



VA HEALTH CARE Defining EXCELLENCE in the 21st Century

Veteran Connection

VA Portland Health Care System Newsletter

Keeping the Promise - Advancing Excellence



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VA Portland Health Care System

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Produced by the VAPORHCS Public Affairs Office

QUESTIONS / COMMENTS ??

Please email us at...

VHAPOR-PublicAffairs@med.va.gov

or call 503-402-2975

Lincoln's Promise (VA Mission Statement)

"To care for him who shall have borne the battle, and for his widow, and his orphan" by serving and honoring the men and women who are America's Veterans.

Inside this issue:

Director's Message	1
myVA 311	2
Vets.gov	3
Lower YOUR risk of LOW BLOOD SUGAR	4
Veterans Town Hall Dec. 3	5
The VA is curing Veterans with Hep C	6

For [VAPORHCS Events and Classes](#)—got to the VAPORHCS Web page...

www.portland.va.gov/calendar.asp

Message from the Director



Michael W. Fisher
Director, VA Portland Health Care System

MyVA is what we are calling the VA's

transformation from

our current way of doing business to one that puts the Veterans in control of how, when and where they wish to be served. MyVA is a catalyst to make VA a world-class service provider. It will modernize VA's culture, processes, and capabilities to put the needs, expectations and interests of Veterans and their families first. MyVA represents an opportunity to affect fundamental changes in VA's systems and structures to align with our mission and values. The MyVA vision is to provide a seamless, unified Veteran Experience across the entire organization and throughout the country.

I want to highlight two initiatives that are part of a long-term effort to provide a seamless, positive experience for Veterans contacting the VA.

myVA311 There are currently more than 1000+ telephone numbers for Veterans to call for information about VA benefits and services. This overwhelming amount of numbers leaves Veterans confused and frustrated by not knowing what number to call. This also creates difficulties for VA employees who must navigate various call center scripts to find the right person who can address the caller's question. Additionally, callers

have often experienced "dropped" or "blocked" calls limiting their access and causing frustration.

On Nov. 14, 2016, VA launched the introduction of a new, national toll free number 1-844-[MYVA311](tel:1-844-MYVA311) (698-2311) to ease the frustration of Veterans who aren't sure what number to call, while also empowering VA employees to provide smoother handoffs. This effort is a result of Veteran feedback so that they receive a streamlined experience when contacting VA.

VA Vets.gov Vets.gov was launched in

November 2015 in order to consolidate features and content that Veterans currently receive from more than 1,000 websites. The mission of Vets.gov is to enable Veterans to discover, apply for, track, and manage the benefits they have earned. In just one year, Vets.gov has launched 39 products to Veterans, improving online access to health care, education benefits, and employment services, and has saved VA more than \$32 million dollars. Vets.gov will be scheduled to complete all planned migration activities by March 2017.

These are just two concrete examples of VA's MyVA Transformation efforts. We want Veterans to see us as their VA, an institution that serves them the way they want to be served and one they can be proud of.

Thank you for your support and for letting us serve you.

Michael Fisher



VA Launches centralized phone number for services and information 1-844-MYVA311



About MyVA311

What is MyVA311?

A new, national toll-free number 1-844-698-2311 through which Veterans can access all VA has to offer. The project is designed to support two of the Secretary's twelve Breakthrough Priorities that the Veterans Experience Office (VEO) is responsible for: (1) Improving the Veterans Experience and (2) Modernizing the VA's Contact Centers.

Why isn't MyVA311 a 1-800#?

The 1-800 number was not available. The number is 1-844-MYVA311 (698-2311)

How does MyVA311 work?

Dial 1-844-MyVA311 (1-844-698-2311) and you will hear a menu of options that you can select from to route you to the right place depending on your inquiry. For example, you can be connected to find out more information about VA healthcare or other benefits such as pension, disability, home loan or cemetery services. You can also be connected directly to the Veterans Crisis Line. There are also several self-service options available. For example, you can locate a VA Medical Center, Veterans Benefits Regional Office or Cemetery near you.

When did MyVA311 go live? November 14th, 2016

When I call, will I speak to an operator?

When you call 1-844-MyVA311 you will hear an automated list of options that you can select to be routed based on the inquiry. If that place you get routed to provides an operator, you will be connected to an operator. If that place you are routed to has another call tree with self-service options, you will be connected to those options.

Will the direct numbers to the other contact centers still work?

Yes. You will still be able to dial the phone numbers you are used to dialing. 1-844-MyVA311 is an added convenience to assist you when you do not know what number to call.

What hours/days can I call MyVA311?

1-844-MyVA311 is available 24/7. However, the places where you will be connected to will operate under their normal business hours.

What's the difference between MyVA311 and the National Call Center?

The VHA National Call Center - Health Resource Center is one of the resources you can reach simply by dialing 1-844-MyVA311. In addition, you will also be able to reach the Veterans Benefits Administration, the National Cemetery Administration, or the Veterans Crisis Line simply by calling this single toll free number.

Who is running MyVA311 at VA and what organizations are involved?

MyVA311 is being launched and supported by VA's Veteran Experience Office (VEO). Other offices and administrations involved include

Veterans Benefits Administration (VBA),
 Veterans Health Administration (VHA),
 National Cemetery Administration (NCA),
 Board of Veterans Appeals (BVA), and
 Office of Information and Technology (OI&T).

