

# Manila VA Clinic



## Manila VA Outpatient Clinic Phone Numbers:

**Main VA line:** 1-800-MyVA411 (1-800-698-2411)

**Local:** +63 (02) 8550-3888

**PH Toll Free:** #MyVA (#6982)

**[List of FMP Participating Hospitals in Manila](#)**

**The Manila VA Outpatient Clinic (OPC) is open and providing services on an appointment basis only. The OPC remains closed to walk-in appointments as a result of the COVID-19 pandemic.**

As of March 15, 2021, the Manila VA Outpatient Clinic is providing limited, in-person medical appointments, with the focus on completing specialty care services (Audiology, Cardiology, Dermatology, Ear/Nose/Throat (ENT), Pulmonology, and Ophthalmology) in-person. The Outpatient Clinic continues to provide most primary care and mental health services via telephone appointments. Veterans with scheduled appointments should expect a reminder phone call approximately one week before to confirm

your appointment and will be advised at that time if their appointment is an in-person or telephone-based appointment.

The Manila VA Outpatient Clinic is not currently allowing walk-in appointments. Veterans who do not have a scheduled face-to-face appointment should **not** travel to the Outpatient Clinic. Please contact your health care team by telephone or by Secure Message within MyHealthVet. VA Manila is enforcing this policy to limit the number of Veterans arriving daily and to ensure the clinic has enough waiting area space to allow for social distancing within the clinic.

Manila VA Outpatient Clinic continues to provide needed pharmacy services to Veterans. Most Veterans in Metro Manila can expect to receive their medications ordered by phone or online within 2 days, Luzon in 5 days, Visayas in 8-10 days, and within 10-14 days in Mindanao. Please keep these revised timelines in mind as you refill medications. Veterans can request medication refills by using VA Manila's Automated Pharmacy Refill Line (#6982, Option 8) or through the [MyHealthVet Online Portal](#). Currently, the Outpatient Clinic is not able to mail perishable medication shipments due to restrictions with our shipping vendor. This includes some insulins and other refrigerated medications. Veterans should purchase these medications locally from community sources and would be eligible for reimbursement by the Foreign Medical Program if for a service-connected condition.

Lastly, as a reminder, the Manila VA Outpatient Clinic is not a COVID-19 treatment facility and does not currently offer COVID-19 testing. Veterans who arrive at the Clinic will be screened using approved VA health protocols, including temperature checks and symptom reviews. If you are experiencing signs and symptoms of COVID-19, please follow the instructions and recommendations of the Philippine Department of Health and your local government units. Do NOT travel to the Outpatient Clinic if you have a fever or are experiencing new onset of COVID-19 symptoms. VA Manila is taking appropriate precautions to ensure a safe environment for the health and safety of our Veterans, employees, and visitors. Your cooperation with this is greatly appreciated.

Veterans with questions may contact the VA Manila Patient Advocate at +63 (02) 8396-3716.

## Operational History of VA Manila

The Manila VA Outpatient Clinic in the Philippines is the only VA health care facility located in a foreign country and is located on U.S. Embassy property. [VHA Directive 1521](#) and Title 38 United States Code (U.S.C.) 1724 provides the authority that U.S. Veterans residing in or visiting the Philippines may receive care and services for a Veterans Benefits Administration (VBA) adjudicated service-connected disability at the Manila VA Outpatient Clinic. A service-connected Veteran may be treated for non-service-

connected disabilities within the limits of the Manila VA Outpatient Clinic. Follow up services that are directly related to the treatment of non-service-connected disabilities, which VA has determined are beyond the capabilities of the clinic, will be the Veteran's responsibility, to include obtaining services and paying for all costs related to treatment.

Inpatient and non-VA care (NVC) is limited to treatment of service-connected conditions and is provided through the [Foreign Medical Program](#). U.S. Veterans living in the Philippines are advised to enroll in both the Manila VA Outpatient Clinic and the Foreign Medical Program. [List of FMP Participating Hospitals in Manila](#).

The U.S. Embassy Regional Security Office does not permit employees, Veterans, attendants and family members to enter a U.S. Embassy facility to include the VA Manila Regional Office and Outpatient Clinic without a valid picture ID. Family members and attendants over the age of 14 must also provide a valid ID. Visitor laptops and larger electrical/electronic devices are prohibited into U.S. Embassy facilities including VA Manila. The security personnel are not authorized to store any of these devices while completing a VA appointment.

Beneficiary travel reimbursement is not authorized in any foreign country.

- [Manila VA OPC Benefits Fact Sheet](#)
- [Veterans Crisis Line](#)
- [U.S. Embassy Manila, Veterans Affairs](#)

## Mission Statement

**“To fulfill President Lincoln’s promise to care for those who have served in our nation’s military and for their families, caregivers, and survivors.”**

The new [VA Mission Statement](#) recognizes sacred commitment to all Veterans, their families, caregivers and survivors

## Vision

To provide Veterans the world-class benefits and services they have earned – and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

## Core Values

**Integrity:** Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.

**Commitment:** Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.

**Advocacy:** Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.

**Respect:** Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.

**Excellence:** Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

### **Lesbian, Gay, Bisexual & Transgender (LGBT) Program**

If you are a Veteran, dependent, or support person and would like information about VA services for LGBT Veterans, access the [VHA National LGBT Program Office of Patient Care Services website](#). [return to top ▲](#)

## **OTHER LOCATIONS**

- [Manila VA Clinic](#)
- [VA Southern Nevada Health Care System](#)
- [VA Palo Alto Health Care System](#)
- [San Francisco VA Medical Center](#)
- [VA Central California Health Care System](#)
- [VA Northern California Health Care System](#)
- [VA Pacific Islands Health Care System](#)
- [VA Sierra Nevada Health Care System](#)