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LOCATION OF THE INTERMEDIATE LOW VISION PROGRAM

The Intermediate Low Vision program is located on the first floor in the main building of the medical center. You can find us at the end of the hallway, past the dental clinic. We share space with Compensation and Pension. Our clinic occupies rooms 113, 116, 117, 118 and 119.
WELCOME TO THE
INTERMEDIATE LOW VISION CLINIC

The Sioux Falls VA Health Care System welcomes you to the Intermediate Low Vision Program. Our mission is to improve the quality of life for all Veterans who are visually impaired as well as their families. Thank you for giving the Intermediate Low Vision Clinic Team the opportunity to serve you!
INTERMEDIATE LOW VISION PROGRAM
DESCRIPTION

The Intermediate Low Vision Program is an outpatient rehabilitation training program for Veterans who have a visual impairment.

Typically, our program is a one-day program that includes a low vision eye examination by an optometrist, low vision rehabilitation training for low vision devices by a low vision teacher, and activities of daily living training by an occupational therapist. We also have a social worker who is available to meet your needs. It may be necessary for you to have two or more days of therapy depending upon the training that is necessary to meet your individual goals.

Follow-up services may include additional training by referral to another program such as the Advanced Low Vision Clinic in Des Moines, IA; the Visual Impairment Services Outpatient Rehabilitation (VISOR) Program in Minneapolis, MN; or to the Hines Blind Rehabilitation Center in Hines, IL; or through your local State Services for the Blind and Visually Impaired.
INTERMEDIATE LOW VISION CLINIC STAFF

The staff of the Intermediate Low Vision Program includes qualified specialists in various areas of blind rehabilitation including optometry, vision rehabilitation therapy, occupational therapy, and social work.

Our low vision optometrist provides low vision eye examinations including an eye health examination which emphasizes making the best use of your remaining vision.

A low vision therapist can teach you how to use magnifiers, telescopes, reading machines, and other low vision devices.

An occupational therapist (OT) can teach you vital everyday skills such as self cares, management of your home, finances, preparing meals, medication management, and leisure interests when your vision has declined. OT may also provide training on computer enlargement programs.

Our Visually Impaired Service Team (VI ST) social worker (SW) can provide education about VA benefits and resources. SW can assist with referrals to state and VA Low Vision Rehabilitation programs.

Our Intermediate Low Vision team also includes a program assistant who can assist you in scheduling and coordinating your appointments.
INTERESTED IN A TOUR?

If you would like to visit the Intermediate Low Vision Clinic, please contact us at 605-336-3230, Ext. 5924 to arrange a tour.

PROGRAM COSTS

The Intermediate Low Vision Program is free to all eligible Veterans.

OPTICAL DEVICES AND OTHER SPECIAL EQUIPMENT

VA Prosthetic Service provides all equipment recommended by the low vision team that will improve your independence. All items are free.
ELIGIBILITY

Any Veteran who is having difficulties with activities of daily living due to a visual impairment is eligible for intermediate low vision services. You must receive VA health care to be eligible for this program. Intermediate low vision services are available for as long as necessary over the span of your lifetime.

If you know a Veteran who does not receive VA health care but would benefit from our service, please contact our social worker at 605-333-6891.
GOALS

Our goal is to provide basic rehabilitation training to you, a Veteran with visual impairment, so that you can become more independent and enjoy a better quality of life.

We will include low vision training (use of magnifiers and other optical aids) and vision rehabilitation therapy (activities of daily living).

If needed, we will provide follow-up to ensure that the skills you have learned transfer to your everyday life.

OBJECTIVES

• During your visit, we will collect information about your home environment, eye condition, chief complaints, and goals.
• You will be informed about the organization, purpose and benefits of the program as well as your rights and responsibilities.
• You and the Intermediate Low Vision Team will develop a personalized rehabilitation program.
• Staff will teach you how to use low vision devices and techniques to improve activities of daily living.
TREATMENT PLANNING

The treatment plan is an outline of a Veteran’s rehabilitation program, which is created before services are received and documented in the medical record. The treatment plan is based on an evaluation of functional skills as well as input from you, your family, and staff.

The treatment plan will be reviewed by the Intermediate Low Vision staff to determine if your rehabilitation goals have been met. You and your family may review the results and staff recommendations. Appropriate follow-up will be planned at this time.
OUR EXPECTATIONS OF INTERMEDIATE LOW VISION CLINIC PARTICIPANTS

- You will participate in all therapy and evaluation sessions to the best of your ability.

- You will be ready and on time for your appointments.

