<table>
<thead>
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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:  
| 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:  
| Medical Practice: 415-750-2129  
| Women’s Clinic: 415-750-2174  
| [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:  
| Telephone Linked Care: 415-752-1212 / 800-733-0502 |
| addressing new symptoms or a current illness/injury | Contact a Telephone Advice Nurse:  
| Telephone Linked Care: 415-752-1212 / 800-733-0502  
During business hours, you can also contact your Patient Aligned Care Team:  
| Medical Practice: 415-750-2129  
| Women’s Clinic: 415-750-2174 |
| scheduling an appointment | For Primary Care appointments: Contact your Patient Aligned Care Team by MyHealtheVet ([www.myhealth.va.gov](http://www.myhealth.va.gov)) or by phone:  
| Medical Practice: 415-750-2129  
| Women’s Clinic: 415-750-2174  
For Specialty Clinics: 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](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 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:  
| Pharmacy: 800-847-3203 or 415-750-6937 |
## SFVAMC Quick-Reference Guide

### 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:  
- **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:
- **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:*  
- **Medical Practice**: 415-750-2129  
- **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](http://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.