

Perry Point VA Medical Center

VISITOR GUIDE



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Maryland Health Care System

Perry Point VA Medical Center

361 Boiler House Road

Perry Point, MD 21902

410-642-2411 | Toll-Free: 800-949-1003

Eligibility and Enrollment: 877-222-8387

www.maryland.va.gov

Welcome to the Perry Point VA Medical Center



It is my pleasure to welcome you to the Perry Point VA Medical Center, a division of the VA Maryland Health Care System. The medical center provides a broad range of inpatient, outpatient, and primary care services. As the largest inpatient facility in the health care system, the medical center provides inpatient intermediate and long-term care programs including nursing home care, rehabilitation services, geriatric evaluation and management, respite care, and hospice care. The medical center is also a leader in providing comprehensive mental health care to Maryland's Veterans and offers recovery focused residential and outpatient mental health and substance abuse care for Veterans.

This Visitor Guide provides a directory of services and patient care areas, maps of the campus, information about patient and visitor amenities, directions to the medical center, and a listing of important phone numbers.

Here at the Perry Point 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, contact the Appointment Center at 855-679-0250 and press option 2, Monday through Friday, from 7 a.m. to 8 p.m. If you have a life-threatening emergency, immediately dial 911.

Automated Teller Machine (ATM)

There is an ATM in Building 17H that is available 24 hours a day.

Canteen Locations & Hours

The Canteen Retail Store and Food Court are located in Building 17H and are open the followings days and times, but may be subject to change:

Retail Store: Monday – Friday 7:30 a.m. to 3:30 p.m.

Food Court Monday – Friday 7 a.m. to 2 p.m.

Both the Retail Store and Food Court are closed on all federal holidays.

Chapel

The All Faiths Chapel is located in Building 314 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.

Mass Transportation

The Perry Point VA Medical Center is served by Cecil Transit (Route 2 – Cross County Connection) and Harford Transit Link (Route 5 – Teal Line – Aberdeen, Perryville, Havre de Grace, and Perryman). For a schedule and route information for Cecil Transit, visit www.ccgov.org/government/community-services/cecil-transit or call 410-996-5295, Option 2. For a schedule and route information for Harford Transit Link, visit www.harfordcountymd.gov/213/Harford-Transit-LINK or call 410-612-1745.

New Patients

Veterans can apply for VA health care by visiting the Admissions Office, which is located in the lobby of Building 361. The Admissions Office is open Monday through Friday from 8 a.m. to 4 p.m. For information about VA health care eligibility or to enroll for VA health care over the phone, call 877-222-8387 Monday through Friday between 8 a.m. and 8 p.m. or visit www.va.gov/health-care/.

Parking

Outpatients & Visitors – There is free parking available for outpatients and visitors throughout the medical center campus, including designated spaces for handicapped parking.

Inpatients – Parking is not available for inpatients. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.



Patient Advocate

At the Perry Point VA Medical Center and throughout the VA Maryland Health Care System, we strive to provide the best care possible in the most courteous and efficient manner. If you have a problem with your VA health care services that you have been unable to resolve with your treatment team, or you have a concern or a compliment about the customer service provided by any of our staff members, please contact a Patient Advocate by calling 410-642-2411, ext. 25097.

Perry Point Veterans Museum at the Grist Mill

The Perry Point Veterans Museum at the Grist Mill is located off of Sixth Street on Avenue A along the banks of the Susquehanna River. The museum celebrates the medical center's rich history of providing health care to our nation's Veterans, in addition to chronicling the unique historical aspects of the campus and its first settlers. For the hours of operation or additional information, visit www.va.gov/maryland-health-care/programs/perry-point-veterans-museum-at-the-grist-mill/. To schedule a group tour of the museum, please call 410-642-2411, ext. 26071.

Photo & Video Guidance

The Perry Point VA Medical Center respects the privacy of all Veterans, patients, and employees. Because of this, the following guidelines are provided when taking photos or videos inside the Perry Point VA Medical Center:

- Visitors may take a photo or video of a patient they are visiting in their hospital room with his/her consent. Do not include other patients, employees, or patient identifiable information in any photos or videos.
- Visitors are asked to refrain from taking photos or videos in public areas of the Perry Point VA Medical Center to protect the privacy of our Veteran patients.

