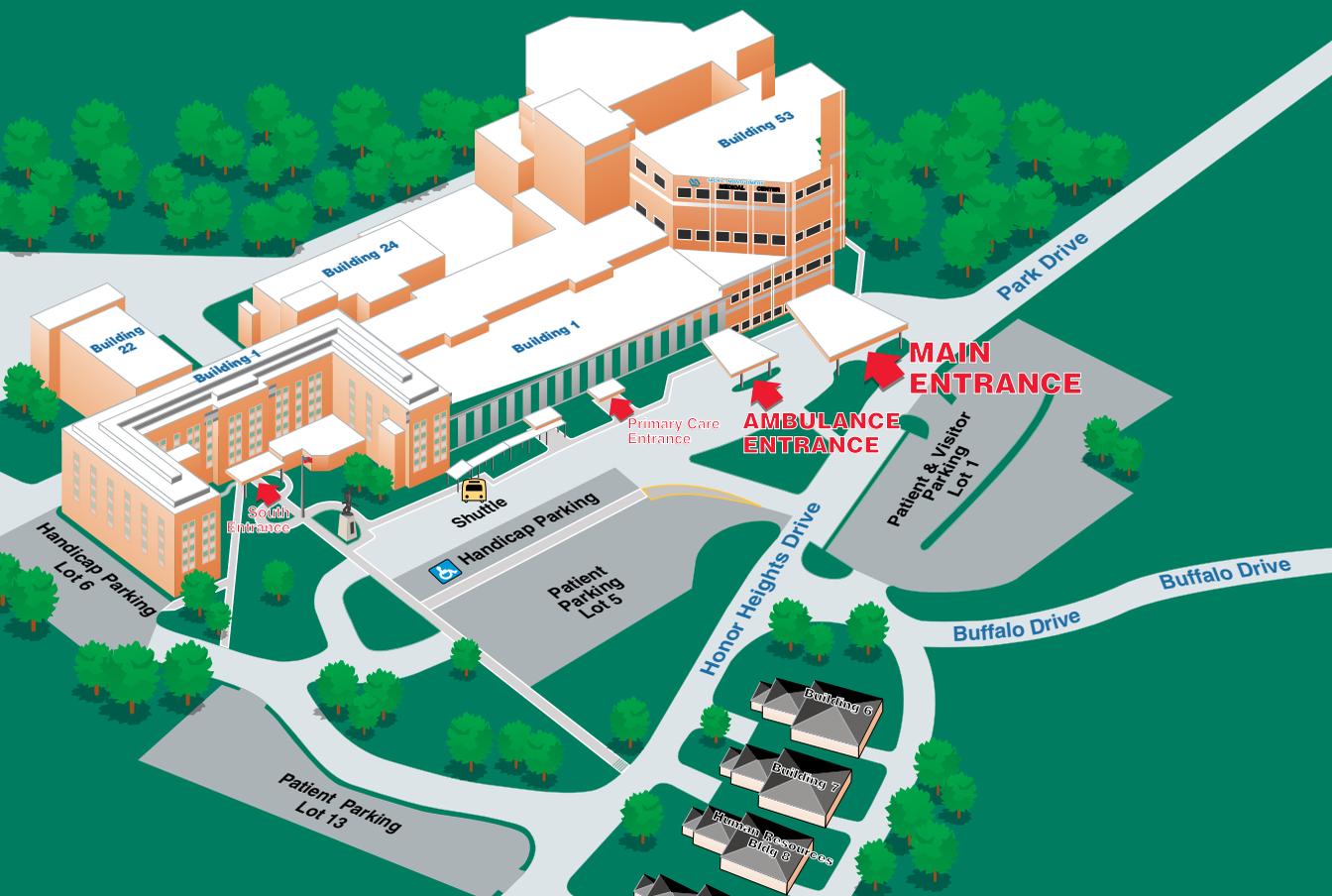


# Jack C. Montgomery VA MEDICAL CENTER



## VISITOR GUIDE

**1011 Honor Heights Drive  
Muskogee, Oklahoma 74401  
(918) 577-3000  
Toll Free 1-888-397-8387  
[www.muskogee.va.gov](http://www.muskogee.va.gov)**



