



Department of
Veterans Affairs

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Media Release

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FOR IMMEDIATE RELEASE

White River Junction VA Healthcare System Announces New Coronavirus Safety Measures

WHITE RIVER JUNCTION – The White River Junction VA Healthcare System has announced they will be transitioning all face-to-face visits to VA Video Connect or telephone visits at their Community Based Outpatient Clinics in Keene, New Hampshire and at the Brattleboro, Newport, and Rutland, Vermont locations until further notice. This change will be effective starting **March 26, 2020**. The remaining Community Based Outpatient Clinics in Littleton, New Hampshire, as well as Burlington, and Bennington Vermont will initiate this change beginning **April 2, 2020**. **The White River Junction VA Healthcare System asks that patients use telehealth options for medical and behavioral visits that are not emergent.**

“Out of concern for our Veterans, staff, and community, we are honoring current social isolation and distancing guidelines for reducing the spread of COVID-19,” said Dan O’Rourke, MD, Chief of Staff at White River Junction VA. “Through VA’s virtual care tools, we are able to leverage available technology to make sure that our patients and staff are as safe as possible during this time.”

“Telehealth remains a viable option for routine or non-urgent issues and offers the same high-quality, effective care Veterans have come to expect when visiting our facilities,” explains O’Rourke.

Available telehealth options include appointments by phone or using VA Video Connect via computer, smartphone, or tablet. To learn more about VA Video Connect, visit mobile.va.gov/app/va-video-connect.

Veterans may also send online, secure messages for non-urgent questions to their VA health care team using *My HealthVet*, VA's online patient portal. More information is available at myhealth.va.gov.

To set up telephone or video appointments, Veterans can call 802-295-9363 extension 6364 or send their provider a secure message on *My HealthVet*.

Veterans experiencing an emergency should immediately dial 911 or go to the closest emergency room. Individuals experiencing an urgent mental health issue may also call The Veterans Crisis Line, 24/7, at 1-800-273-8255, press 1, or text 838255. Confidential chat is available at VeteransCrisisLine.net.

Veterans can use Annie's Coronavirus Precautions protocol to send automated text messages with information about COVID-19. This application helps Veterans monitor for symptoms and can assist if they need to contact their VA facility for care. Enroll at mobile.va.gov/annie.

Prescription Refills

Veterans who need non-urgent prescription refills should call the pharmacy call center at 1-866-400-1241 or 802-295-9363 extension 6364. Veterans can also request prescription refills be shipped to their homes using **My HealthVet** or the Rx Refill mobile app available for download at mobile.va.gov/app/rx-refill.

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