

Audie L. Murphy Memorial Veteran's Hospital

7400 Merton Minter Boulevard
 San Antonio, Texas 78229
 Main - (210) 617-5300
 Toll Free - (877) 469-5300
www.southtexas.va.gov

-  Emergency Room Entrance
-  Shuttle Stop
-  Free Valet Parking
-  Handicap Parking



To: →

Audiology, Dental, Eye Clinic
 8410 Datapoint Drive
 San Antonio, TX 78229

VA Villa Serena
 4455 Horizon Hill Boulevard
 San Antonio, TX 78229

Homeless Program
 4201 Medical Drive
 Suite 280, 2nd Floor
 San Antonio, TX 78229

Audie L. Murphy – American Hero
Most Decorated Soldier in World War II
 June 20, 1924 – May 28, 1971

Second Lieutenant Audie L. Murphy, 15th Infantry, Army of the United States, on 26 January 1945, near Holtzih, France, commanded Company B, which was attacked by six tanks and waves of infantry. Lieutenant Murphy ordered his men to withdraw to a prepared position in the woods, while he remained forward at his command post and continued to give fire directions to the artillery by telephone. Behind him to his right one of our tank destroyers received a direct hit and began to burn. Its crew withdrew to the woods. Lieutenant Murphy continued to direct artillery fire which killed large numbers of the advancing enemy infantry. With the enemy tanks abreast of his position, Lieutenant Murphy climbed on the burning tank destroyer, which was in danger of blowing up at any instant, and employed its .50 caliber machine gun against the enemy. He was alone and exposed to German fire from three sides, but his deadly fire killed dozens of Germans and caused their infantry attack to waver. The enemy tanks, losing infantry support, began to fall back.

For an hour the Germans tried every available weapon to eliminate Lieutenant Murphy, but he continued to hold his position and wiped out a squad which was trying to creep up unnoticed on this right flank, Germans reached as close as 10 yards, only to be mowed down by his fire. He received a leg wound but ignored it and continued the single-handed fight until he returned to his company, refused medical attention, and organized the company in a counterattack which forced the Germans to withdraw. His directing of artillery fire wiped out many of the enemy; he personally killed or wounded about 50. Lieutenant Murphy's indomitable courage and his refusal to give an inch of ground saved his company from possible encirclement and destruction, and enabled it to hold the woods which had been the enemy's objective.



About South Texas Veterans Health Care System (STVHCS)

The **South Texas Veterans Health Care System (STVHCS)** is comprised of three divisions referred to as the Audie L. Murphy Division, the Kerrville Division and the Satele Clinic Division. The STVHCS is part of the VA Heart of Texas Veterans Integrated Service Network (VISN 17).

The **Audie L. Murphy Division (ALMD)** provides comprehensive care through acute medical, surgical, mental health, physical medicine, and rehabilitation, geriatric, and primary care services. The facility is affiliated with the University of Texas Health Science Center at San Antonio (UTHSCA). ALMD provides services through national programs, bone marrow transplantation, open-heart surgery, magnetic resonance imaging, positron emission tomography, and VA's fifth Polytrauma Rehabilitation Center. As a Level II Research facility, ALMD is ranked as one of the largest VHA research programs with many projects that include aging, cardiac surgery, cancer, and diabetes.

The **Kerrville Division (KD)** located 65 miles northwest of San Antonio, provides primary care, some specialty care, geriatric evaluation and management (GEM), palliative care, and long-term care services with a Community Living Center.

The **Satellite Clinic Division (SCD)** offers primary care and some specialty care while sharing resources with each other and their respective communities. When required, Veterans are referred to ALMD or KD for specialty care including medicine, surgery, neuropsychiatry, rehabilitation, spinal cord injury, and long-term care services. The Satellite Clinic Division is comprised of VA-staffed and contracted Community-Based Outpatient Clinics (CBOCs). Staff clinics are located at the following sites in San Antonio: Frank M. Tejada, North Central Federal Clinic, South Bexar and Northeast 410. CBOCs are also located in Victoria and Contract clinics are located in Beeville, Kingsville, Del Rio, Uvalde, New Braunfels and Seguin.

