

Baltimore VA Medical Center

VISITOR GUIDE



10 North Greene Street
Baltimore, Maryland 21201
410-605-7000
Toll-Free: 1-800-463-6295
Eligibility & Enrollment: 410-605-7324
maryland.va.gov

Patient and Visitor Information

The Veterans Affairs (VA) Maryland Health Care System is a dynamic and progressive health care organization that is dedicated to providing quality, compassionate and accessible service to Maryland's Veterans. The Baltimore and Perry Point VA Medical Centers, in addition to the Loch Raven VA Community Living & Rehabilitation Center and six community based outpatient clinics, all work together to form this comprehensive health care delivery system.

As a modern health care facility, the Baltimore VA Medical Center offers Veterans state-of-the-art technology and clinical services. The medical center is home to the world's first filmless radiology department, which allows health care providers to have nearly instant access to patient radiology images. The Baltimore VA Medical Center is the acute medical and surgical care facility for the VA Maryland Health Care System and offers a full range of inpatient, outpatient and primary care services.

Parking:

Inpatients – Parking is not permitted for inpatients in the garage at the Baltimore VA Medical Center. If an emergency situation requires temporary parking, space will be provided pending arrangements for removal of the car.

Outpatients – There is free parking available for outpatients in the parking garage at the Baltimore VA Medical Center, which is located off of Fayette Street. Additionally, free valet parking is available for all outpatients and is accessible from the 1st level of the parking garage. Outpatients will be required to show their VA photo ID card when entering the parking garage.

Visitors – There is no visitor parking available in the parking garage at the Baltimore VA Medical Center during daytime hours. Visitor parking is available at nearby public parking garages during daytime hours. There is a fee for parking in these garages.

Shuttle Schedules: For the convenience of our Veterans patients, shuttles run weekdays to and from the Baltimore VA Annex, the Perry Point VA Medical Center, the Washington, DC, VA Medical Center, the Martinsburg, West Virginia, VA Medical Center, and the Cambridge, Fort Howard, Glen Burnie and Loch Raven VA Outpatient Clinics. For a listing of shuttle schedules, please call 1-800-463-6295, extension 7318, or visit www.maryland.va.gov/patients/shuttle.asp.

Mass Transportation: The Baltimore VA Medical Center is a few blocks away from the Light Rail and

Metro Subway Stations at Lexington Market. In addition, there is a bus stop directly across the street from the medical center in front of the University of Maryland Medical Center, which is located at the intersection of Baltimore and Greene Streets. For additional information about Light Rail, Metro Subway and bus services to the Baltimore VA Medical Center, please visit the Maryland Transit Administration website at mta.maryland.gov/.

New Patients: Veterans who are interested in applying for VA health care or who have questions about VA health care eligibility should report to Eligibility & Enrollment Center on the 1st floor in Room 1D-102. The Eligibility & Enrollment Center is open Monday through Friday from 8 a.m. to 4 p.m. If you have a question about your VA health care eligibility or co-payment billing procedures, please contact the Eligibility & Enrollment Center at (410) 605-7324.

Appointments: To schedule, change, cancel or confirm a clinic appointment, please contact the Appointment Call Center at 1-800-463-6295, extension 7333, Monday through Friday, from 7:30 a.m. to 4:30 p.m. To schedule an acute appointment, please call the Telephone Care Line Monday through Friday (except holidays) from 7:30 a.m. to 4:30 p.m. at 1-800-865-2441. If you have a life-threatening emergency, immediately dial 911.

Canteen Locations & Hours: The Canteen Retail Store, Food Court, Coffee Bar and Vending Area are located on the 2nd floor of the Baltimore VA Medical Center. Hours of operation are:
Retail Store - Monday-Friday 8 a.m. to 4 p.m.
Food Court - Monday-Friday 7 a.m. to 3:30 p.m.
Coffee Bar - Monday-Friday 6:30 a.m. to 4 p.m.
Vending Area - Daily 24 Hours a Day

Automatic Teller Machine (ATM): There is an ATM available on the 2nd floor of the Baltimore VA Medical Center to the right of the Patient Check-In Desk.