# BUILDING DIRECTORY

## **BUILDING 1**

Audiology  
 Agent Cashier  
 Behavioral Medicine  
 Blue Teams 1, 2 & 3  
 Case Management  
 Chapel  
 Chaplain Office  
 DAV Transportation  
 Dental  
 Downing Room  
 Eye Clinic  
 Gold Team  
 Green Teams 1 & 2  
 Laboratory  
 Release of Information  
 Nuclear Medicine  
 Nutrition Clinic  
 Patient Advocate  
 Pharmacy  
 Pink Team (Women's Clinic)  
 Primary Care Administrative Office  
 Radiology/X-Ray  
 Service Organizations  
 Short Stay Unit (SSU)  
 SPD

Surgery Service  
 Union (AFGE)  
 Visually Impaired Service  
 Team (VIST)  
 Women's Clinic (Pink Team)  
 Yellow Team

## **BUILDING 6**

TBI Clinic

## **BUILDING 7**

Regional Counsel/Social Work

## **BUILDING 8 & 9**

Human Resources

## **BUILDING 10**

Home Based Primary Care

## **BUILDING 18**

Facilities Management

## **BUILDING 22**

Auditorium  
 Education Service  
 Library  
 Information Resources Mgmt.

## **BUILDING 24**

Canteen Cafeteria/Retail  
 Nutrition & Food Service

## **BUILDING 53**

ATM  
 Billing (Patient)  
 Business Office  
 Cardiology  
 Chief of Staff's Office  
 C & P Exams  
 Director's Conference Room  
 Director's Office  
 EEO  
 EKG

Eligibility  
 Emergency Department  
 Endoscopy Clinic  
 Home Based Primary Care  
 Inpatient Units – 4 East & 4 West  
 Inpatient Behavioral Health Unit  
 Inpatient Rehabilitation Unit  
 Intensive Care Unit  
 Medicine Service  
 Occupational Therapy  
 OEF/OIF Program Office  
 Oncology/Chemotherapy  
 Optical Shop  
 Patient Care Services  
 Photo ID (Patient)  
 Physical Therapy  
 Police Service  
 Prosthetics  
 Public Affairs  
 Rehabilitation Service  
 Respiratory Therapy  
 Silver Team  
 Speech Therapy  
 Starbucks  
 Voluntary Service

# VISITING INFORMATION

## **NEW PATIENTS:**

Check-in or to enroll for VA health care at the Business Office located in building 53.

## **VISITING HOURS:**

Family and friends are encouraged to visit. Visitors may be asked to interrupt or delay visitation for brief periods when medical procedures are in progress. Regular visiting hours on the general medical/surgical inpatient units are from 10:00 a.m. to 9:30 p.m. daily. Visitors are allowed to visit patients in the Intensive Care Unit except during the period from 8:00 a.m. to 10:00 a.m.

## **PATIENT AND VISITOR PARKING:**

Reserved Parking is available for patients, family, and friends in Lot 1; other lots available for patients are Lots 3,4,5,6 and 13.

Wheelchairs are located by all entrances.

## **SHUTTLE INFORMATION:**

Shuttle service is available to the Tulsa Outpatient Clinic departs JCMVAMC at 9:30 a.m. 12:30 p.m. and 3:00 p.m. Monday – Friday. The shuttle leaves from the Primary Care entrance.

## **PARKING LOT SHUTTLE:**

The Parking Lot Shuttle will operate from patient parking areas to the front of Buildings 1 and 53. Services are provided Monday through Friday, 7:00 a.m. to 5:00 p.m., except holidays.

## **CANTEEN HOURS:**

Cafeteria and retail store are located in building 24. Vending areas are available in each building.

### **Cafeteria**

7:30 a.m. – 2:30 p.m., Monday - Friday

### **Retail Store**

7:30 a.m. – 3:30 p.m., Monday - Friday

## **SMOKING POLICY:**

For the comfort and safety of our patients, smoking is only allowed in designated areas of the medical center. No smoking is allowed within 50 feet of the entrances.

Designated smoking areas have been established to shield smokers from inclement weather. Smoking Area #1 is between Buildings 1 and 22. Smoking Area #2 is between Buildings 53 and 24.

