



**DEPARTMENT OF VETERANS AFFAIRS  
NEW YORK HARBOR HEALTHCARE SYSTEM**

In Reply Refer To:

- Dear Primary Care Patient,

Dear VA New York Harbor Healthcare System - Manhattan  
Campus Primary Care Patients,

Most importantly, we hope this letter finds you, your family and friends safe and sound in the aftermath of Hurricane Sandy. Almost all of us are dealing with some degree of loss and stress from the destruction of this hurricane, and we, as your Primary Care providers, are concerned about you and about how to ensure your continued medical care during the time that the Manhattan Campus is closed for repairs. We are already hard at work with repairs to return. At this time we do not yet have a target date, but as soon as we have a realistic estimate, we will let you know.

- Please expect to receive a phone call from your Primary Care doctor if your appointment was cancelled or you missed it because of the hurricane. You can also expect to receive a phone call from your doctor around the time of your future scheduled appointments. We will try to provide as much medical care by telephone as we safely can.
- Primary Care doctors will also be staffing Access Clinics dedicated to caring for displaced Manhattan patients at each of our other local VA sites. No appointments are necessary to be seen. In Brooklyn, present to the Urgent Care Area or

**Medical Centers**

**Brooklyn Campus**  
800 Poly Place  
Brooklyn, NY 11209  
(718) 836-6600

**New York Campus**  
423 E. 23<sup>rd</sup> Street  
New York, NY 11425  
(212) 686-7500

**Community Living Center  
St. Albans Campus**  
179-00 Linden Blvd.  
Jamaica, NY 11425  
(718) 526-1000

**Healthcare Centers**

**Chapel Street Center**  
40 Flatbush Avenue Ext.  
8<sup>th</sup> Floor  
Brooklyn, NY 11201  
(718) 439-4300

**Harlem Center**  
55 W. 125<sup>th</sup> Street  
11<sup>th</sup> Floor  
New York, NY 10027  
(646) 273-8125

**Staten Island Center**  
Southport Plaza  
1150 South Avenue  
3rd Floor – Suite 301  
Staten Island, NY 10304  
(718) 761-2973

call (718) 836-6600 ext 3880, in St. Albans, present to the Outpatient clinic area or call (718)

298-8400 and in the Bronx, present to the Primary Care Suite B or call (718) 584-9000 ext. 1621. Please keep in mind that you may not see your own Primary Care doctor, but you will be seen by someone from the Manhattan practice.

- Please continue to use My HEALTHeVET to communicate securely with your provider at <https://www.myhealth.va.gov>.
- Updates on the Manhattan VA status will be available there, as well as on our Manhattan VA Homepage at <http://www.nyharbor.va.gov>.
- Please continue to call Centralized Scheduling at (877)-877-9267 for questions about your future appointments.
- The Nursing Hotline is available for health related questions, and to get messages to your provider. Please call (866)-940-2877 to speak with a nurse.
- For Pharmacy refills or pharmacy related questions call (888)-207-2004.
- For the *Suicide Hotline* call (800)-273-8255.
- To reach the new Information Helpline for NY Harbor patients call (855)-269-8338 between 8am-4pm.
- For true medical emergencies, please go to your nearest Emergency Room or call 911.

Stay tuned as we continue to adjust our services to meet your medical and emotional needs during these unfamiliar circumstances. It goes without saying that we are wishing for a speedy return to normalcy.

Our thoughts are with you,  
Your Primary Care Doctors

VA Facilities providing care to the Manhattan Veterans on a walk-in basis.

1. Brooklyn Campus, 800 Poly Pl., Brooklyn (718) 836-6600
2. James A Peters VA, 130 W Kingsbridge Rd, Bronx (718) 584-9000
3. St. Alban's Community Living Center, 179-00 Linden Blvd, St Alban's (718) 526-1000
4. Chapel Street, 40 Flatbush Ave Extension, 8<sup>th</sup> Fl., Brooklyn (718) 439-4300
5. Harlem Community Clinic, 55 West 125<sup>th</sup> Street, New York (646) 273-8125