

ACCESS TO CARE AT VA MEDICAL CENTERS

Same Day Services in Primary Care and Mental Health

“WHEN YOU CONTACT US, WE WILL EITHER ADDRESS YOUR NEED THAT DAY OR SCHEDULE APPROPRIATE FOLLOW UP CARE, DEPENDING ON THE URGENCY. WE MAY ADDRESS YOUR HEALTH CARE NEED BY PROVIDING A FACE TO FACE VISIT, RETURNING A PHONE CALL, ARRANGING A TELEHEALTH OR VIDEO CARE VISIT, RESPONDING BY SECURE EMAIL, OR SCHEDULING A FUTURE APPOINTMENT.”

- Dr. David Shulkin, Secretary of Veterans Affairs

WHAT CAN YOU, THE VETERAN, EXPECT WHEN YOU NEED CARE?

Access to Same Day Services in Primary Care

If you have a need for primary care right away, we will have it addressed the same day.

- If you need care right away during regular business hours, you are able to receive services the same day, or if after hours, by the next day from a VA Medical Center.
- Options for how that care might be provided include in person, via telephone, smart phone, through video care, secure messaging or other options – depending upon availability at your VA Medical Center.
- Care may be delivered by a Provider or another appropriate clinical staff member based on availability and your care needs.
- If you have a medical emergency, you should always dial 911 or report to the emergency room closest to where you are located.

Access to Same Day Services in Mental Health

We will provide you with timely Mental Health care, including same day services, as needed.

- If you are in crisis, or have another need for care right away in mental health, you will receive immediate attention from a health care professional at your VA Medical Center.

VA



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