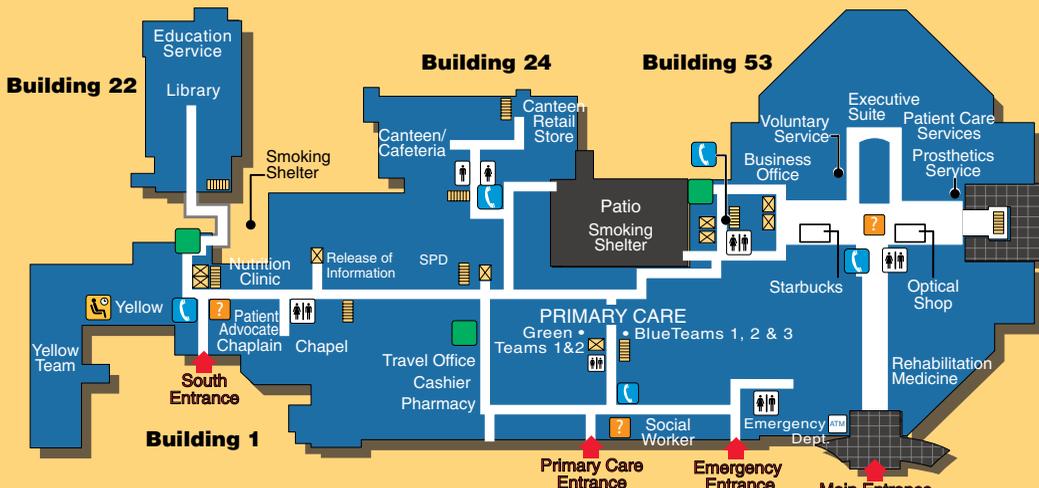
## **LOST & FOUND**

Located in the Basement of Building 53 in the laundry room.

## **INFORMATION DESK**

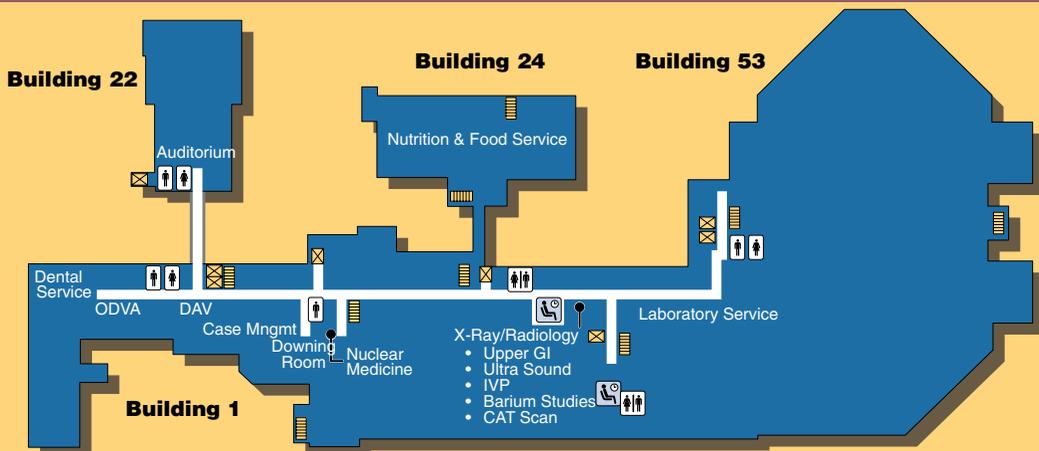
Information desks are located at the Dough Boy entrance, Primary Care entrance and the Main entrance Monday – Friday.

# First Floor



SERVICE	FLOOR	BUILDING	SERVICE	FLOOR	BUILDING
ATM	First	Building 53	Rehabilitation Service	First	Building 53
Agent Cashier	First	Building 1	• Occupational Therapy		
Blue Team	First	Building 1	• Physical Therapy		
Business Office	First	Building 53	• Speech Therapy		
• Billing (Patient)			Optical Shop	First	Building 53
• Eligibility			Patient Advocate	First	Building 1
• Photo ID			Patient Care Services	First	Building 53
• Release of Information		Building 1	Pharmacy	First	Building 1
Canteen Cafeteria/Retail	First	Building 24	Police Service	First	Building 53
Chapel/Chaplain	First	Building 1	Primary Care Administrative Office	First	Building 1
Executive Suite	First	Building 53	Prosthetics	First	Building 53
• Chief of Staff's Office			SPD	First	Building 1
• Director's Office			Starbucks	First	Building 53
• EEO			Voluntary Service	First	Building 53
• Public Affairs			Yellow Team	First	Building 1
Education Service	First	Building 22			
Emergency Department	First	Building 53			
Green Team	First	Building 1			
Library	First	Building 22			
Nutrition Clinic	First	Building 1			

