



## VA Portland Health Care System Press Release



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Release #1115-03

November 10, 2015

**VA Portland Health Care System**  
3710 SW U.S. Veterans Hospital Road  
Portland, Oregon 97239

### **Portland VA staff supports nation-wide ‘VA Access Stand Down’ On-going local effort supports Veterans needing care**

A team of VA Portland Health Care System (VAPORHCS) leaders, staff and volunteers will be on site at the Portland VA Medical Center (PVAMC) on November 14, 2015, as part of a nation-wide VA Access Stand Down to ensure Veterans are getting the care they need in a timely fashion.

To this end, VA medical centers across the country are doubling efforts to review pending consults and contacting Veterans identified as having the most important and acute needs to assure their care is coordinated in the VA or the community.

Over the past year, as the Veterans Choice Program has been implemented, VAPORHCS has been reaching out to Veterans who are eligible and offering care in the community if they cannot be seen timely. This includes making over 13,000 personal phone calls and follow-up letters to Veterans since May 2015. These and other continuous care coordination efforts to increase access have resulted in significantly reducing the number of Veterans waiting for appointments. Every Veteran that is waiting is contacted and offered the option of VA or non-VA care.

“VA Portland Health Care System is committed to providing timely access to Veterans as determined by their clinical needs,” said Joanne M. Krumberger, VAPORHCS Director. “We strive for all Veterans to have safe, high-quality, personalized, and timely care wherever they receive their health services.”

**Media are invited** to speak to a VAPORHCS executive team member during a media availability scheduled for 9:30 a.m., November 14 at the PVAMC lobby located at, 3710 S.W. U.S. Veterans Hospital Rd.

For more information about VAPORHCS services and resources, please go to the VAPORHCS Web site or Facebook page.

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

[www.facebook.com/vaportland/](http://www.facebook.com/vaportland/)

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*[The VA Portland Health Care System \(VAPORHCS\)](#) serves more than 90,000 Veterans in Oregon and Southwest Washington. VAPORHCS consists of the main tertiary care medical center located near downtown Portland, Ore., the Vancouver Campus located near downtown Vancouver, Wash., a Community Resource and Referral Center (CRRC) in downtown Portland, as well as nine community outpatient clinics across Oregon that support our Veterans. These clinics are located in Bend, East Portland, Hillsboro, Warrenton, Newport, Salem, The Dalles, West Linn, and Lincoln City Oregon.*



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