<table>
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<th>When you need help…</th>
<th>✨ You can:</th>
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| addressing a medical or mental health emergency | Call 911 or go to the nearest Emergency Room.  
For mental health crises, you can also call:  
  o Veterans’ Crisis Line: 1-800-273-8255 (Press 1) |
| accessing routine clinical services such as:  
  - asking your provider a question  
  - renewing medications (no refills remaining)  
  - requesting a referral or consult (internal or non-VA)  
  - requesting new medical supplies or equipment  
  - discussing surgery dates and timelines | Contact your Patient Aligned Care Team by My HealtheVet or by phone:  
  o Downtown CBOC: 415-281-5100  
  o [www.myhealth.va.gov](http://www.myhealth.va.gov)  
On hold too long? If it’s a time-sensitive clinical matter, call an advice nurse:  
  o Telephone Linked Care: 415-752-1212 / 800-733-0502 |
| addressing new symptoms or a current illness/injury | Contact a Telephone Advice Nurse:  
  o Telephone Linked Care: 415-752-1212 / 800-733-0502  
During business hours, you can also contact your Patient Aligned Care Team:  
  o Downtown CBOC: 415-281-5100  
  o [www.myhealth.va.gov](http://www.myhealth.va.gov) |
| scheduling an appointment | For Primary Care appointments: Contact your Patient Aligned Care Team:  
  o Downtown CBOC: 415-281-5100  
  o [www.myhealth.va.gov](http://www.myhealth.va.gov)  
For San Francisco Specialty Clinics:  
If your primary care team *has already referred you*, you can call the specialty clinic directly. A directory is available at:  
[www.sfva.va.gov/contact/phone_directory.asp](http://www.sfva.va.gov/contact/phone_directory.asp)  
You can also call the SFVAMC main line and request that the operator transfer you to the San Francisco department or clinic of your choice: 415-221-4810. |
| filling or refilling prescription medications (when an active prescription is already in place / refills are remaining) | Request a medication refill via My HealtheVet or contact the SFVAMC Pharmacy:  
  o Pharmacy: 800-847-3203 or 415-750-6937 |
| accessing Mental Health Care | Call the Downtown CBOC and request to speak with a Mental Health Provider:  
- Downtown CBOC: 415-281-5100  
For mental health crises, you can also call:  
- Veterans’ Crisis Line: 1-800-273-8255 (Press 1) |
| --- | --- |
| accessing benefits information and member services:  
- inquiring about travel pay / travel claims status  
- obtaining ID cards  
- inquiring about eligibility for any VA healthcare benefits and services  
- applying for/ enrolling in VA healthcare/ChampVA  
- completing means tests  
- understanding co-pays and co-pay exemptions | Contact:  
- Member Services: 415-221-4810 Ext. 4066  
- Travel Pay: 415-221-4810, Ext. 3487 |
| addressing Non-VA Care (“Fee Basis”) service needs:  
- reporting a visit to a non-VA emergency room or admission to a non-VA hospital  
- discussing a problem with payment or reimbursement to a non-VA provider | Contact the Non-VA Care Office:  
- Non-VA Care: 415-750-2019  
Note: If requesting a new non-VA care consult or pre-authorization for a new service, do not contact the Non-VA Care Office. Contact your primary care team:  
- Downtown CBOC: 415-281-5100  
- www.myhealth.va.gov |
| getting help with a bill from VA | Contact CPAC (Consolidated Patient Account Center) at: 415-750-6610 |
| reporting dissatisfaction with the customer service you’re receiving or problems navigating the service-delivery system, such as:  
  - concerns about the timeliness or convenience of care  
  - staff behavior problems or rudeness  
  - other general complaints  
  - compliments and suggestions | If your concern is about a specific clinic or service, contact that clinic or service first and request to speak with a Patient Relations Representative:  
www.sanfrancisco.va.gov/contact/phone_directory.asp  
If the Clinic or Service is unable to address the issue, call a Patient Advocate:  
Patient Advocacy: 415-750-6650  
Note: Patient Advocacy is not a clinical service and does not address time-sensitive healthcare needs. If you have symptoms that may require the attention of a medical or mental health professional, call TLC: 415-752-1212 /800-733-0502. |