

Where you go for your care matters.

Primary Care Clinic

The best place to get care is your primary care clinic for common illnesses, minor injuries, and routine health exams.

You should contact your primary care clinic if you need help for:

- Common illnesses such as colds, flu, earaches, sore throats, migraines, fevers or rashes
- Minor injuries such as sprains, back pain, and minor cuts and burns
- Regular physicals, prescription refills, vaccinations and screenings
- Medical paperwork and form completion
- A health problem where you need advice

Primary Care Hours

Monday thru Friday - 8 a.m. to 4:30 p.m.
Saturday, Sunday and holidays - Closed

To talk to a provider, see instructions below.

Urgent Care

You should use urgent care for problems or injuries that need to be addressed quickly. Urgent care may be appropriate for common illnesses or minor injuries when you can't be seen by your primary care team.

Do not use urgent care if you feel your life is in danger.

To see if urgent care is open or to get instructions for the situation you are having, call **(800) 215-8262**, then press option #3 to speak to the Triage Help Line (Madison).

Urgent Care Hours

Monday thru Friday from 7 a.m. to 6 p.m.
(including holidays)
Saturday and Sunday - Closed

To find an in-network urgent care, logon to <https://www.va.gov/find-locations>

Emergencies and after-hours

If you are experiencing any of the following symptoms, don't wait! Call 911 or go to your nearest local emergency department.

- Chest pain or severe abdominal pain
- Difficulty breathing or shortness of breath
- Coughing or vomiting blood
- Severe burns
- Deep cuts or bleeding that will not stop
- Sudden change in vision or eye injuries
- Sudden dizziness, weakness, or loss of coordination or balance
- Numbness in the face, arm, or leg
- Sudden, severe headache (not a migraine)
- Seizures
- Signs of a stroke or sudden onset of weakness

Within 72 hours of visiting the emergency department, call **(844) 698-2311** to start the process to have the VA reimburse you for the visit.

24/7 Triage Help Line: **(888) 598-7793**

** This number goes to Madison, but it is YOUR 24-hour triage help line.

Contact your provider by phone or by secure messaging

- You can always walk into the clinic, but we prefer you **reach us first** by calling **(800) 215-8262**, then **press option #2** to reach a provider, or use secure messaging on **myhealthvet**.
- If you need to be seen in person, we like to plan for your visit to reduce your wait time.
- Sometimes we can save you a trip by managing your medical problems without a face to face visit.



Where do I go for care?

When illness, accidents and injuries happen, where should you go for care?

If you are unsure where to go for help, call your doctor or the Triage Help Line.

24/7 Triage Help Line: **(888) 598-7793**

** This number goes to Madison, but it is YOUR 24-hour Triage Help Line. See options below.

Your PACT: _____

Your PACT Provider: _____

Contact your PACT provider today at **(800) 251-8262**. Then press #2 when prompted.

If you are not yet enrolled in **PACT**, or are unsure to which team you belong, contact scheduling at: **(800) 251-8262**, then press #4 when prompted for enrollment.

Options for **(800) 251-8262**

- #1 — Pharmacy
- #2 — Primary Care
- #3 — Triage Help Line (Madison)
- #4 — Enrollment

Developed by Oscar G. Johnson VA Medical Center

Community-based PACT clinics

Call **(800) 215-8262** to schedule with any of the community based outpatient clinics. Press #2 option when prompted. You can also message any of your health-care team members through **myhealthvet**.

Gladstone

2001 Minneapolis Avenue

Hancock

787 Market Street, Suite 9

Ironwood

629 West Cloverland Drive, Suite 1

Manistique

813 East Lakeshore Drive

Marquette

1414 West Fair Avenue, Suite 285

Menominee

1110 10th Avenue, Suite 101

Rhineland

639 West Kemp Street

Sault Saint Marie

509 Osborn Boulevard, Suite 306

Escanaba Vet Center

3500 Ludington Street
(906) 233-0244

Oscar G. Johnson VA Medical Center

**Urgent care and
primary care clinics, and
after-hours or emergency
instructions**

A guide to help you choose the best
place to go for health care



VA

U.S. Department
of Veterans Affairs