VA Creates new web site Vets.gov

VA | Vets.gov

About [Vets.gov](#)

Why?

Vets.gov has delivered value to Veterans already with providing better online access to health care, education benefits, career and employment resources, facility locations, and other benefits.

Why is VA changing its website and building out vets.gov?

Today, Veterans must navigate numerous websites and manage multiple logins to meet their needs. It is too much information spread across too many sites. Veterans have told us they want simple, clear information and tools that are easy to find and use, which is exactly what vets.gov offers.

Why doesn't VA just update its current website—why is VA creating another website?

Outdated technology - Vets.gov is being built on a modern, secure, and single technology platform, which will improve performance and interoperability, thereby requiring Veterans to need only one login and password in order to access everything they need.

A Different Approach - Vets.gov is focused on enabling Veterans to “do something,” specifically to discover, apply for, track, and manage the benefits they have earned on a single site.

A simpler design & more plain language.

How does VA know what Veterans want on the website?

Since early 2014, the VA Office of Veterans Experience has been conducting rigorous user research directly with Veterans all over the country.

Where can I get more information about vets.gov?

You can get information on the vets.gov website “playbook” <https://www.vets.gov/playbook/> or contact the vets.gov team at vavetsgov-team@va.gov. You can also contact your Administration’s Web Communication Office; they have been working with the vets.gov team since 2015.

What is vets.gov?

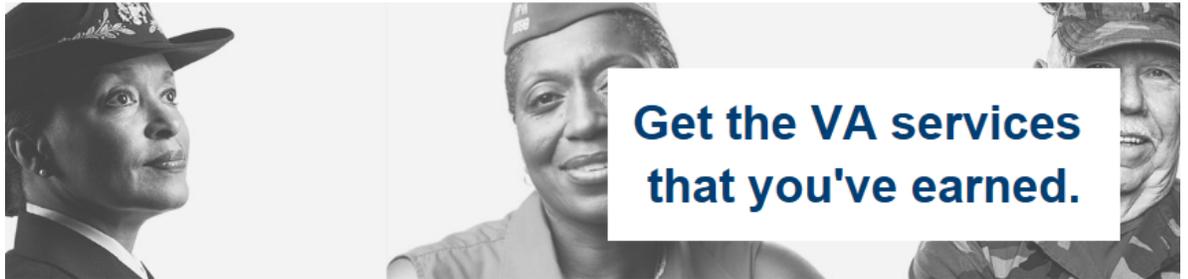
Vets.gov will be the single, public facing VA website that enables Veterans to discovery, apply for, track, and manage the benefits they have earned. Relevant content and features from more than 524 public facing VA websites is already being migrated to vets.gov

When will vets.gov go live?

The initial release of Vets.gov was launched November 2015! The vets.gov team has been “developing in the open” and most recently has launched the online healthcare application that will increase Veteran access to apply for healthcare online—using any device—from just 10% in 2015 to 50% in 2017.

Can I provide my feedback, preferences, and preferences for the new vets.gov website?

Yes. We want feedback from users—specifically Veterans. Please email the vets.gov team at feedback@va.gov. Additionally, anyone can provide feedback on vets.gov “feedback forum” on the bottom of the homepage.



Lower Your Risk of **LOW BLOOD SUGAR**

(hypoglycemia)

LOW BLOOD SUGAR CAN CAUSE SERIOUS SYMPTOMS...



...THAT CAN LEAD TO A MEDICAL EMERGENCY.

2 MOST COMMON CAUSES of low blood sugar:



MISSING A MEAL OR EATING LESS THAN USUAL

- Carbohydrates are broken down into sugar, so they impact diabetes control
- Planning can help you better control your diabetes, and allow your medications to work better and more safely:

• Eat controlled – just right, not too large – portions of carbohydrates



• Eat consistently from day to day



TAKING TOO MUCH MEDICATION OR NOT TAKING IT AS PRESCRIBED

- Diabetes medicines are taken as pills or injections.
- They all work differently, so it's **important to know how and when** to take them.



<i>Medicines that Help Lower Blood Sugar 'Spike' after Meal</i>	<i>When to Take with Meal</i>
Glipizide, Glyburide, or Glimepiride	30 minutes before
Insulin Aspart (Novolog®)	15-10 mins before
Insulin Lispro (Humalog®)	15-10 mins before or immediately after
Insulin Regular (Humulin R® or Novolin R®)	30-60 mins before

Resource links;

[VA's My HealtheVet Veterans Health Library \(VHL\)](#)

More information about managing low blood sugar is available in the ['Diabetes' section of the VHL](#)



VETERANS TOWN HALL

and VBA Claims Clinic (10 am – noon)

Saturday, Dec. 3, 2016

10:30 a.m. – noon

**Portland main hospital auditorium
Building 100, 2nd Floor**

Questions? Contact the Public Affairs Office at
(503) 402-2975 or VHAPOR-PVAMCNewsletter@va.gov



Join us via Facebook Live
www.facebook.com/vaportland

(Please contact us in advance if you need a sign language interpreter.)

VA is Curing Hepatitis C

“ My advice for other Veterans about taking the new hep C treatments? DON'T BE AFRAID, GO FOR IT. YOU WON'T BE SORRY. ”

David, Army Veteran
Cured of hepatitis C.

Interested in
hepatitis C treatment?
Please contact:
(503) 220-3471 or
(800) 949-1004 ext. 53471

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Patient Care Services

hepatitis.va.gov