



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

Mission:

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



VA
HEALTH CARE | Defining
EXCELLENCE
in the 21st Century

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**

Part of
VA CENTRAL HEALTH CARE SYSTEM
3600 30th Street
Des Moines, IA 51310-5885
Main Phone: (515)699-5999
Toll Free: (800) 294-8387

*****The Carroll CBOC does not have
emergency or urgent care facilities**

For more information on travel benefits,
visit [http://www.va.gov/healtheligibility/
Library/pubs/](http://www.va.gov/healtheligibility/Library/pubs/) and click on the “Beneficiary



PATIENT INFORMATION GUIDE

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
Coping 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 I NEED TO BE SEEN BY A SPECIALIST THROUGH THE VA?

Your primary care provider at the Carroll CBOC will arrange for you to see a specialist

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 HealthVet 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.

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.

NOT SIGNED UP FOR MYHEALTHVET?

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