

Safe Care is Our Mission

We, at VA, are here to ensure we meet your needs in a safe environment. Our efforts will align with federal, state and local guidance to support a safety culture that also includes recommendations outlined by the Centers for Disease Control and Prevention (CDC).

Here's a checklist as to how we will provide a safe environment:



COVID-19 Screenings



Everyone entering a VA facility will be screened for COVID-19 to ensure minimum exposure for Veterans, caregivers and staff.

Please be sure to inform your VA provider if you receive a COVID-19 diagnostic test outside of VA.



Personal Protection



Everyone entering our VA facility will be required to wear a face covering upon entrance. This applies to employees, Veterans, their family/caregivers, vendors and any other visitors. VA staff will use the appropriate personal attire for your safety and theirs.



Physical Distancing



Ensure physical distancing with display signs and floor markings throughout the facility. Also:

- Limit the number of people in waiting areas
- Create "grab & go" options for Canteen services
- Have Veterans go to one exam room and have services come to them
- Allow Veterans to stay in their car to wait for their appointment



Virtual Care



In order to keep connected to Veterans and provide needed services, we will prioritize and optimize virtual services for delivery of:

- Primary care and mental health services
- Specialty care and surgical services when clinically appropriate

We will continue to use telehealth to provide guidance, communication and education to Veterans on remote care.



Drive Thru Clinics



We provide drive-thru option for COVID 19 testing at American Lake



Clinical Consult / Referral Prioritization



Before we reintroduce any service at our facility, we will ensure there are appropriate capabilities, and will continuously reassess to make decisions based on our local circumstances.

Feel free to ask your community providers about their safety practices and policies, such as screening, distancing and any other measures they are taking to ensure the safest access to treatment.

VA is committed to these safety measures to protect Veterans and staff. Although we connect you to non-VA facilities, they may not follow the same guidelines that VA is practicing. Your trust in VA and your safety is paramount. **Safe** care is our mission and our continuing commitment to you.