

# I'm enrolled in San Francisco VA Health Care System—Now what?

New Patient  
Welcome Packet



## STEP 1: Schedule a primary care appointment:

**415-750-2281**

Your initial appointment will include an orientation, visit with your primary care provider, and enable you to be referred for specialty services. You may request a visit via video, if you prefer.

**San Francisco VA Locations:** Clinic addresses available through QR code:



## STEP 2: Schedule an appointment with specialty clinics with no referral required

Audiology, Eye Clinic, Podiatry, Nutrition: **415-750-2157**

### Non-Emergency Mental Health Care

San Francisco VA Health Care System, 4150 Clement St. Building 203, GA-28, Ground floor

- **Option 1:** Drop-in Mental Health same day clinic, Monday - Friday, 8:00 a.m. - 4:30 p.m. (except federal holidays)
- **Option 2:** Call the Behavioral Health Access Center, 415-221-4810 ext. 24824, to be triaged over the phone
- **Option 3:** Request referral from your VA primary care provider

### Integrated Health Services for Gender Diverse Veterans: 415-221-4810, ext. 23956

Clinic offering medical, mental health, and social work services to transgender and gender diverse Veterans. Clinic staff can also connect Veterans to gender inclusive primary care providers.

## STEP 3: Create your My HealtheVet online account

**Questions?** Contact SFVAHCS My HealtheVet coordinator at David.McCrea@va.gov  
My HealtheVet help desk: **877-327-0022**

**Step 1:** Register online to create a Basic Account. Go to [www.myhealth.va.gov](http://www.myhealth.va.gov), click on "Register"

**Step 2:** Upgrade to a Premium Account. Requires identity verification:

- **Option 1:** Upgrade online through the My HealtheVet website and follow steps for identity verification.
- **Option 2:** In-person or virtually with a VA employee. Make sure to have a government-issued ID with you.

## STEP 4: Obtain a VA Health Identification Card

Visit Member Services and bring one form of ID with you: Driver's License, US Passport or US Passport Card or other government ID (with photo, name, DOB and address). After your photo is taken, VA ID cards are processed nationally and mailed to your home address.

**Remember:** You do not need to wait for your ID card to be seen for a medical visit.

## STEP 5: Save these important resources

### VA Health Connect Triage Nurses Available 24/7:

415-221-4810 (SFVAHCS main number) or 877-487-2838, choose option 3

**Veterans Crisis Line:** Dial 988, then press 1 or ext 838255

### Connect with Emergency-Urgent Care Clinicians

VA Health Chat mobile app.  
Scan QR code to download app



VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
San Francisco VA Health Care System