

HEROES **HEROES** *Serving*

SPRING 2010 • THE OFFICIAL PUBLICATION OF THE MARTINSBURG VETERANS AFFAIRS MEDICAL CENTER

Decontamination Drill

Enhancing Medical Center Preparedness

- **Waste Watcher Program Earns VA Sustainability Award**
- **Family Support Program Celebrates 3rd Year**
- **MVAMC's Top Nurses Recognized for Professional Excellence**
- **Creative Arts Festival "Showcases" Veteran Talent**



“Waste Watchers” - Pg. 10

VA Chief of Staff John R. Gingrich presenting the 2009 VA Sustainability Award to representatives from the MVAMC Nutrition and Food Service on April 20 in recognition of their successful “Waste Watchers” program. Photo: VA

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Cover: The Martinsburg VA Medical Center Decontamination Team conducted a training exercise on April 22. Local Air Force Junior ROTC cadets served as casualties.
Photo: VA/Kevin McIver



The Martinsburg VAMC is a Planetree affiliate. Planetree is a non-profit organization that provides educational and information in a collaborative community of healthcare organizations, facilitating efforts to create patient centered care in healing environments.



Providing Quality Health Care for Veterans

Partners and Volunteers Ensure Success

Thank you for taking time out of your very busy schedules to read our second issue of the Martinsburg Veterans Affairs Medical Center's *Heroes Serving Heroes* magazine, which we launched just a few months ago.

This has been a very exciting and yet highly challenging quarter. We have moved forward in our projects that ultimately benefit both patients and staff through construction of new facilities like our 7th Community-Based Outpatient Clinic that will be operational next year at Fort Detrick, Md.

We are also forging ahead with our medical home model with providers treating patients in one room, where everything from x-ray to lab work is done in one convenient location, versus moving the patient from room to room. Likewise, we are advancing using our Planetree affiliation and have already conducted numerous staff retreats to introduce staff to this world-class health care process.

Certainly, we would not enjoy the great success we have in providing quality care for our Veterans without our partners and volunteers. From the many Veteran Service Organizations to the wonderful individuals who devote so much of their time to our medical center, we are surely blessed to call them our friends.

As we roll into the summer, look forward to the many enhancements being made across the campus and with our health care initiatives. Again, thank you for supporting the Martinsburg VA Medical Center.


Ann R. Brown, FACHE
 Medical Center Director



MVAMC Celebrates Women's History & Lobby Grand Re-Opening

By Kevin McIver—Public Affairs Officer

The Martinsburg Veterans Affairs Medical Center (MVAMC) commemorated the illustrious history and faithful service of American Women Veterans during the 2010 Women's History Celebration held here on March 26.

"Women have served valiantly in every major war and conflict throughout our Nation's history," said Medical Center Director Ann R. Brown. "Certainly we cannot forget the contributions they are making on today's battlefields—for they gallantly lead troops on the ground in Afghanistan to leading formations of helicopters in the air—to navigating our modern fleets of ships on the high seas."

Brown noted that women continue to honorably serve at every level of government and are the mainstay of any organization, including at the MVAMC where of 1,561 employees – 60 percent are female—including 42 of 85 physicians and 234 of 265 nurses.

"Truly women are leaders at all levels of military and government and it is fitting that we honor their courage and commitment for they have given so much to serve their country," she added.

Senator John D. Rockefeller IV likewise acknowledged the service of women to their country. In a personal letter delivered by Penny Porter of his Martinsburg office he wrote, "The women in our country's history lived their lives, left their legacy. Now it is up to all of us to honor it and create the next chapter of history in the extraordinary lives of women across our country today, including all of you."

Department of Veterans Affairs Assistant Secretary for Public and Intergovernmental Affairs L. Tammy Duckworth also delivered a special message to MVAMC staff during the event.

"In doing your job, you allow our service members to focus on their mission overseas - because they know that when they come home, the Department of Veterans Affairs will be here to take care of them and that they will have that support network to help them through any challenges or troubles they may encounter. You are on the front lines serving our nation's Veterans and you ALL are a vital part of our successful team."



