SFVAMC Quick-Reference Guide

When you need help…	✔ You can:
addressing a medical or mental health <u>emergency</u>	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 MyHealtheVet or by phone: o Medical Practice: 415-750-2129 o Women's Clinic: 415-750-2174 o 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 Medical Practice: 415-750-2129 o Women's Clinic: 415-750-2174
scheduling an appointment	<u>For Primary Care appointments</u>: Contact your Patient Aligned Care Team by MyHealtheVet (www.myhealth.va.gov) or by phone: o Medical Practice: 415-750-2129 o Women's Clinic: 415-750-2174 <u>For Specialty Clinics</u>: If your primary care team *has already referred you*, you can call the specialty clinic directly. A clinic phone directory is available at: 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 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 MyHealtheVet or contact the SFVAMC Pharmacy: o Pharmacy: 800-847-3203 or 415-750-6937

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accessing Mental Health Care	Call Mental Health at: 415-221-4810, Ext. 4824 *If you haven't used SFVAMC Mental Health services before, contact your primary care team for a referral first.* For mental health crises, you can also call: o 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 or in Champ VA
- completing means tests
- understanding co-pays and co-pay exemptions
	Contact:
	    o Member Services: 415-221-4810 Ext. 4066
	    o 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:
	    o 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:*
	    o Medical Practice: 415-750-2129
	    o Women's Clinic: 415-750-2174

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.