

Veterans' health matters

Managing Tinnitus

Some perceive it as a whistling noise in their ears. Others hear ringing or buzzing. In fact, the auditory condition known as tinnitus can involve one sound or many sounds, and each person with the disorder may hear something a bit differently.

Tinnitus – like hearing loss – is a huge problem among Veterans. The accompanying article, which includes excerpts from a letter sent to us by one Veteran, describes just how severe a problem it can be.

According to Kyle Dennis, Ph.D, of VA's Audiology and Speech Pathology National Program Office, "Hearing loss and tinnitus are the first or second most common disabilities in all periods of service since World War II." A recent study on disability compensation by VA's Office of Policy and Planning noted tinnitus as "the most prevalent condition for new enrollees" between 2001 and 2007.

Five Levels of Care

Thanks to work at VA's National Center for Rehabilitative Auditory Research (NCRAR), the agency is crafting a new approach to the problem. Developed by NCRAR scientist Jim Henry, Ph.D., the program is called "Progressive Audiologic Tinnitus Management," or PATM. It was described in a June 2008 article for the American Speech-Language-Hearing Association's

ASHA Leader publication, available online at www.asha.org.

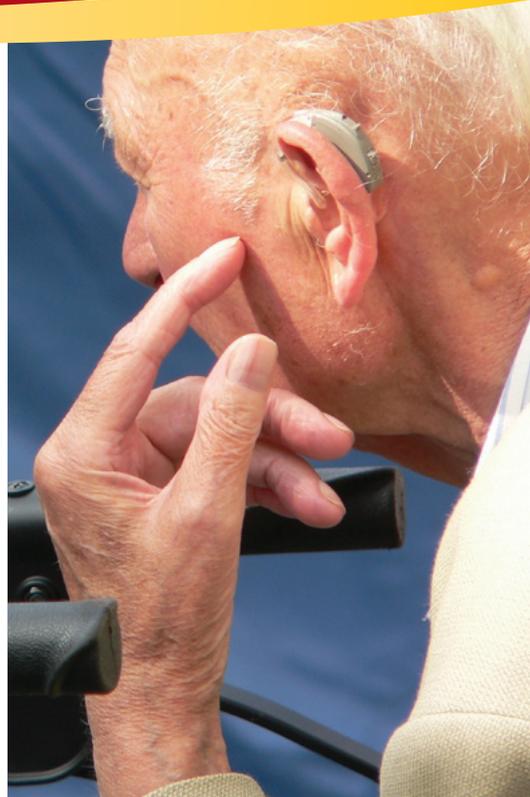
PATM involves five levels of care. Henry says that to understand the progression, it's helpful to think of the tinnitus patient population in terms of a pyramid. About 80 percent of people – those at the base – are not bothered at all by their tinnitus. Others, further up the pyramid, need only basic education on how to manage it. At the top of the pyramid are the relatively few patients who are debilitated by the condition and need long-term individualized therapy.

The key is appropriately assessing patients and getting them the right level of care. "Not everybody needs therapy or an intervention – maybe education is enough," notes Stephen Fausti, Ph.D, director of the NCRAR.

The first PATM level is triage – making sure health care providers make appropriate referrals for patients complaining of tinnitus symptoms. The next level is audiologic evaluation. Many patients who complain of tinnitus actually have a hearing problem that can be helped by a hearing aid or other treatment. Sorting out the symptoms – determining whether the complaint is due mainly to hearing loss or tinnitus – is crucial, and Henry's program offers screening instruments to help providers know the difference.

"We're finding out that a lot of people think tinnitus is the reason

continued on p. 2



inside this issue:

VA National Newsp. 3

VA Facility Highlightsp. 4 & 5

A Laughing Matter.....p. 6

Word Search Puzzle....p. 6

My HealthVet Wellness Reminders....p. 7

Help For Veteran Small Businessesp. 7

Where to Find Us.....p. 8

Tinnitus: Terrorism from Within

The following are excerpts from a letter sent to us by a Veteran named E. Honesto, a tinnitus sufferer who has conducted extensive research on the subject. His letter clearly demonstrates how severe tinnitus can be.

“What is tinnitus? It’s called ‘ringing in the ear.’ A misnomer!”

