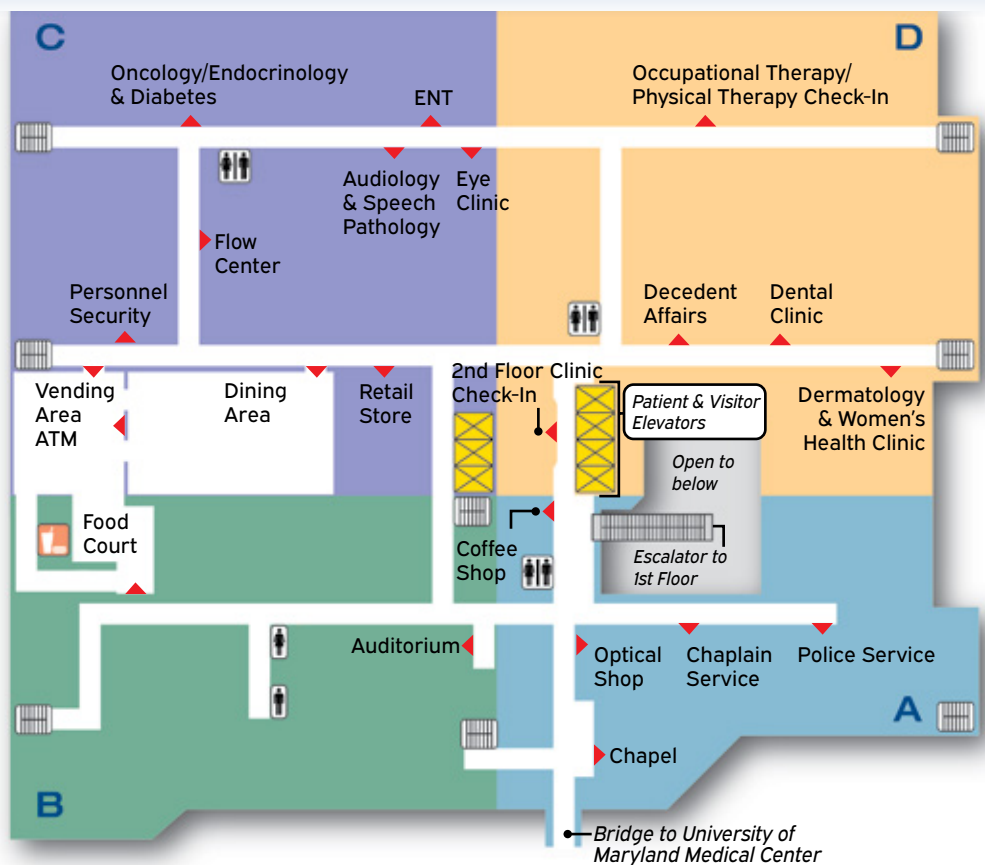
First Floor

- 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



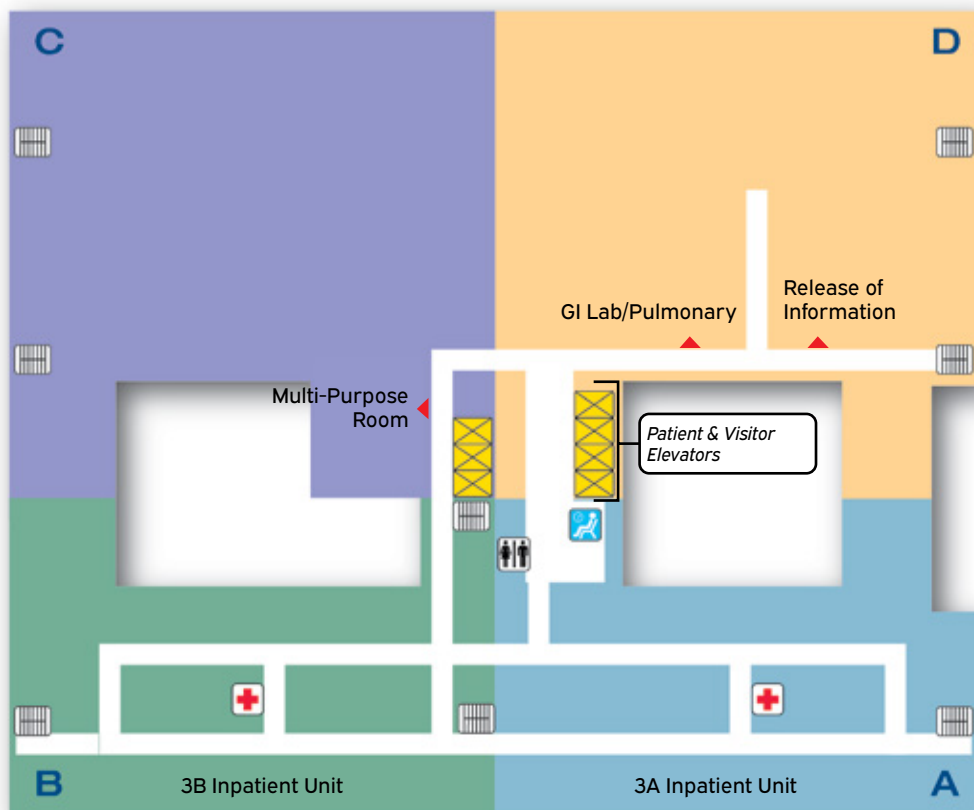
Legend:

- 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)
- Chapel
- Chaplain Service
- Coffee Shop
- Decedent Affairs
- Dental Clinic
- Dermatology
- Diabetes
- Dining Area
- Endocrinology
- ENT
- Eye Clinic
- Flow Center
- Food Court
- Occupational Therapy Check-In
- Oncology
- Optical Shop
- Personnel Security
- Physical Therapy Check-In
- Police Service
- Retail Store
- Vending Area
- 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

- Balance & Mobility Clinic
- Cardiology Clinic
- Chiropractor Clinic
- Chronic Pain Clinic
- CPAP Clinic
- Daytime Sleep Clinic
- Gastroenterology (GI) Clinic
- Home Oxygen Clinic
- Infectious Disease Clinic
- Lung Mass Clinic
- Nephrology Clinic
- Neurology Clinic
- Physical Medicine & Rehabilitation Clinics
- Pulmonary Clinic
- Rheumatology Clinic
- Spinal Cord Injury Clinic

4A Clinic Check-In

4B Clinic

- Beneficiary Travel
- Cardiac Cath Lab
- Cardiology
- CICU

Consumer Relations

ECHO

EKG

GRECC

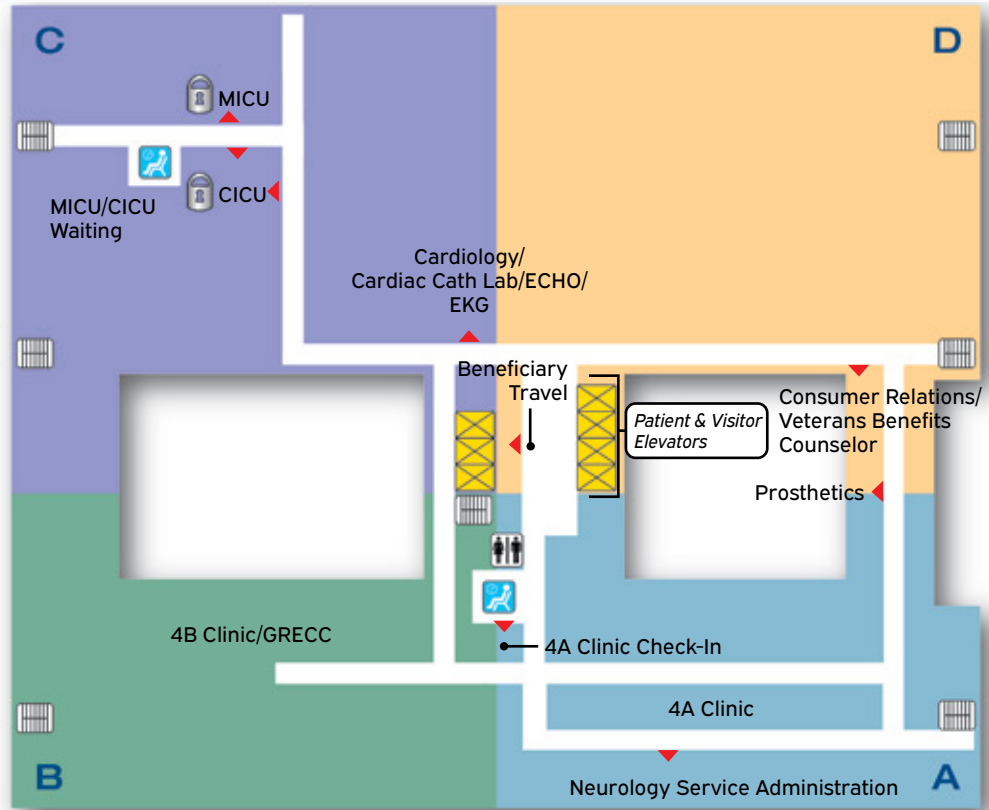
MICU

MICU/CICU Waiting

Neurology Service Administration

Prosthetics

Veterans Benefits Counselor



Fifth Floor

5A Clinic Check-In

5A Surgical Clinic

- General Surgery Clinic
- Gynecology Clinic
- Neurosurgery Clinic
- Orthopedics Clinic
- Plastics Clinic
- Podiatry Clinic
- Urology Clinic
- Vascular Clinic

