



Veterans' Access to Same-Day Services Frequently Asked Questions (FAQ)

Q. What does access to Same-Day Services in Primary Care mean for Veterans?

A. Access to Same-Day Services in Primary Care is a plan by the Department of Veterans Affairs to ensure that Veterans who have a need for primary care concerns addressed right away during regular business hours, or if after hours, by the next business day. Options for how that care might be provided include in person through a face-to-face visit in the clinic, a telephone consult, a secure message via MyHealtheVet, use of telehealth technology, scheduling a future appointment, or other options.

Q. What does access to Same-Day Services in Mental Health mean for Veterans?

A. For Mental Health, if a Veteran is in crisis or has another need for care right away, he or she can seek immediate attention from a health care professional at the VA Medical Center Behavioral Health Clinic, a Primary Care Clinic or Women's Health Clinic during business hours, or the VA Medical Center Emergency Department after hours. Additionally, any Veteran new to Mental Health with a non-urgent need will receive an initial screening evaluation by the next calendar day.

Q. Are Veterans guaranteed to see his or her provider they have an immediate need?

A. Each Veteran's Patient Aligned Care Team or Mental Health Team will determine the best person to address their particular need. It may be the provider, or another appropriate clinical staff member based on availability and the Veteran's care needs.

Q. What will happen if a Veteran has an immediate or urgent Primary Care need after the clinic is closed?

*A. The Veteran will be contacted by someone from their Patient Aligned Care Team the next business day for messages left for the team after hours. **For a medical emergency, always call 911 or report to the emergency room closest to where you are located.***

Q. What locations can I get my clinical needs addressed the same day?

A. Access to Same-Day Services is available at each Primary Care Outpatient Clinic, our Women's Health Clinic and our Behavioral Health Clinic. Your need may be addressed face-to-face with a member of your Patient Aligned Care Team or Mental Health Team, by telephone, secure message via MyHealtheVet, via telehealth technology or by scheduling a future appointment.

Q. Is this a Walk-In Clinic?

A. No. This is not a walk-In clinic. This is for patients who either contact us or present at one of our outpatient Primary Care Clinics including the Women's Health Center with an immediate healthcare concern or need. When you contact us, we will either address your need that day or schedule appropriate follow-up care depending on the urgency.

Q. If a Veteran enrolls in the Veterans Health Administration (VHA) today and has a clinical need, will his or her issue be addressed today?

A. Yes. The Medical Support Assistant (MSA) will direct the Veteran to the best place to get his or her clinical need addressed, depending on the urgency.

Q. What number can Veterans call if I have an immediate need?

A. Veterans can call the VA Southern Nevada Healthcare System Call Center at 702-791-9024, Monday through Friday from 7:30 a.m. to 4 p.m. excluding Federal holidays. The Call Center staff will connect callers with the appropriate clinical staff and notify the Veteran's Patient Aligned Care Team that he or she has called.

Q. What about medications?

A. Please continue to refill your regular medications using the pharmacy line and remember to place a request for renewal of medications with the Call Center or with a secure message via MyHealthVet in a timely manner.

Q. Does Same-Day Services replace Emergency Room care?

*A. No. The VA Southern Nevada Healthcare System Emergency Department will continue to operate as it always has. Veterans should continue to utilize these services if they are experiencing a medical emergency. **For a medical emergency, always call 911 or report to the emergency room closest to where you are located.***

Q. Does Same-Day Services mean Veterans are guaranteed same-day appointments?

A. When a Veteran presents at a VA facility or calls, depending on the urgency of his or her need, the VA will either address the issues(s) that day or work with the Veteran to develop a plan for appropriate follow-up care.

Q. Can Veterans still make appointments for future dates?

A. Yes. VA will still schedule future appointments for specialty care, non-urgent primary care and non-urgent mental health care.

Q. What can Veterans do to improve their personal access to care?

A. Veterans can expedite access to care by ensuring their contact information is current. Veterans are also encouraged to enroll in MyHealthVet at www.myhealth.va.gov and establish a premium account so they can directly access information on their healthcare and maintain direct contact with their PACT via secure messaging.