If you visit one of our Community-Based Outpatient Clinics (CBOCs), please pay attention to the following updates regarding your care:

**COVID-19 Testing**

Since the number of COVID-19 tests are limited nationwide, there is no COVID-19 testing capability at our CBOC locations. Please call your provider to determine whether you would be a candidate for testing. If so, then you may proceed to the Hunter Holmes McGuire VA Medical Center in Richmond, Virginia where Monday – Friday, 8:30 a.m. – 1:00 p.m., a Drive-Thru Clinic is available for screening and testing (if you need it); you will be triaged according to your symptoms. Also, Monday – Friday, 8:00 a.m. – 4:00 p.m., you may be directed to be seen in the medical center’s High Consequence Infections (HCI) Clinic. Last, depending on your symptoms, you may go to the hospital’s Emergency Department or to an Urgent Care Center or Emergency Department in your area.

**Face-to-Face Appointments**

Until further notice face-to-face appointments are being discouraged unless face-to-face care is necessary and urgent. If you don’t hear from one of our employees first, please call your respective CBOC before your appointment to request a telephone visit or video visit. Your provider and his/her team will help you decide which option is best for you at this time. Also, My HealtheVet offers a secure messaging option, which is a quick alternative to communicate with your care team (see below).

**Walk-in Visits at CBOCs**

Due to current guidelines on social distancing, walk-ins are discouraged. Veterans are advised to call their Primary Care Team before coming to the clinic. Also, a NO VISITOR policy is in effect, which means that you should come alone to your appointment. If you require an escort for any reason, then you may have one caregiver attend your appointment with you.
Registrations, ID Cards & Travel Claims

During this time of the COVID-19 pandemic, and with the focus on keeping Veterans safe, registrations, ID Cards, and travel claims are no longer being processed at CBOCs. Veterans can drop off these items at the CBOCs, and the paperwork will be transported to the medical center in Richmond for processing.

Need to contact your CBOC medical team?

Veterans can use My HealtheVet to contact their CBOC teams.

Thank you for your patience as we work to keep both our patients and staff safe. Your service to our country is appreciated, and we are here to serve you! Please let us know how we can assist.