



## CONNECT WITH EMERGENCY-URGENT CARE CLINICIANS

**Do you have an illness or injury requiring urgent attention but is not life-threatening?**

**Do you need help deciding if you should be seen in-person and where?**

When you have a health care concern or question, you may not know if you need an urgent care or emergency department visit or a clinic appointment. If you're sick, you might not want to get out of bed or drive to a clinic and it's not always easy to schedule an appointment. There is no need to travel to a facility to find out.

\*Examples of life-threatening conditions requiring 911 transport are major trauma, head injury, heavy bleeding, new confusion or loss of consciousness, sudden vision loss or inability to speak or walk, overdose, pregnancy-related bleeding or abdominal pain and chest pain with shortness of breath. Virtual care is also not appropriate in the setting of sexual assault, domestic violence, suicidal or homicidal ideation or acute intoxication.

**Here are Two (2) ways to quickly connect with Emergency and Urgent Care Professionals:**

Just call the number or tap the app and start receiving telehealth services today.

- 1. VA Health Connect Triage Nurses are available by phone 24/7.**
  - The Triage Nurses are here to take your call and connect you to the care you need.
  - Dial this number:** San Francisco VA Health Care 415-221-4810 | 877-487-2838
  - Next- To speak with a Nurse Choose Option 3**
- 2. The VA Health Chat mobile app makes it easy to connect wherever you are with Emergency-Urgent Care Clinicians.** Use the app to see the current expanded hours.



### VA HEALTH CHAT APP

The app can be downloaded by scanning the QR code or by visiting: <https://mobile.va.gov/app/va-health-chat>



**U.S. Department of Veterans Affairs**

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