Mission:
“Honor America’s Veterans by providing exceptional health care that improves their health and well-being.”

SERVICES AVAILABLE at the CARROLL CBOC
Primary Care-Diagnosis/Treatment of Acute & Chronic Medical Conditions
Mental Health Care
Living Wills
EKG/Holter Monitor Service
Phlebotomy Services
Audiology
Optometry
Diabetic Shoe Clinic
Respiratory
Veteran ID Cards

Available through telemedicine:
Physical Therapy
MOVE Program
Teleretinal
Diabetic Education
Nutrition

CARROLL COMMUNITY BASED OUTPATIENT CLINIC (CBOC)

311 S. Clark St.
Suite 275
Carroll, IA 51401
Located in the St. Anthony Regional Hospital (north entrance, connected to the Atrium)
Phone: 712-794-6780
Fax: 712-792-7853
Toll free: 855-794-6780

CARROLL HOURS:
Monday-Friday 7:30 a.m.-4:00 p.m.

**Excluding Federal Holidays
**Call 1(866)-687-7382 after Business Hours, Nights, Weekends, and Federal Holiday

For more information on travel benefits, visit http://www.va.gov/healtheligibility/Library/pubs/ and click on the “Beneficiary
When you arrive to our clinic you will be asked to check in at the KIOSK. Do not worry if you do not know how, our front desk staff or a volunteer will be more than happy to help you.

**PRIMARY CARE**
Daphne Pudenz, M.D.
Anne Schwarte, ARNP

Emphasis on Prevention Management of Chronic Illnesses
Inpatient, Specialty Care, Emergency care available at the Des Moines VA facility

**MENTAL HEALTH**
Beth Hill, ARNP-BC (Psychiatric medications)
Ann M.K. Lander, LISW (Social Worker)
Dixie Heuton, Ph.D. (Clinical Psychologist)

Individual Therapy
Group Therapy (PTSD and Substance Use)
Additional groups will be added as needed
Couples Therapy
Copings Skills
Living Wills/Advanced Directives
Psychological Assessment
Specialty Care for PTSD, Chronic Pain, Cognitive Behavioral Therapy for Insomnia
Telemed into the home or another VA facility
** Some expanded hours of operation may be available with the telemed to the home**

**COMMONLY ASKED QUESTIONS**

**HOW DO I REGISTER FOR CARE AT THE CARROLL CBOC?**
Call 712-794-6780, your county Veteran's Affair Office, or stop by the Carroll CBOC for a registration packet

In Person: room 117, Building 1 in Des Moines
Mail: call 515-699-5888 for a registration packet
Online: https://www.1010ez.med.va.gov/sec/vha/1010ez/

**AM I STILL ABLE TO WORK WITH MY PRIVATE CARE PROVIDER?**
Yes. Your VA PCP will work with your private care provider to ensure your health care needs are being met

**WHAT IF A PRESCRIPTION IS ORDERED BY A NON-VA PROVIDER?**
Fax the prescription and progress note from your non-VA provider to 712-792-7853
If your VA provider agrees and it is available through the VA, the medication will be ordered and mailed.

**WHAT IF I GET SICK AND NEED TO SEE OR TALK TO MY DOCTOR OR NURSE BEFORE MY NEXT APPOINTMENT?**
Call the Carroll CBOC during normal working hours (712-794-6780)
After business hours, weekends, or federal holiday call 1-866-687-7382

**HOW DO I GET MY PRESCRIPTIONS?**
If ordered by provider at the Carroll CBOC, it may be sent to our VA contract pharmacy. Other medications will be ordered through the VA pharmacy and will be mailed directly to the patient.

Refills can be made by phone, mail, or through the My HealthyeVet website www.myhealth.va.gov
The automated pharmacy number is: 1-855-560-1717. This is the preferred number to be used to call in refills.

**NOT SIGNED UP FOR MYHEALTHEVET?**
Let one of our volunteers show you how to get started or call Susan Sollinger at 1-515-699-5999 ext 3938

**HOW DO I LEARN ABOUT THE CHOICE PROGRAM?**
You can go to http://www.va.gov/opa/ChoiceAct/ or call 1-866-606-8198