

CENTRAL VIRGINIA VA HEALTH CARE SYSTEM

Latest Update

COMMUNITY-BASED OUTPATIENT CLINICS

Dear Patients,

If you visit our Community-Based Outpatient Clinics (CBOC), please pay attention to the following updates regarding your care.

Face-to-Face Appointments

Until further notice face-to-face appointments are being converted to telephone or video visits. The CBOC staff will call you in advance of your visit. If you don't hear from our staff, please call your respective CBOC before your appointment and leave a message for your Primary Care Team. Your provider and their team will help you decide which option is best for you and can authorize a face to face visit if medically necessary.

Also, a quick alternative to communicate directly with your care team is through the [My HealthVet](#) link.

Walk-in / Lab Visits at CBOCs

Due to current guidelines and social distancing, and for our patients' and staff's safety, routine labs and walk-ins cannot be accommodated at the CBOC clinics. Veterans are advised to call their Primary Care Team to discuss their needs before coming to the clinic. This includes lab work. Your Primary Care Team will review your chart and determine if labs are necessary and will coordinate the collection as necessary.

***Lab work requested by Richmond Specialty Clinics will be drawn from 1300-1430 only in our CBOC's.*

Visitors

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, over the age of 18, may attend your appointment with you.”

COVID TESTING:

There is currently no testing capability at our Community Based Outpatient Clinics (CBOCs). Please proceed to the main facility in Richmond or find an alternative testing site.

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 main facility in Richmond for processing.

Thank you for your patience as we continue to serve you while keeping everyone safe and healthy.