

I'M ENROLLED IN SAN FRANCISCO VA HEALTH CARE - NOW WHAT?

STEP 1: SCHEDULING AN INITIAL APPOINTMENT

For COVID-19 and Vaccine Information at the San Francisco VA: <https://www.sanfrancisco.va.gov/index.asp>

San Francisco/San Bruno/Oakland Version, Updated 6/22/23

SAN FRANCISCO VA MEDICAL CENTER (FORT MILEY) 4150 Clement St., San Francisco 94121

Non-Emergency Primary Care/ Medical Care

Call to schedule an initial appointment:
(415) 750-2281

You may request a visit via video, if you prefer

- Medical Practice: (415) 750-2129, Press 4 for appts
- Women's Health Program: (415) 750-2174

Your Initial Appointment will:

- Include orientation and visit with primary care provider
- Enable you to be referred for specialty services
- Note: If you are a post-9/11 Veteran, your initial appointment may be longer (3-4 hours), including visits with a post-deployment specialist and social worker

Non-Emergency Mental Health Care

To seek mental health care **first**:

Option 1: Drop in to the Mental Health Same Day Clinic. Monday-Friday, 8:00am-5:00pm (except federal holidays), ground floor of Bldg. 203, GA-28

Option 2: Call the Behavioral Health Access Center, (415) 221-4810 ext. 24824, to be triaged over the phone. An appointment may be offered via video.

Integrated Health Services for Gender Diverse Veterans

Clinic offering medical, mental health, and social work services to transgender and gender diverse Veterans. Clinic staff can also connect interested Veterans to gender inclusive primary care providers. Referral not needed. (415) 221-4810, ext. 23956

Specialty Visits Available Without A Primary Care Referral

Audiology: (415) 750-2124
Podiatry: (415) 379-5673

Optometry: (415) 750-2208
Nutrition: (415) 221-4810, ext. 24262

Advice Nurse & Urgent Needs

Telephone Linked Care, Available 24/7: (800) 733-0502

Note: You may request a same-day Primary Care video visit through this number, even if you're a new patient. Specify that you'd like a visit in the "Telehealth DOAR Clinic."

For primary care (or mental health) appointments at SFVA Community Based Outpatient Clinics in Downtown San Francisco, San Bruno, or Oakland, **please call the clinic (information listed below)**. When scheduling with primary care, you can specify if you would like to see a "Designated Women's Health Primary Care Provider." You may also request a video visit, if you prefer. After your primary care visit, you can be referred for specialty services.

SAN BRUNO OUTPATIENT CLINIC

1001 Sneath Lane,
Suite 300
San Bruno, 94066
Front Desk: (650) 615-6000

DOWNTOWN SF OUTPATIENT CLINIC

401 Third St.
(3rd & Harrison)
San Francisco, 94107
Front Desk: (415) 281-5100

OAKLAND OUTPATIENT CLINIC

2221 Martin Luther King Jr. Way
(Behavioral Health @ 525 21st Street)
Oakland, 94612
Front Desk: (510) 267-7800

I'M ENROLLED IN SFVA HEALTH CARE

STEP 2: VA ID CARD

STEP 3: MY HEALTHEVET

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Obtaining a Veteran Health Identification (ID) Card

- Veterans who are enrolled in VA health care can obtain a VA ID Card. Visit Member Services and bring ONE form of ID (detailed below) with you:

| Primary Identification |
|--|
| Present ONE form of Primary Identification (Unexpired) |
| Driver's license |
| U.S. Passport or U.S. Passport Card |
| Other Government ID This ID can be issued by federal, state or local government agencies provided it contains a photograph, name, date of birth and address. If the address is not on the document, you can provide separate documentation to confirm the address information. Acceptable address documents include: <ul style="list-style-type: none">• Electric bill• Cable bill• Other mailing document• Voters Registration card |

After your photo is taken, VA ID cards are processed nationally and mailed to your home address.

Remember: You do not need to wait for your ID card to be seen for a medical visit.

Creating Your My Health eVet Online Account

- Access your health records and services online

Step 1: Register Online

- Go to www.myhealth.va.gov
- Click on **REGISTER**
- Create an account and log in
- For troubleshooting, call the My Health eVet Help Desk; 1-877-327-0022; 5:00am-5:00pm
- Once completed, you will have a Basic account, enabling you to record and track your own personal health and contact information, and health goals

Step 2: Upgrade to a Premium Account. Requires your identity to be verified, through one of these options:

- *Option 1:* Upgrade online through the My Health eVet website; follow steps for identity verification.
- *Option 2:* In-person/virtually with a VA employee; have a government-issued ID with you. Contact David McCrea, SFVAHCS My Health eVet coordinator, at David.McCrea@va.gov with questions.
- With a Premium account, you can view lab/test results, view appointments, refill your prescriptions, and use secure messaging to talk with providers