5A Surgical Clinic Waiting

5B Inpatient Unit

Anesthesiology Pre-Op

Cysto Check-In

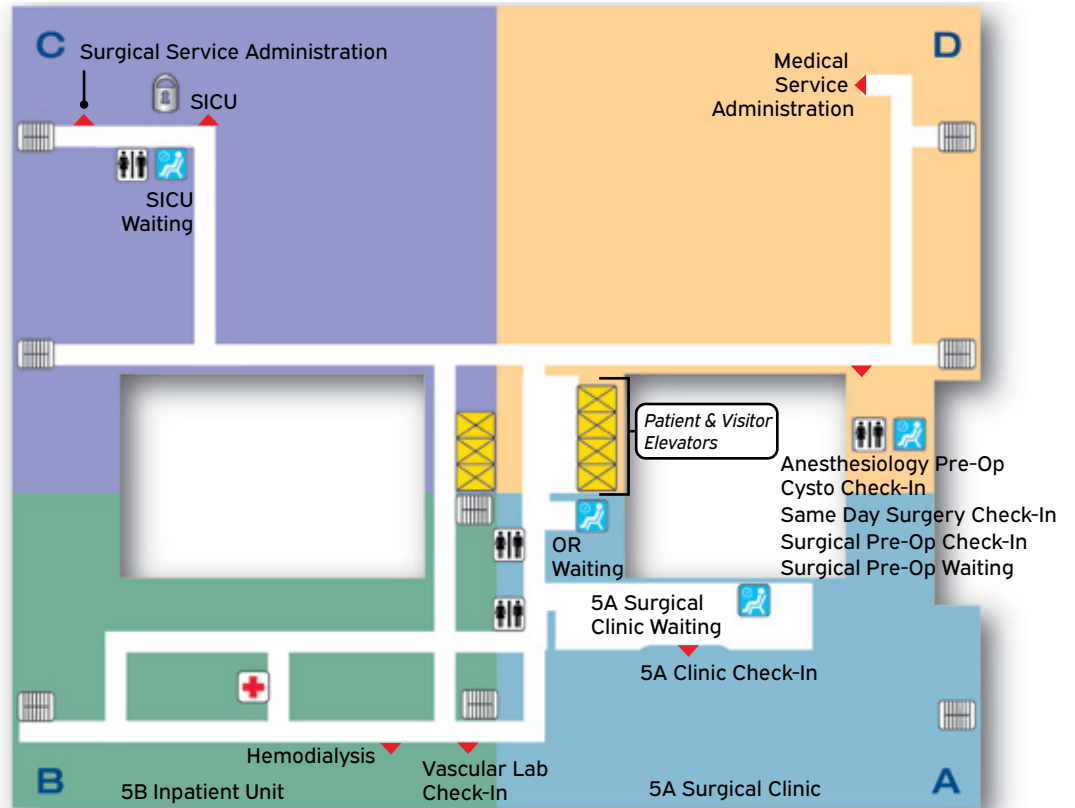
Hemodialysis

Medical Service Administration

Operating Room (OR) Waiting

Same Day Surgery Check-In

SICU

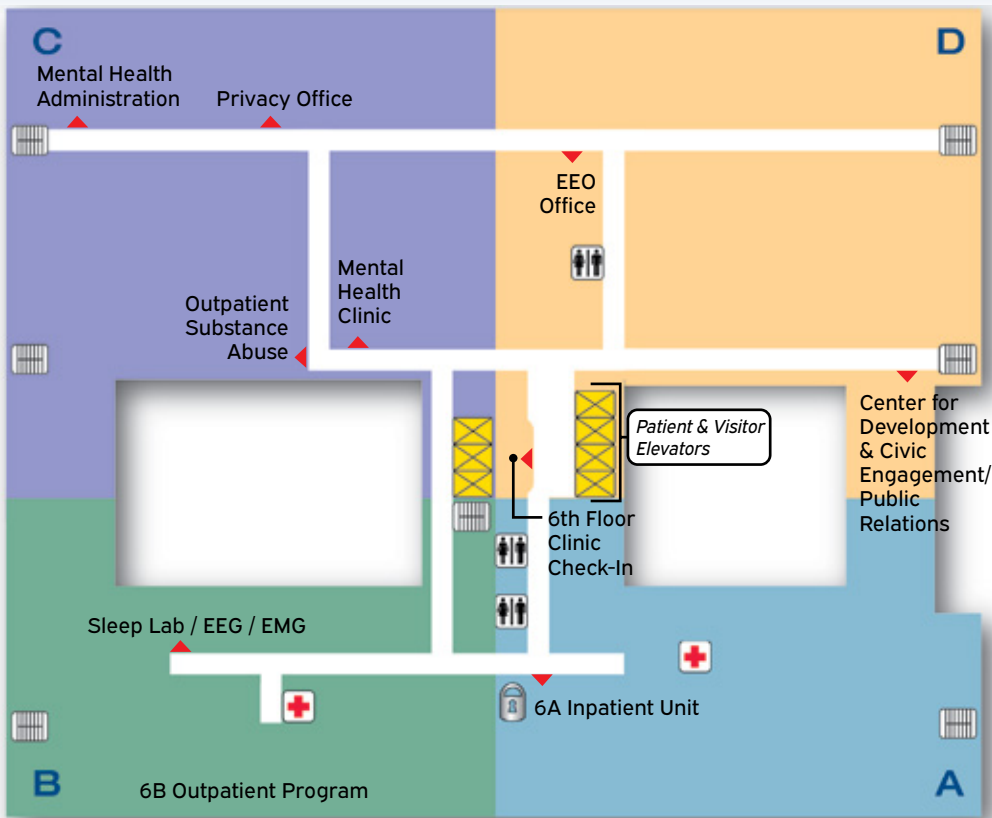


SICU Waiting
Surgical Pre-Op Check-In
Surgical Pre-Op Waiting

Surgical Service Administration
Vascular Lab Check-In

Legend:

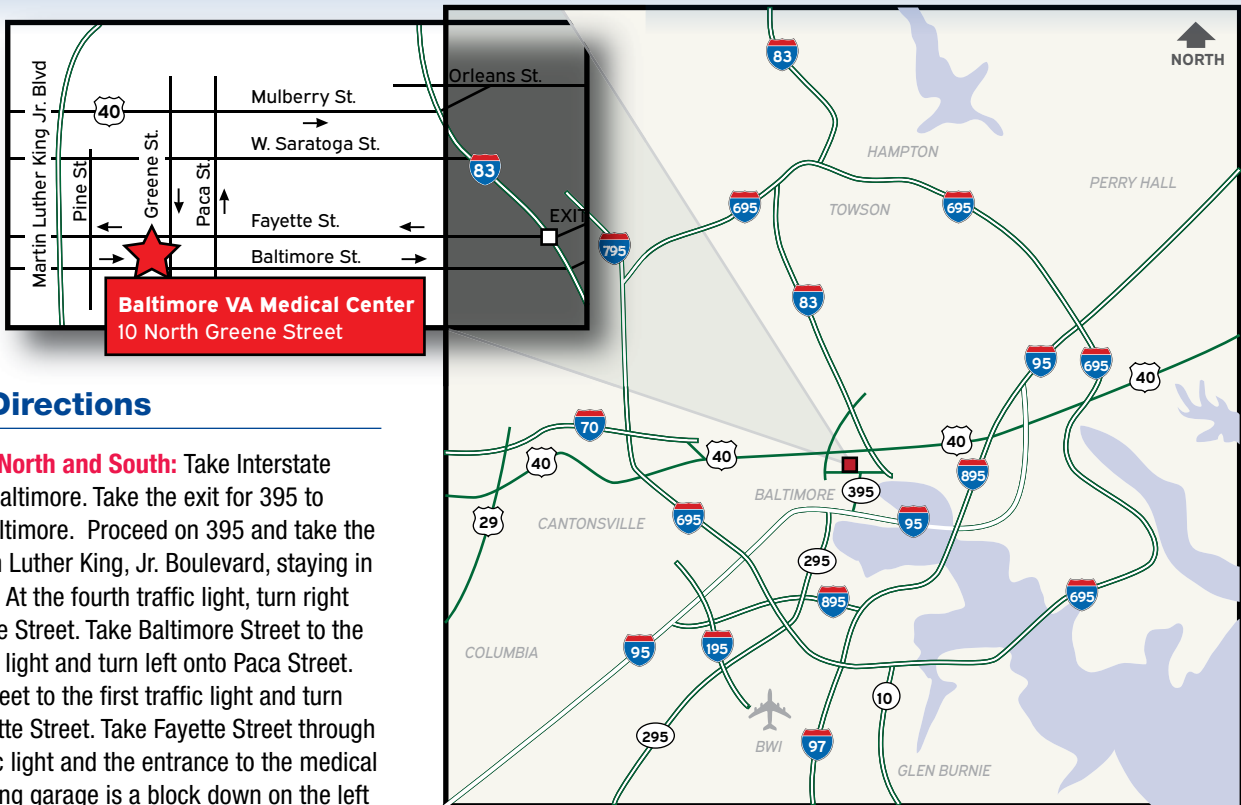
- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access



Sixth Floor

- 6A Inpatient Unit
- 6B Outpatient Program
- 6th Floor Clinic Check-In
- Center for Development & Civic Engagement
- EEG
- EEO Office
- EMG
- Mental Health Administration
- Mental Health Clinic
- Outpatient Substance Abuse
- Privacy Office
- Public Relations
- Sleep Lab

