

***Frequently Called Numbers  
and  
Extensions***

***Medical Center Main Numbers***

(909) 825-7084

or

1-800-741-8387

Admissions — 2063  
Agent Orange — 2288  
Alcohol Treatment Unit — 2269  
Audiology — 3061  
BHIP — 2269  
BHOST — 2206  
Billing Services — 1343  
Cardiology — 3097  
Chaplain Services — 3010  
Compensation and Pension — 2087  
DAV Travel — 3014  
Dental Services — 3127  
Dermatology — 1123  
Eye Clinic — 2447  
Imaging Service (Radiology) — 3068  
Module I — 5316  
Module II — 5309  
Module III — 5317  
Module IV — 5310  
Orthopedics — 2338  
Patient Advocate 3174/3175  
Podiatry — 2338  
Prosthetics — 3118  
PTSD Clinical Team — 1811  
Social Work Services — 3071  
Urology — 3065  
VA Police — 2135  
VA Supported Housing — 2246  
VA Travel — 5319



***11201 Benton Street  
Loma Linda, CA 92357***

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**VA LOMA LINDA  
HEALTHCARE SYSTEM**



A Division of VA Desert Pacific  
Healthcare Network

***03-12736. pub***

**VA LOMA LINDA  
HEALTHCARE SYSTEM**

***PATIENT  
ADVOCATES  
PRESENT:  
“Answers to Veterans’ Most  
Frequently Asked  
Questions.....”***

***Our Mission.....***

*is to serve the health care needs  
of America’s veterans with dignity  
and compassion.*

***Our Vision.....***

*is to be the preferred  
health care provider for  
veterans by exceeding their  
expectations and being  
recognized for quality care,  
innovation and value.*

***Our Values.....***

*trust, respect, excellence,  
commitment and compassion*

**Q: What should I do if I have a medical emergency or just a medical question?**

**A:** In an emergent situation, dial 911 on the nearest phone. For routine medical questions please call our Nurse Advice Line (TeleCare) at 1-877-252-4866.

**Q: Who do I contact to file for compensation and pension or an increase?**

**A:** Contact a Veteran Service Representative: American Legion (ext. 3021); Amvets (ext. 3013); DAV (ext. 3016); Military Order of Purple Heart (ext. 3020); ExPOW (ext. 3021); San Bernardino Co. of Veterans Affairs (ext. 3021); Veterans Assistance Officer—VARO-LA (ext. 3018); Veterans of Foreign Wars (ext. 3019).

**Q: What medical services am I eligible to receive and how much will it cost? Also, how do I apply for medical services?**

**A:** Contact the Business Office/Patient Registration Office (ext. 5312 / Rm. 1A02) and a staff member will assist you.

**Q: Am I eligible for Dental Service?**

**A:** If you are 100% Service-Connected or have a Dental related SC status you are entitled to dental benefits. Some exceptions have been made for dental services when not receiving care would have negative impact on a pending surgery or other health problems. Call Dental Service for more information (ext. 3127).

**Q: How can I get into the Chemical Dependency Program?**

**A:** After being registered in our system, report to the Project Save Program for details (ext. 2354/2NW).

**Q: Why is money being taken out of my social security pay check to pay for medical billing?**

**A:** The VA and Social Security are both Federally funded programs. When funds are owed to a Federal program, the money you receive from other federal programs can be used to pay any outstanding debts to the Federal Government.

**Q: Am I eligible for VA housing?**

**A:** Homeless Veterans who meet specific criteria may be eligible for VA Supportive Housing. Please call Ron Parks, LCSW for details (ext. 1791).

**Q: How can I obtain copies of my medical records?**

**A:** Contact Insurance and Correspondence located on the first floor (ext. 2910/Rm. 1A-01A) and a staff member will be able to assist.

**Q: Where can I get meal tickets?**

**A:** Meal tickets are not a part of VA medical benefits. Veterans who have a need for food are encouraged to speak with a Medical Center Social Worker who could assist in providing appropriate referrals to other Community Resources.

**Q: Why do I have to pay for my medical care?**

**A:** The VA is mandated by Federal Law to bill for nonservice connected services based on Veterans' ability to pay.

**Q: Is the VA required to pick me up for my scheduled appointments?**

**A:** No. The VA has no requirement to pick-up veterans for scheduled appointments. This VA has provided travel services as a courtesy and it can be discontinued at any time. (Call ext. 2171 for details).

**Q: How could I be admitted to the VA Nursing Home Care Unit?**

**A:** Please contact your Social Worker (ext. 2281/Rm. 3A13) for information. Note: VA Nursing Home is not normally for long term care.

**Q: Is my spouse also eligible for medical care?**

**A:** In some cases. If you have 100% service connected status, your spouse might be eligible. Call the DOD/Tricare office at ext. 3085.