Above: MVAMC Lobby before the grand re-opening ceremony. Photo: VA/Maria Tamez
Left: Martinsburg High School Air Force JROTC cadet color guard posting the colors. Photo: VA/Cali Coulthard



Above: Veterans Choir providing uplifting music for the ceremony. Photo: VA/Cali Coulthard

Colonel Patricia A. Burkhart, Mission Support Group Commander of the 167th Airlift Wing in Martinsburg, served as keynote speaker, noting many dramatic changes toward women in the military throughout her career. Highlights of the event included music provided by the MVAMC Veteran Choir and the grand re-opening of the lobby. A nearly two-year project that included four months of construction, the \$867,229 renovations culminated in many improvements including additional space to interact with Veterans and more accessibility to check-in kiosks that will soon be installed along with artwork and signage.

Perhaps Assistant Secretary Duckworth's resounding remarks left upon the audience the true significance of the commemoration to Women Veterans. "The wars in Iraq and Afghanistan have taught our country many lessons," said Duckworth. "One lesson is that there are no longer any traditional front lines. Our female Warriors have risen to this challenge and shown that we are equal to the task."

Outreach Event Affords Area Veterans Enrollment Opportunities

By Kevin McIver—Public Affairs Officer

The Martinsburg Veterans Affairs Medical Center (MVAMC) and area partners teamed up to provide Veterans with needed health care information at the 2010 Appalachian Outreach Event held March 27 in Emmitsburg, Md.

“The event was an excellent example of how the Martinsburg VAMC, our community partners, and local Veterans Service Organizations can collaboratively work together to bring quality health care information and services to our rural Veterans,” said Kim Waggoner.

Waggoner, who is the Executive Assistant to MVAMC Medical Center Director Ann R. Brown, spearheaded the event along with members of the medical center’s marketing committee and numerous area partners.

“The partners who rallied to support our Veterans included the American Legion, Sons of the American Legion, AMVETS (American Veterans), Veterans of Foreign Wars (VFW), the Emmitsburg Volunteer Fire Company No. 6, the Martinsburg Vet Center, and the Maryland Department of Veterans Affairs,” said Waggoner. “Their dedication to our Nation’s heroes reflects proudly on their organizations and their local communities.”

Services provided during the outreach event included eligibility and enrollment information, information on specialty outreach programs for Women and OEF/OIF Veterans, minority Veterans program, information on pharmacy, audiology and prosthetic services, mental health information, and information on the new outpatient clinic to open this fall at Fort Detrick, Md.

Notably, the event was very important for providing rural health outreach information to Veterans. “The event was important to Veterans because in many areas they have a good distance to travel to get information,” said Veteran and American Legion Post 121 Commander James Jordon. “We would like to see VA reach out across the United States between VA hospitals and rural areas similar to this event to help them get started in the system.”

“Our goal is to continue to support outreach events,” said co-organizer Wadea Hines, “especially in rural areas to inform our Veterans about available health care services.” Hines serves as the executive assistant to the MVAMC Chief of Staff in addition to serving on the marketing committee.



Partners teamed up to provide valuable health care information to area Veterans at the 2010 Appalachian Outreach Event held March 27 in Emmitsburg, Md. Photo: VA/ Kevin McIver

Family Support and Wellness Program Celebrates 3rd Year

The Martinsburg Veterans Affairs Medical Center’s Family Support and Wellness Program (Family Psychoeducation Program) celebrated its third year on April 29. In addition to family psychoeducation, the Family Support and Wellness Program has evolved to include brief family consultation services, couples and family counseling services, grief support group, developing social support networks group (part of the PRRC program), and assistance to families and Veterans in connecting with local mental health and other services.

The program staff includes John P. Foley, PhD, MT-BC and Teresa Bowers, LICSW. Over the last three years they have participated in training in both the McFarlane, Multifamily Group Therapy (MFG) model and the Behavioral Family Therapy (Musser & Glynn) model. Dr. Foley has also attended advanced MFG training and is a trainer in this approach to family psychoeducation. The focus of both models is to aid families in developing improved communications and problem-solving skills. The program is located in the Mental Health Outpatient Clinic at the Medical Center. For more information call 304-263-0811 ext 3351 or ext 3119.



Dr. John P. Foley, PhD, MT-BC, standing in front of the MVAMC catchment area map in the Office of the Director. Photo: VA

Decontamination Team Annual Training Exercise

By Kevin McIver—Public Affairs Officer

The Martinsburg VA Medical Center conducted its annual Decontamination Team training here April 22 to ensure first responders remain prepared for any chemical, biological or radiological incident that might occur.

“This was an excellent opportunity to practice decontamination procedures in the event of a real-world emergency,” said Medical Center Director Ann R. Brown.

