

Stop waiting on the telephone!

Use your computer or smart phone as much as possible!

Get a MyHealtheVet account! For personal assistance establishing a MyHealtheVet 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 MyHealtheVet allows you to self-schedule primary care appointments and view or cancel existing primary care and mental health clinic appointments.
- **Secure Messaging** in MyHealtheVet 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.”
- MyHealtheVet also offers other self-service options like prescription refill requests and medical records.

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>

Change your address in your VA.gov profile: Changing your address and other contact information in your VA.gov profile updates your information across several VA benefits and services and eliminates the need to do so at your next medical appointment. To change your address in your VA.gov profile, visit <https://www.va.gov/change-address> and sign in with a verified account, including Login.gov, ID.me, DS Logon, or My HealtheVet account. If you don't have any of these accounts, you can create a free Login.gov or ID.me account on VA.gov.

VA



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

St. Cloud VA Health Care System (HCS)

Edition 4, March 2024



Yellow Pages

In an emergency:

- 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.
- Upon stabilization, ensure non-VA emergency department visits are reported to VA within 72 hours at 844-724-7842 or: <https://EmergencyCareReporting.CommunityCare.va.gov>
- Veterans in crisis can call the Veterans Crisis Line 24 hours a day, 7 days a week.



For greatest convenience get a MyHealtheVet account!

For personal assistance establishing a MyHealtheVet 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/>

Published by the Patient Advocate Office. 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 use call centers in high volume areas so our health care staff can see Veterans, and this means in most cases we can't connect you with care team members directly. Here are some tips to get the quickest service for most routine matters.

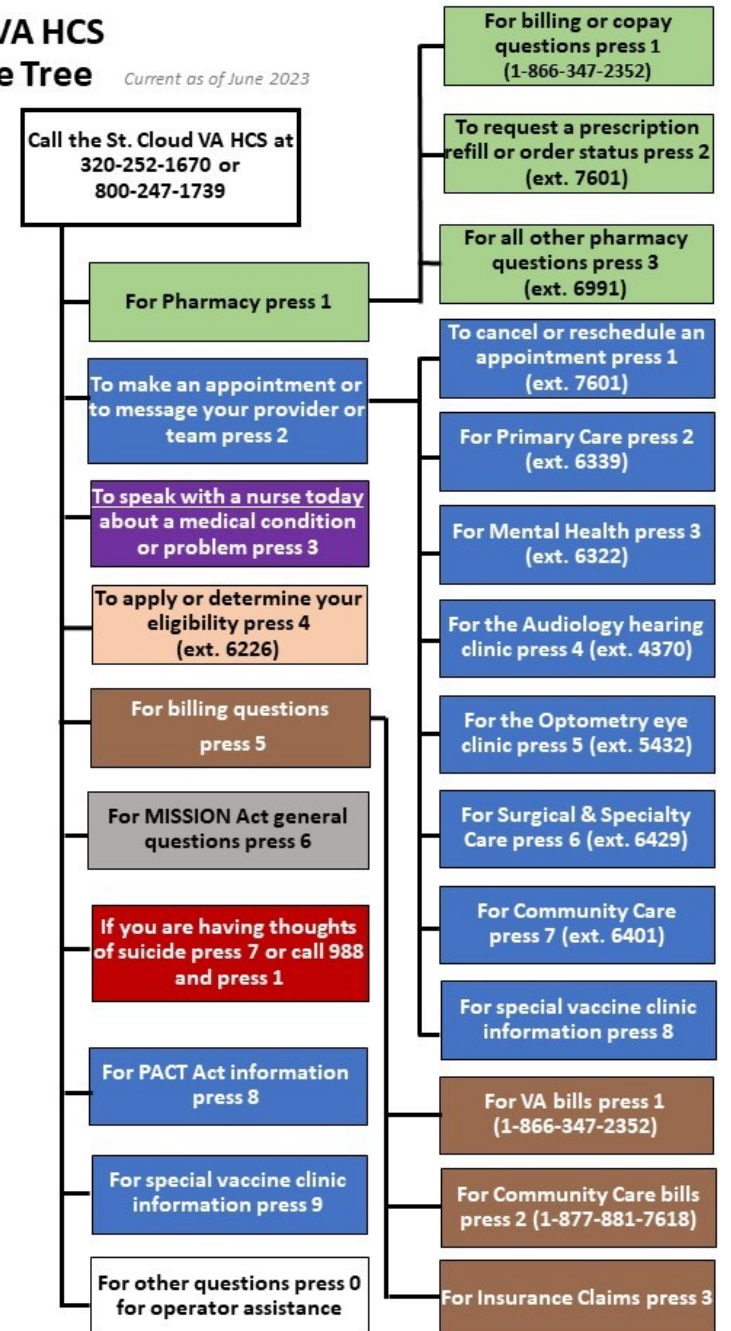
1. Stop waiting on the phone. Use MyHealthVet. VA's online patient portal lets you communicate with us on your schedule.
2. Use the automated phone system for routine needs without having to hold:
 - To request a prescription refill or order status, Press 1 then Option 2 (ext. 7601, or dial direct (toll 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. Find the right call center number before you call. See page 4 for call center clinic groupings.
4. Use the main number: 320-252-1670, and either use the call tree prompts or simply dial the 4-digit extension (listed on phone tree) after the auto-attendant answers.
5. To get a message to a clinic or care team, Press 2 then select the correct call center option number or dial the extension listed.
6. To speak to a nurse about a medical condition or question today Press 3 (24 hours a day), or dial 833-983-0492.
7. For other pharmacy matters, call ext. 6991.

