



## What is the Clinical Contact Center?

The VISN 8 Clinical Contact Center is a 24/7 virtual urgent care service available to Veterans enrolled for VA Health Care in Florida, South Georgia, Puerto Rico and the U.S. Virgin Islands. The center functions as a virtual organization. This means that the center’s employees can work and be located anywhere in VISN 8’s service area and provide seamless care and support to Veterans wherever they may be calling from.

## What is the VA Sunshine Healthcare Network, or VISN 8?

VISN 8 is a regional designation for all VA health care facilities located in Florida, South Georgia, Puerto Rico, and the U.S. Virgin Island. There are eight full-service medical centers and more than 60 outpatient clinics in the network. A Veteran who receives care at any of the VA medical centers or clinics in this area are within VISN 8’s network.

## What Services Does the Center Provide?

Services available through the Clinical Contact Center include general administrative support to include appointment scheduling, nurse triage, pharmacy and virtual visits with a doctor or nurse practitioner. The center provides services to Veterans telephonically (1-877-741-3400), via VA Video Connect (secure video chat app), and VA Health Chat (secure chat app). The center is NOT an emergency department. Veterans with medical or psychiatric emergencies should call 911 or go to the closest emergency room.

## What is VA Video Connect?

VA Video Connect connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private video chat session. Veterans and their health care providers jointly decide whether to use VA Video Connect for a medical visit. If Veterans need to see a Clinical Contact Center provider and are best served using VA Video Connect, this option of engagement will be offered to them during the telephone discussion with a provider. VA Video connect works on nearly any internet ready device that is equipped with a camera. Learn more at:

<https://mobile.va.gov/app/va-video-connect>.

## What is VA Health Chat?

The VA Health Chat App provides easy, online access to chat with VA staff when Veterans have health concerns and more. The app accesses the VA Electronic Health Record and, for security purposes, requires Veterans to enter My HealtheVet (premium), DS Logon (premium), ID.me, or account credentials. As of March 11, 2020, Veterans can connect to the center using VA Health Chat. Veterans who need to see a provider may also be offered the option to connect via telephone or secure video during their chat session if deemed appropriate by center staff. The app is available for Android and IOS. Learn more at: <https://mobile.va.gov/app/va-health-chat>.





## How is this Center different than a “Call” Center?

A Clinical Contact Center is more than just a call center. They can provide a myriad of services while improving the overall patient experience. Whether clinical or non-clinical, services can be 24/7 nurse advice, pharmacy consultation and prescriptions, appointment scheduling, or “virtual” appointments – by phone, video, or chat. Providing these services through the VISN 8’s Clinical Contact Center ensures consistent high quality customer service, new access points to care, and streamlining and standardization of processes.

## What are the advantages of the VISN 8 Clinical Contact Center?

The major advantage of the center is that Veterans can get care right away...there is no wait. Additionally, they can get the care they need from wherever they may be located and do not need to travel to see a provider. If the care required by a Veteran is too complex for the center to handle, the center will coordinate the necessary care with the Veteran’s preferred VA facility with appropriate follow up. Additionally, any care and interactions Veterans have with the center are recorded in their official VA medical records which ensures care continuity (i.e. a Veteran’s regular primary care physician can see the interaction and care provided by the center and can continue a treatment plan if required).

## How is the center is making a difference?

The VISN 8 Clinical Contact Center is making a difference in the lives of Veterans every day and services continue to improve and grow. The convenience factor alone is significant and a major draw for the hundreds of thousands of Veterans who have already taken advantage of the service. In the customer satisfaction surveys conducted, many Veterans have positively commented about the fact that they do not need to travel outside of their homes to receive services which saves them valuable time and money. At the same time, they are being exceptionally served and are communicating positive health outcomes.

## Why was the service needed?

VA is always trying to innovate and find new and transformative ways to deliver care to Veterans. VISN 8 leaders viewed this service as a “just do it project” because it was the right thing to do to better serve Veterans. As a result, the network’s steadfast administrative and clinical professionals are delivering urgent care where, when, and how Veterans desire to receive that care. The VISN 8 Clinical Contact Center is the first of its kind in VA and is just one of the many ways we are improving healthcare delivery to America’s heroes.

## Where Can I Find More Information?

More information about the VISN 8 Clinical Contact Center is available at [www.visn8.va.gov/ccp.asp](http://www.visn8.va.gov/ccp.asp). You can also provide feedback to the center by emailing [VISN8CCCFeedback@va.gov](mailto:VISN8CCCFeedback@va.gov).



# 1-877-741-3400