

Answers to our Veterans' frequently asked COVID-19 questions



How do I get tested for COVID-19?

Contact your primary care provider by calling the [Patient Response Center](#) at 317-988-1772, option 2 or send a secure message via MyHealthVet at www.myhealth.va.gov.

Are patients required to wear a mask?

Yes. Until further notice, all Veterans and authorized caregivers will receive a surgical mask upon entry to any of our healthcare facilities. Individuals must wear this mask or provide their own face covering, such as a homemade mask, to cover their nose and mouth during their visit.

What is Veteran Health Indiana doing to make it safe for me to get health care?

Everyone entering one of our healthcare facilities will be asked a series of COVID-19 screening questions and/or screened via temperature monitoring. We will work to get you in and out as quickly as possible to minimize exposure to others and keep social distancing. Staff will also be wearing a mask.

Are visitors allowed?

No. Veteran Health Indiana is not allowing visitors at the medical center or community clinics.

As a Veteran caregiver, am I allowed to enter any Veteran Health Indiana facility?

Yes, if you meet the approved caregiver requirements, are over the age of 18, and you clear screening protocol when entering the medical center or community clinics. [Please call the clinic](#) in which you have an appointment to confirm that you meet the approved caregiver requirements. Only one caregiver per patient.

May I visit an End of Life Care patient?

Yes, if arranged through the patient's primary medical team and only on the non-COVID units. Only two visitors are allowed on any given day to minimize exposure risk and personal protective equipment use.

Are walk-in appointments available?

No. Currently, walk-in appointments are not available, except for emergency room care. All appointments must be scheduled. This includes law draw services.

How do I get an appointment?

Veterans are welcome to contact their provider by calling the [Patient Response Center](#) at 317-988-1772 or send a secure message via MyHealthVet at www.myhealth.va.gov.

What should I do if I have not been to the VA previously?

New patients should contact our Health Benefits Unit for enrollment at 317-988-4301. Veterans can also enroll on-line at www.va.gov/health-care.

What if I am in crisis?

Call the [Veterans Crisis Line](tel:1-800-273-8255) at 1-800-273-8255, press 1 to receive assistance.

I am in pain, what should I do?

Reach out to your primary care provider by calling the [Patient Response Center](tel:317-988-1772) at 317-988-1772, option 2 or send a secure message via MyHealtheVet at www.myhealth.va.gov. If pain is new and/or severe, please go to nearest emergency department.

I am out of my prescription, who can I call?

Prescription refills are available from the pharmacy refill line of 317-988-4370; through MyHealtheVet Secure Messaging (www.myhealth.va.gov) to the pharmacy or call the [Patient Response Center](tel:317-988-1772) at 317-988-1772.

The [VA Video Connect \(VVC\)](#) system isn't working for me, what can I do?

You are welcome to use [phone appointments](#) or [make an appointment](#) to be seen in person.

I am experiencing serious financial distress, what can I do? I have a housing crisis.

Reach out to your primary care team through the [Patient Response Center](tel:317-988-1772) at 317-988-1772, option 2 and ask to speak with the team social worker for help with community resources.

How should a Veteran who is increasingly struggling with addictions engage at the [community based VA clinics](#)?

Call your primary care provider at 317-988-1772, option 2 or send them a secure MyHealtheVet message (www.myhealth.va.gov). Your primary care treatment team can help connect you with our behavioral health consultants.