Visitor Guidelines: Family members, friends, and other individuals are welcome to visit with Veterans for emotional support during the course of their stay, unless not medically or therapeutically advisable. For additional information, please contact a member of the treatment team.

Smoking Policy: For the comfort and safety of our patients, the Baltimore VA Medical Center is a smoke-free facility. Smoking is permitted in the designated smoking area, which accessible from the 2nd floor of the medical center.



Martin Luther King Jr. Boulevard

Pine Street

Baltimore Street

Fayette Street

University of Maryland Medical Center

Baltimore VA Medical Center

Parking Entrance

Greene Street

University Square Park

Main Entrance Emergency Entrance

Greene Street

Baltimore Street

Fayette Street

Paca Street

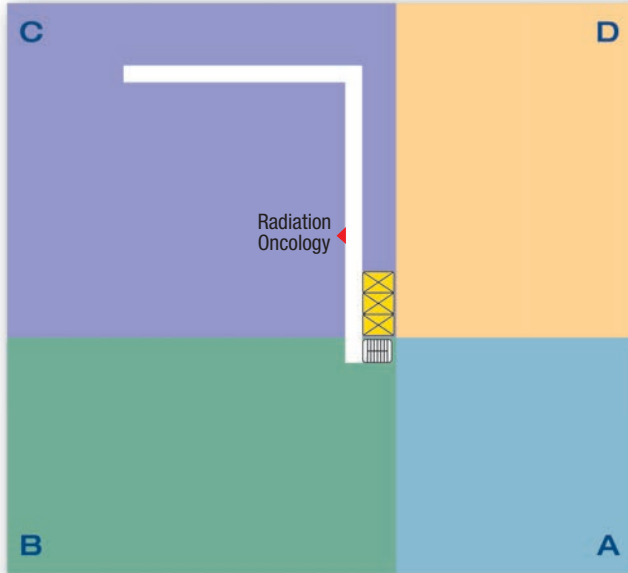
NORTH



Baltimore VA Medical Center
10 North Greene Street

Basement Floor

Radiation Oncology

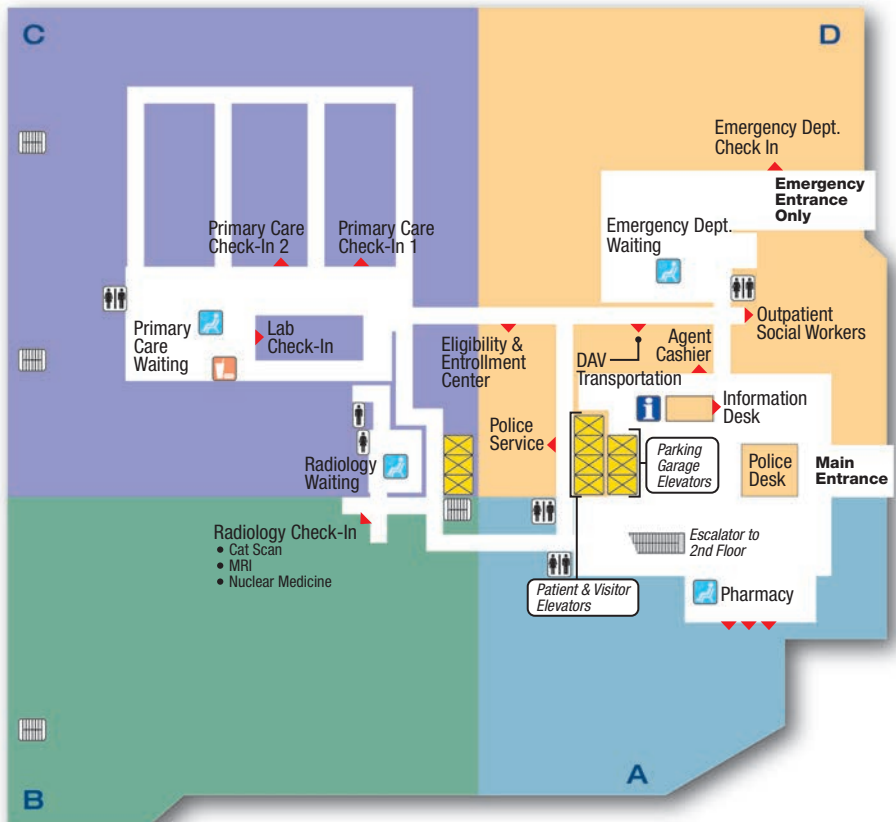


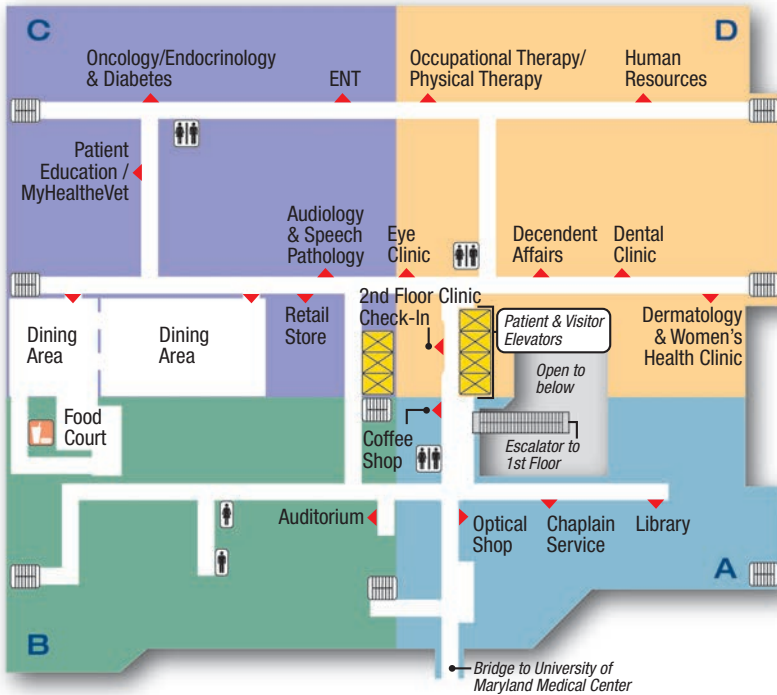
Legend

- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access

First Floor

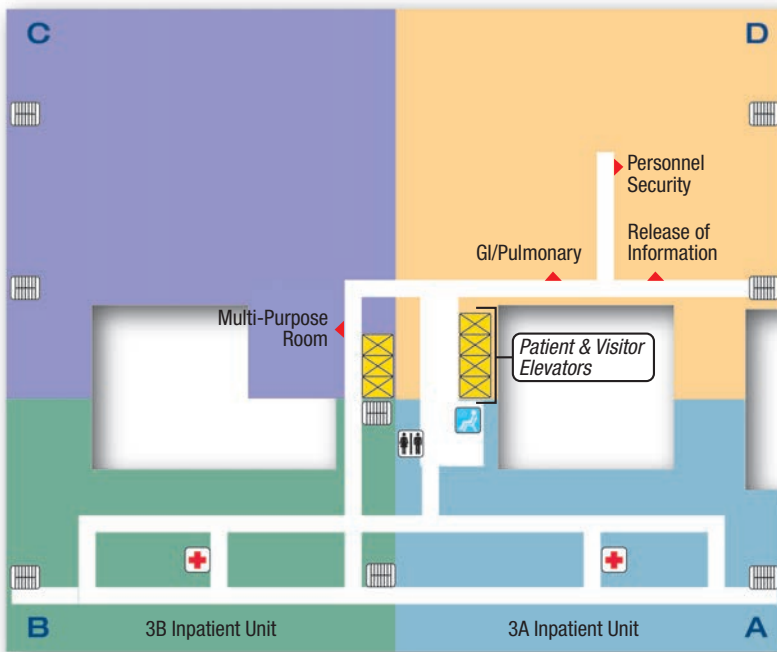
- Agent Cashier
- DAV Transportation
- Eligibility & Enrollment Center
- Emergency Department Check-In
- Emergency Department Waiting
- Information Desk
- Lab Check-In
- Outpatient Social Workers
- Pharmacy
- Police Desk
- Police Service
- Primary Care Check-In 1
- Primary Care Check-In 2
- Primary Care Waiting
- Radiology Check-In
 - CAT Scan
 - MRI
 - Nuclear Medicine
- Radiology Waiting