Services Available

Enrollment/Eligibility

All Veterans honorably discharged from military service are eligible to apply for VA health care. To enroll and find out more information, please visit Enrollment and Eligibility located on the First Floor in room x104.

Women Veterans Program

The South Texas Veterans Health Care System is committed to meeting the unique needs of women Veterans by delivering the highest quality health care to each woman, while offering her the privacy, dignity, and sensitivity to gender-specific needs that she deserves. For more information, please contact our Women Veterans Program Manager at (210) 386-0548.

Value Convenience Service (Canteen) Hours

Dining, snacks and retail store are located by the main entrance of the first floor. Vending areas are available throughout the building.

Patriot Café: Monday-Friday 7:00AM-6:00PM
 Saturday/Sunday 8:00AM-2:30PM

Patriot Clips: Monday-Friday 7:00AM-3:00PM

Patriot Store: Monday-Friday 7:00AM-4:00PM
 Saturday/Sunday 8:00AM-2:30PM

Starbucks: Monday-Friday 6:30AM-3:30PM
 Saturday/Sunday Closed

Visiting Hours

Family and friends are encouraged to visit. Visitors may be asked to interrupt or delay visitation for brief periods when medical evaluations or procedures are in progress.

Patient Travel/Agent Cashier

Patient Travel and Agent Cashier are located on the First Floor in room W103. Eligible patients should present the Veteran Identification Card to receive qualified benefits.

Shuttle Information

Take advantage of the Free transportation to and from nearby clinics for your appointments. Shuttle rides are available Monday-Friday outside the Main Lobby. For more information on shuttle schedule, visit our helpful information desk in the Main Lobby.

Volunteer Transportation Network*

The Volunteer Transportation Network is a Free van service operated by our Voluntary Service. Take advantage of the

Free transportation to and from nearby clinics. For more information please contact Voluntary Services at (210) 617-5107.

*To ride the van, Veterans should call their respective clinic for a van appointment.

Smoking

Smoking is only permitted in designated smoking areas and smoking shelters found by Spinal Cord Injury and Community Living Center.

Lost & Found

For lost items, please contact Lost & Found at (210) 617-5300 (ext. 15525).

Hours of operation are Monday-Friday 8:00AM-4:30PM. For after hours inquiries call (210) 617-5162.

Parking

Free Valet Parking is available at the main entrance for our Veterans (tips are not accepted). Veterans needing wheelchair assistance or escort services should go to the Main Entrance and request assistance.

Parking labels are marked throughout the parking lot for eligible Handicap and Patient/Visitors parking. Parking is prohibited in fire lanes or reserved areas as indicated by signs or curb coloring. For more information about parking, please dial the VA Police at (210) 617-5168.

Patient Education Resource Center (PERC)

The PERC is located on the 3rd floor in room 304.3A and houses a collection of reference books, videos, models and charts to answer common patient and consumer questions. Internet-access computers are also available. For more information about the PERC, please dial (210) 949-9250.

Chaplain & Pastoral Care

Chapels are located on the second floor. The Chapels are open for prayer and meditation from 8:00AM-4:00PM daily. Please contact one of the hospital chaplains at (210) 617-5300 (ext. 15441) for spiritual conversations.

Emergency & Disaster Response

During natural disasters and other emergencies, Veterans and their families may call **1-800-507-4571** for information and assistance about VA facilities. For local information, please visit our website www.southtexas.va.gov/emergency/ or dial (210) 949-9499 for additional information.

South Texas Veterans Health Care System



Local Phone Numbers

Please dial the number and/or extension to reach the desired department. For further assistance or information, please dial "0" for the operator.

