

VA Telephone Care Service – 1-888-598-7793



Do you have a question about your health or your care?

We can help. Veteran patients and their caregivers can talk to a Registered Nurse by calling 888-598-7793. The nurse will listen, answer your questions, and help you decide what you need to do.

You can call the Telephone Care Service at any time, day or night. Our caring staff is committed to helping Veterans, their families, and their loved ones. A specially trained nurse is available to talk with you when you are not feeling well or have a change in your medical condition. Based on the information you share, the Telephone Care Service will help you get the care you need.

- A Registered Nurse is available 24 hours a day, seven days a week to talk with you.
- Telephone Care Service can help decide if you need to be seen for care. Our Registered Nurses can help you with home care, make an appointment for you with your regular provider, or they may help you get to the nearest Emergency Room.
- Your questions do not need to be urgent. The Telephone Care Service nurses can answer questions about your medicines or upcoming tests and procedures. They can offer basic health information, and help you to better understand your care.
- The Telephone Care Service line can help you cancel or check on an appointment.
- The Telephone Care Service is part of your regular VA care. Calling us is like calling your own team; we work together to care for you. Your call will be noted in your record so your primary health care provider will be kept up to date. This means that your care will be coordinated. The information we give you on the phone will be in line with the information and care you get in the clinic.

Steps in telephone triage:

When you call the Telephone Care Service, a clerk will answer, and a Registered Nurse will call you back as soon as possible. If your concern is urgent, you will be transferred to a Registered Nurse right away. First we need to know about you.

1. We may ask:
 - a. Which VA medical center you usually go to for care
 - b. Your name, your social security number, and your date of birth
 - c. Your reason for calling
2. Registered Nurses will:
 - a. Listen
 - b. Ask questions
 - c. Help you decide what to do
 - d. Help you get the care you need
3. After listening to your concerns, the nurse will talk to you about how best to meet your needs. The

nurse may think you need to call 911 or go to the nearest Emergency Room. If the nurse and you decide that it is right for you to see your provider, the nurse will help you schedule a clinic appointment. The nurse may be able to tell you how to care for your concern at home.

4. Your call will be noted in your medical record. When you call us, we send a note to your team. We let them know that you called and keep them up to date with your concerns.

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