Second Floor

- 2nd Floor Clinic Check-In
- Audiology & Speech Pathology
- Auditorium
- Chaplain Service
- Coffee Shop
- Decedent Affairs
- Dental Clinic
- Dermatology
- Diabetes
- Dining Area
- Endocrinology
- ENT
- Eye Clinic
- Food Court
- Human Resources
- Library
- MyHealththeVet
- Occupational Therapy
- Oncology
- Optical Shop
- Patient Education
- Physical Therapy
- Retail Store
- Women's Health Clinic

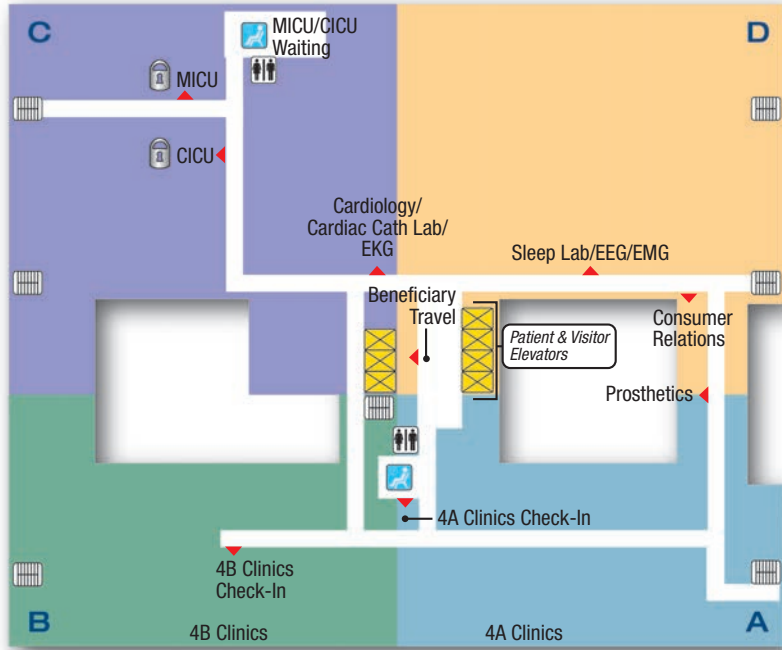


Third Floor

- 3A Inpatient Unit
- 3B Inpatient Unit
- GI
- Multi-Purpose Room
- Personnel Security
- Pulmonary
- Release of Information

