

# Clinical Contact Center Frequently Asked Questions

## ***What is the purpose of VA Health Connect Clinical Contact Center?***

VA Health Connect is modernizing Clinical Contact Centers to offer Veterans more options for accessing clinical, pharmacy, and scheduling services. It provides 24/7 on-demand access to virtual clinical and scheduling services.

## ***What services are available at VA Health Connect Clinical Contact Centers?***

VA Health Connect offers Veterans access to four core services with trusted VA professionals: Scheduling, Pharmacy support, Clinical Triage, and Virtual Clinic Visits.

## ***What scheduling services are provided by VA Health Connect Clinical Contact Center?***

Veterans can use this service to make, reschedule, confirm, or cancel primary care appointments and get information and support related to VA services.

## ***What happened to the local call centers?***

Local call centers have been consolidated under the Veterans Integrated Service Network (VISN) 21 VA Health Connect Clinical Contact Center. This includes advice nurse (clinical triage), pharmacy, and primary care scheduling for facilities.

## ***Why was this consolidation done?***

The consolidation aims to ensure world-class healthcare regardless of location or care modality. VHA established VA Health Connect Clinical Contact Centers to provide Veterans and caregivers immediate, 24/7, on-demand access.

## ***How can I contact the VA Health Connect Clinical Contact Center?***

To reach the VA Health Connect Clinical Contact Center, simply call 833-983-0487 or dial your main facility number and follow the prompts for pharmacy, appointment scheduling, or to speak with a nurse.

You can also contact us using secure messaging in My VA (formerly My HealtheVet) or using VA Health Chat. My VA recently launched its "VA Health and Benefits" app, which allows you to request medications, message your health team, and access other benefits. VA Health Chat is accessible using your computer or smart phone.

- MyVA website: [www.va.gov/my-health](http://www.va.gov/my-health)
- VA Health Chat website: <https://mobile.va.gov/app/va-health-chat>



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## ***What are the operating hours?***

The VISN 21 VA Health Connect Clinical Contact Center operates 24/7, except for pharmacy services, which are available Monday to Friday from 7:30 am to 7:00 pm, excluding holidays.

## ***Can I still speak with a Telephone Advice Nurse?***

Yes, you can. Clinical Triage allows Veterans to consult with registered nurses (RNs) about symptoms and concerns and receive healthcare recommendations.

***Where is the VA Health Connect Clinical Contact Center physically located?*** The VA Health Connect Clinical Contact Center is a 100% virtual service.

## ***How can I reduce wait times?***

To avoid longer wait times, consider calling during off-peak hours such as mid-week, weekends, or after 4:00pm. You can also utilize automated prescription and appointment systems by calling the main facility phone number and following the prompts or using the features within My HealtheVet for pharmacy needs, appointments, and secure messaging.

## ***Is there an option for callers to leave their number and receive a callback to retain their place in line?***

Currently, this feature is unavailable, but it is under review by the national program office.

## ***How is my personal health information protected by VA Health Connect?***

Just like the VA medical centers, VA Health Connect Clinical Contact Centers prioritize security. They use government-issued equipment via a secure network, employ secure login procedures, and ensure staff complete security and privacy training. Additionally, operations are conducted in a paperless environment to enhance personal health information protection.

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