



U.S. Department
of Veterans Affairs

To The Point

VASNHS Newsletter

Winter 2021

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COVID-19 Vaccinations Rollout

VASNHS Begins administering COVID-19 vaccinations

VA Southern Nevada Healthcare System has begun vaccinating Veterans and healthcare workers for the COVID-19 virus. In its first week of distribution, VASNHS dispensed more than 2875 doses of the Pfizer-BioNTech COVID-19 vaccine.

Between Dec. 16-22, VASNHS provided the first of two doses of the COVID-19 vaccination to 1,232 individuals, including healthcare workers and its first Veteran patients who are currently residing in the Las Vegas Residential, Recovery and Renewal Center (LVR3) at the North Las Vegas VA Medical Center.

Beginning on Jan. 4, Veterans with severe health concerns such as cancer, spinal cord injuries, or are undergoing dialysis treatment are offered the vaccine. As more supply becomes available, Veterans will be contacted by VA staff to arrange their vaccination.

“Ultimately, the department’s goal is to offer the vaccine to all Veterans receiving care at VA,” said VA Secretary Robert Wilkie. “As increased vaccine supply is obtained, VA plans to distribute these vaccines at additional facilities to provide the vaccine to more Veterans and employees.”

As of the publication of this newsletter, the COVID-19 vaccine is only offered at the



U.S. Army Veteran Rodney Joyner Jr., 62, enrolled in the LVR3 program at the VAMC is the first Veteran patient to receive the Pfizer-BioNTech COVID-19 vaccine at the North Las Vegas VA Medical Center Dec. 22, 2020



Brenda Byfield, a registered nurse who provides inpatient care on the 6W Ward at the North Las Vegas VA Medical Center, was the first staff member to receive the Pfizer-BioNTech COVID-19 vaccination. A U.S. Navy Reservist, Brenda has been with the VA for 11 years.

North Las Vegas VA Medical Center due to cold storage requirements for the Pfizer-BioNTech vaccine. The U.S. Food and Drug Administration stated that in clinical trials the Pfizer-BioNTech COVID-19 vaccine was 95% effective in preventing COVID-19 disease. The vaccine is administered as a series of two doses, 21 days apart.

COVID-19 vaccine implementation is currently in an initial limited-supply phase, which will be followed by a general implementation. As vaccines become available for more groups of Veterans, VA care teams will reach out to eligible Veterans to schedule vaccinations. There is no need to preregister or come to a facility to sign up.

Veterans seeking additional information can sign up to get updated information through VA’s COVID-19 Vaccine Keep Me Informed tool, visit the VA Coronavirus Vaccine FAQs webpage, contact their care team, or visit their facility website.

For more information on the COVID-19 vaccine go to the VA National website:

<https://www.va.gov/health-care/covid-19-vaccine/stay-informed>

VASNHS Conducts COVID-19 Testing

VASNHS tests homeless Veterans for COVID-19 and provides flu vaccinations

As the nation simultaneously grappled with the coronavirus and flu, VA Southern Nevada Healthcare System (VASNHS) went mobile as a proactive measure to protect vulnerable Veterans. Between Nov. 9-13, a team of VA social workers, health technicians, nurses and emergency management personnel visited various locations throughout downtown Las Vegas, and tested eligible homeless and formerly homeless Veterans for COVID-19 and provided free flu shots.

“We’ve been planning this for the last three months and this is the first time we’ve ever done flu shots and COVID testing at our Grant and Per Diem and Health Care for Homeless Veterans Contract Residential Service sites,” said Peter McCoy, VASNHS Community Resource and Referral Center coordinator. “Our goal is to test and/or vaccinate approximately 370 Veterans this week.”

According to the VA, homeless Veterans are uniquely vulnerable to COVID-19, influenza and other upper respiratory illnesses due to their living conditions, advanced average age, and high rate of chronic health problems. Furthermore, recent Centers for Disease Control and Prevention research indicates high rates of asymptomatic carriers in congregate settings and shows that when a single homeless individual has tested positive in a congregate living environment the rate of actual infection among residents is much higher.

As such, the sites selected for the VA outreach are managed by the United States Veterans Initiative (U.S. VETS), the Salvation Army and Help USA, who provide either beds, transitional housing or other resources to Veterans in Southern Nevada.



VASNHS medical personnel conduct a mobile COVID-19 swab nasal test on a homeless Veteran at the US Vets location near downtown Las Vegas.