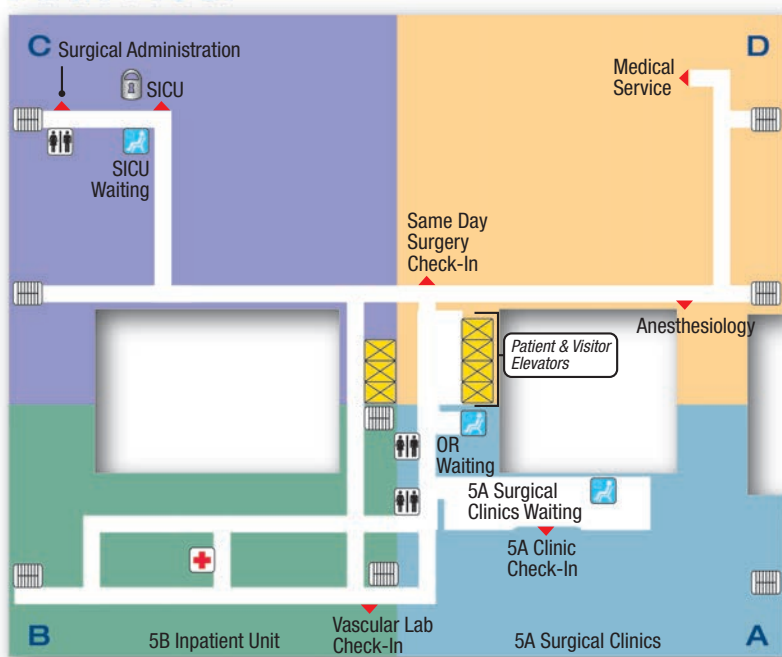
Fourth Floor

- 4A Clinics
- 4A Clinic Check-In
- 4B Clinics
- 4B Clinic Check-In
- Beneficiary Travel
- Cardiac Cath Lab
- Cardiology
- CICU
- Consumer Relations
- EEG
- EKG
- EMG
- MICU
- MICU/CICU Waiting
- Prosthetics
- Sleep Lab

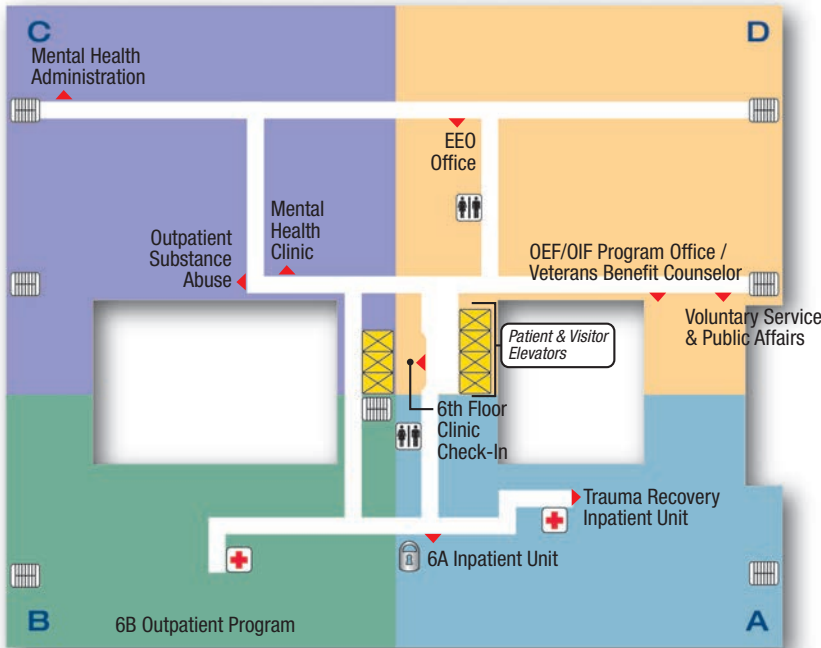


Fifth Floor

- 5A Clinic Check-In
- 5A Surgical Clinics
- 5A Surgical Clinics Waiting
- 5B Inpatient Unit
- Anesthesiology
- Medical Service Administration
- Operating Room (OR) Waiting
- Same Day Surgery Check-In
- SICU
- SICU Waiting
- Surgical Service Administration
- Vascular Lab Check-In