Air Force Junior ROTC cadets from Berkeley County schools served as patients during the exercise that included a wet decontamination wash down by the team clad in full HAZMAT (hazardous materials) suits and respiratory gear. “It is very important to have personnel trained as first responders and the team members are to be commended for their willingness to serve,” said MVAMC Acting Safety Manager Todd Lake. “It takes a strong commitment of volunteerism to complete eight hours of annual training and to participate in two drills a year outside of their normal job.”

Team leader Scott Sanders recognized the value of having a capable team here at the Medical Center. “The team organized following 9/11, and we have to be prepared to respond to many different types of incidents as part of our mission that includes providing support during civilian emergencies,” said Sanders.

The team is uniquely comprised of all staff volunteers.

“We have great representation from across the Medical Center, including doctors, nurses, safety, administrative, and many others who serve on the team,” said Sanders.

Overall, maintaining the skills and resources necessary to carry out decontamination procedures is critical to the Medical Center’s mission—and today’s



Martinsburg VA Medical Center Decontamination Team members assisting a patient during the training exercise held April 22, 2010. Photo: VA/Kevin McIver

exercise was deemed a success by staff, cadets and evaluators. “It was one of the best drills I’ve ever seen,” said West Virginia Hospital Association HAZMAT instructor Bill Ellis.

“It was fun, but it was also important to support VA as they provide such great care for our Veterans,” said Cadet Alex Brown.



Photos: VA/Cali Coulthard



MVAMC Nurses Recognized for Professional Excellence

By Kevin McIver—Public Affairs Officer

The Martinsburg Veterans Affairs Medical Center recognized its top nurses for their superior contributions to patient-centered care here during the annual Nursing Excellence Recognition Ceremony held May 6.

“It was an exciting event for our nurses, who make up a large percentage of the overall medical center workforce, because they are nominated by their peers as being among our best health care professionals,” said Susan George, the associate medical center director for nursing programs and education.

The “Excellence in Nursing Award” program was established by the Secretary of Veterans Affairs in 1984, and each year candidates are selected for their contributions to patient-centered care at the medical center. This year the following nurses earned the prestigious council awards:

- Becky Franklin, Education Council;
- Mary Campbell, Leadership Council;
- Amie Speer, Practice Council;
- Jan Lorber, Recruitment and Recognition Council; and
- Joann Ashworth, Research Council.

Health Care Technician Terri Flowers received the Nursing Assistant Health Care Technician award. A member of the Podiatry Team, Flowers was recognized by a physician as providing “stellar care and is proactive in recognizing opportunities to serve our Veterans.” In addition to her clinic work and “can-do” attitude, her outstanding presentation and poster exhibit at the Diabetes Health Fair was cited for its excellence.

Pam Conners was recognized during the ceremony in the Licensed Practical Nurse category after a physician in the outpatient clinic highlighted her dedication in promoting “healthier lifestyles” for patients. “She takes her role within the nursing profession seriously and is dedicated to provide the best care possible to the patient population she serves.”

Earning the coveted Excellence in Nursing Award for a Registered Nurse in an expanded role was Judy Siddle. As the director for the Care Coordination Home Telehealth program, Siddle was recognized for her dedicated excellence in nursing practice, theory, research, and community outreach. According to George, “Judy Siddle provides a supportive care



From left, Medical Center Director Ann R. Brown, Debbie Jolliff, VISN 5 Network Director Sanford Garfunkel, and Susan George. Jolliff earned this year’s coveted VISN 5 Excellence in Nursing Award. Photo: VA/Jim Robertson

coordination environment that is conducive to learning with an emphasis on disease management for the Veterans and their families.”

Debbie Jolliff earned the Excellence in Nursing Award in the staff nurse category. Jolliff is a nurse in the Care Coordination Home Telehealth program. “Her outstanding contributions to best practices in home telehealth have enhanced our ability to meet regional and national goals,” said George, who noted that Jolliff has been recognized regionally for her presentation on Enhancing Care Coordination: Integrating Case Management and Organizational Strategies into a Care Coordination Role.

Jolliff also earned the prestigious Veterans Integrated Services Network (VISN) 5 Excellence in Nursing Award presented by Director Sanford Garfunkel. As the VISN 5 award winner, Jolliff will compete for the National Veteran Administration Excellence in Nursing Award.

Refreshments for the event were courtesy AMVETS Post 10, from Hagerstown, Md. Other events during Nurses Week included a retired VA Nurses Tea hosted by the Recruitment and Recognition Council, and Nursing Grand Rounds hosted by the Nursing Research Council.

