

On behalf of the New England Chapter, the Board of Directors, and members, we share this important information with you. Please check to see if these programs are operational in your state!

To Women Veterans:

Do you use the VA for your primary care services? Are you pregnant? Do you have a child 6mo or younger? Have you had the H1N1 vaccine yet? If not, please contact your primary care provider ASAP.

PATIENT CALL CENTER

VA Boston Healthcare System Toll Free 800-865-3384

Do you need to speak to: Speak with a nurse for Medical Advice

- Have us answer your questions regarding your care at the VA?
- Schedule an appointment?
- Cancel an appointment?
- Confirm your appointments?
- Renew your prescriptions?

Now, even after hours, weekends, and holidays you can speak to a live person: W.H.E.N. hours: During WHEN hours you will be able to reach a nurse through a regional call center in Dayton that partners with us to provide telephone coverage 24-hours a day, 7 days a week.

If you have an emergency, please call 911. However, if you are ill, services are always available through our Emergency Department in West Roxbury. Please do not use the emergency department for minor problems or to request medication refills.

Please go to www.va.gov/boston for more information!

Primary Care: Shared Care Information

Important Information About Your VA Care: We believe that your care is best coordinated by a single primary care provider. This provides the highest degree of coordination and safety to you as a patient. As we try to provide comprehensive service with open access to your clinic staff, we request that you get all your primary care from your VA primary care provider. If you choose to be followed by a non-VA primary care provider, your VA primary care provider is **UNDER NO OBLIGATION** to re-write medication prescriptions or to follow instructions given by that provider.

The Veteran, YOU, or your designated caregiver are responsible for informing non-VA provider(s) that YOU are being cared for in the VA and YOU have given your VA primary care provider the name and address of all other provider(s) the Veteran is seeing.
PLEASE CALL 1-800-865-3384 IF YOU HAVE QUESTIONS ON THE ABOVE INFORMATION