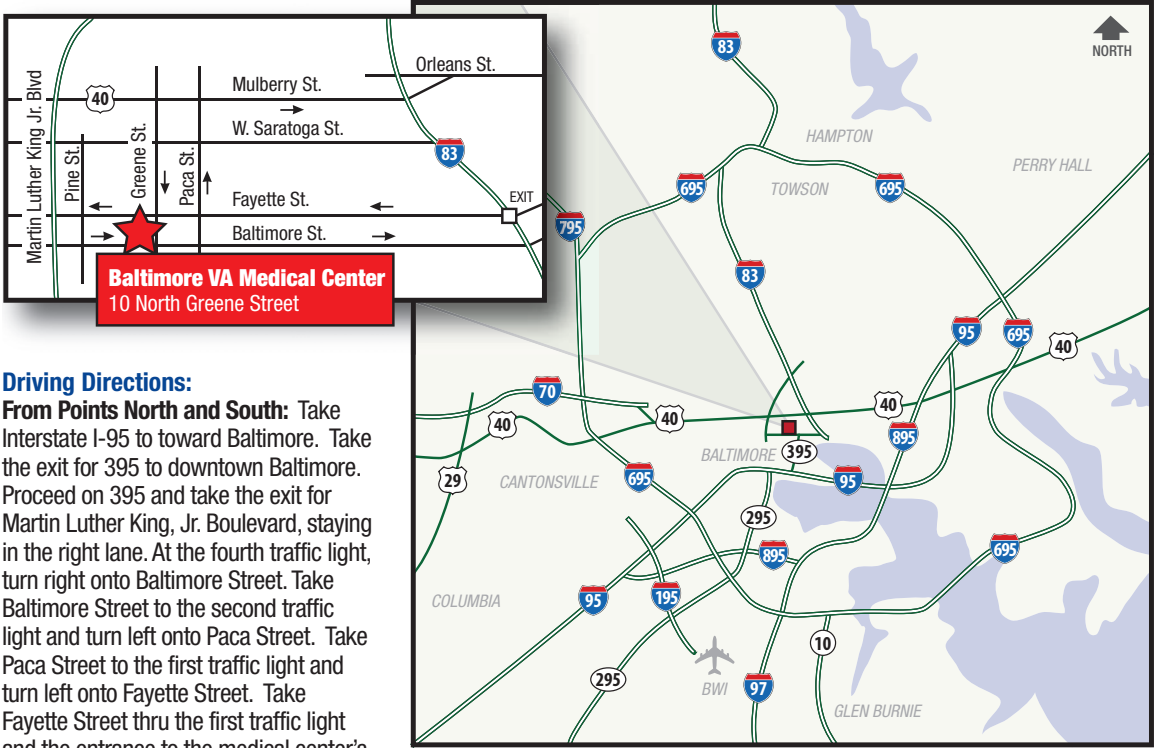
- Information
- Elevators
- Stairs
- Waiting Area
- Restrooms
- Vending
- Nurses Station
- Restricted Access



Sixth Floor

- 6A Inpatient Unit
- 6B Outpatient Program
- 6th Floor Clinic Check-In
- EEO Office
- Mental Health Administration
- Mental Health Clinic
- OEF/OIF Program Office
- Outpatient Substance Abuse
- Trauma Recovery Inpatient Unit
- Veterans Benefit Counselor
- Voluntary Service & Public Affairs

DEPARTMENT	FLOOR	DEPARTMENT	FLOOR	DEPARTMENT	FLOOR
2nd Floor Clinic Check-In	2	Diabetes	2	Optical Shop	2
3A Inpatient Unit	3	Dining Area	2	Outpatient Social Worker	1
3B Inpatient Unit	3	EEG	4	Outpatient Substance Abuse	6
4A Clinic Check-In	4	EEO Office	6	Patient Education	2
4A Clinics	4	EKG	4	Personnel Security	3
4B Clinic Check-In	4	Eligibility & Enrollment Center	1	Pharmacy	1
4B Clinics	4	Emergency Department Check-In	1	Physical Therapy	2
5A Clinic Check-In	5	Emergency Department Waiting	1	Police Desk	1
5A Surgical Clinics	5	EMG	4	Police Service	1
5A Surgical Clinics Waiting	5	Endocrinology	2	Pre-Op (5A Check-In)	5
5B Inpatient Unit	5	ENT	2	Primary Care Check-In 1	1
6A Inpatient Unit	6	Eye Clinic	2	Primary Care Check-In 2	1
6B Outpatient Program	6	Food Court	2	Primary Care Waiting	1
6th Floor Clinic Check-In	6	GI	3	Prosthetics	4
Agent Cashier	1	Human Resources	3	Pulmonary	3
Anesthesiology	5	Information Desk	1	Radiation Oncology	B
Audiology & Speech Pathology	2	Lab Check-In	1	Radiology Check-In	1
Auditorium	2	Library	2	Radiology Waiting	1
Beneficiary Travel	4	Medical Service Administration	5	Release of Information	3
Cardiac Cath Lab	4	Mental Health Administration	6	Retail Store	2
Cardiology	4	Mental Health Clinic	6	Same Day Surgery Check-In	5
CAT Scan (Radiology Check-In)	1	MICU	4	SICU	5
Chaplain Service	2	MICU Waiting	4	SICU Waiting	5
CICU	4	MRI (Radiology Check-In)	1	Sleep Lab	4
CICU Waiting	4	Multi-Purpose Room	3	Surgical Service Administration	5
Coffee Bar	2	MyHealthVet	2	Trauma Recovery Inpatient Unit	6
Consumer Relations	4	Nuclear Medicine (Radiology Check-In)	1	Vascular Lab Check-In	5
DAV Transportation	1	Occupational Therapy	2	Veterans Benefit Counselor	6
Decedent Affairs	2	OEF/OIF Program Office	6	Voluntary Service & Public Affairs	6
Dental Clinic	2	Oncology	2	Women's Health Clinic	2
Dermatology	2	Operating Room (OR) Waiting Area	5		