Shuttles

For the convenience of our Veteran patients, shuttles run weekdays to and from the Baltimore VA Medical Center and the Cambridge VA Outpatient Clinic. For a listing of shuttle schedules, please visit <https://www.va.gov/maryland-health-care/dav-vans-transportation-for-veterans/>. Reservations are required to ride the shuttles and can be made by calling 410-642-2411, ext. 26050 or 25931.

Smoking Policy

The Perry Point VA Medical Center is a smoke-free facility. Patients and visitors may not smoke anywhere in the medical center or throughout the campus.

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.

Volunteer Coffee Stand

Quivey's Coffee and Vending is a volunteer run coffee stand located on the ground floor of Building 361 by the Outpatient Clinic waiting area. It serves free coffee and tea to Veteran patients and their family members Monday through Friday from 7:30 a.m. to 11:30 a.m.

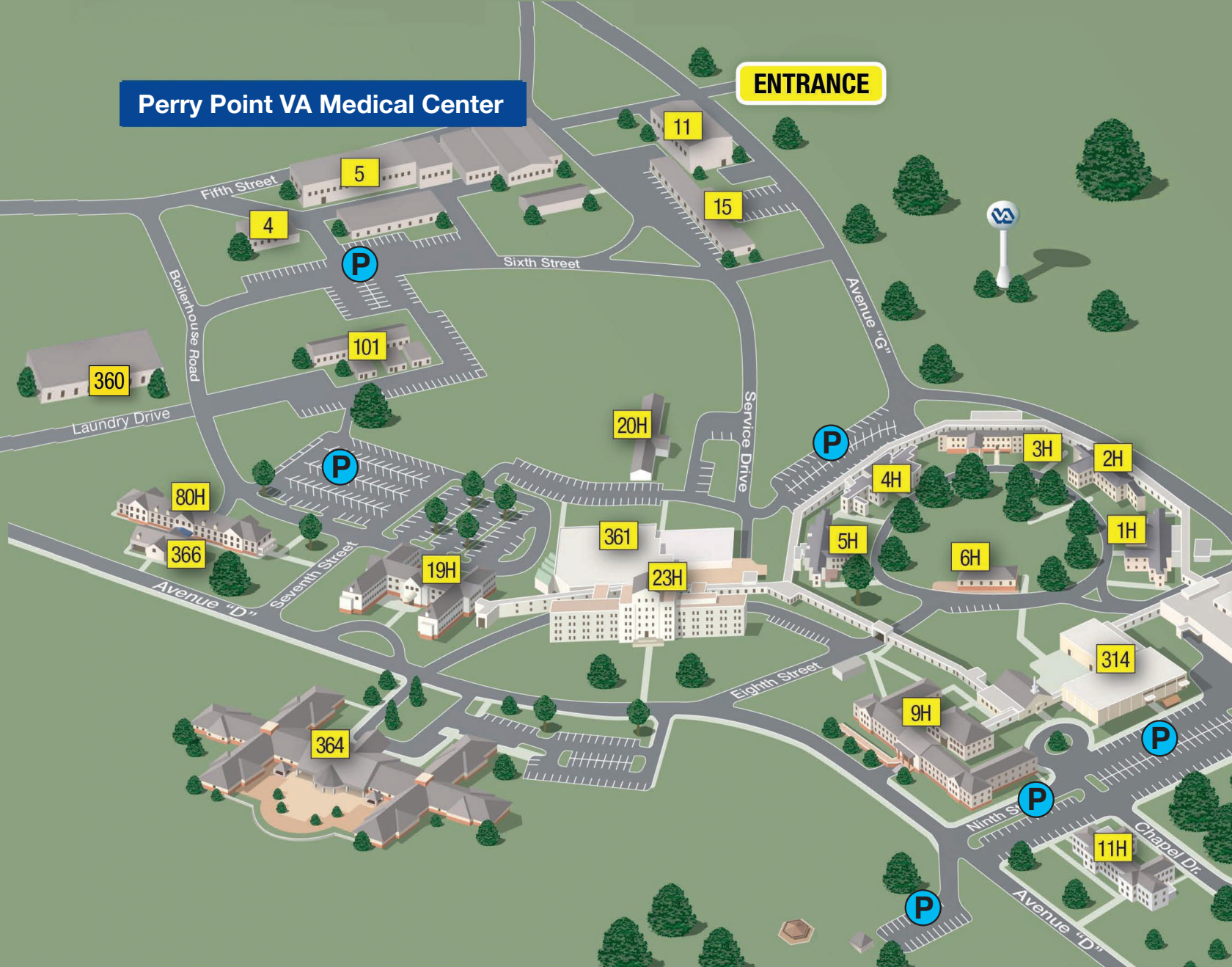
WiFi Internet Access

Free WiFi Internet access is available in the following locations throughout the Perry Point VA Medical Center:

- Building 14H, Community Living Center Units
- Building 15H, 1st & 2nd Floors
- Building 17H, Canteen Cafeteria
- Building 19H, 1st Floor, Hospice Unit
- Building 23H, 1st Floor, Patient Waiting Area
- Building 23H, 2nd Floor, 23A Community Living Center Unit
- Building 23H, 3rd Floor, 23B Community Living Center Unit
- Building 361H, 1st Floor, Outpatient Clinic Waiting Areas
- Building 364H, 1st Floor, Dining Room

Perry Point VA Medical Center

ENTRANCE

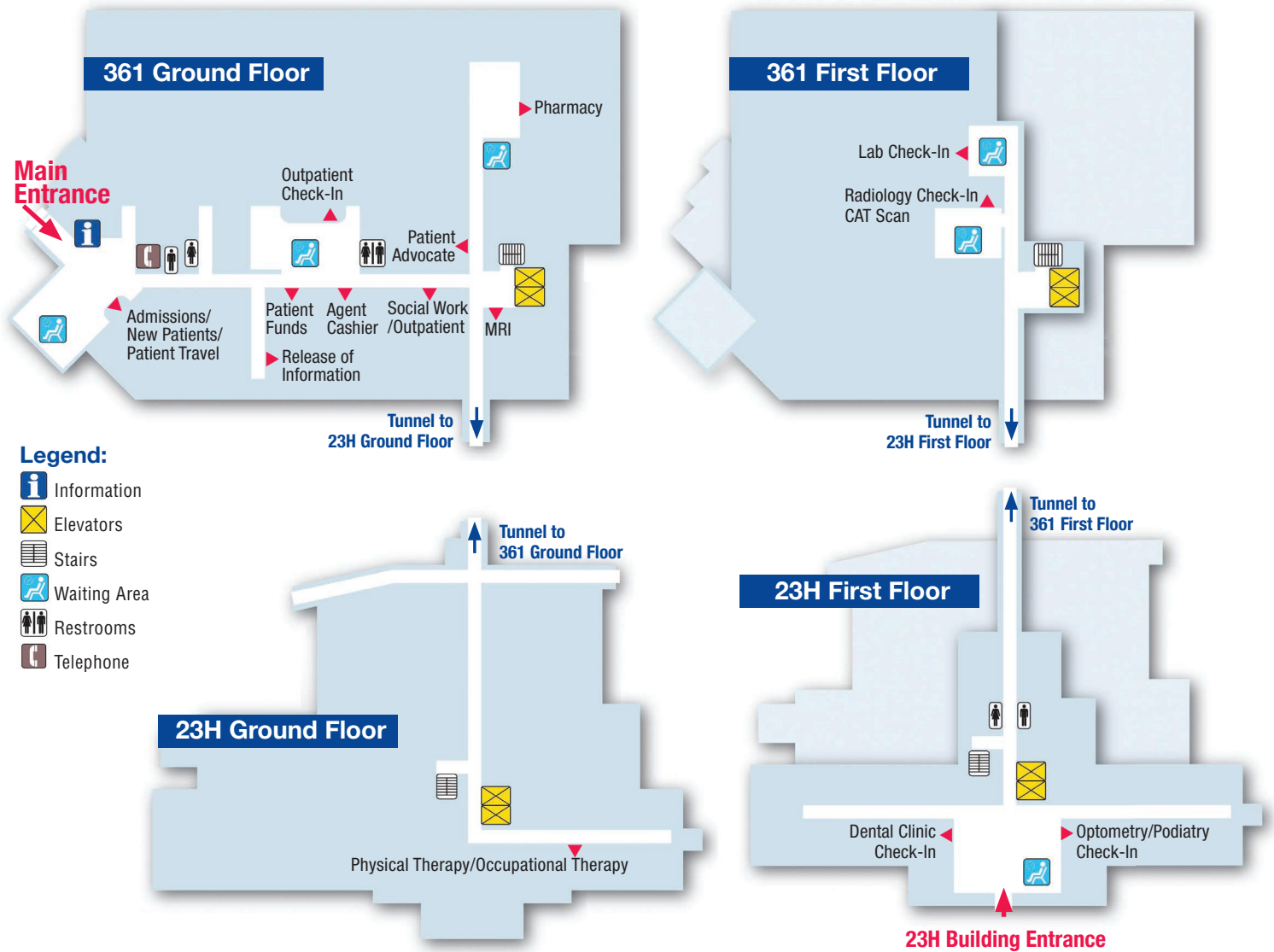


Building Directory

Service/Section/Department	Building	Service/Section/Department	Building	Service/Section/Department	Building
Cooperative Studies Program	4	Substance Abuse Residential Rehabilitation Treatment	22H	Medical Media/Supply Chain Management/Warehouse	360
Public Health	5	Community Living Centers/Dental/ Occupational Therapy (OT)/Optometry/ Physical Therapy (PT)/Podiatry	23H	Admissions/Agent Cashier/CAT Scan/Lab/ MRI/Outpatient Clinics/Patient Advocate/ Patient Funds/Patient Travel/Pharmacy/ Radiology/Release of Information/ Residential Wellness Center	361
Executive Office	5H	Fire Department	26	Domiciliary Residential Treatment/ Psychosocial Residential Rehabilitation Treatment Program/Vocational Rehabilitation	364
Escort Service/Prosthetics	6H	Police Service	59	Psychosocial Rehabilitation & Recovery Center	366
Dependent Credentialing Office	11H	Post Office	64	Mansion	501
