



**DEPARTMENT OF VETERANS AFFAIRS**  
**Medical Center**  
**1700 South Lincoln Avenue**  
**Lebanon, PA 17042**

**MAIN CAMPUS ACCESS CHANGES EFFECTIVE JUNE 8, 2020**

Thank you for serving and allowing us to serve you during these difficult and uncertain times. There are several changes you may have noticed if you've visited the Lebanon VA Medical Center or one of our VA Community Clinics recently. The changes described below are based on national guidelines to keep everyone safe. Access screening points, social distancing and universal masking are required for entry.

*If you have cough, cold or flu like symptoms, do not come to the facility first. Contact your provider or our Nurse Call Center at (1-800-409-8771 and press 3) for specific care instructions. A wide range of services can be provided over the phone saving you a trip to the facility.*

**Beginning Monday, June 8, 2020** both the Lincoln Avenue and State Drive Entrances at our main campus in Lebanon will be open. During business hours, building access is limited to 4 convenient entrances:

- Building 1 Main Entrance
- Building 17 Main Entrance
- Building 18 Main Entrance
- Emergency Department (Access is 24 hours/7 days a week)

Upon entering any of our care locations for a scheduled appointment:

- You will be asked access screening questions. Your temperature will also be taken for safety. Walk-ins without scheduled appointments will cause delays in being seen.
- Masks are required for entry. If you do not have a mask, one will be provided and must be used during your entire visit except when contraindicated due to a medical condition.
- Please arrive **NO earlier than 10 minutes before** your scheduled appointment. If you arrive early, you may be asked to wait in your vehicle.
- Should you need assistance or wish to be accompanied – only 1 person is permitted. Any additional people will be requested to wait in the vehicle.
- Once your appointment is completed, please depart quickly and safely.

We appreciate your assistance to help us keep all Veterans and staff safe. We look forward to seeing you at your next scheduled appointment.

Emergency Department service remains unchanged, care for Veterans is available 24 hours a day, 7 days a week.