“You are not a tinnitus sufferer if you do not literally cry out to God that he take that freight train sounding noise out of your head ... If you are lucky, or if God answers your plea, you may have occasional intervals of quietness from that ongoing, 24/7, debilitating noise onslaught. The intervals can be from a couple to a few days of lowered noise (as in my case), contrasted by a week or two of sometimes sheer terror. Others do not have these intervals.”

“Due to the use of IEDs in Iraq and Afghanistan, [many] of the returning military suffer from tinnitus. Noise levels can range from low to a very severe loudness that can range from 115 to 130 decibels, as in my case.”

Mr. Honesto goes on to describe in detail some of the research being done, and some experimental treatments which show promise of providing at least temporary relief. He adds: *“T-support groups should be a MUST for vets via the VA,”* and closes his letter with this plea: *“Let’s get our heads out of the sand! Because it’s not seen does not mean it’s not there.”* ■

Tinnitus

continued from p. 1

they’re having trouble hearing,” says Henry. “So we had to come up with ways to determine whether it is really a hearing problem or a tinnitus problem, or a little of both. Now, we say that what they really need first is to have a hearing evaluation and a tinnitus screening. If you just do that, you’re probably going to take care of 90 percent of patients complaining of tinnitus.”

Hearing Aids Often Help

When the condition is a mix of hearing loss and tinnitus, some patients find that the amplification provided by a hearing aid helps make the tinnitus less noticeable. That and some basic education on tinnitus can be enough to help them manage the condition. Patients also receive an NCRAR-developed manual – *How to Manage Your Tinnitus: A Step-by-Step Workbook* – that can be used with or without further support from clinicians.

Those patients who need more help go on to Level 3, group education. This is a cost-effective way to teach patients how to manage tinnitus, says Henry, and patients benefit from the peer support. One thing they learn is how to use sound. From an NCRAR fact sheet: “Being in a quiet room may make your tinnitus more noticeable. To help with this, try being around low-volume, pleasant sounds, such as music or nature sounds (especially water). Devices that produce sound include radios, CD players, tabletop fountains, sound generators and electric fans.” Says Henry, “The whole progressive approach is based on education more than anything else.”

PATM’s Level 4 involves in-depth evaluation. Referrals may be made to address issues with

sleep, mental health or other areas, and patients are tested to see if they might benefit from devices such as ear-level sound generators.

Level 5 offers individualized management, building on the skills taught in the earlier group work. At this point, some patients will be wearing sound generators or “combination instruments” – hearing aids with built-in generators. If patients still need help after six months or so of Level 5 care, they may be referred for sound-based treatments such as tinnitus masking or tinnitus retraining therapy. Cognitive behavioral therapy is another option shown to help.

Clinical Trials

The PATM model is now being tested at the James A. Haley VA Medical Center in Tampa. One group of patients is receiving “usual care,” while the other is being evaluated and treated through the five-tier approach. Henry is also testing a telephone-based version of PATM designed for patients with tinnitus and traumatic brain injury, and he and his colleagues are also teaching PATM to VA audiologists nationwide and developing a system to test for tinnitus.

Meanwhile, NCRAR audiologists are working closely with VA clinical policymakers to “develop a comprehensive tinnitus management protocol based on [the PATM protocol],” says Dennis, of VA’s national audiology office. He also notes that the topic should receive even greater attention in the future, as Congress recently mandated the establishment of a Department of Defense (DoD) “center of excellence” for hearing loss, tinnitus and other ear disorders.

VA National News

Colleges and Universities Partner with VA to Improve GI Bill Benefits

More than 1,100 colleges, universities and schools across the country have entered into "Yellow Ribbon" program agreements with the Department of Veterans Affairs (VA) to improve financial aid for Veterans participating in the Post-9/11 GI Bill.

"The Post-9/11 GI Bill is an important part of fulfilling our promise to the men and women who have served our country so honorably," Secretary of Veterans Affairs Eric K. Shinseki said. "Implementing this landmark legislation and providing even more veterans with a quality education is a top priority for VA. We are grateful so many schools are joining us as partners in this unprecedented effort."

The Yellow Ribbon program, a provision of the new Post-9/11 GI Bill, funds tuition expenses that exceed the highest public in-state undergraduate tuition rate. Institutions can contribute up to 50 percent of those expenses, and VA will match this additional funding for eligible students.

The Yellow Ribbon program is reserved for Veterans eligible for the Post-9/11 GI Bill at the 100 percent benefit level. This includes those who served at least 36 months on active duty or served at least 30 continuous days and were discharged due to a service-related injury.