Art Show Embodies Spirit of the American Veteran

By Kevin McIver—Public Affairs Officer

Distinctive talents of area Veterans were displayed on March 18 during the 2010 Veterans Creative Arts Festival held at the Martinsburg Veterans Affairs Medical Center in Martinsburg, W.Va. Some 271 pieces of artwork by local Veterans were on public display as part of the National Creative Arts Competition. “The courage of each Veteran is embodied in and displayed through their artwork,” said Medical Center Director Ann R. Brown. “The festival also reflects highly on our creative art therapy staff and the success they enjoy in the program by assisting and guiding our Veterans through creative art.” The benefits of the program were not lost upon U.S. Marine Veteran Dionte Newton who won the People’s Choice Award. “I would recommend this to any Veteran especially because it’s therapeutic,” said Newton. “When you’re stressed out and you have a lot of things on your mind and you go into the hobby shop, everything else stays outside the doors,” said Newton. “It’s just you and the paintings. That’s it, nobody else. You enjoy something that can relax you. It’s very therapeutic.” Competition categories included: fine art such as painting, drawing, sculpture and photography; applied art including ceramics, woodcarving, needlework and leatherwork; and craft kits such as string art, poster art and fabric art. First



2010 Creative Art's People's Choice Winner and U.S. Marine Veteran Dionte Newton with some of his award-winning artwork.
Photo: VA/Kevin McIver

place winners from the national competition will be invited to attend the National Veterans Creative Arts Festival at the Tomah VA Medical Center in La Crosse, Wis., Oct. 18-25, with the art exhibit and stage show performance on Oct. 24. “Out of any problems that you have, anything stressing you, find something that can help relieve your stress, something that can take your mind off the world going on around you to help you out and you can enjoy it,” concluded Newton.

Tobacco Policy Authorizes Use in Designated Areas Only

The Martinsburg Veterans Affairs Medical Center recently revised its Tobacco policy that restricts smoking or chewing of tobacco to designated areas only. This policy applies to all patients, visitors, and staff on the campus, including organizations and contractors. “With the impact that smoking has on one’s health, it is important to balance smoker’s needs with those of non-smokers,” said Medical Center Director Ann R. Brown, “so we revised the policy to restrict tobacco use to designated areas that will not impact non-tobacco users.” Brown noted that it is important to insure everyone is aware of the policy, since it applies to all persons on campus grounds, so the MVAMC has published the memorandum online and posted information around campus.



Although VA Police will begin enforcing the tobacco policy, education begins with medical center supervisors who are responsible for informing their staff about the policy. “Even Human Resources has a role that includes briefing new employees during orientation,” added Brown, “as does our Contracting Office who must convey it to contractors.”

Just one of the many “No Smoking” signs around campus. Recently, the Martinsburg VA Medical Center revised the tobacco policy restricting smoking and chewing of tobacco to designated smoking areas or shelters as seen above.

Photo: VA/Kevin McIver



Youth Experience Working at Medical Center

By Alexis Deffner & Cali Coulthard—Public Affairs Office

The Martinsburg Veteran Affairs Medical Center (MVAMC) hosted a “Take Your Child to Work Day” on April 22 for 25 sons and daughters of staff.

“Our event was modeled after the national Take Our Daughters and Sons To Work Foundation program,” said Medical Center Director Ann Brown. “The event gave youth an opportunity to see what their parents really do at work all day and also introduced them to a variety of possibilities as they think about their futures.”

This national, public education program connects what children learn at school with the actual working world. Event Coordinator and Executive Assistant to the Director Kim Waggoner said, “When we planned this, we thought about what the kids would like to see – our schedule covered all aspects of the medical center. I really enjoyed spending the day with them.”

The program was more than just shadowing parents for the day. The program included observing a HAZMAT drill, a tour of the fire department, nutrition and food services, lunch with the director, and handing out flowers to Veterans in the Community Living Center. “My favorite part was visiting with the Veterans,” said Elizabeth Clever, daughter of Medical Center Librarian Shannon Clever.

Additionally the schedule included a tour of the surgical unit. Asked what the most interesting thing she learned today, Sarah Swailes, daughter of James Swailes from FMS, said, “I knew before that OR rooms were cold, but didn’t know why. Now I know that it’s to prevent bacteria from growing.”



On April 22, the MVAMC hosted the 2010 Take Your Child to Work Day. Photo: VA/Alexis Deffner

Sam Hartiens, son of clinical psychologist Jonathan Hartiens from rehabilitation medicine, summed up what many of the youth said, “Based on what I learned here today, I might want to work here one day. I liked meeting the Veterans.”

