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New Clinical Contact Center provides 24/7 access to non-emergency care

Fayetteville, N.C — Veterans enrolled for care with Fayetteville NC VA Coastal Health Care System and who have urgent medical questions can call the Clinical Contact Center 24-hours-a-day, seven days a week, including holidays.

Veterans who call 855-679-0074 will be connected with medical support assistants, nurses, and pharmacists. The Clinical Contact Center is staff with VA employees who provide convenient alternative to the emergency room, urgent care center or outpatient clinic. Veterans may continue to use the main number (910) 488-2120 for a more expansive list of services.

The Clinical Contact Center includes the following core services:

1. **Pharmacy** (Press 1) services to refill and renew prescriptions, ask medication-related questions, receive medication education and review treatment plans.
2. **Primary Care** (Press 2) scheduling and administrative support to help Veterans make, change, or cancel appointments, relay a message to the Veterans care team and receive additional information about VA services.
3. **Clinical Triage** (Press 3) to talk to a Nurse and discuss new or worsening medical or mental health concerns and receive recommendations for health care needs.

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 VA facility with appropriate follow up. Any care and interactions Veterans have with the center are recorded in their official VA medical records which ensures care continuity.

DISCLAIMER: Veterans who use VA Health Connect will continue to have access to the full range of in-person services available through their local VA health care facilities. The Clinical Contact Center is not a substitute for an emergency department. Veterans with medical or mental health emergencies should call 911, the Veterans Crisis Line at 988, or go to the nearest emergency department.

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