Provisions of the program include payments for tuition and fees, housing, and a books and supplies stipend. Benefits are payable for training pursued on or after August 1, 2009. The tuition and fee benefit is paid directly to the school.

For information on specific schools participating in the Yellow Ribbon program, go to www.gibill.va.gov/GI_Bill_Info/CH33/YRP/YRP_List.htm. Additional information about the Post-9/11 GI Bill and Yellow Ribbon program, as well as VA's other educational benefits, may be obtained by visiting VA's Website www.gibill.va.gov or by calling 1-888-GIBILL-1 (or 1-888-442-4551).

National Veterans Creative Arts Festival

Each year, the Department of Veterans Affairs joins with Help Hospitalized Veterans and the American Legion Auxiliary to sponsor the National Veterans Creative Arts Festival. The 2009 festival will be held this fall at three sites: San Antonio, Texas (October 5-11); Riverside, California (October 20-26); and St. Louis, Missouri (October 22-28).

VA medical facilities incorporate creative arts into their recreation therapy programs. This annual competition is the culmination of talent competitions in art, creative writing, dance, drama and music for Veterans treated in the VA's national health care system. Each year, approximately 130 Veterans exhibit their artwork or perform musical, dance, dramatic or original writing selections in a gala variety show. All Veterans invited to participate are selected winners of year-long, national fine arts talent competitions in which thousands of Veterans enter, from VA medical facilities across the nation.

For more information, please contact Elizabeth Mackey, Director of the National Veterans Creative Arts Festival at 320-255-6351.

VA Launches 10-Year Health Study of 60,000 New Veterans

The Department of Veterans Affairs (VA) has initiated a large, long-term study to look carefully at a broad array of health issues that may affect Operation Enduring Freedom/Operation Iraqi Freedom (OEF/OIF) Veterans and their counterparts who served during the same time period. VA's "National Health Study for a New Generation of U.S. Veterans" will begin with 30,000 Veterans deployed to OEF/OIF and 30,000 comparison Veterans who were not deployed.

The study will include Veterans who served in each branch of service, representing active duty, Reserve, and National Guard members. Women will be over-sampled to make sure they are represented and will comprise 20 percent of the study, or 12,000 women. A combination of mail surveys, online surveys, telephone interviews, and in-person physical evaluations will be used to collect data from the Veterans.

The study will compare the deployed and non-deployed Veterans in terms of chronic medical conditions, traumatic brain injury (TBI), post traumatic stress disorder (PTSD) and other psychological conditions, general health perceptions, reproductive health, pregnancy outcomes, functional status, use of health care, behavioral risk factors (smoking, drinking, seatbelt use, speeding, motorcycle helmet use, and sexual behavior), and VA disability compensation. VA has contracted with an independent Veteran-owned research firm, HMS Technologies Inc., to collect the data. ■

VA facility highlights

san francisco

“Brain at War II” Held at SFVAMC

The second annual gathering of the “Brain at War” conference was held recently at the San Francisco VA Medical Center (SFVAMC). The event, sponsored by NCIRE-The Veterans Health Research Institute, brought together some of the world’s leading experts on post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), and related neurological and psychological conditions.

The highlight of the day was a research presentation on “Advances in Telesurgery and Telementoring,” by US Army surgeon Lieutenant Colonel T. Sloane Guy, MD, who spoke via video teleconference from the 47th Combat Support Hospital in Iraq, where he is serving as Chief of Surgery. Dr. Guy conducted the initial research on his project while serving in his previous posting as a cardiothoracic surgeon at the San Francisco VA Medical Center.

“Dr. Guy’s story exemplifies the kind of multi-institutional scientific initiative that NCIRE works to foster,” said NCIRE Executive Director Robert E. Obana. “Dr. Guy demonstrated his results directly from the war zone in Iraq, over seven thousand miles away, using the very sort of technology that is at the heart of his research project. It’s hard to describe how exciting this was for everyone at the conference.” ■

northern california

Success through the Gift of Sound

Veteran Francisco Ibarra came to the Audiology and Speech Pathology department at the McClellan Outpatient Clinic in March 2008, in complete disarray. He had a cochlear implant from a local surgeon three years earlier and the only way he was able to communicate was by writing notes, and he could not do any speech testing. His warranty was

up on his implant and he needed help.