Department	Number	Extension
Main Hospital Number	(210) 617-5300	0 for Operator
24 Hours Telecare Hotline	(210) 949-3994	
Admissions	(210) 617-5380	
Audiology, Dental, Eye Clinic	(210) 949-8900	
Billing	1-866-393-9132	25335
Change/Cancel Appointment	(210) 949-3994	
Chaplain Service	(210) 617-5300	15441
Compensation and Pension	(210) 699-2272	
Disabled American Veterans	(210) 699-5064	
Eligibility and Enrollment	(210) 617-5300	15659, 16375
Emergency Department	(210) 617-5940	
Homeless Program	(210) 617-9915	
Human Resources	(210) 617-5133	
Lost & Found (8 a.m.-4:30 p.m.)	(210) 617-5300	15525, 15604
Lost & Found After Hours	(210) 617-5162	
Media Inquiries	(210) 617-5218	
Paralyzed Veterans of America	(210) 617-5275	
Patient Advocate Office	(210) 949-3822	
Patient Travel	(210) 617-5300	15999, 15603
Police Service (Non-Emergency)	(210) 617-5168	
Prosthetics	(210) 617-5300	17445
Release of Information	(210) 617-5300	15610
San Antonio NE Vet Center	(210) 650-0422	
San Antonio NW Vet Center	(210) 688-0606	
Social Work Service	(210) 617-5113	
Texas Veterans Commission	(210) 617-5076	
Villa Serena	(210) 321-2700	
Voluntary & Transportation Service	(210) 617-5107	
Women Veterans Program	(210) 386-0548	

Ground Floor



Maximizing Veteran's Independence through Advancements in the latest Prosthetic Technology.



Ground Floor Services (210) 617-5300

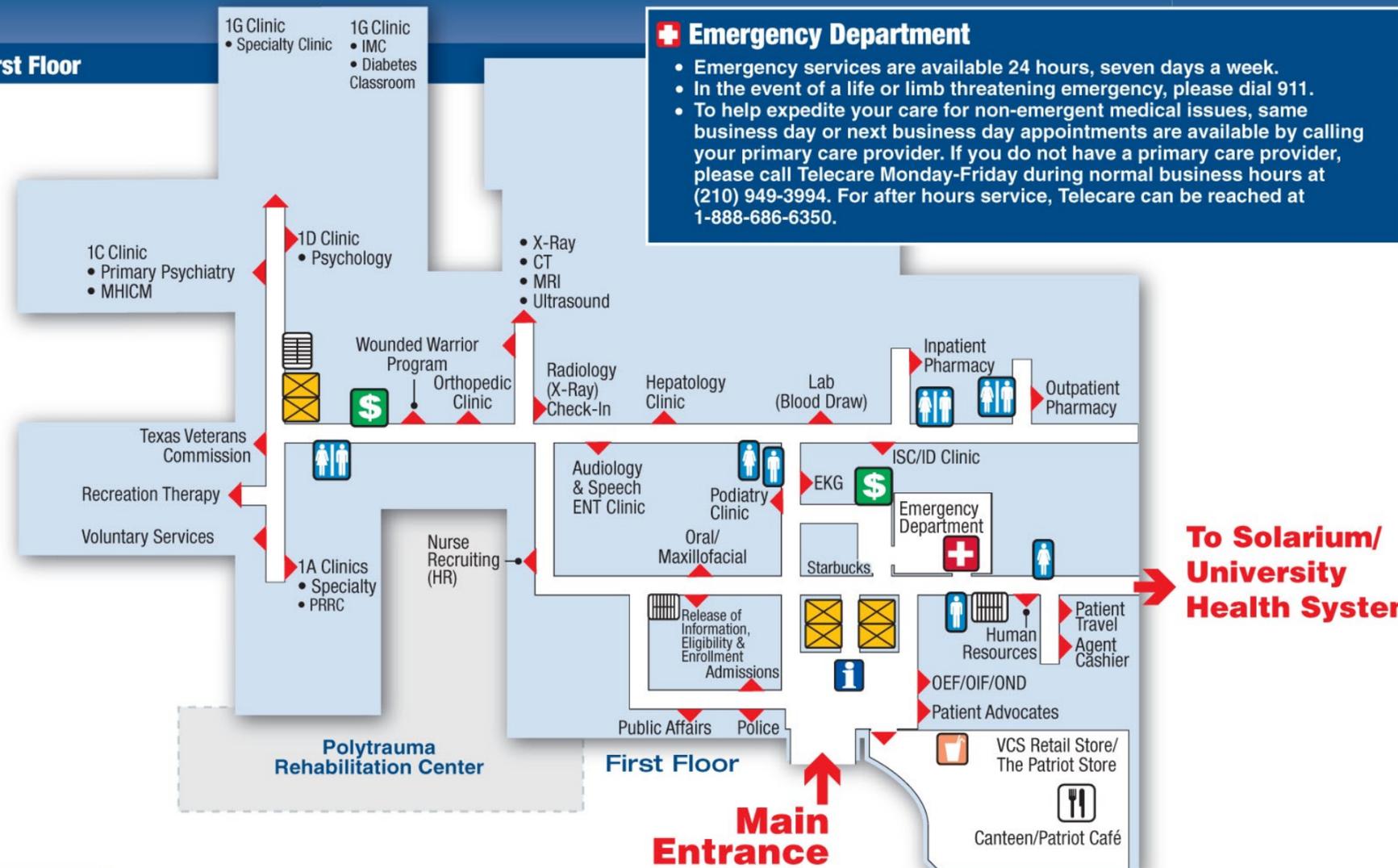
Department	Extension
Barber Shop - Patriot Clips	16704
Community Living Center (CLC)	15216
Geriatric Evaluation and Management (GEM) Clinic	15183
GLA - Men's Psychiatric Unit	14204
GLB - Geriatric Behavior Unit	14203
GLC - Women's Psychiatric Unit	14203
Kinesiotherapy	15772
Occupational Therapy	15768
Paralyzed Veterans of America	15275;16819
Physical Therapy	15778
Prosthetics	17445
SCI	16414;16415
SCI Pharmacy	16815
SCI Occupational Therapy	17218;16934
SCI Physical Therapy	17216;16846

