


# SFVAMC Santa Rosa Clinic Quick-Reference Guide

<p>When you need help...</p>	<p> <b>You can:</b></p>
<p><b>addressing a medical or mental health <u>emergency</u></b></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"> <li>○ Veterans' Crisis Line: 1-800-273-8255 (Press 1)</li> </ul>
<p><b>accessing routine clinical services such as:</b></p> <ul style="list-style-type: none"> <li>- asking your provider a question</li> <li>- renewing medications (no refills remaining)</li> <li>- requesting a referral or consult (internal or non-VA)</li> <li>- requesting new medical supplies or equipment</li> <li>- discussing surgery dates and timelines</li> </ul>	<p>Contact your Patient Aligned Care Team by MyHealtheVet or by phone:</p> <ul style="list-style-type: none"> <li>○ Santa Rosa CBOC: 707-569-2300</li> <li>○ <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a></li> </ul> <p>On hold too long? If it's a time-sensitive clinical matter, call an advice nurse:</p> <ul style="list-style-type: none"> <li>○ Telephone Linked Care: 415-752-1212 / 800-733-0502</li> </ul>
<p><b>addressing new symptoms or a current illness/injury</b></p>	<p>Contact a Telephone Advice Nurse:</p> <ul style="list-style-type: none"> <li>○ Telephone Linked Care: 415-752-1212 / 800-733-0502</li> </ul> <p>During business hours, you can also contact your Patient Aligned Care Team:</p> <ul style="list-style-type: none"> <li>○ Santa Rosa CBOC: 707-569-2300</li> <li>○ <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a></li> </ul>
<p><b>scheduling an appointment</b></p>	<p><u>For Primary Care appointments:</u> Contact your Patient Aligned Care Team:</p> <ul style="list-style-type: none"> <li>○ Santa Rosa CBOC: 707-569-2300</li> <li>○ <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a></li> </ul> <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: <a href="http://www.sanfrancisco.va.gov/contact/phone_directory.asp">www.sanfrancisco.va.gov/contact/phone_directory.asp</a></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><b>filling or refilling prescription medications</b> (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"> <li>○ Pharmacy: 800-847-3203 or 415-750-6937</li> </ul>

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<p><b>accessing Mental Health Care</b></p>	<p>Call the Santa Rosa CBOC and request to speak with a Mental Health Provider:</p> <ul style="list-style-type: none"> <li>○ Santa Rosa CBOC: 707-569-2300</li> </ul> <p><i>Santa Rosa CBOC also welcomes Veterans in crisis to come to the clinic to be seen on a walk-in basis.</i></p> <p>For mental health crises, you can also call:</p> <ul style="list-style-type: none"> <li>○ Veterans' Crisis Line: 1-800-273-8255 (Press 1)</li> </ul>
<p><b>accessing benefits information and member services:</b></p> <ul style="list-style-type: none"> <li>- inquiring about travel pay / travel claims status</li> <li>- obtaining ID cards</li> <li>- inquiring about eligibility for any VA healthcare benefits and services</li> <li>- applying for/ enrolling in VA healthcare/ChampVA</li> <li>- completing means tests</li> <li>- understanding co-pays and co-pay exemptions</li> </ul>	<p>Contact:</p> <ul style="list-style-type: none"> <li>○ Member Services: 415-221-4810 Ext. 4066</li> <li>○ Travel Pay: 415-221-4810, Ext. 3487</li> </ul>
<p><b>addressing Non-VA Care (“Fee Basis”) service needs:</b></p> <ul style="list-style-type: none"> <li>- reporting a visit to a non-VA emergency room or admission to a non-VA hospital</li> <li>- discussing a problem with payment or reimbursement to a non-VA provider</li> </ul>	<p>Contact the Non-VA Care Office:</p> <ul style="list-style-type: none"> <li>○ Non-VA Care: 415-750-2019</li> </ul> <p><u>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:</u></p> <ul style="list-style-type: none"> <li>○ Santa Rosa CBOC: 707-569-2300</li> <li>○ <a href="http://www.myhealth.va.gov">www.myhealth.va.gov</a></li> </ul>
<p><b>getting help with a bill from VA</b></p>	<p>Contact CPAC (Consolidated Patient Account Center) at: 415-750-6610</p>
<p><b>reporting dissatisfaction with the customer service you’re receiving or problems navigating the service-delivery system, such as:</b></p> <ul style="list-style-type: none"> <li>● concerns about the timeliness or convenience of care</li> <li>● staff behavior problems or rudeness</li> <li>● other general complaints</li> <li>● compliments and suggestions</li> </ul>	<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><a href="http://www.sanfrancisco.va.gov/contact/phone_directory.asp">www.sanfrancisco.va.gov/contact/phone_directory.asp</a></p> <p>If the Clinic or Service is unable to address the issue, call a Patient Advocate: <b>Patient Advocacy: 415-750-6650</b></p> <p><b><u>Note: Patient Advocacy is not a clinical service and does not address time-sensitive healthcare needs.</u></b> 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>