VASNHS medical personnel also provided free flu vaccinations in conjunction with COVID-19 testing to homeless Veterans at the US Vets location near downtown Las Vegas.

U.S. VETS was the first site for mobile testing and vaccinations and was previously a hotel before becoming a shelter for homeless veterans in 2001.

“This location is the heart of Las Vegas,” said Josephine Asiata, a social worker with VA and one of the coordinators of the outreach. “It has close proximity to the Strip and there’s a heavy presence of homeless veterans. “This event helps with prevention and intervention of spreading the virus. It also allows an opportunity for veterans to get tested without having to leave the site of their temporary housing.”

For James Kelley, a homeless Veteran tested at U.S. VETS, getting a COVID-19 test was a precaution. “I’ve been tested before. If you know you have [the coronavirus], you can give it to somebody else.”

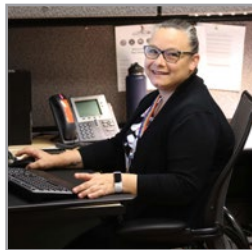
VA Whole Health Program

Peer Support Specialists teach Whole Health principles

Whole Health is an approach to healthcare that empowers and equips people to take charge of their health and well-being and to live their life to the fullest. The Whole Health System (WHS) includes conventional treatment, but also focuses on self-empowerment, self-healing, and self-care. The VA's Peer Support Specialists play an integral part in the Whole Health System and fill a unique role within healthcare by leveraging their own lived experiences to support their fellow veterans.

Currently, there are 15 Peer Support Specialists within the VA Southern Nevada Healthcare System who are embedded in Behavioral Health Service and work in Primary Care, Outpatient Mental Health, the Veterans Recovery Center (VRC) and the LVR3 residential rehab center, as well as, 8 Peer Support Specialists in Social Work Service assigned to HUD VASH and the Community Resource and Referral Center (CRRC).

Amy Jack and Herschel Cosby are Peer Support Specialists who facilitate the Whole Health class series 'Taking Charge of My Life and Health,' which is a group-based program designed to support veterans in connecting with what matters most in life and to build an empowered approach to their health and well-being. Jack, a 15-year veteran of the Navy and one of the first Peer Support Specialists in Las Vegas provides women specific peer support, while Cosby, an Army veteran was a Peer Support Specialist at the Los Angeles VA in 2013 before transferring to Las Vegas. He currently provides support to veterans in the LVR3 residential rehab center. Peer Support Specialists receive specialized training to achieve state level or VA level certification in recovery principles and group facilitation and intensive training on how to facilitate the Taking Charge class. Learning how to facilitate groups is important to building a safe, supportive environment to guide



Peer Support Specialist, Amy Jack helps fellow Veterans navigate the Whole Health program

veterans through the Whole Health process to connect them with what matters most in their life. "Taking Charge of my Life and Health allows Veterans to learn about, determine, and follow through with health goals by completing their Personal Health Inventory, a detailed review of the eight Self Care areas, and identifying areas that they may want to improve upon for improving overall health' said Jack. "Veterans are able to identify their values and learn various ways to engage in self-care that is in line with those values." Over the past year, Veteran Anna Martinez felt she had hit rock bottom in her life.

Fortunately, her primary care provider suggested she connect with a peer support specialist and she attended the class facilitated by Jack. "Connecting with a peer support specialist was life changing," said Martinez who recently applied for and was offered a fantastic job opportunity. "I believe every provider should wear a sign that states, 'ask me about Peer Support,' so that more veterans may learn about this program!"

"The benefit of working with a Peer Support Specialist is relatability to any aspect of life and the journey after the military," said Cosby. "When you feel there is no one to reach out to, whether that is because of cultural issues, homelessness, PTSD, weight gain or substance abuse, peers have already experienced that and have found a way out and are ready to jump down into the fox hole with you and use lived experience to help you find a way out too."

Both Jack and Cosby expressed their desire to help and to guide their fellow veterans through being transparent about their own journeys and by sharing what they have learned personally, including what has gone well, what didn't and how to change course without shame.

To get started in your journey to Whole Health and learn more about how the (VA) is focusing on helping Veterans "Discover What Matters" for both their health and well-being, register for the 'Intro to Whole Health Class' beginning in February 2021 or ask your provider about a referral to Peer Support.

VASNHS rolls out re-tooled Whole Health Program for 2021

Circle of Health



The **Circle of Health** helps you explore connections between important aspects of your life and your health and well-being. Improving one area can benefit other areas and influence your overall physical, emotional, and mental health.