Information	Emergency Department
Elevators	Telephone
Stairs	Canteen
Restrooms	ATM
Nurses Station	Restricted Access
Vending	Walking Path (1/8 mile)



STVHCS Serving One Veteran at a Time.

First Floor



Emergency Department

- Emergency services are available 24 hours, seven days a week.
- In the event of a life or limb threatening emergency, please dial 911.
- To help expedite your care for non-emergent medical issues, same business day or next business day appointments are available by calling your primary care provider. If you do not have a primary care provider, please call Telecare Monday-Friday during normal business hours at (210) 949-3994. For after hours service, Telecare can be reached at 1-888-686-6350.

First Floor Services

Department	Extension
1A - Specialty/PRRC	19248
1C - Primary Psychiatry Clinic/MHICM	16643
1D - Psychology	13045
1G - Specialty Clinic	16221
1G - Internal Medicine Clinics (IMC)/Diabetes Classroom	13045
Admissions	14800; 15380
Agent Cashier	15995
Audiology and Speech	15209
Canteen - Patriot Café	15016
Ear, Nose, and Throat (ENT)	14923
Electrocardiogram (EKG) Clinic	15937
Eligibility and Enrollment	15659; 16375

Department	Extension
Emergency Department	15940
Hepatology	14779
Human Resources	15133
Immunosuppression and Infectious Disease Clinic (ISC/ID)	19472
Nurse Recruiters (HR)	15206;14183
Lab (Blood Draw)	16093
OEF/OIF/OND	19240
Oral/Maxillofacial	13131
Orthopedics	13708
Outpatient Pharmacy	1-800-983-0933
Patient Advocates	13822
Patient Travel	15603;15999

Department	Extension
Podiatry Clinic	16374;17427
Police	15168
Psychology Service	16643
Public Affairs	15218
Radiology (X-Ray)	19729
Recreation Therapy	15125
Release of Information	15610
Texas Veterans Commission	15175
VCS Retail Store - Patriot Store	15016
Voluntary Services	15107
Wounded Warrior Program	13812