That’s when he met Gail Ternes, a clinical audiologist and cochlear implant specialist here. She gave him a new implant and he was soon able to hear soft speech, and had batteries that lasted all day. Within three months, he was able to test with speech. Gail says, “This is a man who wasn’t going to give up. He worked hard and was a delightful patient.” One year

later, he was able to test speech with full sentences.

Francisco speaks three languages, English, Spanish, and Aztec Indian, and through his recovery, he’s able to function in all three. Francisco’s family is very grateful for everything the VA has done for their dad. His son, Mickey, sent Gail an email thanking her for her help. Gail loves having a great job here at the VA, where she can help people like Francisco have success in their lives every day. ■

central california

VACCHCS Makes 100 Most Wired List

From over 1,300 hospitals surveyed, VA Central California Healthcare System is the only VA Medical Center west of the Mississippi and one of only four VA facilities to make the nation’s Top 100 list in the ‘2009 Most Wired Survey and Benchmarking Study’ released in the July issue of *Hospitals & Health Networks* magazine.

The Most Wired Survey is conducted annually and uses the results to name the 100 Most Wired hospitals and health

systems. It focuses on how the nation’s hospitals use information technologies to address five key areas: safety and quality, customer service, business processes, workforce, and public health and safety. Hospitals are named to the list based on a detailed scoring process.

When VA is compared to other organizations completing the survey, only 38 hospitals and



health systems (7 percent) have effectively deployed information technology of the medication administration process with only 26 percent of medications entered electronically by physicians and only 40 percent of medications

electronically matched at the bedside. VA Central California has been named to the Top 100 Most Wired list for the second consecutive year. ■

Radiology Department Expands

VA Pacific Islands Health Care System (VA PIHCS) recently expanded its Radiology Department to include the ability to perform Echocardiography and Mammography procedures. An Echocardiogram is a painless procedure that uses an ultrasound beam to view the heart in motion. An ultrasound transducer is placed on the chest wall and moved around to view different heart structures. Echocardiograms evaluate many functions and possible abnormalities that occur in the heart, including the

presence of aneurysms, clots, tumors, etc. An electrocardiogram (also known as an EKG) helps to record what is going on with the heart.

Additionally, PIHCS now offers Mammography that is used for the early detection of breast cancer, and is important in providing the best possible health care for our growing number of female Veterans. The addition of all this new equipment also offers two side benefits: cost savings, in that procedures are done at our medical center instead of utilizing what

can be expensive non-VA facilities; and an obvious convenience for our Veterans. This is another example of the high quality of coordinated health care offered by the VA Pacific Islands Health Care System. ■



Patient Call-Back Program

The Reno VA is aiming to not only meet the patients' expectations of care but to exceed their expectations by undertaking a 100 percent post-discharge call back program. The mission of Reno's discharge caller is to speak with patients after discharge and follow up on their care personally. The initial call is made within 24-48 hours and three calls will follow in an effort to speak

with the patient. The patient is asked: How are you doing? Did you pick up discharge medications? Do you have any questions or concerns? Lastly, are you aware of your follow-up appointments?

The discharge caller, who is a registered nurse, is also able to talk with family members who are doing the dressing changes or new colostomy care. The nurse helps the patient or family member process the changes in their lives created by

a change in their own or their loved one's health status. It is also a time when the VA team of pharmacists, dietitians, specialty clinic nurses, call center staff, and home care nurses, can be utilized (via the discharge caller), in order to assist the Veteran immediately.

In a world of automated messages, this is one program that focuses on the patient after discharge, using a "personal touch" approach that facilitates respect and care. ■

New VA Outpatient Clinic to Open in East Bay

The 45,000 veterans who live in the East Bay between San Lorenzo and Fremont are one step closer to having Department of Veterans Affairs (VA) medical and mental health care services in their backyard. The VA Palo Alto Health Care System recently signed a lease in Fremont to open a new Community-

Based Outpatient Clinic.

"We are very pleased to be able to offer veterans in the East Bay clinical services, which up until now they had to get at either our Livermore or Palo Alto Divisions," said Lisa Freeman, director of VA Palo Alto Health Care System (VAPAHCS). "The new clinic will offer primary care and mental health services. If all goes as planned, we hope to have it open in January 2010."

