


SFVAMC San Bruno Clinic Quick-Reference Guide

<p>When you need help...</p>	<p> You can:</p>
<p>addressing a medical or mental health <u>emergency</u></p>	<p>Call 911 or go to the nearest Emergency Room.</p> <p>For mental health crises, you can also call:</p> <ul style="list-style-type: none"> ○ Veterans' Crisis Line: 1-800-273-8255 (Press 1)
<p>accessing routine clinical services such as:</p> <ul style="list-style-type: none"> - 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 	<p>Contact your Patient Aligned Care Team by MyHealtheVet or by phone:</p> <ul style="list-style-type: none"> ○ San Bruno CBOC: 650-615-6000 (Press 2) ○ www.myhealth.va.gov <p>On hold too long? If it's a time-sensitive clinical matter, call an advice nurse:</p> <ul style="list-style-type: none"> ○ Telephone Linked Care: 415-752-1212 / 800-733-0502
<p>addressing new symptoms or a current illness/injury</p>	<p>Contact a Telephone Advice Nurse:</p> <ul style="list-style-type: none"> ○ Telephone Linked Care: 415-752-1212 / 800-733-0502 <p>During business hours, you can also contact your Patient Aligned Care Team:</p> <ul style="list-style-type: none"> ○ San Bruno CBOC: 650-615-6000 (Press 2) ○ www.myhealth.va.gov
<p>scheduling an appointment</p>	<p><u>For Primary Care appointments:</u> Contact your Patient Aligned Care Team:</p> <ul style="list-style-type: none"> ○ San Bruno CBOC: 650-615-6001 ○ www.myhealth.va.gov <p><u>For San Francisco Specialty Clinics:</u> If your primary care team <i>has already referred you</i>, you can call the specialty clinic directly. A directory is available at: www.sanfrancisco.va.gov/contact/phone_directory.asp</p> <p>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.</p>
<p>filling or refilling prescription medications (when an active prescription is already in place / refills are remaining)</p>	<p>Request a medication refill via MyHealtheVet or contact the SFVAMC Pharmacy:</p> <ul style="list-style-type: none"> ○ Pharmacy: 800-847-3203 or 415-750-6937

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<p>accessing Mental Health Care</p>	<p>Call the San Bruno CBOC and request to speak with a Mental Health Provider:</p> <ul style="list-style-type: none"> ○ San Bruno CBOC: 650-615-6000 (Press 3) <p>For mental health crises, you can also call:</p> <ul style="list-style-type: none"> ○ Veterans' Crisis Line: 1-800-273-8255 (Press 1)
<p>accessing benefits information and member services:</p> <ul style="list-style-type: none"> - 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 	<p>Contact:</p> <ul style="list-style-type: none"> ○ San Bruno Member Services: 650-615-6012/650-615-6000 (Press 4) ○ Member Services: 415-221-4810 Ext. 4066 ○ Travel Pay: 415-221-4810, Ext. 3487
<p>addressing Non-VA Care (“Fee Basis”) service needs:</p> <ul style="list-style-type: none"> - 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 	<p>Contact the Non-VA Care Office:</p> <ul style="list-style-type: none"> ○ Non-VA Care: 415-750-2019 <p><i>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:</i></p> <ul style="list-style-type: none"> ○ San Bruno CBOC: 650-615-6000 (Press 2) ○ www.myhealth.va.gov
<p>getting help with a bill from VA</p>	<p>Contact CPAC (Consolidated Patient Account Center) at: 415-750-6610</p>
<p>reporting dissatisfaction with the customer service you’re receiving or problems navigating the service-delivery system, such as:</p> <ul style="list-style-type: none"> ● concerns about the timeliness or convenience of care ● staff behavior problems or rudeness ● other general complaints ● compliments and suggestions 	<p>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:</p> <p>www.sanfrancisco.va.gov/contact/phone_directory.asp</p> <p>If the Clinic or Service is unable to address the issue, call a Patient Advocate:</p> <p>Patient Advocacy: 415-750-6650</p> <p><u>Note: Patient Advocacy is not a clinical service and does not address time-sensitive healthcare needs.</u> If you have symptoms that may require the attention of a medical or mental health professional, call TLC: 415-752-1212 /800-733-0502.</p>