Information
Elevators
Stairs
Emergency Department
Telephone
Canteen
Restrooms
Nurses Station
Vending
ATM
Restricted Access

(210) 617-5300



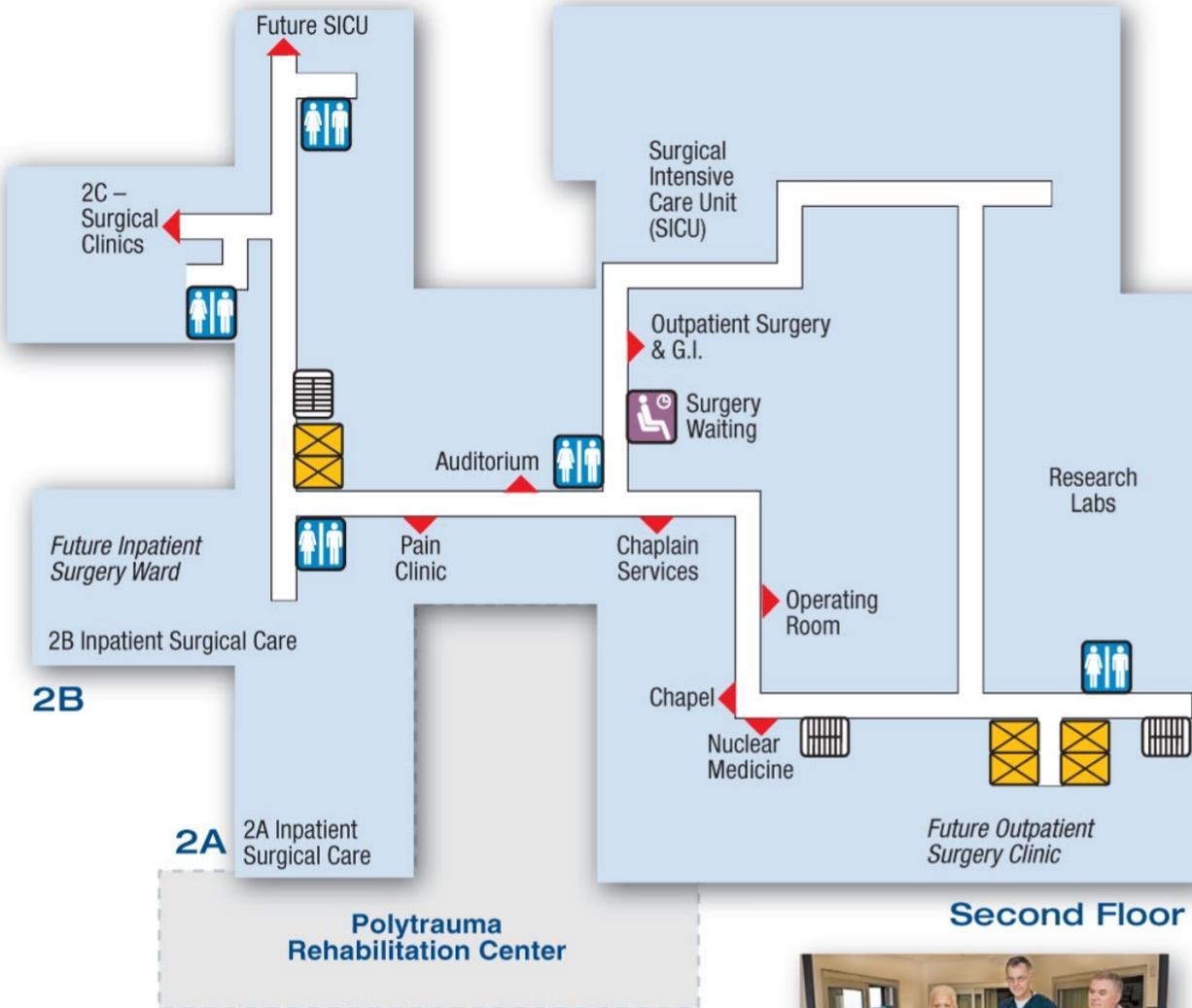
Department of Veterans Affairs
National Program
Phone Numbers
www.va.gov