# Second Floor



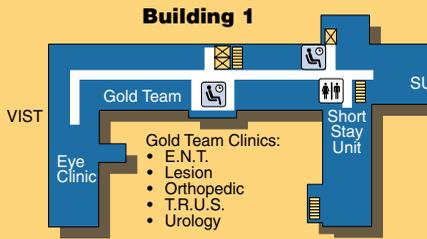
SERVICE	FLOOR	BUILDING	SERVICE	FLOOR	BUILDING
Auditorium	Second	Building 22	Laboratory	Second	Building 1
Case Management	Second	Building 1	Nuclear Medicine	Second	Building 1
DAV Transportation	Second	Building 1	Nutrition & Food Service	Second	Building 24
Dental Service	Second	Building 1	ODVA	Second	Building 1
Downing Room	Second	Building 1	Radiology/ X-Ray	Second	Building 1

# Third Floor

## LEGEND

-  Elevator
-  Restrooms
-  Vending Area
-  Information Desk
-  Stairs
-  Telephone
-  Waiting Area
-  ATM

**Building 1**



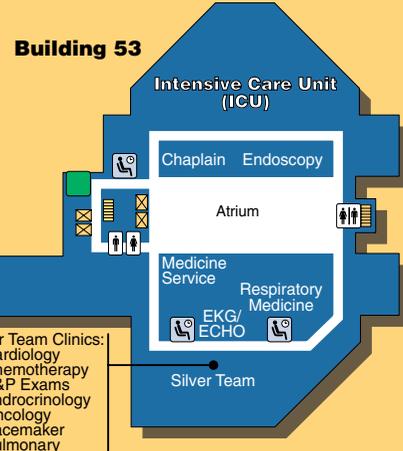
**Gold Team Clinics:**

- E.N.T.
- Lesion
- Orthopedic
- T.R.U.S.
- Urology

**Silver Team Clinics:**

- Cardiology
- Chemotherapy
- C&P Exams
- Endocrinology
- Oncology
- Pacemaker
- Pulmonary

**Building 53**



<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>	<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>
Cardiology	Third	Building 53	Intensive Care Unit (ICU)	Third	Building 53
Chaplain Office	Third	Building 1	Medicine Service	Third	Building 53
Compensation/Pension	Third	Building 53	Oncology	Third	Building 53
EKG	Third	Building 53	Respiratory Therapy	Third	Building 53
Endoscopy Clinic	Third	Building 53	Silver Team	Third	Building 53
Eye Clinic	Third	Building 1	Short Stay Unit (SSU)	Third	Building 1
Gold Team	Third	Building 1	Surgery Service	Third	Building 1
			Visually Impaired Service Team (VIST)	Third	Building 1

# Fourth Floor

<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>
Behavioral Medicine	Fourth	Building 1
Women's Clinic/Pink Team	Fourth	Building 1
4W Inpatient Unit	Fourth	Building 53
4E Inpatient Unit	Fourth	Building 53

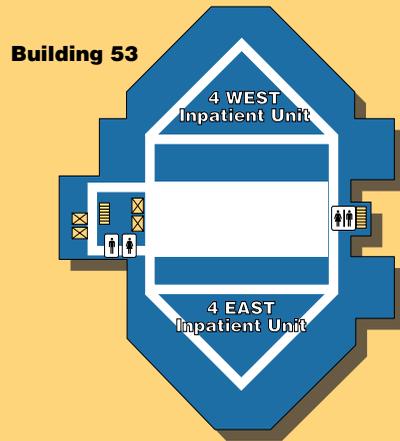
**Fourth Floor Building 1**



**Behavioral Medicine:**

- Smoking Cessation
- Social Work
- Mental Health
- Substance Abuse

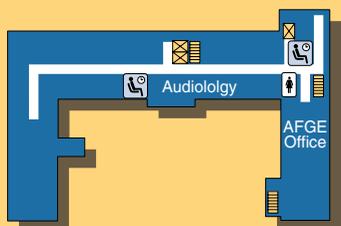
**Building 53**



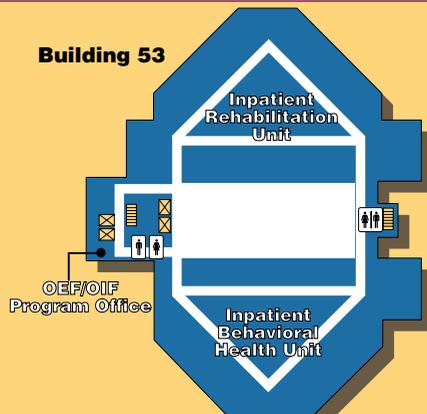
# Fifth Floor

<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>
AFGE	Fifth	Building 1
Audiology	Fifth	Building 1
Inpatient Behavioral Health Unit	Fifth	Building 53
Inpatient Rehab Unit	Fifth	Building 53
OEF/OIF Program Office	Fifth	Building 53

