

# PACT (Patient Aligned Care Team): 10 Frequently Asked Questions

## 1. What is PACT?

1. Safe, high quality care that is designed for you
2. The right care, at the right time, in the setting of your choice
3. Coordinated care to make sure we meet your needs
4. Health problems and treatment options will be explained so that you fully understand
5. Veteran-centered care

## 2. How do I schedule an appointment with my PACT?

You can get an appointment with your PACT by calling **901.523.8990** or **1.800.636.8262** and enter the extension for your PACT, and an appointment will be scheduled that is convenient for you. If you do not have your PACT extension, there is a complete list of PACT phone numbers attached to these FAQs.

## 3. Should I go to the Emergency Room, if I am sick?

If you are having chest pain or shortness of breath, **CALL 911**, but if you need medical attention and the problem is NOT life threatening, please contact your PACT. You should be able to get SAME DAY and NEXT DAY appointments with your Provider and/or the nurse! **If you are not sure whether you should go to the Emergency Department or PACT, call your PACT Team between the hours of 8:00 AM – 4:30 PM and Telephone Care between the hours of 4:30 PM and 8:00 AM.** We are NOT offering walk in appointments at this time, please call your PACT first for same day appointments.

## 4. When should I call telephone care?

After hours (4:30 PM to 8:00 AM), for pain medication refills, or if you need help deciding whether your medical concern should be managed by your PACT or through the Emergency Room. The number for Telephone Care is **1.800.636.8262 ext. 7221**.

## 5. **What is a 'telephone appointment'?**

Part of our PACT to you is that you can receive medical care where and when you want it. A telephone appointment is just another way to have more convenient access to your PACT. So, instead of having to travel to the VA Medical Center or Community Based Outpatient Clinics (CBOC's) for face-to-face appointments, you can now choose to have a telephone appointment instead. With a telephone appointment your provider or nurse will call you and review any questions or concerns you may have including lab results, medical concerns, medications or other concerns. Just think how wonderful it would be to have an appointment with your Provider in your pajamas or relaxing in your favorite chair and best of all....not have to worry about finding a parking space!

## 6. **How will PACT manage and coordinate my care?**

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1. **Telephone appointments** (as stated above)
2. **Home Telehealth** (a special machine connected to your landline phone so that information such as blood pressure, blood sugar and weight can be entered into your electronic chart),
3. **Therapeutic Monitoring Clinic (TMC)** in which a specially trained pharmacist manages medications and lab work
4. **My HealtheVet** a secure program that allows you to access your medical records using the internet to order medicine, send email to your team and view appointments.

## 7. **How do I sign up for My HealtheVet (as stated above)?**

You can access My HealtheVet from any computer, anywhere with internet access. At this time, My HealtheVet cannot be accessed from a Smartphone. My HealtheVet users who are VA patients and have an upgraded account may be able to view, print and download parts of their official VA health record. You can upgrade your account at your VA Medical Center or Community Based Outpatient Clinic (CBOC). **To learn more about My HealtheVet, contact Barry Powell at 901.523.8990 or 1.800.636.8262 extension 7051 or visit [www.myhealth.va.gov](http://www.myhealth.va.gov).**

## 8. **How will Health Promotion and Disease Prevention be a part of my health care?**

During each visit with your PACT, you should be given the opportunity to set goals to improve your health. For example: if your goal is to lose weight and exercise, your PACT Nurse will be able to assist you with making SMART (specific, measurable, attainable, realistic and timely) goals to accomplish this. The Health Promotion Disease Prevention Program provides information on the 9 Healthy Living Messages: Be Involved in Your Health Care, Be Tobacco Free, Eat Wisely, Be Physically Active, Strive for a Healthy Weight, Limit Alcohol and Get Recommended Screening Tests and Immunizations, Manage Stress and Be Safe. To learn more about prevention services in VA visit: [www.prevention.va.gov](http://www.prevention.va.gov).

#### 9. **What is MOVE?**

During each visit, your Body Mass Index (BMI) is calculated using your weight and height, if your BMI is greater than 25 (this indicates that you are overweight). You will be provided brief counseling on the risks of being overweight and provided information on the MOVE! Program to help you manage weight. This is one of the many ways your VA is integrating Health Promotion and Disease Prevention into your care! To learn more about MOVE! visit [www.move.va.gov](http://www.move.va.gov).

#### 10. **What is Clinical Video Conferencing (CVT)?**

CVT is another way your VA Medical Center is improving care in the 21st Century. This technology uses real-time interactive video conferencing (you can see others on a TV monitor) to assess, treat and provide care for you even if you are at a different location from your provider. CVT links you at a clinic to the provider(s) at another location. Telehealth allows flexibility in the location in which your health care services are routinely provided. It also supports your preference to receive the same care as if you traveled to the medical center. This is yet another way your VA is making care more accessible to you! MOVE! and Dermatology are just a couple of the clinics that are currently using CVT.