Department	Number
Caregiver Support Line	1-855-260-3274
CHAMPVA	1-800-733-8387
Education (GI Bill)	1-888-442-4551
Enrolling in VA	1-877-222-8387
Health Resource Center	1-866-393-9132
Income Verification and Means Testing	1-800-929-8387
Life Insurance	1-800-669-8477
Mammography Helpline	1-888-492-7844
National Homeless Program	1-877-424-3838
NCA Cemetary	1-877-222-8387
Pharmacy - Medication Refill	1-800-209-7377
Returning Veterans	1-866-606-8216
Special Issues:	
Gulf War / Agent Orange /Project Shad /Mustard	
Agents / and Lewisite/Ionizing Radiation	1-800-749-8387
Suicide Prevention Hotline	1-800-273-8255
Telecommunications Device for the Deaf (TDD)	1-800-829-4833
VA Benefits Office	1-800-827-1000
VA Facility Locator	1-877-222-8387
VBA Benefits	1-877-222-8387
VHA Health Care Benefits	1-877-222-8387
Veterans Employment Coordination Service	1-866-606-6206



The Patient Education Resource Center upholds our mission Serving One Veteran at a Time.

Second Floor



Information	Waiting Area	Restrooms	ATM
Elevators	Telephone	Nurses Station	Restricted Access
Stairs	Canteen	Vending	



Inpatient Care Teams provide Top Quality Care to Our American Heroes.

Second Floor Services

Department	Extension
2C - Surgical Clinics	14888
Chaplain Services	15441
Gastroenterology (GI)	19433
Nuclear Medicine	19729

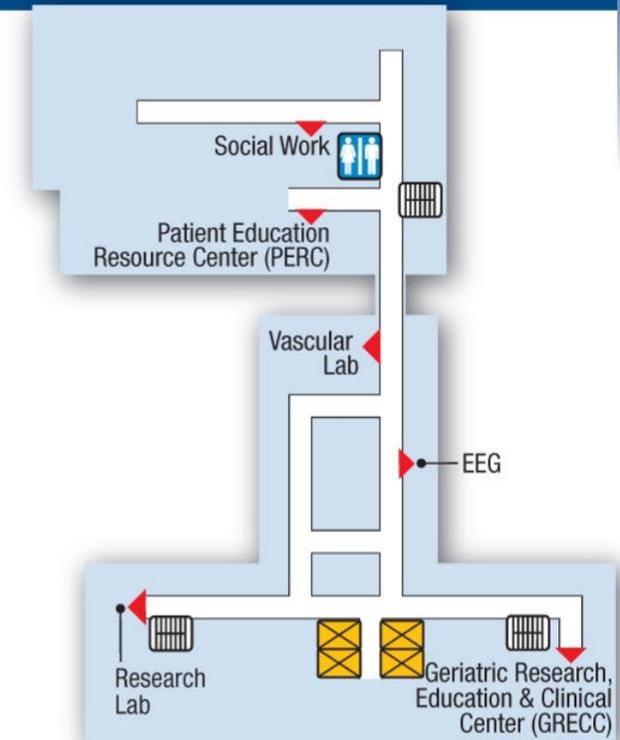
Department	Extension
Outpatient Surgery & GI	16266
Pain Clinic	14384
Surgical Intensive Care Unit (SICU)	14573

Second Floor

Third Floor



As a Level II Research facility, we make strides in Aging, Cancer, Cardiac Surgery and Diabetes Research.