Department/Area	Floor	Department/Area	Floor	Department/Area	Floor	Department/Area	Floor
2nd Floor Clinic Check-In.....	2	Coffee Bar.....	2	Interventional Radiology (Radiology Check-In).....	1	Podiatry Clinic.....	5
3A Inpatient Unit.....	3	Consumer Relations.....	4	Lab Check-In.....	1	Police Desk.....	1
3B Inpatient Unit.....	3	CPAP Clinic.....	4	Lost & Found.....	B	Police Service.....	2
4A Clinic.....	4	Cysto Check-In.....	5	Lung Mass Clinic.....	4	Primary Care Check-In 1.....	1
4A Clinic Check-In.....	4	DAV Transportation.....	1	Mammography (Radiology Check-In).....	1	Primary Care Check-In 2.....	1
4B Clinic.....	4	Daytime Sleep Clinic.....	4	Medical Service Administration.....	5	Primary Care Waiting.....	1
5A Clinic Check-In.....	5	Decedent Affairs.....	2	Mental Health Administration.....	6	Privacy Office.....	6
5A Surgical Clinic.....	5	Dental Clinic.....	2	Mental Health Clinic.....	6	Prosthetics.....	4
5A Surgical Clinic Waiting.....	5	Dermatology.....	2	MICU.....	4	Public Relations.....	6
5B Inpatient Unit.....	5	DEXA (Radiology Check-In).....	1	MICU Waiting.....	4	Pulmonary.....	3
6A Inpatient Unit.....	6	Diabetes.....	2	MRI (Radiology Check-In).....	1	Pulmonary Clinic.....	4
6B Outpatient Program.....	6	Dining Area.....	2	Multi-Purpose Room.....	3	Radiation Oncology.....	B
6th Floor Clinic Check-In.....	6	ECHO.....	4	MyHealthVet.....	1	Radiology Check-In.....	1
Agent Cashier.....	1	EEG.....	6	Nephrology Clinic.....	4	Radiology Waiting.....	1
Anesthesiology Pre-Op.....	5	EEO Office.....	6	Neurology Service Administration.....	4	Release of Information.....	3
Audiology & Speech Pathology.....	2	EKG.....	4	Neurosurgery Clinic.....	5	Retail Store.....	2
Auditorium.....	2	Eligibility & Enrollment Center.....	1	Nuclear Medicine/PET/CT (Radiology Check-In).....	1	Rheumatology Clinic.....	4
Automated Teller Machine (ATM).....	2	Emergency Dept. Check-In.....	1	Occupational Therapy Check-In.....	2	Same Day Surgery Check-In.....	5
Balance & Mobility Clinic.....	4	Emergency Dept. Waiting.....	1	Oncology.....	2	SICU.....	5
Beneficiary Travel.....	4	EMG.....	6	Operating Room (OR) Waiting Area.....	5	SICU Waiting.....	5
Cardiac Cath Lab.....	4	Endocrinology.....	2	Optical Shop.....	2	Sleep Lab.....	6
Cardiology.....	4	ENT.....	2	Orthopedics Clinic.....	5	Spinal Cord Injury Clinic.....	4
Cardiology Clinic.....	4	Eye Clinic.....	2	Outpatient Substance Abuse.....	6	Surgical Pre-Op Check-In.....	5
