

MyHealtheVet (MHV) and Online Scheduling

You can use Online Scheduling in MyHealtheVet to:



- Self-schedule primary care appointments for your assigned primary care provider.
- View or Cancel existing primary care and mental health clinic appointments.
- Make requests for help scheduling primary care and mental health appointments.

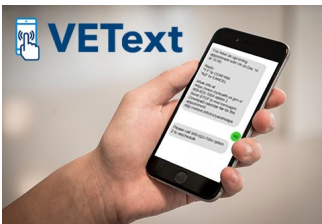
To use Online Scheduling, you will need a premium account. **For personal assistance** establishing an account, **stop by the St. Cloud VA Health Hub in Bldg. 29, Room 20**, during your next visit.

Secure Messaging

A feature of MyHealtheVet, secure messaging enables you to send emails to your care team, safely and securely, for non-urgent, non-emergency health related information, including requesting medical appointments. To use secure messaging, you need internet access. Go to <https://www.myhealth.va.gov> and register as a “VA patient.” You can also **stop by the Health Hub in Bldg. 29, Room 20, for assistance.**

Text Message Reminders

Our convenient text message system, **VEText**, is an automated, interactive text message system that reminds you of upcoming VA appointments.



- The text message will be sent automatically to the phone number you provide.
- Follow the instructions in the text message to confirm or cancel an appointment.

Get the latest St. Cloud VA news delivered to your email inbox!

Visit our website at: www.stcloud.va.gov and enter your email address to subscribe to email updates, and “Like” us on Facebook @StCloudVAHCS

Get the right care in the right setting when needed

Routine Care

Your PACT team can take care of most of your health care needs. Schedule PACT appointments when you need to be seen for a routine exam, particular concern or notice a change in your health. Most other services require a referral from your provider, however Veterans can self-refer to the following clinics without a referral: Optometry, Audiology, Nutrition, Podiatry, Wheelchair/Mobility, and Amputee. Audiology and Optometry also offer walk-in access for audiology appointments and eyeglass adjustments, subject to availability.

Telephone Care: Call and talk to a VA nurse when you have health care questions, or need health care advice. Telephone Care is available at (320) 252-1670, press 3, 24 hours a day.

Same Day Services: Our goal is that if you need care right away, you get services the same day, or if after hours, by the next day.

For Primary Care Needs: If you have non-routine needs, we will try and work you into your provider’s schedule on the day the care is needed. Call 320-252-1670, press option 2 and ask for a same day appointment with your assigned PACT. Additional options for how care can be provided include via telephone, smart phone, through video care, secure messaging or other options. Care may be delivered by your provider or another clinical staff member based on availability and care needs.

For Mental Health needs: VA provides same-day 24/7 access to mental health crisis intervention and support for Veterans using a variety of means.

- Call the Veterans Crisis Line at 800-273-8255 and press 1, send a text message to 838255 or chat online at VeteransCrisisLine.net, 24 hours a day.
- Call 911 or go to the closest community hospital with an emergency department for emergency mental health needs.
- St. Cloud VA Mental Health Triage in Bldg. 111 is available 8 a.m. to 4:30 p.m. Monday-Friday; the Urgent Care Clinic in Bldg. 1 is open 8 a.m. to 6 p.m., every day.
- Additionally, Veterans may contact a VA Nurse at 320-252-1670, and press 3, 24 hours a day.

Urgent Care

Urgent care is an option for minor urgent illnesses or injuries that are not life-threatening such as strep throat, pink eye, or influenza. The Urgent Care Clinic in Bldg. 1 is open from 8 a.m. to 6 p.m., 365 days a year. Urgent Care does not offer emergency services.

Effective June 6, 2019, Veterans can also obtain urgent care from an urgent care provider that is part of VA's contracted network of community providers without prior authorization from VA. VA can pay for an urgent care claim only if:

- The Veteran is eligible for the benefit;
- The urgent care provider is part of VA's contracted network of community providers; and
- The services are not excluded under the benefit (excluded services include preventive services and dental services).

To use this benefit, Veterans find and travel to an in-network urgent care provider and tell them they are a Veteran seeking urgent care. Use the provider locator on VA.gov (<https://www.va.gov/find-locations/>) to find network providers. Eligibility rules and copays may apply.

Emergency Care

The St. Cloud VA does not have an emergency department, acute medical care services, or afterhours outpatient services at any of our locations, including St. Cloud, Brainerd, Montevideo and Alexandria.

Call 911 or go to the closest community hospital with an emergency department (ED) if you believe you have a serious and possibly life-threatening issue or emergency mental health needs.

If you are having thoughts of suicide, call the Veteran Crisis Line at 1-800-273-8255 and press 1, or text to 838255, 24 hours a day.

Get the care you need first, then you, a family member, friend, or hospital staff member should contact the nearest VA medical facility as soon as possible (preferably, within 72-hours). Once notified, VA staff will assist you in making sure you receive any additional care without interruption and, when necessary, are transferred to a VA medical facility for care after being stabilized.

VA payment for emergency care varies per individual Veteran. For more info visit: https://www.va.gov/COMMUNITYCARE/programs/veterans/Emergency_Care.asp

Accessing & Managing Care at the St. Cloud VA HCS

June 2019

Keeping Up with Your Appointments

Making appointments, and when you can't keep them, cancelling them are important ways we work together to take care of you and fellow Veterans.

- **Keep contact information**, including addresses, home & cell phone numbers and email addresses **up-to-date** during check-in with the clerk or at a self-service kiosk.
- Life happens. **If you can't make an appointment that's OK, but please let us know** so we can fit another Veteran into that slot.

Here's a quick look at the more common ways we work together to manage your appointments:

Appointment Reminder Letters

We don't automatically schedule routine appointments, like annual exams. You have the option to schedule a future appointment during check-out or ask us to send you a letter reminding you to schedule these appointments. Once an appointment is made we send you a letter with appointment details.

Telephone



Call 320-252-1670, press 2 and then select the appropriate option for the appointment type you want to make or cancel:

- Option 2--Primary Care
- Option 3--Mental health
- Option 4--Surgical and Specialty Care

Automated Phone Service System

This system automatically calls to remind you of upcoming appointments.

- You can also use it to find out the dates and times of your future appointments and to order prescription refills 24 hours a day, 7 days a week.
- You may also cancel or request rescheduling of appointments.

To use the system, call 320-252-1670, and press option 1

Fold in half here