**Fifth Floor Building 1**



**Building 53**



# PATIENT INFORMATION

The Muskogee campus of the Jack C. Montgomery VA Medical Center first provided health care services as Soldier's Hospital on June 14, 1923. The facility is situated on 15 acres overlooking the city and Honor Heights Park. The Creek Indian Nation conveyed the land to the city of Muskogee in 1900. The area, then called Agency Hill, was renamed Honor Heights to recognize the hospital and the veterans it served.

Today, the Jack C. Montgomery VAMC serves approximately 155,000 veterans in 25 counties of eastern Oklahoma.

The medical center is considered a General Medicine and Surgery hospital with 88 operating hospital beds, including a 15-bed inpatient behavioral health unit and a 10-bed inpatient rehabilitation unit. The facility also operates outpatient clinics in Muskogee and Tulsa, as well as a VA staffed outpatient clinic in Hartshorne.

More than 900 employees provide a variety of primary and secondary levels of inpatient medical and surgical care along with outpatient primary and consultative care in medicine, surgery and psychiatry. The hospital and Tulsa clinic refer to VAMCs Little Rock and Oklahoma City for the majority of tertiary-level services. The hospital also supports the National Cemetery in Fort Gibson and the Tulsa Vet Center.

Health care services provided at the medical center include Primary Care, Urgent Care, Speech Pathology, Pathology, and Lab, Nuclear Medicine, Physical Rehabilitation, Nutrition and Food Service, and Radiology. Medical services include Cardiology, Endoscopy, Gastroenterology, Hematology/Oncology, Pulmonary and Respiratory Care. Surgical services include Orthopedics, ENT, General, GI, and Urology.

Specialty clinics include ENT, Endocrinology, Cardiology, Dental, General Surgery, Oncology, Optometry, Orthopedics, Prosthetics, Pulmonary, Spinal Cord, and Urology. Special programs include the Women Veterans Clinic and Behavioral Medicine. The inpatient unit consists of two patient wards and an intensive care unit.

An Intensive Outpatient Substance Abuse Therapy program began in January 2005 at the same time our Behavioral Medicine Service relocated its offices from the Tulsa Outpatient Clinic to the Guaranty Building in Tulsa, located at Hwy. 169 and 11th St.

Contractual agreements are in effect for scarce medical and surgical subspecialties, e.g., Dermatology and Emergency Room services, which cannot be provided by staff physicians. Services purchased on a fee basis from the community include Radiation Therapy and other special procedures not available at the medical center.

The medical center has affiliations with the University of Oklahoma College of Medicine in Tulsa and Oklahoma City; the Oklahoma State University College of Osteopathic Medicine in Tulsa; Connors State College; Bacone College, Northwestern Oklahoma University; Indian Capitol VoTech and numerous other universities associated with allied health programs. Training is provided for residents, medical students, nursing students, physicians' assistants, nurse practitioners, optometry students, dietetic and social work interns, as well as radiology technicians and scrub technicians.