Environmental Management Service/ Office of Information & Technology/ Personnel Security	13H	Mental Health Outpatient	80H	Grist Mill/Veterans Museum	504
Community Living Centers/Kinesiotherapy (KT)	14H	Chesapeake Health Education Program (CHEP)/Homeless Veterans Program	82H	Parking	P
Care in the Community/Center for Development & Civic Engagement/ Public Relations	15H	Credit Union	100	An alphabetical listing of departments and services is available on pages 6 and 7.	
ATM/ Food Court & Retail Store/ Nutrition & Food Service	17H	Contracting/Facilities & Engineering Service/ Safety & Occupational Health Service	101		
EEO Office/Hospice Unit	19H	Bowling Alley/Chapel/Chaplain Service/ Gym/Recreation/Theater	314		
Employee Education Conference Rooms	20H				



Floor Plans for Buildings 361 & 23H



Department and Service Directory

Department & Service	Building	Floor
Admissions/New Patients	361	Ground
Agent Cashier	361	Ground
ATM	17H	First
Audiology & Speech Pathology	361	Ground
(Outpatient Check-In)		
Bowling Alley	314	Basement
Canteen Food Court.....	17H	First
Canteen Retail Store	17H	First

Department & Service	Building	Floor
Cardiology Clinic	361	Ground
(Outpatient Clinic Check-In)		
CAT Scan (Radiology Check-In)	361	First
Center for Development &	15H	Second
Civic Engagement (formerly Voluntary Service)		
Chapel	314	First
Chaplain Service	314	First
Chesapeake Health Education Program	82H	First
(CHEP)		

