

Seek Emergency Care:

- Chest pain/discomfort
- A head injury
- Difficulty breathing
- Severe burns
- Loss of consciousness (passing out)
- Suspected broken bone
- Severe allergic reaction
- Sudden weakness/numbness on one side of your body; sudden & severe headache or vision changes or loss of vision
- Uncontrollable vomiting/diarrhea
- Severe stomach pain
- Seizure
- Uncontrollable bleeding
- Drug overdose
- Thoughts of hurting yourself or others
- Poisoning (call Poison Control at 800-222-1222)

MUST Notify VA within 72 hours for Non-VA Emergency Room or Hospital.

Call 844-724-7842 or <https://EmergencyCareReporting.CommunityCare.va.gov>

Other Important Information:

Prescription Refill and Inquiries:

Black Hills: 1-855-560-1719
Central Iowa (Des Moines): 1-855-560-1717
Fargo: 1-855-560-1718
Iowa City: 1-855-560-1720
NWI-Grand Island, Lincoln, & Omaha:
1-855-560-1722
Minneapolis: 1-855-560-1721
Sioux Falls: 1-855-560-1723
St. Cloud: 1-855-560-1724

Questions on VA care, benefits, and services:

1-800-MyVA411 (1-800-698-2411)



Help Desk: 877-327-0022

Monday -Friday 7:00 am – 7:00 pm CST



- Secure messaging
- Prescription refills
- Scheduling
- Health records



The Right Care, Right Now

VISN 23
VA Health Connect

CONTACT US

833-983-0492


Monday through Friday
7:00 am to 7:00 pm CST
(Except federal holidays)




VA HEALTH CONNECT Services Offered 24/7




"I don't know who to call"

 Urgent care by phone or video call VVC (VA Video Connect)

 Nurse Triage

 Scheduling

 Pharmacy

Mission Act Helpline:

Eligibility: 1-833-483-8669
Questions: 1-866-620-2071

Veteran's Crisis Line:

1-800-273-8255 Press 1





Mission Statement

VA Health Connect is Clinical Contact Center Modernization, which elevates VHA's Call Centers to Clinical Contact Centers (CCC) while. The CCC offers 24/7 core services, creating additional virtual healthcare and support opportunities for Veterans:
"The Right Care, Right Now."

- **Scheduling & Administrative** support to help Veterans make, reschedule, and cancel appointments and receive additional information about VA services
- **Clinical Triage** to talk to an RN and discuss symptoms, concerns, and receive recommendations for health care needs
- **Virtual Clinic Visits** to talk to providers by phone, video, or chat to discuss healthcare needs in detail
- **Pharmacy Support** to refill and renew prescriptions and ask medication-related questions



Download **VA Health Chat** on the VA App Store, the Apple App Store, or the Google Play Store for Free

-  You feel ill and unsure about going to an emergency room or clinic
-  You have a reaction to a medication
-  You have questions about your prescriptions
-  You need medical advice for a minor injury or illness

Can also help you → find the closest VA facility, schedule an appointment, refill a prescription, or send a non-urgent message to your healthcare team



https://www.youtube.com/watch?v=WzibuuDO_Jk