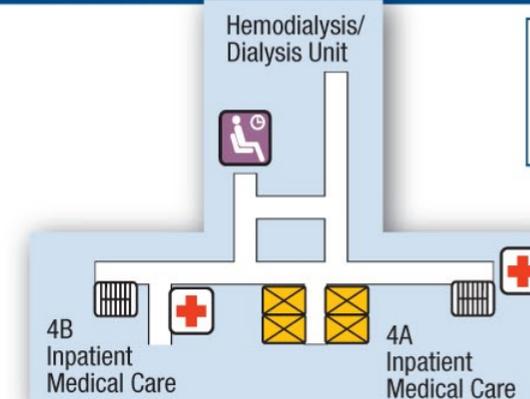


Third Floor Services (210) 617-5300

Department	Extension
EEG	14371
Geriatric Research, Education & Clinical Center (GRECC)	15197
Patient Education Resource Center (PERC)	19250
Social Work	15113
Vascular Lab	14020

Third Floor

Fourth Floor



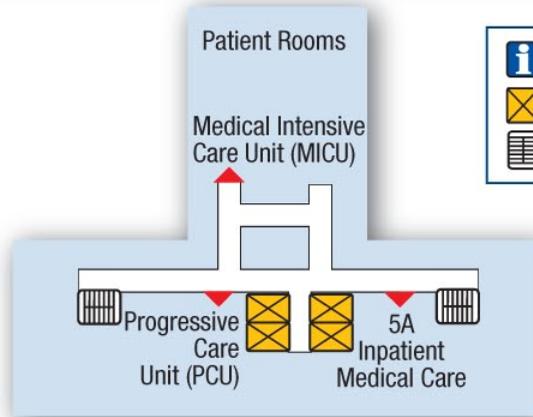
Information	Waiting Area	Restrooms	ATM
Elevators	Telephone	Nurses Station	Restricted Access
Stairs	Canteen	Vending	

Fourth Floor Services (210) 617-5300

Department	Extension
4A Inpatient Medical Care	14501
4B Inpatient Medical Care	14402
Hemodialysis/Dialysis Unit	14735

Fourth Floor

Fifth Floor



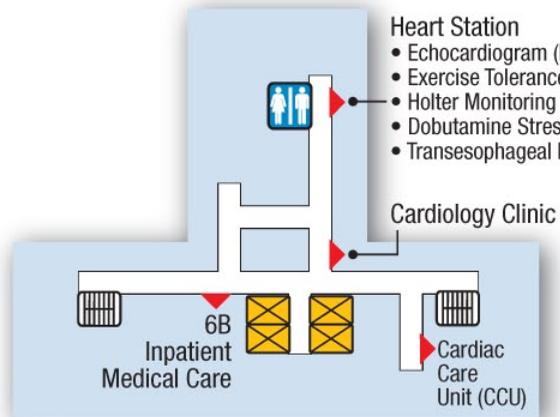
Information	Waiting Area	Restrooms	ATM
Elevators	Telephone	Nurses Station	Restricted Access
Stairs	Canteen	Vending	

Fifth Floor Services (210) 617-5300

Department	Extension
5A - Inpatient Medical Care	14501
Medical Care Intensive Care Unit (MICU)	16075
Progressive Care Unit (PCU)	17873

Fifth Floor

Sixth Floor



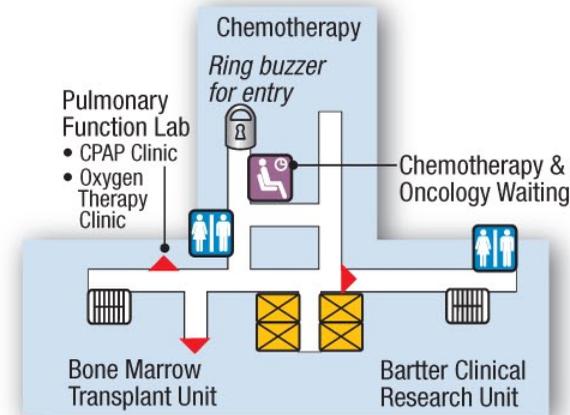
- Heart Station**
- Echocardiogram (ECG)
 - Exercise Tolerance Test
 - Holter Monitoring
 - Dobutamine Stress Echocardiogram (DSE)
 - Transesophageal Echocardiogram (TE)