This clinic precedes the development of a large, multi-specialty clinic somewhere in the East Bay approximately five years down the road. However, VA didn't want to wait until 2015 to provide East Bay veterans local health care. Consequently, VA is opening this interim clinic until the new, larger East Bay clinic can be built. The location of the multi-specialty clinic is still to be determined. ■

A Laughing Matter:

"I was so naive as a kid I used to sneak behind the barn and do nothing."

~ Johnny Carson

"Last night I dreamed I ate a ten-pound marshmallow. When I woke up, my pillow was gone."

~ Tommy Cooper

Bert Reynolds once asked me out. I was in his room at the time.

~ Phyllis Diller

My wife has gotten very tricky about food. For instance, I didn't know she was buying horsemeat until she served me a drumstick that was three feet long.

~ Robert Orben

If God wanted us to bend over, he'd put diamonds on the floor.

~ Joan Rivers

My husband thinks that health food is anything he eats before the expiration date.

~ Rita Rudner

The most remarkable thing about my mother is that for thirty years she served us nothing but leftovers. The original meal had never been found.

~ Calvin Trillin

I only like two kinds of men - domestic and imported.

~ Mae West ■

WORD SEARCH

O M G O J N I R C P W A U A Z I F X R T G F T
 K O A W L W R K E K K N J P K A W T G P P U G
 S S H N C S F Z V D N J L N C J R E S I O N T
 C U C W A X A N C I R T T I T E G Z L P R P A
 I T N P P G R I S Y H O L W A H M O N P S A H
 N I R S Y K E C N E K I S T V R T O P L S D E
 I N M C B G R M R O T H M I F C I Y R P R J A
 L N P W H E R A E Y I E P I D T X Y E I E H R
 C I T Z E M P P E N N T K N A H B R E R D W I
 N T Y N Y Y E L Y T T F A C K E F D M I I R N
 N T I W R C C E F E D Z U U F V Q P O N V Z G
 F N A E L I G U X N Q D P R L N E O R G O V M
 G F F N Z X N Z U L E I T C J A P Y L I R X Y
 Z V I B G P P O Q N S X I E E Y V M W N P J S
 A U T M E W S U P P O R T K A N S E T G N E X

- | | | | |
|-----------------------------------|-------------------------------------|------------------------------------|-------------------------------------|
| <input type="checkbox"/> CLINIC | <input type="checkbox"/> EDUCATION | <input type="checkbox"/> PROVIDERS | <input type="checkbox"/> MANAGEMENT |
| <input type="checkbox"/> FACILITY | <input type="checkbox"/> TREATMENT | <input type="checkbox"/> SUPPORT | <input type="checkbox"/> DISORDER |
| <input type="checkbox"/> TINNITUS | <input type="checkbox"/> EVALUATION | <input type="checkbox"/> SOUND | <input type="checkbox"/> RINGING |
| <input type="checkbox"/> HEARING | <input type="checkbox"/> SCREENING | <input type="checkbox"/> THERAPY | <input type="checkbox"/> NOISE |

My Health_Vet Wellness Reminders

Wellness Reminders is an online feature of the My Health_Vet Personal Health Record where you can view your VA Wellness Reminders. Wellness Reminders are available to VA patients who have registered on My Health_Vet and have completed the In-Person Authentication (IPA) process.

In-Person Authentication is a process used to verify a My Health_Vet user's identity. Registered My Health_Vet users who are VA patients and have completed the IPA process will be able to view the names of their VA prescriptions as well as be able to view their VA appointments, Wellness Reminders, and lab results when these features are available.

It's easy, quick and of course, free. All you need to do is go to your VA Medical Center or VA clinic and tell a VA staff/volunteer or the My Health_Vet contact person that you want to complete the



In-Person Authentication process.

To view your Wellness Reminders, simply log in to My Health_Vet, click on the "GET CARE" tab, then go to Wellness Reminders. You will be able to view the following types of health Wellness Reminders from your VA treatment facility(s) where applicable:

General Wellness Reminders include:

- Colorectal cancer screen
- Influenza (Flu)
- Pneumococcal (Pneumonia)
- Hypertension (High Blood Pressure)
- LDL control (Cholesterol)
- Lipid measure (Cholesterol)
- Body Mass Index

For people with diabetes:

- Diabetes foot exam

- Diabetes hemoglobin A1c
- Diabetes retinal exam

For women:

- Cervical cancer screen
- Mammogram screen

What are the benefits of using My Health_Vet Wellness Reminders?

