

# **Veterans Affairs Clinic Frequently Asked Questions**

## **1. What services are available at the VA Clinic on base?**

Primary care, mental health, audiology, podiatry, optometry and physical therapy services are currently offered at the Albany Clinical Base Outpatient Clinic aboard MCLB Albany.

## **2. How do I make an appointment with the VA Clinic on the base?**

Appointments are made by calling 1-800-595-5229, ext. 2711.

## **3. Are walk-ins available?**

Same-day appointments are available by calling the Appointment Line at 1-800-595-5229, ext. 2711.

## **4. What is required for veterans to get access to the base?**

Base access is different depending on whether the veteran is retired from active duty with a retired military ID card or not.

- **Veterans with a retired military ID card and current DoD decal** may proceed through the access gate to their scheduled appointment.
  
- **Veterans without a retired military ID card who are driving themselves** must proceed to the Eligibility Clerk in Building 3010, Room 33, on Fleming Road for a background check in order to receive approval for their appointments. They must then proceed to Pass and ID Office, located in the same building, with the following documents (all documents must be current):
  - ✓ VA Identification Card
  - ✓ Driver's License
  - ✓ Vehicle Registration
  - ✓ Proof of Insurance
  - ✓ Motorcycle endorsement on Driver's License, if applicable
  
- **Veterans without a retired military ID card who are being chauffeured** must first check in with the Eligibility Clerk in Building 3010, Room 33, on Fleming Road, for a background check to gain base access. Afterward, the veteran must accompany the driver and submit the documents listed above to the Pass and ID Office. Then the driver will need to undergo a background check, and if approved, will receive a "Day Pass," which will allow base access for that day.

## **5. What are the hours of operation for the Pass and ID Office?**

Hours of operation for the Pass and ID Office are:

Mondays through Fridays from 7:30 a.m. – 3:30 p.m.; the office is closed for training every 2nd Thursday of each month from 7:30 a.m. – 1 p.m.; the office is also closed on all federal holidays

**6. Are there any special instructions I need to know before attempting to come aboard the base?**

All firearms and other weapons are prohibited at MCLB Albany, even with a valid weapons permit. Veterans must leave all weapons home or at another location before attempting to gain entry to the installation. It is extremely important to observe the posted speed limits and other signage aboard the base. Cell phone usage is prohibited while driving aboard the installation, except when using a hands-free device.

**7. What if I am turned down for access to the base?**

If a veteran is not granted access to the base, he or she should call the VA appointment line and inform them of the situation. The VA will make alternative arrangements for care either in the local community (at no cost to the veteran if eligibility requirements are met), or at the Carl Vinson VA Medical Center in Dublin, GA.

**8. What other services are available on base?**

Veterans retired from active duty with a retired military ID card are welcome to enjoy the normal services available to retirees such as Commissary and Exchange privileges, Outdoor Recreation, etc.

**9. Is the base pharmacy available to veterans?**

Not at this time. Currently, prescriptions will be filled using the normal VA community clinic procedures or mail order.

**10. Can veterans eat at the Base Restaurant before, between or after medical appointments?**

Yes. Veterans are encouraged to enjoy a meal at the Base Restaurant, which is located across the street from the Marine Corps Exchange and Commissary on base.

**11. Will the VA providers provide any care to active duty?**

On a space-available basis, the sharing agreements allow Veterans Affairs providers to provide primary care, audiology, optometry, podiatry, physical therapy and mental health services to active-duty service members.

**12. How many people currently receive care at Naval Branch Health Clinic Albany?**

The Naval Branch Health Clinic Albany team cares for approximately 1,300 active-duty military and their families, as well as roughly 2,800 civilians (occupational health).

**13. How many veterans are expected to receive care at the VA health care facility?**

Approximately 6,000 veterans in the region now have on-base access to care.

**14. Won't the doubling of patients cause delayed care or an overcrowded facility?**

No. Prior to reaching the joint resource agreement, both the Navy and VA looked extensively at patient needs within the region, average patients per day across both organizations, facility size, staffing and much more to help ensure a smooth transition for veterans, who will now have on-base care, with no disruption to the existing care of active duty and their families.

**15. Can any veteran receive care?**

VA patients must present evidence of eligibility (e.g., either a VA outpatient card or evidence of prior military service such as a DD Form 214, certificate of release or discharge from active duty).

**16. What support is provided by Marine Corps Logistics Base Albany?**

Emergency response, fire protection and telecommunications are provided by Marine Corps Logistics Base Albany.

**17. Who has operational oversight of the health care provided at the jointly staffed location?**

Naval Branch Health Clinic Albany and VA will have responsibility in their respective areas for meeting national standards of care in accordance with The Joint Commission.

***Remember, the VA Clinic is located in a smoke-free environment.***

***Please refrain from using all tobacco and/or E-cigarette products.***

***Your cooperation is greatly appreciated!***