



Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600
www.battlecreek.va.gov

How to Access VA Health Care

VA Telephone Care

You can access VA care 24 hours a day, 7 days a week. Use VA's telephone service to:

- Schedule appointments for all clinical areas, including primary/ambulatory care, community based outpatient clinics (CBOCs), and specialty clinics
- Call the VA pharmacy to access the automated telephone refill services for medications or supplies
- Get advice about your health care concerns.

During Business Hours

(Monday through Friday, 8:00 am to 4:30 pm)

Call your primary care/specialty clinic to:

- Make an appointment, change an appointment, or cancel an appointment. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get an appointment.
- Get advice about your health concerns.
- If you are feeling sick, please call your primary care clinic. The clinic will assess your medical needs and work with you to address them.
- Calling the primary care clinic will help us to make arrangements with your own primary care provider as much as possible.
- Please understand that if you "walk in" to a primary care clinic without a scheduled appointment, we will evaluate your condition and you will then be seen according to the severity of your medical situation.

After Business Hours (Evening, Night, Weekend, Federal Holidays)

Call the after-hours telephone advice care line:

TRIAGE: 1-888-214-1247 (Toll Free)

TELE-NURSE: 1-888-838-6446 (Toll Free)

24 hours a day, 7 days a week

Use this service to:

- Make an appointment, change an appointment, or cancel an appointment. If you know you are going to miss an appointment, please cancel it as soon as possible so that another Veteran can get an appointment.
- Get advice about your health concerns.

The advice line is staffed by registered nurses who will discuss your medical concern and work with you to determine the care you need. The registered nurse will document the telephone call in your electronic medical record and notify the appropriate medical provider.

Some VA medical centers use an automated telephone call to remind patients of an upcoming clinic appointment. This helps reduce no-shows and improves access for all Veterans.