- Alerts you to important tests, examinations or other medical procedures that you should schedule to protect your health
- Helps you remember important health information
- Allows you to view your VA health Wellness Reminders
- Provides you with detailed Wellness Reminder information
- Provides health information to help you understand your Wellness Reminders
- Allows you to share your Wellness Reminders with non-VA healthcare providers
- Allows you to be more involved in your own healthcare. ■

Help for Veteran Small-Business Owners

More than 1,000 Veterans who own small businesses and seek to do more contracting with the federal government recently heard Secretary of Veterans Affairs Eric K. Shinseki extol the importance of small businesses and reaffirm the commitment of the Department of Veterans Affairs (VA) to help veterans start or expand their companies.

Speaking at the largest annual conference to help Veteran-owned and service-disabled Veteran-owned firms do business with the federal government, Shinseki encouraged potential suppliers to seek VA's business, telling them his Department leads the government in prime-contract dollars spent with businesses

owned by service-disabled Veterans and other Veterans.

Even though VA has exceeded government-wide goals for supporting Veteran-owned small businesses, Shinseki said VA should raise its support for them even higher. VA will set goals to increase Veteran subcontractors' work for VA, as well.

To help Veterans win bids and perform the work successfully, he said VA is launching contractor certification training to explain the complexities of federal contracting. The VA secretary said he has urged other presidential Cabinet departments to increase contract opportunities for Veterans.

Finally, he urged Veteran entrepreneurs to find ways to

assist men and women returning from service in Iraq and Afghanistan to find meaningful work. Shinseki said, "We'll do our part at VA, but we can't do it all."

VA has a special unit, the Center for Veterans Enterprise, which offers a variety of services to Veterans wanting to start or expand a business. These include one-on-one coaching, referrals for business training, listing in an online database for potential clients and verification of the Veteran status of those registrants.

More information about the Department's services to the owners of small businesses is available on the Internet at www.va.gov/oamm. ■

Kerri Childress, Editor
 VISN 21
 3801 Miranda Avenue
 Palo Alto, CA 94304-1290
 www.visn21.va.gov

**PRESORTED
 STANDARD
 POSTAGE & FEES
 PAID
 DEPT. OF
 VETERANS AFFAIRS
 PERMIT NO. G-75**

Where to find us!