Sixth Floor Services (210) 617-5300

Department	Extension
6B - Inpatient Medical Care	14602
Cardiac Care Unit (CCU)	14640
Cardiology Clinic	19210
Heart Station	14658

Sixth Floor

Seventh Floor



Seventh Floor Services (210) 617-5300

Department	Ext.
Bartter Clinical Research Center	15123
Bone Marrow Transplant Unit	16337
Pulmonary Function Lab	14727

Seventh Floor

Department and Services Listing

(210) 617-5300

Department	Ext.	Floor	Department	Ext.	Floor
1A - Specialty/PRRC	19248	1	Lab (Blood Draw)	16093	1
1C - Primary Psychiatry Clinic/MHICM	16643	1	Medical Care Intensive Care Unit (MICU)	16075	5
1D - Psychology	13045	1	Nuclear Medicine	19729	2
1G - Internal Medicine Clinic (IMC)/Diabetes Classroom	13045	1	Nurse Recruiters (HR)	15206;14183	1
1G - Specialty Clinics	16221	1	Occupational Therapy	15768	G
2C - Surgical Clinic	14888	2	OEF/OIF/OND	19240	1
4A Inpatient Medical Care	14501	4	Oral/Maxillofacial	13131	1
4B Inpatient Medical Care	14402	4	Orthopedics	13708	1
5A - Inpatient Medical Care	14501	5	Outpatient Pharmacy	1-800-983-0933	1
6B - Inpatient Medical Care	14602	6	Outpatient Surgery & GI	16266	2
Admissions	14800; 15380	1	Pain Clinic	14384	2
Agent Cashier	15995	1	Paralyzed Veterans of America	15275;16819	G
Audiology and Speech	15209	1	Patient Advocates	13822	1
Barber Shop - Patriot Clips	16704	G	Patient Education Resource Center (PERC)	19250	3
Bartter Clinical Research Center	15123	7	Patient Travel	15603;15999	1
Bone Marrow Transplant Unit	16337	7	Physical Therapy	15778	G
Canteen - Patriot Café	15016	1	Podiatry Clinic	16374;17427	1
Cardiac Care Unit (CCU)	14640	6	Police	15168	1
Cardiology Clinic	19210	6	Progressive Care Unit (PCU)	17873	5
Chaplain Services	15441	2	Prosthetics	17445	G
Community Living Center (CLC)	15216	G	Psychology Service	16643	1
Dialysis Unit	14735	4	Public Affairs	15218	1
Ear, Nose, and Throat (ENT)	14923	1	Pulmonary Function Lab	14727	7
EEG	14371	3	Radiology (X-Ray)	19729	1
Electrocardiogram (EKG) Clinic	15937	1	Recreation Therapy	15125	1
Eligibility and Enrollment	15659;16375	1	Release of Information	15610	1
Emergency Room	15940	1	SCI	16414;16415	G
Gastroenterology (GI)	19433	2	SCI Pharmacy	16815	G
Geriatric Evaluation and Management (GEM) Clinic	15183	G	SCI Occupational Therapy	17218;16934	G
Geriatric Research, Education & Clinical Center (GRECC)	15197	3	SCI Physical Therapy	17216;16846	G
GLA - Men's Psychiatric Unit	14204	G	Social Work	15113	3
GLB - Geriatric Psychiatric Unit	14203	G	Surgical Intensive Care Unit (SICU)	14573	2
GLC - Women's Psychiatric Unit	14203	G	Texas Veterans Commission	15175	1
Heart Station	14658	6	Vascular Lab	14020	3
Hemodialysis/Dialysis	14735	4	VCS Retail Store - Patriot Store	15016	1
Hepatology	14779	1	Voluntary Services	151071	1
Human Resources	15133	1	Wounded Warrior Program	13812	1
Immunosuppression and Infectious Disease Clinic (ISC/ID)	19472	1			
Kinesiotherapy	15772	G			