- You will let a member of the Intermediate Low Vision Team know if you have any problems, complaints, or concerns.
VETERANS’ RIGHTS

You have the right:

- To be treated with respect, courtesy, compassion and empathy;

- To expect your personal choices to be held in high regard;

- To be provided with information about your visual impairment in wording that you can understand. Questions and concerns will be readily addressed. Your vision problems, and implications, as well as recommended solutions will be explained so you can understand;

- To participate in all aspects of your rehabilitation program, including treatment planning;

- To have your treatment plan reviewed and explained in understandable terms;

- To accept or refuse treatment or equipment recommended by the Intermediate Low Vision Clinic Team;

- To have your confidentiality respected;
- To be advised about any research or survey that is being conducted about the provision of blind rehabilitation;

- To refuse participation in any research or survey that is being conducted as part of blind rehabilitation;

- To receive your care without being subjected to any abuse, neglect, humiliation, retaliation, or financial or other exploitation;

- To express spiritual beliefs and cultural practices;

- To have your personal and religious values honored;

- To prompt and appropriate treatment;

- To know each provider and the services they provide in the Intermediate Low Vision Clinic or VIST;

- To access legal assistance, self-help, and advocacy assistance when this is appropriate;

- To have your rights communicated to you prior to receiving services;
- To have your rights available for review at any time;

- To make a complaint if you feel your rights have been denied.
VETERANS' RESPONSIBILITIES

It is your responsibility:

- To treat other participants and VA staff members with courtesy and respect;

- To ask questions about your training or treatment plan if there is something you do not understand;

- To tell the Intermediate Low Vision Team about any changes in your eye condition;

- To tell the Intermediate Low Vision Team about any changes in your medical condition that may affect your rehabilitation;

- To follow instructions regarding the use and care of prosthetic equipment issued to you;

- To let the Intermediate Low Vision Team know if you are having any difficulty in using or caring for your prosthetic equipment;

- To maintain appropriate personal behavior.
ADVANCE DIRECTIVES

What is an advance directive?
An advance directive is a legal document that states your medical care decisions when you are unable to do so. The Department of Veterans Affairs (VA) affirms your right to make decisions regarding your medical care, which may include the withdrawal of medical treatment as permitted by law. The living will and the durable power of attorney are two types of advance directives.

How do I make an advance directive?
Health care facilities allow a patient to make an advance directive when receiving care.

You may already have an advance directive at home, or with your legal representative. If you do not have an advance directive and wish to have one on file, you may contact social work at the Sioux Falls VA Medical Center.

For the record
A copy of your advance directive should be kept with your medical records. If your directive was prepared through VA medical center, then it is already filed with
your medical records. If your advance directive was prepared elsewhere, please provide VA with a copy when you receive treatment.

Keep your advance directive in a safe place at home, so that it can be obtained quickly in case of emergency. If you have a surrogate power of attorney for health care, that person should also have a document.
PUBLIC NOTICE

The Joint Commission on Accreditation of Healthcare Organizations accredits the safety and quality of care of healthcare organizations and programs throughout the country.

The Joint Commission will conduct an unannounced accreditation survey of the Sioux Falls VA Medical Center. The purpose of this survey is to evaluate our compliance with nationally established standards, and the results of the survey will determine if we receive accreditation and under what conditions.

Anyone believing that he or she has pertinent and valid information about such matters may contact the Joint Commission at:

Division of Accreditation Operations
Account Representative
Joint Commission on Accreditation of Healthcare Organizations
One Renaissance Boulevard
Oakbrook Terrace, IL 60181
Fax: 630-792-5636
complaint@jcaho.org
PUBLIC NOTICE

Commission on Accreditation of Rehabilitation Facilities (CARF) International is a private, nonprofit organization that promotes the quality, value and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served.

Currently the Intermediate Low Vision Clinic is seeking CARF accreditation to better serve you. CARF representatives may contact you after you receive services from our clinic. If you feel you have any pertinent and valid information to share, you may contact CARF at:

CARF International
6951 East Southpoint Road
Tucson, Arizona 85756
Toll Free 1-888-281-6531
Voice/TTY 520-325-1044
Fax 520-318-1129

www.carf.org
WE VALUE YOUR FEEDBACK

The Intermediate Low Vision Team is eager to provide you with excellent service, and we are interested in your opinion of our performance. Your feedback, concerns, suggestions, and compliments may be directed to:

Sioux Falls VA Health Care System
Attention: Anna Perry 122A
PO Box 5046
Sioux Falls, SD 57117
605-333-6891

OR:

Leave a note in our comment box posted in the Low Vision Clinic near the program support check-in window.

OR:

Speak with the patient advocate at
605-336-3230, Ext. 6688
INTERMEDIATE LOW VISION CLINIC STAFF

Program Support Assistant
605-336-3230, Ext. 5924
Anna Perry, Social Worker - VIST Coordinator
605-333-6891
Barbara Parliman, Low Vision Teacher
605-336-3230, Ext. 5982
Chantel Ostrem, Occupational Therapist
605-336-3230, Ext. 5923
Dr. Bobette Nale Greenfield, Low Vision Optometrist
605-336-3230, Ext. 5921

Office Hours:
Monday-Friday
8:00am-4:00pm