CT (Radiology Check-In).....	1	Flow Center.....	2	Personnel Security.....	2	Surgical Pre-Op Waiting.....	5
Chapel.....	2	Food Court.....	2	Pharmacy.....	1	Surgical Service Administration.....	5
Chaplain Service.....	2	Gastroenterology (GI) Clinic.....	4	Physical Medicine & Rehabilitation Clinics.....	4	Ultrasound (Radiology Check-In).....	1
Center for Development & Civic Engagement.....	6	General Surgery Clinic.....	5	Physical Therapy Check-In.....	2	Urology Clinic.....	5
Chiropractor Clinic.....	4	GI Lab.....	3	Plastics Clinic.....	5	Vascular Clinic.....	5
Chronic Pain Clinic.....	4	GRECC.....	4			Vascular Lab Check-In.....	5
CICU.....	4	Gynecology Clinic.....	5			Vending Area.....	2
CICU Waiting.....	4	Hemodialysis.....	5			Veterans Benefit Counselor.....	4
		Home Oxygen Clinic.....	4			Women's Health Clinic.....	2
		Infectious Disease Clinic.....	4			X-ray (Radiology Check-In).....	1
		Information Desk.....	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.

Important Phone Numbers

Appointments.....	855-679-0250
Baltimore VA Medical Center.....	410-605-7000
Baltimore Vet Center.....	410-764-9400
Beneficiary Travel.....	410-605-7318
Billing Information.....	866-393-0006
Burial Benefits (VA Burial Benefits).....	410-644-9696
Burial Benefits (State Burial Benefits).....	410-923-6981
Care in the Community.....	410-642-2411, ext. 26924
Caregiver Support Program.....	410-605-7000, ext. 54143
Community Resource & Referral Center.....	410-637-3246
Eligibility & Enrollment.....	877-222-8387
Emergency Notification Call Center.....	844-724-7842
In-Network Urgent Care Providers.....	877-881-7618
Long-Term Care Information Line.....	410-642-1121

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.

Medical Records/Release of Information....	410-605-7348
Military Sexual Trauma Coordinator.....	410-637-1231
MyHealtheVet.....	410-605-7045
Patient Advocates.....	410-605-7099
Pharmacy Call Center.....	855-679-0250
Prescription Refill Line.....	410-605-7395
Returning Veterans.....	410-605-7259
Telephone Care Line.....	855-679-0250
Toll-Free Number.....	800-463-6295
VA Benefits (Veterans Benefits Line).....	800-827-1000
VA Benefits (Maryland VA).....	800-446-4926, ext. 6450
VA Health Connect.....	855-679-0250
Veterans Crisis Line.....	988 (Press 1)
Volunteers & Donations.....	410-605-7100
Women Veterans Program.....	410-605-7275