Tropical Snowpocalypse Recognizes Staff for Dedication

By Cali Coulthard—Deputy Public Affairs Officer

The Martinsburg Veterans Affairs Medical Center (MVAMC) senior leaders hosted a “Tropical Snowpocalypse” party on April 7 to recognize the center staff for their dedication to patients during the winter storms.

“We are so proud of our incredible staff. We wanted to do something special to thank them for all their hard work during the two major snowstorms this winter,” said Medical Center Director Ann Brown.

“I was here every day during the storm and it’s nice the bosses are showing their appreciation for our dedication,” said Darlene Dearing from Acquisitions & Material Management.

The party motif was a colorful tropical theme with palm trees and flowers; Island music added to the festivities. “The decorations are so cute and the food is great,” said Bridget Bonham from Nursing Services. She added, “the wings were good and hot!” The refreshments included hot wings, pineapple, cake and snow cones.

“This was such a nice idea for the staff,” said Laura Barnhart from Medical Administration Service. “It’s nice to take a break and enjoy this good food.”

Sharon Mottley from Nutrition and Food Service wrapped it all up, “This was so enjoyable – it makes me feel like taking a trip to Hawaii.”



Above: Sharon Mottley, Left, Nutrition and Food Service staff with Chief of Pharmacy Service Mike Evanko and Chief of Nutrition and Food Service Barb Hartman. Photo: VA/Cali Coulthard

Going Green ‘Waste Watcher’ Program Earns VA Sustainability Achievement Award

By Kevin McIver—Public Affairs Officer

The Department of Veterans Affairs recently announced that the Martinsburg VA Medical Center’s Nutrition and Food Service Staff achieved the honor and distinction of becoming a VA Sustainability Achievement Award winner.

“The announcement of this coveted award is truly an honor for our staff and we are extremely proud of our ‘Going Green’ efforts through our highly successful waste reduction and composting practices,” said Medical Center Director Ann R. Brown.

In a letter to MVAMC’s Chief of Nutrition and Food Service Barbara Hartman, VA Senior Sustainability Officer James M. Sullivan praised staff as “an excellent example to other VA facilities on how to employ innovative waste reduction strategies.”

According to Hartman, the Waste Watchers program is based on the EPA’s Food Waste Hierarchy, which has an end result of reducing food waste that saves money, and decreases the amount of food that ends up in landfills creating methane gas.

“Receiving this award,” said Hartman, “recognizes and validates the importance of proper food waste management to the environment.”



Above: MVAMC Nutrition and Food Service Dietician Annemarie Price holding one of the Waste Watcher food bags. Photo: VA
Left: MVAMC Nutrition and Food Service Woker Charles Tibbs preparing food waste for the program. Photo: VA

The path leading to the Martinsburg’s Waste Watchers began in 2004, when Hartman was the newly appointed chief.

“The staff started thinking about better ways to help the environment,” said Hartman. “This award recognizes their hard work in following the waste management procedures on a daily basis. They have become experts in the EPA Food Waste Hierarchy and are providing a model for other food service operations to follow. This is their program.”

Before the program, approximately 1,521 pounds of solid food waste was created per week. Now it is down to less than 300 pounds.

MVAMC Teams Up with Academia during Annual Affiliation Tea

By Aggie LLewellyn—Chief Education and Learning Resource Section

Education Learning Resources hosted the Annual Affiliation Tea on March 26 to provide an opportunity for affiliated university faculty and deans to meet with Martinsburg VA Medical Center clinical preceptors, leadership, and coordinators. The MVAMC is affiliated with nearly 60 universities nationwide and hosts an average of 550 clinical trainees and students annually. This year, over 30 professionals participated in the program, sharing feedback on clinical trainee internships and clinical rotations. During the event, faculty were updated on initiatives for clinical trainee orientation to the facility, computer security and access, and safety guidelines. Staff recognition for exemplary performance was also another highlight of the Affiliation Tea where

Affiliation Coordinator Barbara Falcone was recognized for her work during the past seven years in creating a program for associated health clinical trainees. At the tea, Falcone was recognized for increasing the numbers of trainees, enhancing the quality of their experience, and improving the number of affiliated schools and programs. Another very positive outcome of the event was exceptional participant feedback regarding the clinical trainee program, as well as the image of the medical center within the community. This feedback included the processing of clinical trainees, willingness of staff to learn and share expertise, variety of experiences, the library, and patient education resources.



