



DEPARTMENT OF VETERANS AFFAIRS
Sioux Falls VA Health Care System
2501 West 22nd Street
Sioux Falls, SD 57105

July 31, 2020

In Reply Refer To: 438/00

Dear Veteran,

The Sioux Falls VA Health Care System (SFVAHCS) is prepared to safely care for you whenever you need us. We are gradually increasing routine face to face health care while ensuring a safe environment. The information below will help make your contacts with us go smoothly.

Screening: We will continue to ask screening questions and take temperatures for anyone entering our facilities to ensure maximum safety for you and our staff.

Face Coverings: All staff, patients, visitors, and anyone else entering Sioux Falls VA Health Care Systems facilities, including our community-based outpatient clinics, are **required to wear a face covering**. Please bring your own face covering and for everyone's safety, plan to wear it when entering one of our facilities and throughout the entire time you're here. You will be provided a mask if you do not already have a face covering - please keep it for future use.

Receiving Care: We are pleased to meet your needs through pre-scheduled face to face appointments or we offer virtual visits (telephone and video appointments). Virtual appointments allow you to receive the care you need at home, either by phone or via video on your computer, smartphone, or tablet, for your added convenience and safety. Your VA provider may recommend that you continue to postpone routine procedures. If you are a Veteran seeking medical care, please call 605-336-3230 EXT. 5001 before visiting to schedule appointments or to speak to a nurse, especially if you have COVID-19 related symptoms.

Walk-in Appointments: Currently, we are only taking walk-ins for urgent and emergent issues (to include mental health) and only into the emergency room. In order to maintain social distancing in our waiting rooms, individual departments, clinics, optical, hearing

aid, lab and radiology are not currently taking walk-ins. Please call 605-336-3230 EXT. 5001 for all appointment options and call 605-336-3230 for any Mental Health appointment.

Visitor Guidelines: As we move forward together, we continue to have a **highly restrictive visitor policy**. However, if you require assistance for outpatient visits and need to have someone accompany you, please limit it to one visitor/companion only **over the age of 18**. There will be no visitors to inpatients. We will allow compassionate exemptions to end of life. Family members and friends can call to speak to inpatients by calling the operator at 605-336-3230 and dial 0 and ask for the inpatient/Veteran by name to be transferred.

Audiology and Optometry: All audiology and optometry appointments will be by appointment only. We will no longer have walk-in clinics. There will be a hearing aid drop box near the front entrance where Veterans can leave their hearing aids with their contact information. Repairs will be made to the hearing aids and the devices will then be mailed back to the Veteran. There will be a new eyeglass dispensary location on the ground floor of the main hospital where Veterans can be fitted for eyeglasses. Repairs and adjustments will also be available.

COVID-19: To keep up to date on current COVID-19 information, please visit us on our website at www.siouxfalls.va.gov

Registering for MyHealthVet: If you would like to register for the patient portal called MyHealthVet to order VA prescriptions, view your VA Health Record and Secure Message your VA Providers, please create an account at www.myhealth.va.gov. Contact our MyHealthVet/Connected Health office at 605-336-3230 EXT. 7839 for assistance.

We appreciate your patience and support as we move forward together serving all your health care needs while protecting your safety. Be assured that you can count on the same high-quality care you've come to expect from VA.

LISA J. SIMONEAU, FACHE, PMP
Director