

# ***ACCESS TO CARE AT VA MEDICAL CENTERS***

## ***Same Day Services in Primary Care and Mental Health***

### **What Does Same Day Services Mean?**

*Same Day Services means that Veterans with a need for care right away will have it addressed the same day.*

- If a Veteran is in need of care right away during regular business hours, he or she is able to receive services the same day. If after business hours, he or she will receive care the next day from a VA Medical Center.
- Options for how that care might be provided include in-person, via telephone smart phone, via video, secure messaging or other options depending on availability at your VA Medical Center.
- This care may be delivered by a VA Medical Center provider or another appropriate clinical staff member based on the Veterans' care needs.
- For a medical emergency always dial 9-1-1 or report to the emergency room closest to where the Veteran is located.

### **What types of care will Veterans be able to receive on the same day?**

Veterans will be able to receive care the same day in Primary Care and Mental Health.

### **Does this mean Veterans are guaranteed same day appointments?**

When a Veteran comes into a VA Medical Center, or calls a VA Medical Center, depending upon the urgency of his or her need, VA will address the issues that same day for appropriate follow-up care. Some issues may be handled over the phone or via other non-face to face interactions at the convenience of the Veteran. However, when a face-to-face urgent care visit is needed, a same day appointment at the medical center can occur.

### **How does a Veteran contact his or her VA Provider to have their needs assessed?**

Veterans can call their primary care or mental health clinic by calling either their VA call center or calling the clinic directly

### **Can a Veteran still make appointments for future dates?**

Yes. A Veteran can still schedule future appointments for Specialty Care and non-urgent Primary Care and Mental Health care.

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If you have additional questions about Same Day Services, please visit us online at:  
[www.va.gov/samedayservices](http://www.va.gov/samedayservices) for more information.

**VA**



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