

OUR COMMITMENT



The Louis Stokes Cleveland Veterans Affairs Medical Center is committed to addressing the special health needs of Lesbian, Gay, Bisexual, Transgender, Questioning, and Intersexed (LGBTQI) Veterans, and reducing health disparities for them and members of other vulnerable communities.

We recognize that diverse populations have distinctive needs, and are training our staff in culturally and clinically competent care for LGBTQI Veterans. We are focused on providing the most respectful health care environment possible.

- We are committed to serving you with the same dedication and respect you served our country.
- We are committed to providing the same level of care to you as any other veteran.
- We are committed to providing a LGBTQI friendly healthcare facility where you feel safe and comfortable

NON -DISCRIMINATION POLICIES FOR VETERANS AND THEIR FAMILIES

Consistent with VA's commitment to patient-centered care, our non-discrimination policy states Veterans and their family* members will not be subject to discrimination for any reason, including for reasons of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, or gender identity or expression. If you encounter care that is contrary to this policy statement, please contact one of our patient advocates or our LGBTQI Ombudsman.

VISITATION

It is the policy of the LSCVAMC that there will be open visitation for all patients. Visitation is allowed by family* members, friends, or other individuals for emotional support during the course of stay unless contraindicated by the patient's condition or patient/physician request. "Quiet hour" visitation occurs during the hours of 9:00 p.m. and 6:00 a.m. for all units. During this time, it is expected that a quiet environment will be maintained in all patient care areas.

** The patient determines who is family and family does not have to be legally related to the patient.*



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



We Serve All Who Served

**Excellent care has no boundaries;
the Cleveland VAMC is committed to serving
Lesbian, Gay, Bisexual,
Transgender, Questioning,
and Intersexed Veterans.**



**Louis Stokes Cleveland
Department of
Veterans Affairs Medical Center**

10701 East Boulevard Cleveland, Ohio 44106

(216) 791-3800

Services We Provide

◆ G.I.V.E. Orientation

Join our orientation to the G.I.V.E. clinic in this SMA (Shared Medical Appointment) where providers from several disciplines provide information on available resources for our G.I.V.E. Veterans.

When: 2nd Thursday of each month at 1:00 p.m. to 2:30 p.m.

Where: WP, Mod J, MHACC 1-C511

◆ G.I.V.E. Support Group

Join us for education and support for our G.I.V.E. Veterans with various providers.

When: 3rd Thursday of each month at 1:00 p.m. to 2:30 p.m.

Where: WP, Mod J, MHACC 1-C511

Please contact Dr. Diaz at 216-791-3800 ext. 2394. Topics include:

- ◆ Available VA resources
 - ◆ Identity and transition
 - ◆ Health issues
 - ◆ Hormonal therapy
 - ◆ Community resources
 - ◆ Employment
 - ◆ Discrimination
 - ◆ Family/Relationship Concerns
 - ◆ IPV/MST
 - ◆ Mental Health Treatment
- ◆ LGBTQI Specialty Team that staff can refer veterans to for specialty care

Other Resources

◆ Veterans Pride Support Group

When: Tuesdays at 6:00pm

Where: LGBT Center of Cleveland
6600 Detroit Avenue, Cleveland, OH 44102
(216) 651-5428



Gender Identity Veterans Experience (G.I.V.E.) Clinic

What We Provide

A safe, comfortable, welcoming, gender-neutral environment and

- Comprehensive primary care
- Mental health care
- Social work services
- Support groups
- Community Outreach
- Shared medical appointments
- Specialty consultation (speech therapy, pharmacy)
- Pre-operative and post-operative care

Our Mission

is to provide a safe, comfortable, and welcoming medical “home” for Veterans who are exploring their gender identity by providing comprehensive primary, mental health, preventive, and hormonal care for transgender Veterans.

Clinic Hours

Clinic is held twice a month on the 2nd and 3rd Thursday of each month in Module J at the Louis Stokes Cleveland VA Medical center

The G.I.V.E. clinic provides a safe, comfortable, and welcoming setting to address your health concerns.



The LGBTQI Ombudsman (Dr. Megan McNamara)

- 216-791-3800 ext. 3647

General Information about the G.I.V.E. clinic

- 216-791-3800 ext. 3647

Scheduling appointments at the G.I.V.E. clinic

- 216-791-3800 ext. 2563

G.I.V.E. Clinic Programing (Dr. Rosalie Diaz)

- 216-791-3800 ext. 2394

General Information about LGBTQI concerns

- 216-791-3800 ext. 3408

Promoting equitable and inclusive care for our LGBTQI veterans and their families.

The Healthcare Equality Index (HEI) is the national LGBTQ benchmarking tool that evaluates healthcare facilities’ policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees.

LSCVAMC has been designated a leader in LGBTQI Healthcare Equality since 2014.