What is Whole Health?

Whole Health is VA's cutting-edge approach to veteran care and employee wellness that centers around what matters to you (not what is the matter with you) and helps you develop a personalized health plan based on values, needs and goals.

To learn more click here to check out our staff training classes to read more check the whole health sharepoint site here

Live Whole Health.

VA U.S. Department of Veterans Affairs

(CHI) COMPLEMENTARY & INTEGRATIVE HEALTH

YOGA

Yoga is one of the evidence-based CHI approaches included in the VHA Whole Health System of Care

Yoga has been recommended as a first line treatment for acute and chronic low back pain in the Clinical Practice Guidelines developed by the American College of Physicians.

AVSR001 referrals may be made by xxx
Click here for the evidence map of yoga
check out this chair yoga session to do at your desk

DISCOVER WHAT MATTERS TO YOU

Live Whole Health. VA U.S. Department of Veterans Affairs

Handouts explaining the different programs under VA's Whole Health Program.

Veteran Employment Programs

VASNHS Vocational Rehabilitation Program helps Veterans find employment

VA Southern Nevada Healthcare System vocational rehabilitation counselors, managers and peer support specialists provide services to more than 100 local Veterans each year.

VASNHS' CWT services are integrated with clinical care to assist Veterans with mental health or physical health challenges, including serious mental illness, Post-traumatic Stress Disorder, polytrauma and traumatic brain injury, substance use disorder, homelessness, and other psychological issues that may interfere with them securing gainful employment.

"The Compensated Work Therapy program has been a great way for Veterans to find work, whether it is here at the VA, another government service, or a community employer," said James Edmonds, VASNHS vocational rehabilitation counselor. "We've had a lot of success with helping Veterans find a job and get their feet back on the ground."

Many Veterans receive employment through government or private hiring programs upon completion of the program. "Supporting Veterans' efforts to gain meaningful work benefits Veterans, our communities," said Edmonds.

For one Veteran, vocational rehabilitation services helped him to turn his life around.

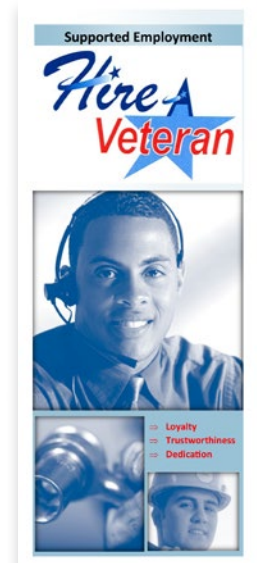
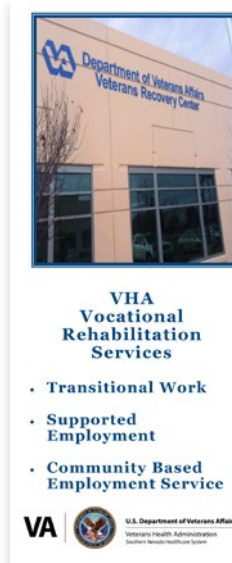
Bill Evans moved to Las Vegas from Greenville, S.C. in February after a divorce from his wife of 30 years. "I needed a new start," Evans said. "But then the pandemic hit, and I was out on the streets."

The 65-year old Navy Veteran found a homeless shelter with the Salvation Army, and within weeks, a VASNHS mental health counselor referred him to the community integration program and the vocational rehabilitation service. He soon got an apartment and began work as a housekeeper at the North Las Vegas Medical Center. "I've never gone without a job, and I'm happy to be working again," said Evans.

Evans is one of several current participants of the VASNHS vocational rehabilitation program who has been asked to apply for permanent employment. "Bill (Evans) has been a hard worker since day one. He's done a great job in housekeeping."



Caption- Bill Evans, 65, cleans a guest room at the Las Vegas Fisher House. Evans is participating in the Vocational Rehabilitation program through the VA Southern Nevada Healthcare System.