Driving Directions:

From Points North and South: Take Interstate I-95 to toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street thru the first traffic light and the entrance to the medical center's parking garage is a block down on the left past the intersection with Greene Street.

From Points North West: Take I-83 south towards Baltimore. Prior to reaching the Inner Harbor, turn right onto Fayette Street. Take Fayette Street across town towards the campus of the University of Maryland at Baltimore and the University of Maryland Medical Center. After crossing the intersection with Greene Street, the entrance to the medical center's parking garage is a block down on the left off of Fayette Street.

From Points West: Take I-70 east towards Baltimore. Merge onto I-695 south via Exit 91A toward I-95 south/Glen Burnie. Take I-695 south to Exit 15A for US-40 east toward Baltimore. Take US-40 to Baltimore City and turn right on North Greene Street/MD-295 south. Take North Greene Street four blocks and turn right onto Fayette Street. The entrance to the medical center's parking garage is a block down on the left off of Fayette Street.

From the Eastern Shore: Take Route 50 West toward Annapolis/Baltimore. After crossing the Bay Bridge, take the exit for I-97 North. Continue on I-97 North for approximately 18 miles and merge onto I-695 West (Baltimore Beltway) toward Baltimore/Towson. Continue on I-695 West for approximately six miles and merge onto I-95 North toward Baltimore. Take the exit for 395 to downtown Baltimore. Proceed on 395 and take the exit for Martin Luther King, Jr. Boulevard, staying in the right lane. At the fourth traffic light, turn right onto Baltimore Street. Take Baltimore Street to the second traffic light and turn left onto Paca Street. Take Paca Street to the first traffic light and turn left onto Fayette Street. Take Fayette Street thru the first traffic light and the entrance to the medical center's parking garage is a block down on the left past the intersection with Greene Street.

Important Phone Numbers:

Appointment Center:	1-800-463-6295, ext. 7333	Prescription Refill Line:	1-800-463-6295, ext. 7395
Baltimore VA Medical Center:	410-605-7000	Returning Veterans:	410-605-7259
Baltimore Vet Center:	410-764-9400	State Veterans Cemeteries:	1-800-446-4926, ext. 6455
Billing Information:	1-866-393-0006	Suicide Prevention Hotline:	1-800-273-TALK (8255)
Eligibility & Enrollment:	410-605-7324	Telephone Care Line:	1-800-865-2441
Long-Term Care Information Line:	1-800-949-1003, ext. 1121	Toll-Free Number:	1-800-463-6295
Medical Records/Release of Information:	410-605-7348	VA Benefits:	1-800-827-1000
MyHealtheVet:	410-605-7045	VA Burial Benefits:	410-644-9696
Patient Advocates:	410-605-7099	Women Veterans Services:	410-605-7275