

## VA Fact Sheet for Hospice Partners

**Name of VAMC, address, main phone number, web site, [website URL for HPC services]:**

W.G. "Bill" Hefner VAMC  
 1601 Brenner Avenue  
 Salisbury, North Carolina 28144  
 Phone: (704) 638-9000  
<http://www.salisbury.va.gov/>

**Name and contact for Regional (VISN) office:**

Randy Johnson AO VISN 757-722-9961 x7727

**Palliative care contact and alternate: name, title, phone number; fax; email:**

Marilyn Warlick, LCSW, x4128; or (704) 647-5804

Dana Moose, RN Nurse Manager, x3914

**After hours contact:**

Hospice Unit Nurse's Station, x4167

**Service area covered by VA:**

Alexander, Alleghany, Anson, Ashe, Cabarrus, Catawba, Davidson, Davie, Forsyth, Gaston, Guilford, Iredell, Lincoln, Mecklenburg, Montgomery, Randolph, Rowan, Stanly, Stokes, Surry, Union, Watauga, Wilkes, Yadkin Counties

**Brief description of palliative and hospice care program: (Hospice unit, palliative care consult team, palliative care outpatient clinics):**

**How Can Palliative Care Help?**

- Symptom Management prior to returning to the community
- Communication, education and support to veteran patients and their families
- Psychosocial and spiritual support for patients and their families
- Continuity and coordination of care
- Education and emotional support for staff
- Respite care for veterans currently enrolled in community based hospice

VA Hospice Inpatient Admission priority is given to those veterans with a life expectancy of two to four weeks and can extend to three months or less.

**Process for expedited enrollment and approval of VA-paid hospice services: [Include the name and contact information and a brief description of the process]:**

Emergency Room SW: Richard Turner, LCSW, 704-638-3844

For a veteran to be enrolled two things need to be submitted to eligibility: a completed and signed 1010ez and a copy of DD-214. Once the veteran is deemed eligible for VA services then the request for hospice services can begin.

To expedite this process FAX forms for eligibility to: 704-645-6223 ATTN Richard Turner, LCSW

- Name and contact information for approval of VA paid community in home hospice:  
 Home Community Based Care Main Number 704-639-2385

**Guidelines for Hospice Inpatient Approval**

*Hospice Agencies are required to contact VA Hospice and Palliative Care Coordinator or designee at 704-638-9000 ext. 4128 or 4167 within 24 hours or next business day of General Inpatient Care Admissions for approval and /or coordination of transfer to the Salisbury VA Medical Center Hospice Unit.*

- Name and number for person who approves changes in hospice levels of care or transfer to VAMC Hospice Home:

Coordinator Hospice and Palliative Care Program Marilyn Warlick, LCSW or Dana Moose, RN  
704- 638-9000 ext 4128/4167

- Name and number to contact for Veteran admission to VA inpatient hospice unit:  
Marilyn Warlick, LCSW, x4128 or 4167 Dana Moose, RN or (704) 647-5804

**Death notification requirement:**

For inpatient VAMC deaths, the death certificate is sent to Vital Records Dept of the Rowan County Health Department. For inpatient deaths we also notify the VA Regional Office in Winston Salem of the Veterans death.

**Business office contact for reimbursement and billing issues:**

Salem Centralized Fee Unit 1-800 936-7540 (also located on your authorization)

**Decedent Affairs Officer:**

Kathy Hara, 704-638-9000 x2566

**PTSD resource: name, title, phone number:**

Dr. Christopher Watson, Acting Coordinator SIPU and PCT, 704-638-9000 x3175 or x2767

**Homeless coordinator: name, title, phone number:**

Hattie Johnson, LCSW Coordinator, 704-638-9000 x3011; or (704) 638-3466

**Vet Center: location, name, title, phone number:**

Charlotte Vet Center (counseling for combat Veterans only)

2114 Ben Craig Dr., Suite 300

Charlotte, NC 28262

Phone: 704-549-8025

Greensboro Vet Center – requests to please see VSO web page for contact information.

**RESOURCES:**

National Suicide prevention Lifeline: 1-800-273-TALK

National Cemetery information: [www.cem.va.gov/](http://www.cem.va.gov/)

Death and Burial benefits [www.cem.va.gov/bbene/benvba.asp](http://www.cem.va.gov/bbene/benvba.asp)

Military discharge information: [www.vba.va.gov/vba/benefits/offices.asp](http://www.vba.va.gov/vba/benefits/offices.asp)

We Honor Veterans: [www.wehonorveterans.org](http://www.wehonorveterans.org)