

VA



U.S. Department of Veterans Affairs
Veterans Health Administration

KNOW YOUR VA | New Patient Orientation

Know Your VA

Accessing Programs and Services at the Gulf Coast Veterans Health Care System (GCVHCS)

Health Care Appointments

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Health Care Appointments: Welcome

Welcome to the Gulf Coast Veterans Health Care System and thank you for your military service to the United States of America.

We are truly honored you have chosen to entrust the VA with your health care service needs.

We want to help you “Know Your VA.”

The purpose of this presentation is to help our Veteran clients learn more about health care appointments and scheduling.

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Health Care Appointments: Scheduling

Care at Gulf Coast Veterans Health Care System (GCVHCS) clinics may be delivered by phone, in person or by My HealtheVet secure messaging.

Appointments and schedules help maintain the effectiveness and efficiency of the Patient Aligned Care Teams (PACT), specialty teams, and behavioral health clinics.

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Health Care Appointments: Scheduling

As a courtesy to other Veterans, if you don't have an appointment but have a health care need, please contact your PACT Registered Nurse (RN) Care Manager for a triage assessment.

Your PACT RN Care Manager may be contacted by:

- Dialing your PACT phone number then selecting Option 2 OR
- Sending a My HealtheVet secure message

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Health Care Appointments: Scheduling

When you call or message your PACT RN Care Manager, he/she will assess your health care needs and determine what level of care you require at that time.

Your PACT may be able to take care of your needs without an appointment via phone or My HealtheVet secure messaging.

If you need an appointment, one will be scheduled for you.

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Health Care Appointments: Scheduling

If your PACT determines a specialty or behavioral health appointment is needed, your PACT will coordinate care with the appropriate specialty or behavioral health team and an appointment letter will be sent to you.

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Emergency Care

If you have a medical or behavioral health emergency:

- **Call 911 OR**
- **Go to the nearest ER.**

A medical emergency is generally defined as a condition of such a nature that a prudent layperson would reasonably expect a delay in seeking immediate medical attention to be hazardous to life or health.

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Emergency Care

In the event of an emergency, when a VA facility is not the nearest medical facility, do not delay treatment by attempting to request VA payment authorization first.

Instead, proceed to the nearest emergency room to get the care you need.

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Veteran Appointment Request: Mobile App

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VA Mobile

Your **Life**
Your **Health**
Your **Schedule**

Use the **Veteran Appointment Request (VAR) App** to schedule appointments with your VA care team

mobile.va.gov/app/veteran-appointment-request

Request Date/Time	Priority/Status
04/20/2018 @ 10:00	PRIMARY CARE
04/20/2018 @ 10:00	PRIMARY CARE
04/20/2018 @ 12:30	PRIMARY CARE
04/20/2018 @ 08:00	PRIMARY CARE
04/20/2018 @ 08:30	PRIMARY CARE
04/20/2018 @ 08:30	PRIMARY CARE

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Veteran Appointment Request: Mobile App

The Veteran Appointment Request (VAR) App makes it possible for Veterans to self-schedule primary care appointments and request assistance in booking both primary care and mental health appointments at the VA facilities where they receive care.

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Veteran Appointment Request: Mobile App

Features on the VAR App include:

- Self-schedule primary care appointments
- Request dates and times for primary care and mental health appointments
- See details for all pending, confirmed and upcoming appointments (both those requested through the app or through a VA scheduler), including date, time, clinic, care team and reason for visit

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Veteran Appointment Request: Mobile App

Features on the VAR App include: (continued)

- Send up to two messages to a VA scheduler about requested and booked appointments
- Get email notifications about appointment updates
- Cancel an appointment if you are unable to make it to that appointment

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Veteran Appointment Request: Mobile App



The advertisement for the VA Mobile app features a hand holding a smartphone displaying the app's interface. The interface shows a list of appointments with columns for "Request Date/Time" and "Priority/Class". Below the list, there is a "Requests" section. To the right of the phone is a VAHealth logo with a calendar icon. The background is a dark blue gradient with the VA logo and text.

