Requests for equipment from non-VA Providers, must be sent to the Veteran’s Primary Care Team. The Primary Care Provider will then review the request and submit the appropriate internal consults for the items to be ordered. Any documentation supporting the request (progress notes, PT notes, assessments) should be sent with the order for review by the Primary Care Provider.

If the item requested is something that requires training for the Veteran (wheelchair, walker, crutches, etc) documentation of that training must be included with the request, or documentation stating that the Veteran will be trained by a Home Health agency on proper use of the equipment. If no training is available, please note that as well, being aware that the Veteran will have to present to VA or VA clinic in person for training before the item can be issued.

For Veteran being seen under the CHOICE program: the Veteran can fax, secure message (via My HealtheVet), or bring the prescription from the outside physician to the Prosthetics department. VAMC verify approvals to issue the items directly from Prosthetics.

POC for Veteran treated under the CHOICE program:
Annita Myers: (918) 577-3000, ext 4296 Annita.Myers@va.gov or
John Alley: (918) 577-3000, ext 3821 John.Alley@va.gov

Specialty programs such as HISA (Home Improvement Structural Alteration, Auto Adaptions equipment, Clothing Allowances, etc) please contact one of the following:

John Alley: (918) 577-3000, ext 3821 John.Alley@va.gov
Kandice Brown: (918) 577-3000, ext 4285

For any other questions, please contact the Prosthetics department through the call center at (918) 577-3634 or 1-888-397-8387.

VAMC works diligently to supply equipment to Veterans as soon as possible. Advance notice is always preferred to allow appropriate time for orders and issuing of equipment and to ensure a smooth transition for the Veteran. Emergency situations do arise and we work very hard to meet the needs of each Veteran and appreciate the assistance of our community partners.