# DEPARTMENT & SERVICES LISTING

<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>	<b>SERVICE</b>	<b>FLOOR</b>	<b>BUILDING</b>
ATM	First	Building 53	Nutrition & Food Service	Second	Building 24
Audiology	Fifth	Building 1	Occupational Therapy (Rehab)	First	Building 53
Auditorium	Second	Building 22	OEF/OIF Program Office	Fifth	Building 53
Agent Cashier	First	Building 1	Oncology (Silver Team)	Third	Building 53
Behavioral Medicine	Fourth	Building 1	Optical Shop	First	Building 53
Billing - Patient (Business Office)	First	Building 53	Patient Advocate	First	Building 1
Blue Teams 1, 2 & 3	First	Building 1	Patient Care Services	First	Building 53
Business Office	First	Building 53	Pharmacy	First	Building 1
Canteen Cafeteria/Retail	First	Building 24	Photo ID – Patient (Business Office)	First	Building 53
Cardiology	Third	Building 53	Physical Therapy (Rehab)	First	Building 53
Case Management	Second	Building 1	Pink Team (Women's Clinic)	Fourth	Building 1
Chapel/Chaplain	First	Building 1	Police Service	First	Building 53
Chaplain Office	Third	Building 53	Primary Care Administrative Office	First	Building 1
Chief of Staff's Office (Exec. Suite)	First	Building 53	Prosthetics	First	Building 53
C & P Exams (Silver Team)	Third	Building 53	Public Affairs (Exec. Suite)	First	Building 53
Director's Conference Room	First	Building 53	Quality & Performance Improvement	Fifth	Building 1
Director's Office (Exec. Suite)	First	Building 53	Radiology	Second	Building 1
DAV Transportation	Second	Building 1	Regional Counsel		Building 6
Dental	Second	Building 1	Rehabilitation Service	First	Building 53
Downing Room	Second	Building 1	Release of Info (Business Office)	First	Building 1
Education Service	First	Building 22	Respiratory Therapy (Medicine)	Third	Building 53
EEO (Exec. Suite)	First	Building 53	Silver Team	Third	Building 53
EKG (Medicine Service)	Third	Building 53	Speech Therapy (Rehab)	First	Building 53
Eligibility (Business Office)	First	Building 53	Short Stay Unit (SSU)	Third	Building 1
Emergency Department	First	Building 53	Social Work Service		Building 7
Endoscopy Clinic	Third	Building 53	SPD	First	Building 1
Eye Clinic	Third	Building 1	Surgery Service	Third	Building 1
Facilities Management	N/A	Building 18	TBI Clinic		Building 6
Gold Team	Third	Building 1	Union (AFGE)	Fifth	Building 1
Green Teams 1 & 2	First	Building 1	Visually Impaired Service Team (VIST)	Third	Building 1
Home Based Primary Care		Building 10	Voluntary Service	First	Building 53
Human Resources		Building 8 & 9	Women's Clinic (Pink Team)	Fourth	Building 1
Information Resources Mgmt.	Basement	Building 22	Yellow Team	First	Building 1
Inpatient Behavioral Health Unit	Fifth	Building 53			
Inpatient Rehab Unit	Fifth	Building 53			
Intensive Care Unit	Third	Building 53			
Laboratory	Second	Building 1			
Library	First	Building 22			
Medicine Service	Third	Building 53			
Nutrition Clinic	First	Building 1			
Nuclear Medicine	Second	Building 1			

## PHONE NUMBERS & ADDRESSES

### **JACK C. MONTGOMERY**

#### **VA MEDICAL CENTER**

1011 Honor Heights Drive  
Muskogee, Oklahoma 74401

- (918) 577-3000 or toll free (888) 397-8387
- Telecare: Toll free (866) 397-8387
- Prescription Refills: (918) 577-3000, ext. 3918, or toll free at (888) 397-8387, ext. 3918

### **ERNEST CHILDERS**

#### **VA OUTPATIENT CLINIC**

9322 E. 41st Street  
Tulsa, Oklahoma 74128

- (918) 628-2500 or toll free (888) 398-8387

### **TULSA BEHAVIORAL MEDICINE CLINIC**

10159 E. 11th Street, Suite 100,  
Tulsa, Oklahoma 74128

- (918) 610-2000 or toll free (866) 398-5033

### **MCALESTER VA OUTPATIENT CLINIC**

1429 Pennsylvania Ave.  
Hartshorne, OK 74547

- Toll free (888) 878-1598

### **MUSKOGEE VA REGIONAL OFFICE**

125 S. Main, Muskogee, Oklahoma 74401

- General Information: (800) 827-1000

## DRIVING DIRECTIONS TO JACK C. MONTGOMERY VAMC:

### **From the West**

Take SH 51 East towards Muskogee.  
Take the Muskogee Exit from the Muskogee Turnpike and turn south on Hwy. 69.  
Turn right at Shawnee Bypass. Turn left at 40th St. and take the first right, called Buffalo Dr. The street ends in front of the hospital.

### **From the East**

Take Hwy. 62 to Hwy. 69 South. Once in Muskogee, turn right at Shawnee Bypass. Turn left at 40th St. and take the first right, called Buffalo Dr. The street ends in front of the hospital.



### **From the North**

Take Hwy. 69 South. Once in Muskogee, turn right at Shawnee Bypass. Turn left at 40th St. and take the first right, called Buffalo Dr. The street ends in front of the hospital.

### **From the South**

Take Hwy. 69 North. Once in Muskogee, turn left on Okmulgee St. Turn right at Honor Heights Dr. The hospital is on the left just before you enter Honor Heights Park.