Look for these brochures at the VRC Clinic located at 3525 W. Cheyenne Ave., North Las Vegas, NV 89032 or call : (702) 791-9060

Or go to our website:

https://www.lasvegas.va.gov/Veterans_Recovery_Center/veterans_Recovery_Center.asp

MyHealtheVet Expands Service During 2020

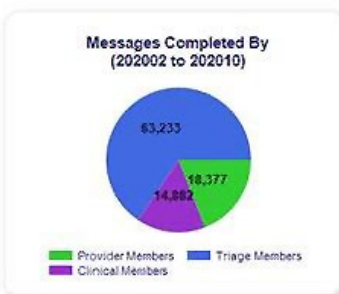
VASNHS keeping services open amid COVID - 19 through MyHealthevet services

VA Southern Nevada Healthcare System's MyHealtheVet added over 1,100 unique patients sending secure messages between February and December. During that same time frame, the number of total messages received increased by nearly 4,000 when compared to 2019. The service has seen greater traffic because of the COVID-19 pandemic and the increased use of virtual care services. "I do believe that all the support functions that the MyHealtheVet program provides has been very helpful during the pandemic, especially due to limited face-to-face services," said program coordinator Brandi Ruiz. "The key is to ensure that veterans who are using MyHealtheVet are upgraded to Premium to ensure they get full access."

The percentage of VASNHS enrolled Veterans who have upgraded to a Premium account has increased from 44.29% in Feb. 2020 to 48.17% at the end of the year. A Premium account gives MyHealtheVet members the highest level of access to MyHealtheVet features. With a Premium account, Veterans get features of both a Basic and an Advanced account plus these features: copies of key portions of your VA electronic health records, VA Health Summary, secure messaging, VA appointments, VA Medical Imaging and Reports, and Department of Defense (DoD) Military Service Information.

To upgrade to a Premium account, you must: have an active Advanced MyHealtheVet account, accept the current My HealtheVet Terms and Conditions and provide a primary government-issued photo ID. From the Advanced level, you can upgrade your account to Premium via a Sign-In Partner Login (such as a DS Logon Premium Account or ID.me) or in person at the North Las Vegas VA Medical Center.

If you have any questions, please contact a **My HealtheVet teammate at : 702 - 791-9000 ext.15233/15437** or visit **www.myhealth.va.gov**



| 593 : (593) Las Vegas, NV HCS | Feb-2020 | Mar-2020 | Apr-2020 | May-2020 | Jun-2020 | Jul-2020 | Aug-2020 | Sep-2020 | Oct-2020 | Total |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|--------|
| Unique Patient Senders | 3,102 | 3,889 | 3,601 | 3,499 | 3,693 | 4,095 | 4,037 | 4,216 | 4,177 | |
| Inbound Messages | 8,132 | 10,815 | 9,564 | 9,426 | 10,303 | 12,324 | 11,795 | 12,060 | 12,075 | 96,494 |
| Escalated Messages | 81 | 107 | 75 | 175 | 71 | 60 | 109 | 162 | 134 | 974 |
| % Escalated | 1.0 % | 1.0 % | 0.8 % | 1.9 % | 0.7 % | 0.5 % | 0.9 % | 1.3 % | 1.1 % | 1.01 % |
| Average Business Days to Complete | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0 |
| Total Completed Messages | 8,132 | 10,815 | 9,564 | 9,426 | 10,302 | 12,324 | 11,795 | 12,059 | 12,075 | 96,492 |
| Messages Completed by Triage Members | 5,579 | 7,608 | 5,731 | 5,465 | 6,756 | 8,384 | 7,619 | 8,155 | 7,936 | 63,233 |
| Messages Completed by Clinical Members | 1,407 | 1,733 | 1,582 | 1,508 | 1,564 | 1,825 | 1,590 | 1,683 | 1,990 | 14,882 |
| Messages Completed by Providers | 1,146 | 1,474 | 2,251 | 2,453 | 1,982 | 2,115 | 2,586 | 2,221 | 2,149 | 10,377 |
| Outbound Team Member Messages | 7,318 | 9,882 | 8,852 | 8,431 | 10,196 | 11,725 | 10,959 | 12,234 | 12,147 | 91,744 |



Track all your appointments with this VA App via the VA App store

Save The Date: Womens Health Days 2021

When: **Feb. 20, 2021**

Where: **VA Medical Center - Women's Health Clinic (3rd Floor)**

Time: **8 a.m. - 1 p.m.**

***** Please call for an appointment as there are limited slots due to COVID-19 restrictions*****

(702) 791- 9000 ext. 19176

For More Information go to: **www.lasvegas.va.gov**

WOMEN'S HEALTH DAYS

Feb 20 • May 15 • July 17 • Sept 18

From: 8AM to 1PM

3RD FLOOR WOMEN'S HEALTH CLINIC

VA MEDICAL CENTER

6900 N. PECOS RD

NORTH LAS VEGAS NEVADA 89086

(702)791- 9000 ext. 19176

For More Information go to: **www.lasvegas.va.gov**

Services available to Women Veterans during special Saturday Events include:

