<table>
<thead>
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<th>When you need help…</th>
<th>You can:</th>
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</table>
| **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 San Bruno CBOC: 650-615-6000 (Press 2)  
  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 San Bruno CBOC: 650-615-6000 (Press 2)  
  o [www.myhealth.va.gov](http://www.myhealth.va.gov) |
| **scheduling an appointment** | For Primary Care appointments: Contact your Patient Aligned Care Team:  
  o San Bruno CBOC: 650-615-6001  
  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.sanfrancisco.va.gov/contact/phone_directory.asp](http://www.sanfrancisco.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 |
## SFVAMC San Bruno Clinic Quick-Reference Guide

| accessing Mental Health Care | Call the San Bruno CBOC and request to speak with a Mental Health Provider:  
|                             | - San Bruno CBOC: 650-615-6000 (Press 3)  
|                             | For mental health crises, you can also call:  
|                             | - Veterans’ Crisis Line: 1-800-273-8255 (Press 1)  
| accessing benefits information and member services: | Contact:  
| - inquiring about travel pay / travel claims status | - San Bruno Member Services: 650-615-6012/650-615-6000 (Press 4)  
| - obtaining ID cards | - Member Services: 415-221-4810 Ext. 4066  
| - inquiring about eligibility for any VA healthcare benefits and services | - Travel Pay: 415-221-4810, Ext. 3487  
| - applying for/ enrolling in VA healthcare/ChampVA |  
| - completing means tests |  
| - understanding co-pays and co-pay exemptions |  
| addressing Non-VA Care (“Fee Basis”) service needs: | Contact the Non-VA Care Office:  
| - reporting a visit to a non-VA emergency room or admission to a non-VA hospital | - Non-VA Care: 415-750-2019  
| - discussing a problem with payment or reimbursement to a non-VA provider | 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:  
| | - San Bruno CBOC: 650-615-6000 (Press 2)  
| | - 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: | 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  
| - concerns about the timeliness or convenience of care | If the Clinic or Service is unable to address the issue, call a Patient Advocate:  
| - staff behavior problems or rudeness | Patient Advocacy: 415-750-6650  
| - other general complaints | 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.  
| - compliments and suggestions |  
