



# Robley Rex VA Medical Center Louisville, Kentucky

**502-287-4000 or 1-800-376-VETS (8387)**

## Did you know?

The main greeting you hear when dialing the main line or the toll-free line is mandated by VA Directive 1090, Washington, D.C.

Here's a sample of their scripted messaging.

- In case of a **Medical or Mental Health Emergency**, hang up and **Dial 9-1-1**
- For thoughts of **Suicide**, Press 7 or hang up, and dial the **Veterans Crisis Line, Dial 9-8-8, Press 1** for Veterans or family of a Veteran.
- **PACT Act**, or **Mission Act**, Press 6
- If you know your parties extension, you can enter it at any time.

## Robley Rex VAMC Phone Options:

For **Pharmacy**, Press or Say 1

*Automated System to refill your prescription: Press or Say 1*

*For a Pharmacy Representative: Press or Say 2*

For **Scheduling**, Press or Say 2

*Automated System for appointment information: Press or Say 1*

*To Schedule or Cancel a Primary Care appointment, OR, leave a message for your Care Team: Press or Say 2*

*To Schedule or Cancel a Speciality or Mental Health appointment, OR, leave a message for your Care Team: Press or Say 3*

*To Schedule or Cancel a Community Care appointment, OR, leave a message for your Care Team: Press or Say 4*

*To Schedule or Cancel a Radiology appointment, OR, leave a message for your Care Team: Press or Say 5*

*To Schedule or Cancel a GEC appointment, OR, leave a message for your Care Team: Press or Say 6*

*To return to the Operator: Press or Say 0*

For **Medical or Mental Health Symptoms**, Press or Say 3

*To speak with a Primary Care Nurse, Press 1*

*To speak with a Mental Health Nurse, Press 2*

*To speak with a Surgery Nurse, Press 3*

*To speak with a Medicine Nurse, Press 4*

*Any other medical clinics, Press 5*

For **Eligibility and Enrollment**, press or say 4

For **Billing**, Press or Say 5

*For Community Care Billing, Press 1*

*For VA Billing, Press 2*

For **PACT Act** or **Mission Act**, Press or Say 6

For **All Other Questions**, Press or Say 0, for Operator Assistance.