

Patient-Centered Community Care (PC3) Contracts Medical Care Experience

1

Eligible Veteran visits VA primary care provider and requires specialty health care



Care is not readily available at the local VA Medical Center (VAMC)



6

Select Veterans are surveyed about their health care experience. VA continues to provide and coordinate patient care



Patient feedback helps ensure PC3 meets Veterans' needs



2

Non-VA Medical Care Office authorizes Veteran for care through PC3



Care not available through another VAMC, sharing agreements, Academic Affiliates or pilots



3

Veteran is contacted by regional contractor within 5 days of authorization to set up appointment



Contractor ensures Veteran's commute is within standard. VA sends medical information to non-VA provider



4

Veteran sees local PC3 provider within 30 days of appointment scheduling



Providers and facilities must meet quality standards



5

Veteran's records are returned to VAMC within 14 days (outpatient) or 30 days (inpatient)



Returned records improve VA's ability to coordinate care