Department and Service Directory Continued

Department & Service	Building	Floor	Department & Service	Building	Floor
Community Living Centers..... (Nursing Home)	14H	First/Second	Patient Advocate	361	Ground
Community Living Centers..... (Nursing Home)	23H	Second/Third	Patient Funds	361	Ground
Credit Union.....	100	First	Patient Travel	361	Ground
Dental Clinic.....	23H	First	Personnel Security	13H	First
Dependent Credentialing Office.....	11H	First	Pharmacy	361	Ground
Domiciliary Residential Treatment	364A	First	Physical Therapy (PT)	23H	Ground
EEO Office.....	19H	Second	Podiatry Clinic	23H	First
Eligibility & Enrollment/New Patients..	361	Ground	Police Service	59	First
Employee Education	20H	First	Post Office	64	First
Conference Rooms			Primary Care (Outpatient Check-In)....	361	Ground
Environmental Management Service.....	13H	First	Prosthetics	6H	First
Escort Service	6H	First	Psychosocial Rehabilitation &	366	First
Executive Office	5H	First	Recovery Center		
Facilities & Engineering Service	101	First	Psychosocial Residential	364B	First
Fire Department.....	26	First	Rehabilitation Treatment Program		
Gym.....	314	First	Public Relations.....	15H	Second
HELP Veterans Village.....	Village	Village	Radiology.....	361	First
Homeless Veterans Program.....	82H	First	Recreation	314	First
Hospice Unit.....	19H	First	Release of Information	361	Ground
Kinesiotherapy (KT).....	14H	Basement	Residential Wellness Center	361	Ground
Lab.....	361	First	Safety & Occupational Health Service	101	First
Medical Media.....	360	First	Social Work – Outpatient	361	Ground
Mental Health Outpatient.....	80H	First	Substance Abuse Residential.....	22H	First
MRI	361	Ground	Rehabilitation Treatment		
Neurology Clinic/EEG.....	361	Ground	Supply Chain Management.....	360	First
(Outpatient Check-In)			Theater.....	314	First
Nutrition & Food Service	17H	First	Veterans Museum	504	Ground/ First/ Second
Occupational Therapy (OT).....	23H	Ground	Vocational Rehabilitation.....	364	First
Office of Information & Technology.....	13H	Second	Warehouse	360	First
Optometry Clinic	23H	First	Women’s Health Clinic	361	Ground
Outpatient Clinic Check-In	361	Ground	(Outpatient Check-In)		
Pathology & Laboratory	361	First			



Perry Point VA Medical Center, Perry Point, MD 21902



Driving Directions

From Points North and South: Take I-95 to exit 93 for Route 222 east toward Perryville. At the end of the ramp, turn left onto Route 222 and proceed for about 0.3 miles. Turn left onto Pulaski Highway and continue for 75 feet. Turn right onto Coudon Boulevard and continue for 0.2 miles. Turn left on Ikea Way and take the first right turn onto Marion Tapp Parkway. Follow the road until you come to the entrance of the medical center.

From the Eastern Shore: Take Route 50 west toward Baltimore. Turn right onto MD-213 and continue for approximately four miles. Merge onto US-301 north and continue for approximately 26 miles. Keep left and

continue on MD-313 north for approximately 2.5 miles through the Town of Galena. After passing through Galena, MD-313 will change to MD-213. Continue on MD-213 for approximately 20 miles and turn left onto US-40 west. Continue on US-40 for approximately 13 miles and turn left onto Coudon Boulevard. Continue for nearly a mile and turn left onto Ikea Way. Take the first right turn onto Marion Tapp Parkway and follow the road until you come to the entrance of the medical center.

Driving on the Perry Point Campus

Please obey the posted traffic signs and speed limits when driving throughout the Perry Point campus.

Important Phone Numbers

Appointment Center	855-679-0250
Beneficiary Travel	410-642-2411, ext. 26036
Billing Information	866-393-0006
Burial Benefits	410-644-9696
(VA Burial Benefits)	
Burial Benefits	410-923-6981
(State Burial Benefits)	
Care in the Community	410-642-2411, ext. 26924
Caregiver Support Program	410-605-7000, ext. 54143
Eligibility & Enrollment	877-222-8387
Elkton Vet Center	410-392-4485
Emergency Notification Call Center	844-724-7842
In-Network Urgent Care Providers	877-881-7618
Long-Term Care Information Line	410-642-1121
Military Sexual Trauma Coordinator	410-637-1231
MyHealthVet	410-605-7045
Patient Advocate	410-642-2411, ext. 25097

Perry Point VA Medical Center	410-642-2411
Pharmacy Call Center	855-679-0250
Prescription Refill Line	410-605-7395
Primary Care Appointment Linen ...	410-605-7777
Release of Information	410-642-2411, ext. 26028
Returning Veterans.....	410-605-7259
Telephone Care Line	800-865-2441
Toll-Free Number for Perry Point....	800-949-1003
VA Benefits	800-827-1000
(VA Benefits Line)	
VA Benefits	410-644-9696
(Maryland VA)	
VA Health Connect.....	855-679-0250
Veterans Crisis Line	988 (Press 1)
Volunteers & Donations	410-642-1038
Women Veterans Services	410-605-7275