

St. Cloud VA HCS

Edition 1, January 2022



Yellow Pages

Call **911** or go to the closest community hospital with an emergency department if you believe you have a serious and possibly life-threatening issue or emergency mental health needs. The St. Cloud VA does not have an emergency department, acute medical care services, or after-hours outpatient services at any of our locations.

Published by the Patient Advocate Office, Veteran and Community Service Department, St. Cloud VA HCS. Direct inquires, comments or adjustments to the Yellow Pages to 320-252-1670, ext. 6353.

Tips to get the quickest service for most routine matters

We apologize. We feel bad when you hang up because we know we probably made you do it. We use call centers in high volume areas so our health care staff can see Veterans, and this means in most cases we are unable to connect you with care team members directly. Our call center staff work as quickly as possible, but we are challenged with hiring enough of them to meet demand. While we work to improve, here are some tips to get the quickest service for most routine matters.

1. Find the right call center number before you call.

- Use the main number: 320-252-1670, and either use the call tree prompts (listed on phone tree) or simply dial the 4-digit extension after the auto-attendant answers.

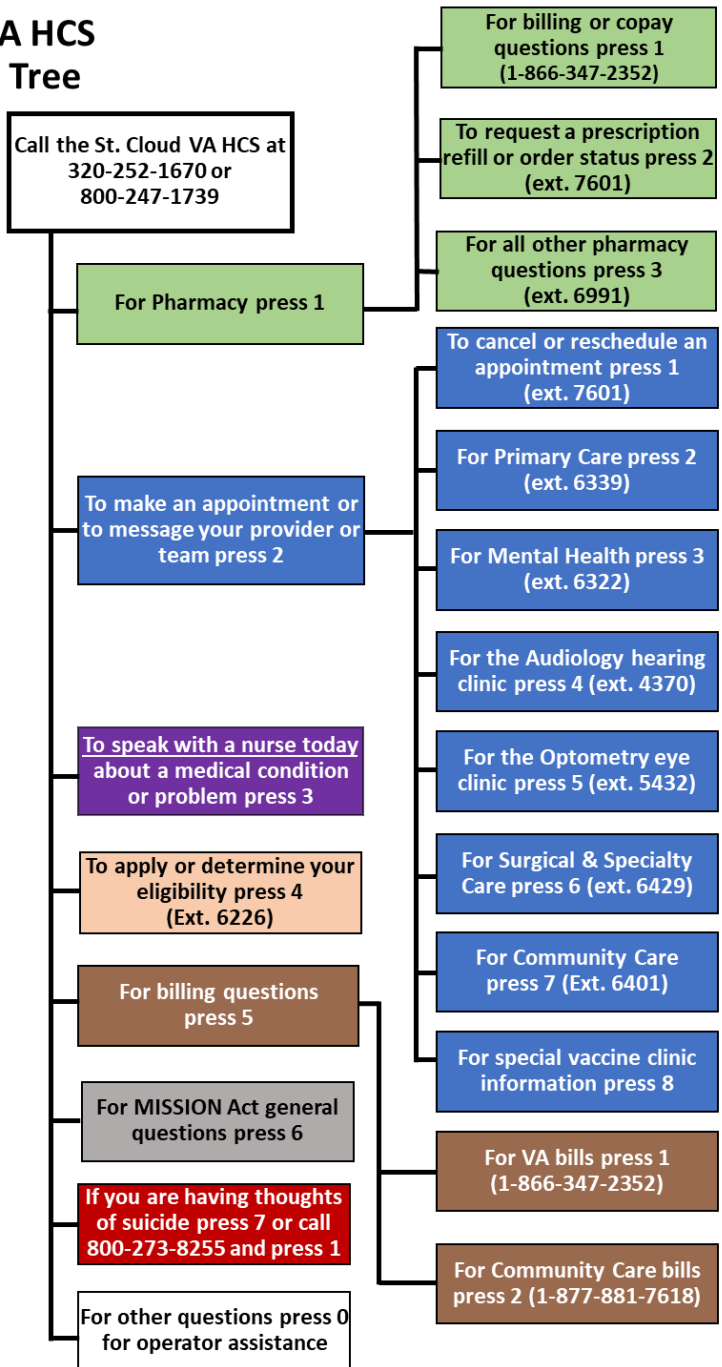
2. Use the automated system for routine needs without having to hold:

- To request a prescription refill or order status, Press 1 then Option 2 (ext. 7601, or dial direct (toll free) at 855-560-1724)
- To cancel or request rescheduling of an appointment, Press 2 then Option 1 (ext. 7601, or dial direct (toll free) at 855-560-1724)

3. To speak to a nurse about a medical condition or question today Press 3 (24 hours a day). This is the best route to get medical questions or concerns addressed timely. In the future a new toll free, direct dial number is planned.