- SCHEDULING MAMMOGRAMS AND BONE DENSITY
- SCARS BREAST EXAMINATIONS
- PAP SMEARS TO DETECT CERVICAL CANCER
- STD SCREENING
- ROUTINE LAB DRAWNS
- MENTAL HEALTH SERVICES
- MYHEALTHEVET SIGN UP AND ID VERIFICATION (TO EMAIL YOUR PROVIDERS)
- HEALTHY LIVING ASSESSMENT FIND OUT YOUR HEALTH AGE
- LEARN ABOUT VA APPS
- LEARN ABOUT UPCOMING YOGA PROGRAM, YOGA KITS, ONLINE YOGA, ACCUPUNCTURE FOR PAIN, WHOLE HEALTH PROGRAM

***** Please call for an appointment as there are limited slots due to COVID-19 restrictions*****



WWII-era Marine Veteran Birthday Story

Veteran celebrates her 99th birthday and 245th Marine Corps Birthday at VASNHS



Mary Del Vecchio, 99, celebrates both her birthday and the 245th anniversary of the U.S. Marine Corps alongside fellow Marine Veterans Eric Lord and Deb Bolda at an event held at the North Las Vegas VA Medical Center on November 10, 2020.

The United States Marine Corps was established on Nov. 10, 1775, in the Tun Tavern in Philadelphia. Almost 146 years later to the day, Mary Del Vecchio was born in Minneapolis, MN. Both monumental events were celebrated by Marines, family members, and VA Southern Nevada Healthcare System staff at the North Las Vegas VA Medical Center on Nov. 10, 2020.

"It's so nice to celebrate today with fellow Marines," said Del Vecchio. "To this day, I still have so many fond memories of my time with the Marine Corps and it's great to spend the day with other Marines. Del Vecchio, 99, enlisted in the Corps in 1943 and served as one of the first members of the Women Marines Reserve until the end of the war in 1945. She filled many roles as a Marine during WWII, including clerical work, nursing, and even driving a truck while her male counterparts were deployed to Europe and the Pacific. "The men had a lot of nicknames for us," Del Vecchio said, "but secretly, they were proud of us."

Several Marine Veterans and VASNHS staff members paid tribute to Del Vecchio with a cake, honorary flag display, and challenge coin. "She was there in the beginning and paved the way for female Marines like me," said VASNHS Chief of Prosthetics and fellow Marine Veteran Deb Bolda. "She opened doors to a lot of opportunities for those who followed in her footsteps." Following the war, Del Vecchio used her GI Bill to attend St. Katherine's University, where she earned degrees in sociology and psychology and a Master's Degree from University of Minnesota. She later married, had seven children, and now lives in Las Vegas.

Over 20,000 women Marines served in World War II, in over 225 different specialties, filling 85 percent of the enlisted jobs at Headquarters Marine Corps and comprising one-half to two-thirds of the permanent personnel at major Marine Corps posts. "For a lot of young woman, this opened the doors for us to be able to travel, serve our country, and earn a college degree," Del Vecchio said. "It was a glorious opportunity."

Yearly Great American Smokeout Campaign

VASNHS encourages Veterans to leave smoking behind for a healthier outcome

VA Southern Nevada Healthcare System (VASNHS) encouraged Veterans to take the first step during the, Nov. 19, smokeout campaign to stop smoking as part of the annual Great American Smokeout to improve their physical and mental health by combining cessation counseling with other VA clinical resources and support.

Research shows behavioral counseling can significantly improve one's chances of quitting and combining counseling and medication works better than medication or counseling alone.

"Making the decision to quit using tobacco is a big step for anyone, but often times it's pushed off to a later date," said Dr. Melissa LaVan, manager of the Addictive Disorder Treatment Program. By setting the goal to quit today, you are making a commitment to a healthier lifestyle immediately."

VASNHS' smoking counseling programs are one of the most effective tools available for Veterans who want to permanently stop smoking. VA health care providers can help Veterans explore the role tobacco plays in their daily routine, including the activities or situations that trigger someone to use tobacco products. These triggers can include talking on the phone, drinking coffee or alcohol or feeling bored or stressed. VA providers work with Veterans to develop strategies for coping with those triggers and to tailor plans for quitting that will fit into each Veteran's everyday life.

In addition to counseling, VASNHS provides other services designed to help Veterans stop smoking, including prescription medications, nicotine-replacement products like gum and patches and resources such as Quit VET and SmokefreeVET.