VA MEDICAL CENTER SAN FRANCISCO

VA MEDICAL CENTER SAN FRANCISCO

4150 Clement Street
 San Francisco, CA 94121-1598
 (415) 221-4810

DOWNTOWN S.F. VA OPC

401 3rd Street
 San Francisco, Calif., 94107
 (415) 551-7300

VA EUREKA OPC

714 F Street
 Eureka, CA 95501
 (707) 442-5335

VA SAN BRUNO OPC

1001 Sneath Lane
 San Bruno, Calif., 94066
 (650) 615-6000

VA SANTA ROSA OPC

3315 Chanate Road
 Santa Rosa, CA 95404
 (707) 570-3855

VA UKIAH OPC

630 Kings Court
 Ukiah, CA 95482
 (707) 468-7700

VA NORTHERN CALIFORNIA HEALTH CARE SYSTEM

VA SACRAMENTO MEDICAL CENTER

10535 Hospital Way
 Mather, CA 95655
 (916) 843-7000

VA MARTINEZ OPC

150 Muir Road
 Martinez, CA 94553
 (925) 372-2000

VA REDDING OPC

351 Hartnell Avenue
 Redding, CA 96002
 (530) 226-7555

VA CHICO OPC

280 Cohasset Road
 Chico, CA 95926
 (530) 879-5000

VA MCCLELLAN OPC

5342 Dudley Boulevard
 McClellan Park, CA 95652-1074
 (916) 561-7400

VA MARE ISLAND OPC

201 Walnut Avenue
 Mare Island, CA 94592
 (707) 562-8200

VA OAKLAND MENTAL HEALTH AND SUBSTANCE ABUSE PROGRAM

Oakland Army Base
 2505 West 14th Street
 Oakland, CA 94607
 (510) 587-3400

VA OAKLAND OPC

2221 Martin Luther King Jr. Way
 Oakland, CA 94612
 (510) 267-7800

VA FAIRFIELD OPC

103 Bodin Circle, Bldg. 778
 Travis AFB, CA 94535
 (707) 437-1800

VA PALO ALTO HEALTH CARE SYSTEM

VA PALO ALTO DIVISION

3801 Miranda Avenue
 Palo Alto, CA 94304-1290
 (650) 493-5000

VA MENLO PARK DIVISION

795 Willow Road
 Menlo Park, CA 94025
 (650) 493-5000

VA LIVERMORE DIVISION

4951 Arroyo Road
 Livermore, CA 94550
 (925) 373-4700

VA CAPITOLA OPC

1350 N. 41st Street, Suite 102
 Capitola, CA 95010
 (831) 464-5519

VA STOCKTON OPC

500 W. Hospital Road
 Stockton, CA 95231
 (209) 946-3400

VA MODESTO OPC

1524 McHenry Blvd., Suite 315
 Modesto, CA 95350
 (209) 557-6200

VA MONTEREY OPC

3401 Engineer Lane
 Seaside, CA 93955
 (831) 883-3800

VA SAN JOSE OPC

80 Great Oaks Boulevard
 San Jose, CA 95119
 (408) 363-3011

VA SONORA OPC

19747 Greenley Road
 Sonora, CA 95370
 (209) 588-2600

VA CENTRAL CALIFORNIA HEALTH CARE SYSTEM

VA CENTRAL CALIFORNIA HEALTH CARE SYSTEM

2615 E. Clinton Avenue
 Fresno, CA 93703-2286
 (559) 225-6100

VA SOUTH VALLEY OPC

1050 North Cherry Street
 Tulare, CA 93274
 (559) 684-8703

VA CASTLE OPC

3605 Hospital Road, Suite D
 Atwater, CA 95301-5140
 (209) 381-0105

VA SIERRA NEVADA HEALTH CARE SYSTEM

IOANNIS A. LOUGARIS VA MEDICAL CENTER

1000 Locust Street
 Reno, NV 89502-2597
 (775) 786-7200

VA LA HONTAN VALLEY OPC

345 West A Street
 Fallon, NV 89406
 (775) 428-6161

VA SIERRA FOOTHILLS OPC

11985 Heritage Oak Place
 Suite #1
 Auburn, California 95603
 (530) 889-0872

VA CARSON VALLEY OPC

925 Ironwood Drive, Suite 2102
 Minden, NV 89423
 (775) 786-7200 Ext. 4000

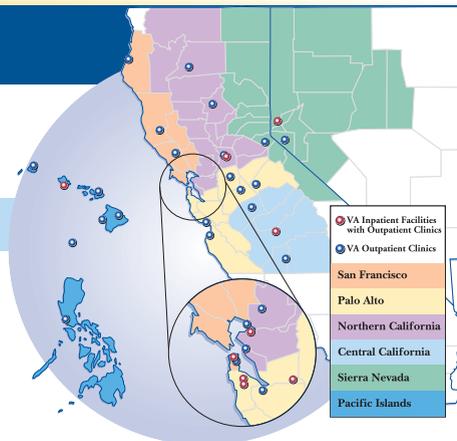
VA PACIFIC ISLANDS HEALTH CARE SYSTEM

SPARK M. MATSUNAGA VA MEDICAL CENTER

459 Patterson Road
 Honolulu, HI 96819
 (808) 433-0600

VA PTSD RESIDENTIAL REHABILITATION PROGRAM

459 Patterson Road
 Honolulu, HI 96819
 (808) 433-0004



VA MAUI OPC

203 Ho'ohana Street, Suite 303
 Kahului, HI 96732
 (808) 871-2454

VA HILO OPC

1285 Waiuanue Ave., Suite 211
 Hilo, HI 96720
 (808) 935-3781

VA KONA CBOC

75-377 Hualalai Road
 Kailua-Kona, HI 96740
 (808) 329-0774

VA KAUAI OPC

3-3367 Kuhio Hwy, Suite 200
 Lihue, HI 96766
 (808) 246-0497

VA GUAM CLINIC

US Naval Hospital
 Wing E-200, Box 7608
 Agana Heights, GU 96919
 (671) 472-7250

VA AMERICAN SAMOA CBOC

Fiatele Teo Army Reserve Building
 Pago Pago, American Samoa 96799
 (684) 699-3730

VA REGIONAL OFFICE & OUTPATIENT CENTER MANILA

United States Department of
 Veterans Affairs
 PSC 501
 FPO, AP 96515-1100
 (011) 632-523-6300