4. To get a message to a clinic or care team, Press 2 then select the correct appointment call center option number.

St. Cloud VA HCS Telephone Tree



**St. Cloud VA HCS Phone Number
for all extensions or menu options listed is
320-252-1670 or 800-247-1739, TDD User 320-255-6450;
direct dial toll free numbers.**

To speak to a Nurse TODAY	Press 3
To refill a prescription (automated system)	855-560-1724 or ext. 7601
For other Pharmacy questions	ext. 6991
To cancel or request reschedule of an appointment <u>and not hold</u> (automated system)	855-560-1724 or ext. 7601
Appointments or messages to care teams	
Audiology Clinic*	ext. 4370
Community Care Referrals	ext. 6401
Dental Clinic	ext. 6373
Mental Health	ext. 6322
Nutrition Clinic*	ext. 6376
Optometry Clinic*	ext. 5432
Primary Care Clinics	ext. 6339
Respiratory Therapy Clinic*	ext. 6606
Surgical & Specialty Care Clinics	ext. 6429

**Veterans may direct schedule into these clinics; other clinics require a referral from your Primary Care Provider prior to scheduling.*

Find the right call center number before you call!

Clinic Groupings within Call Centers

PRIMARY CARE includes these clinics:

PACT; Cardiology; Infusion; Hematology; Nephrology;
Neurology; Oncology; Pulmonary; Rheumatology;
Respiratory Therapy; Urgent Care; Women's Health

MENTAL HEALTH includes these clinics:

Acute Psychiatry; Homeless Program; Mental Health
Intensive Case Management; Outpatient Mental Health;
Psychosocial Recovery and Rehabilitation; Vocational
Rehabilitation Services

AUDIOLOGY CLINIC: hearing tests and hearing aids

OPTOMETRY CLINIC: Optometry includes eye exams and
eyeglasses, and Ophthalmology

SURGICAL & SPECIALTY CARE includes these clinics:

Colonoscopy/Endoscopy; ENT/Otolaryngology; General
surgery; Orthopedics; Outpatient surgery; Podiatry;
Urology

COMMUNITY CARE includes consults and referrals to
community providers (Non-VA) which have been previously
entered by a VA provider

**Main St. Cloud VA HCS Phone Number
for all extensions or menu options listed is
320-252-1670 or 800-247-1739, TDD User 320-255-6450;
direct dial toll free numbers.**

Appointment cancellations	855-560-1724
Audiology	ext. 4370
Billing: -VA Care	866-347-2352
-Care in the Community	877-881-7618
-Pharmacy billing or copays	866-347-2352
Brainerd VA Clinic	218-855-1115
Caregiver Support Team	ext. 7283
Chaplain Service	ext. 6386
Community Care Referrals	ext. 6401
Dental Clinic	ext. 6373
Discrimination Complaints	ext. 6304
Eligibility	ext. 6226/6340
Former POW Program	ext. 7300
LGBTQ+ Veteran Care Coordinator	ext. 6660/7298
Max J. Beilke VA Clinic (Alexandria)	320-759-2640
Mental Health	ext. 6322
Military Sexual Trauma (MST) & Intimate Partner Violence (IPV) Programs	ext. 6398
Montevideo VA Clinic	320-269-2222

Nurse Line (24 hours a day)	Press 3
Nutrition Clinic	ext. 6376
Optometry Clinic	ext. 5432
Patient Advocate	ext. 6353
Pharmacy Refill Line	855-560-1724
Post 9/11 Transition & Care Management Program	ext. 6453
Primary Care Clinics	ext. 6339
Privacy Officer	ext. 6408
Public Affairs Office	ext. 6353
Release of Information (Medical Records)	ext. 6336
Respiratory Therapy Clinic	ext. 6606
SCI/D & ALS Clinic	ext. 7235
Suicide Prevention Program	ext. 7925/6719
Surgical & Specialty Care Clinics	ext. 6429
Transportation	ext. 7622
Veteran Justice Outreach Program	ext. 7205
Vision Impairment Services	ext. 7235
Voluntary Service	ext. 6365
VA Police	ext. 6355
Women Veterans Program	ext. 6655

Stop waiting on the telephone!

Use your computer or smart phone as much as possible!

Get a MyHealthVet account! For personal assistance establishing a MyHealthVet account or using VA apps, stop by the St. Cloud VA Health Hub in Bldg. 29, Room 20, during your next visit or call 320-252-1670 ext. 7271. Check it out at: <https://www.myhealth.va.gov/>

- **Online Scheduling** in MyHealthVet allows you to self-schedule primary care appointments and view or cancel existing primary care and mental health clinic appointments.
- **Secure Messaging** in MyHealthVet enables you to send emails to your care team, safely and securely, for non-urgent, non-emergency health related information, including requesting medical appointments. To use secure messaging, you need internet access. Go to <https://www.myhealth.va.gov> and register as a “VA patient.”
- MyHealthVet also offers other self-service options like prescription refill requests and medical records requests.

Text Reminders allow you to confirm or cancel out of an appointment with an easy text message reply. If not using already, “START” to 909-954-0651.

Use **VA Health Chat** for immediate answers when you need medical advice for a minor injury or illness. Download at: <https://mobile.va.gov/app/va-health-chat>

Visit the **VA App Store** to download apps to help you manage your care and stay in touch with your VA care team. Find the VA app store at: <https://mobile.va.gov/appstore/veterans>

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
St. Cloud VA Health Care System