For more information about tobacco cessation, visit

https://www.lasvegas.va.gov/Programs_Resources/Be_Tobacco_Free.asp

and www.mentalhealth.va.gov/quit-tobacco



Are You a Smoker?
Stopping smoking is the most important step you can take for your health.

TeleQuit

Ask your doctor to refer you to **TeleQuit**, the VA's home-based smoking cessation program. **TeleQuit** provides medication, education and counseling. You never have to leave home or work for treatment.

Ask your provider to refer you to **TeleQuit**, the VA's home-based smoking cessation program or call us at 1-800-455-0057 ext. 60557. (Palo Alto)

For more information about TeleQuit, please visit www.paloalto.va.gov/services/telequit.asp or call us today.

VA PAHCS
Palo Alto Health Care System

Upcoming Events Jan - Mar 2021 (Go to www.lasvegas.va.gov for current dates & times)

January - National Volunteer Blood Donor Month

Jan. 15 - Telephonic Veteran Legal Assistance via At Ease Program

Jan. 18 - Federal Holiday: Martin Luther King Jr. Day

February - African-American History Month/American Heart Month

Feb. 5 - National Wear Red Day - Go Read For Women

Feb. 14 - 20 - National Salute to Veteran Patients Week

Feb. 15 - Federal Holiday: Presidents Day

Feb. 20 - VASNHS Womens Health Clinic: Womens Health Day 8am-1pm

March - Womens' History, National Social Work and Nutrition Month

Mar. 22-26 - National LGBT Health Awareness Week

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North Las Vegas, NV 89086
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Changing Behavior for Better Health

The VA Southern Nevada Healthcare System (VASNHS) *"To The Point Newsletter"* was designed to give Veterans, families, caregivers, and stakeholders information on the programs, services and the knowledge to better educate them of whole-health approaches to wellness.

Together, with a Patient Aligned Care Team (PACT), each Veteran works together with health care professionals to plan for whole-person care and life-long health and wellness. The Veteran is the focal point at the center of the health team so he or she can make informed decisions about their health care plan with the provider, nursing, nutrition, mental health, and services in the VA and local community.



VA Benefit Updates and Programs

Veterans Benefits Administration (VBA) Reno Regional Office

VBA Reno RO administers a variety of Veterans Benefits throughout Nevada with locations in Las Vegas and Reno. Services include Compensation, Pension, Veteran Readiness and Employment (VR&E), and Public Contact for Veterans, Service members, their families, and survivors. We have continued to serve and assist Veterans virtually throughout the pandemic with our Public Contact staff returning nearly 800 telephone calls and 500 emails for Las Vegas area Veterans since September. Although our Las Vegas Satellite Office located in the North Las Vegas VA Medical Center remains closed to the public, we hope to physically reopen this location soon as conditions improve. Please visit our website Benefits.VA.gov/Reno for more information about us and to stay up to date on our operating status. For VA Claims assistance, please email us PCTC.VBAREN@va.gov or leave a phone message (702) 224-6840 and we will contact you within one business day.

Our VR&E Service continues to serve Veterans at the highest level facilitated by VR&E Modernization including video conferencing counseling and meetings, Electronic Virtual Assistant (E-VA), E-Folder, and Centralized Mail. For Veteran Readiness and Employment (VR&E) **assistance please call us (702) 224-6837.**

Nationally, VBA began processing Blue Water Navy (BWN) claims about a year ago on Jan. 1, 2020. Since then VBA has completed over 600 claims for Nevadans totaling \$10 million in retroactive awards. For more information please visit VA.gov/disability/eligibility/hazardous-materials-exposure/agent-orange or call 800-827-1000.

VBA has partnered with Association of Military Banks of America (AMBA) on Veterans Benefits Banking Program (VBBP) to create banking options and provide financial services for Veterans and their families. Learn more about switching to direct deposit VA.gov/change-direct-deposit or VBBP VeteransVenefitsBanking.org.

***This year we look forward to working with you all to make
VBA faster and better together in Fiscal Year (FY) 2021!***

#FasterBetterTogether

VBA FY21

For the latest information in the VA Southern Nevada Healthcare System check out the following social media apps and WEB links:

VASNHS Website
Free Email Alerts



Scan Here to Sign-up!



www.facebook.com/LasVegasVA



www.myhealth.va.gov



www.instagram.com/VALasVegas



www.twitter.com/VALasVegas



The 9-Line Podcast

VASNHS YouTube



Scan Here for videos!