



Veterans,

As communities begin the transition to relax limitations that helped slow the spread of COVID-19, VA Ann Arbor Healthcare System is working to expand services at our Medical Center campus and our other off-site clinic locations. These efforts will align with federal, state and local guidance and will focus on the continued safety of our employees and Veterans.

VA Ann Arbor Healthcare System will be operating under the following layers of protection for all (Veterans, staff, trainees, volunteers, inpatient residents, and visitors) who come to VA Ann Arbor facilities. The layers of protection for all include:

- All individuals **MUST** wear appropriate face masks while on our campuses and in our off-site clinic locations. Any Veteran who needs a mask while being at the Medical Center or any of our off-site clinics will be provided a mask. Health care providers will wear appropriate, issued personal protective equipment (PPE).
- Entry point screenings are required for everyone entering the Medical Center and off-site clinic locations.
- Virtual visits are encouraged. Please contact your Care Provider or Mental Health Provider. Learn more at www.connectedcare.va.gov
- We are systematically cleaning high-touch surfaces in our facilities.
- We have increased physical distancing in common areas such as waiting rooms, canteen and retail stores.
- The Medical Center is not allowing visitors/general public into our facilities except for those determined to be an Essential Caregiver for Veteran care activities. Visitor limitations are in effect for visits related to end of life care. All visitors must not have flu-like or COVID-19 symptoms.

If you have symptoms of fever, cough, and shortness of breath, chills, or loss of taste/smell, call us at 734-845-5290 (press 2) before visiting. For other concerns, you may be able to access VA care from home by phone or using VA virtual care options. Veterans needing pharmacy refills should dial 866-316-9350 (press 1). For those needing to speak to a medical provider regarding routine medical concerns, please call 734-769-7100.

Sincerely,

Ginny L. Creasman, PharmD, FACHE
Medical Center Director