Veterans Health Education

For More Information
Call 304-263-0811 extension 2334

Diabetes Group

Every 1st Thursday
9 a.m.– noon
Room 2A-122C

Hepatitis C Group

Every 1st Monday from 9-11 a.m. or
Every 2nd Monday from 1-3 p.m.
Room 3A-150

High Blood Pressure Group

Every 2nd Tuesday
1:30 p.m.
Library, 2B-150

Lipid Clinic (Cholesterol Group)

Every Wednesday
10 a.m.
Library, 2B-150

Pain Management Orientation

Every other Friday
9-11 a.m.
Library, 2B-150

Tobacco Cessation

Every 2nd Friday at 2 p.m. or
Every 4th Friday at 10 a.m.
Room 2A-122C

VIST (Visually Impaired Support)

Every 2nd Thursday
10 a.m.
Room 2A-122C

MOVE! (Weight loss/exercise)

Every Thursday at 9 a.m. or 2 p.m.
Fitness Center

**Remember: At Martinsburg VAMC
we're on your side to a healthier you!**

MVAMC Calendar

Events subject to change

7/5:2010	Federal Holiday - Independence Day (Observed)
7/7:2010	River Boat Cruise
7/8:2010	Planetree Staff Retreat
7/13:2010	Planetree Staff Retreat
7/14:2010	Bloodmobile
7/22:2010	VSO Meeting
7/23:2010	Fishing Trip
7/25:2010	Christmas in July
7/29:2010	Planetree Staff Retreat
7/29:2010	VAVS orientation
8/2:2010	EPIC Soccer
8/3:2010	Planetree Staff Retreat
8/3:2010	EPIC Soccer
8/4:2010	EPIC Soccer
8/5:2010	EPIC Soccer
8/11:2010	River Boat Cruise
8/19:2010	Planetree Staff Retreat
8/19:2010	Youth Volunteer Awards
8/21:2010	Hundiabie Games - Cookout
8/22:2010	Community Outreach Event
8/24:2010	Planetree Staff Retreat
8/27:2010	Fishing Trip
8/30:2010	Police ID Program
8/31:2010	VAVS orientation
9/4-5:2010	Welcome Home Celebration
9/6:2010	Federal Holiday - Labor Day
9/9:2010	Planetree Staff Retreat
9/9:2010	Planetree Staff Retreat
9/13:2010	VAVS Meeting
9/14:2010	Planetree Staff Retreat
9/15:2010	Bloodmobile
9/15:2010	Diversity Fair / Employee Picnic
9/17:2010	POW/MIA Recognition Day
9/17:2010	Avenue of Flags
9/18:2010	VAVS Carnival
9/22:2010	Planetree Staff Retreat
9/29:2010	VAVS Orientation
9/30:2010	Planetree Staff Retreat
10/3:2010	Fire Prevention Week
10/5:2010	Quality Fair
10/5:2010	Planetree Staff Retreat
10/6:2010	Quality Fair Preview Day





Important Telephone Numbers

Martinsburg VA Medical Center

Martinsburg VAMC
(304) 263-0811

Medical Advice Line
(304) 262-4855

Patient Eligibility
(304) 263-0811, ext. 3758/3757
Monday-Friday, 8 a.m.-4:30 p.m.
or ext. 3050 after 4:30 p.m.

Automated Prescription Refill System
(304) 263-0811, ext. 4870 (all hours)

Outpatient Clinics

Cumberland, MD
1-866-712-8084

Hagerstown, MD
1-866-399-0117

Harrisonburg, VA
(540) 442-1773

Stephens City, VA
1-866-463-8532

Franklin, WV
(304) 358-2355

Petersburg, WV
(304) 257-5817

Vet Center

Martinsburg, WV
(304) 263-6776

Veterans Benefits Administration

1-800-827-1000

ARE YOU A FEMALE VETERAN?

Then you may be eligible for
Veterans health care at the
Martinsburg VA Medical Center's
Well Woman Clinic

For Information contact:
Women Veterans Program Manager
Amy Theriault
304-263-0811 ext. 2376
or
amy.theriault@va.gov
www.martinsburg.va.gov

OEF/OIF VETERAN?

Then explore the
Martinsburg VA Medical
Center's OEF/OIF Program for
health care eligibility &
enrollment

For Information contact:
Sharon Webb
at
304-263-0811 ext. 4177
or
sharon.webb2@va.gov
www.martinsburg.va.gov