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 Military to VA (M2VA)	ext. 6546
Primary Care Clinics	ext. 6339
Privacy Officer	ext. 6408
Public Affairs Office	ext. 6353
Release of Information (Medical Records)	ext. 6336
Rehabilitation Clinics	ext. 6303
Respiratory Therapy Clinic	ext. 6606
Spinal Cord Injury Disorder (SCI/D) & Amyotrophic Lateral Sclerosis (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
VA Police	ext. 6355
Whole Health	ext. 5401
Women Veterans Program	ext. 6655

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

	<u>Directory</u>	
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
Beneficiary Travel Office		ext. 6442
Caregiver Support Team		ext. 7283
Center for Development & Civic Engagement		ext. 6365
Chaplain Service		ext. 6386
Community Care Referrals		ext. 6401
Community Outreach Clinics		
Brainerd VA Clinic*		218-855-1115
Max J. Beilke (Alexandria) VA Clinic*		320-759-2640
Montevideo VA Clinic*		320-269-2222
<i>*When volumes are high, calls transfer to St. Cloud schedulers.</i>		
Dental Clinic		ext. 6373
Discrimination Complaints		ext. 6304
Eligibility		ext. 6226/6340
Former POW Program		ext. 7300
Health Hub		ext. 6780
LGBTQ+ Veteran Care Coordinator		ext. 7298
Mental Health		ext. 6322
Military Sexual Trauma (MST)		ext. 6398
Intimate Partner Violence Assistance		ext. 7729

**St. Cloud VA HCS
Telephone Tree** Current as of June 2023



Find the right call center number before you call!

Clinic Groupings within Call Centers

AUDIOLOGY (ext. 4370) includes hearing tests and hearing aids

COMMUNITY CARE (ext. 6401) includes consults and referrals to community providers (Non-VA) which have been previously entered by a VA provider

MENTAL HEALTH (ext. 6322) includes these clinics:

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

OPTOMETRY (ext. 5432) includes eye exams and eyeglasses, and Ophthalmology

PRIMARY CARE (ext. 6339) includes these clinics:

Patient Aligned Care Teams (PACT); Cardiology; Infusion; Hematology; Nephrology; Neurology; Oncology; Pain Clinic; Pulmonary; Rheumatology; Respiratory Therapy; Urgent Care; Women's Health

REHABILITATION (ext. 6303) includes these clinics:

Physical Therapy (PT); Occupational Therapy (OT); Speech Therapy; Amputee Clinic and Traumatic Brain Injury (TBI) Clinic; Chiropractic Care; Wheelchair Clinic

SURGICAL & SPECIALTY CARE (ext. 6429) includes these clinics:

Colonoscopy/Endoscopy; Ear, Nose, and Throat (ENT)/Otolaryngology; General surgery; Orthopedics; Outpatient surgery; Podiatry; Urology

**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 listed.**

To make appointments or send a message 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
Rehabilitation Clinics	ext. 6303
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.*

To speak to a Nurse TODAY	Press 3 or dial 833-983-0492
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