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VA Mobile

Your **Life**
Your **Health**
Your **Schedule**

Use the **Veteran Appointment Request (VAR) App** to schedule appointments with your VA care team
mobile.va.gov/app/veteran-appointment-request

For more information or to download the app, go to
<https://mobile.va.gov/app/veteran-appointment-request>

The logo for the U.S. Department of Veterans Affairs, featuring the letters 'VA' in a bold, white, sans-serif font on a dark blue background.

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Appointments: Traveling Veterans

If you will be temporarily traveling outside the GCVHCS area for an extended length of time, please contact your PACT RN Care Manager to coordinate any required health care services.

Health care will be coordinated with the closest VA facility to your travel destination that can provide the required services.

Your PACT RN Care Manager may be contacted by:

- Dialing your PACT phone number then selecting Option 2 OR
- Sending a My HealtheVet secure message

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Appointments: Rescheduling / Cancelling

Contact your PACT, specialty or behavioral health clerk regarding the rescheduling or cancellation of a health care appointment at the earliest possible moment.

Your call to reschedule or cancel an appointment serves two purposes:

- It allows our Veteran clients greater flexibility in managing appointments
- It maximizes access to health care for all Veteran clients

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Appointments: Rescheduling / Cancelling

Your PACT Clerk may be contacted by:

- Dialing your PACT phone number then selecting Option 1 OR
- Sending a My HealtheVet secure message

Your specialty or behavioral health clerk can be contacted by:

- Dialing the phone number for the specialty or behavioral health clinic where you receive health care services OR
- Sending a My HealtheVet secure message

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Appointments: Checklist

The VA asks that you arrive 30 minutes prior to your scheduled health care appointment.

Your early arrival will allow time to fill out any forms that may be required for your health care visit.

Bring a list of health care concerns, preferences, and needs that you want to discuss with your health care team (e.g., recent illness, new health concern).

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Appointments: Checklist

You may also want to share the following information:

- What matters most to you regarding your health and wellness
- Your vision of your best possible health

This information will enable your health care team to partner with you in the development of a personalized plan of care that works for you.

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Appointment-Checklist

Bring medication bottles and/or a current list of all VA & non-VA medications.

Required Prescription Medication Information

Medication Name	Brand name and generic name
Formulation	Pill, patch, suppository, etc.
Dose	mg, ml, tsp, etc.
Route	By mouth, injection, etc.
Time	Once per day, twice per day, as needed, etc.
Reason	High blood pressure, diabetes, etc.

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Appointment-Checklist

Please include non-prescription / over-the counter (OTC) medications such as aspirin, vitamins, and herbal supplements.

Bring notes from non-VA doctors explaining why you are taking a medication, and bring documentation for the following if available:

- Colonoscopy (most recent procedure date and results)
- Immunizations – T-dap, Pneumovax or Prevnar

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Appointments: Checklist

If progress notes from non-VA doctors are needed for your VA plan of care, your VA health care team will have you request the progress notes through the Release of Information (ROI) Clerk.

Bring medical devices (e.g., blood glucose testing meter, CPAP machine, walker, etc.) for evaluation and testing.

You may also invite one or two people who actively assist you in managing your health care needs while at home.

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No Appointment Necessary

The following (3) GCVHCS clinics do not require appointments for simple tasks:

- Audiology (Hearing)
- Optometry (Vision Care)
- Prosthetics (Medical Devices)

Hearing aid checks, eyeglass adjustments / repairs, and picking up medical devices do not require an appointment.

If a higher level of service is required, an appointment will be scheduled for you.

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Dual (Coordinated) Care

Your VA doctor's goal is to provide the best health care for you.

VA doctors are willing to work with non-VA doctors to provide you with medical care that is effective, safe, and ethical.

EXAMPLE: Veteran client receives “service connected” care from VA doctors and clinicians and “non-service connected” care from non-VA doctors in the community.

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Dual (Coordinated) Care

Health care information and treatment plans may be shared between VA and non-VA health care providers at your direction.

Contact the Release of Information (ROI) Clerk at your VA clinic for assistance in sharing medical records with non-VA doctors.

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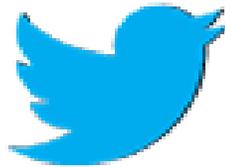
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Gulf Coast Veterans Health Care System: Media Sites



Facebook

<http://www.facebook.com/VAbiloxi>



Twitter

<http://twitter.com/vabiloxi>

Website

www.biloxi.va.gov