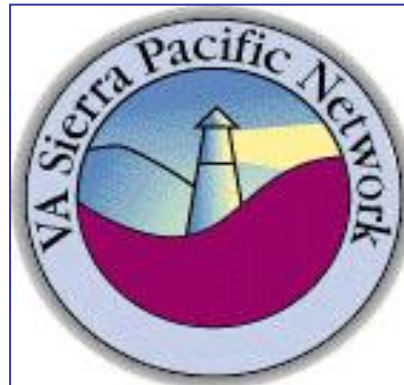


# VA Sierra Pacific Network VISN 21



## Appointment Reminder Card Implementation Manual Version 1.1 Part 2 of 4 Card Examples

 **Department of  
Veterans Affairs**

VA Capitola OPC  
1350 N. 41st St., Suite 102 (08CA)  
Capitola, CA 95010-3906

  
**We put  
Veterans first!**

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March 2010



The following pages show examples of the  
Appointment Cards that are currently in use for VISNs  
17, 18, 19, 20, 21 and 22.



## 4 – You Have an Appointment



### VA Palo Alto Health Care System

Your appointment details:

Date: **Wednesday, September 27, 2006**  
Time: **2:45 p.m.**

Clinic: **Primary Care**  
Provider: **James Byrd, MD**  
Location: **VA Capitola OPC**  
(See map on back)

**Can't make it?**  
Please call  
**(831) 464-5519**  
to cancel.

*We can offer this time slot to a fellow veteran if you call us to cancel at least 24 hours ahead.*

Always bring your insurance cards.

#### Follow these steps BEFORE your appointment:

1. You are scheduled for Lab tests before your appointment (above). Do not eat, drink or take insulin for 12 hours before arriving at the Lab.
2. When you arrive, go directly to the second floor Lab. Allow one hour before your appointment to complete Lab tests.

Have a question?  
**Call (831) 464-5519**  
We look forward to seeing you!

#### Try our new Pharmacy Prescription Refill Hotline!

- Call 1-559-225-6100, ext. 5333.
- Refills will be processed in 10-14 days.
- Veterans who have a prescription co-pay will be billed.

90/80/60

#### How to find us.

Take Highway 17 South. Take the CA-1 South to Watsonville/Monterey. Merge onto CA-1 South. Take the 41st St exit and turn right.

**By Bus:** The Santa Cruz METRO provides service. Call (831)425-8600 for more information.



VA Capitola OPC  
1350 N. 41st St., Suite 102  
Capitola, CA 95010  
Phone: **(831) 464-5519**  
Hours: **Monday – Friday, 8:00 a.m. to 5:00 p.m.**  
Web: [www1.va.gov/directory/guide/facility](http://www1.va.gov/directory/guide/facility)

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Department of  
Veterans Affairs  
VA Capitola OPC  
1350 N. 41st St., Suite 102 (08CA)  
Capitola, CA 95010-3905



### 3 – You have an Appointment – Bring \_\_\_\_\_ with you



#### VA Northern California Health Care System

Your appointment details:

Date: **Monday, June 5, 2006**  
Time: **2:45 p.m.**

Clinic: **Cardiology**  
Provider: **Elizabeth Peters**  
Location: **VA Redding Outpatient Clinic**  
(See map on back)

Always bring your insurance cards.

**Can't make it?**  
Please call  
**(530) 226-7555**  
**to cancel.**

*We can offer this time slot to a fellow veteran if you call us to cancel at least 24 hours ahead.*

#### Follow these steps BEFORE your appointment:

1. Bring all current medications with you.
2. Check in 30 minutes before your appointment, so there is time for additional tests if needed.

Please note that children are not allowed in the exam room; spouses are allowed only after the exam is completed.

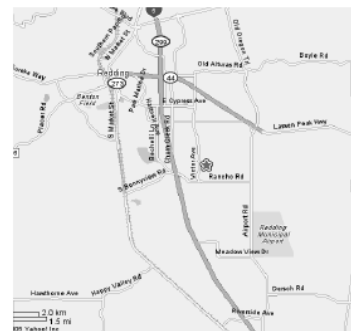
Have a question?  
**Call (530) 226-7555**  
We look forward to seeing you!

**Try our new Pharmacy Prescription Refill Hotline!**  
• Call 1-559-225-6100, ext. 5333.  
• Refills will be processed in 10-14 days.  
• Veterans who have a prescription co-pay will be billed.

05/15/06

#### How to find us.

From Interstate 5 take the Cypress Ave exit and go west to Hartnell Ave. Go south on Hartnell Ave for approximately 1/4 mile. The clinic will be on your left.



VA Redding Outpatient Clinic  
351 Hartnell Ave  
Redding, CA 96002

Phone: (530) 226-7555

Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m.

Web: [www1.va.gov/directory/guide](http://www1.va.gov/directory/guide)

**Dated Information — Please Open Immediately**

Smithville CA 12345-1230  
123 Jay Street  
George Peterson  
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**Department of Veterans Affairs**  
VA Redding Outpatient Clinic  
351 Hartnell Ave (682)  
Redding, CA 96002

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## 5 – Phone Consultation

 Department of  
Veterans Affairs

VA Northern California Health Care System

This appointment is for a Telephone Consultation with your health care provider. We will call you:

Date: Wednesday, September 27, 2006  
Time: Please be available between  
2:30 p.m. and 4:00 p.m.

Click: Vascular  
Provider: John Harris, RN

Unavailable?  
Please call us at  
**(925) 372-2000**

*If you are unable to be home at this time, or if your phone number: 520-226-6708 has changed.*

Do you know about My HealthVet?

MyHealthNet (MHN) is your gateway to veteran health benefits and services on the Web. It provides access to trusted health information, links to Federal and VA benefits and resources, the Personal Health Journal, and an online VA prescription refill service. Check out MyHealthNet at: [www.myhealth.va.gov](http://www.myhealth.va.gov)

Have a question?  
Call (925) 372-2000

Thank you for choosing the Department of Veterans Affairs as your health care provider. We are committed to providing you compassionate, high quality health care. We welcome your comments and suggestions.

Early, Early, Early



The 2006 Edition of the Federal Benefits for Veterans and Dependents booklet is now available. It provides a comprehensive list of federal benefits available, along with a complete list of VA facilities by state.

To get your free copy, go to:  
[Eva.gov/opa/vadocs/current\\_benefits.asp](http://Eva.gov/opa/vadocs/current_benefits.asp)  
or call 1-800-827-1000.

VA Marlinz Outpatient Clinic  
150 Muir Road  
Marlinz, CA 94653  
Phone: (800) 382-8387 or (925) 373-2000  
Hours: Monday - Friday, 8:00 a.m. to 2:00 p.m.  
Web: [www.1.vazov/directory/side/facility](http://www.1.vazov/directory/side/facility)

**Dated Information — Please Open Immediately**

George Peterson  
123 Jay Street  
Smithville, CA 12345-1230





**Department of Veterans Affairs**  
150 Main Road (Rt. 1)  
Martinez, CA 94553

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## 8 – You Have an Appointment – Mobile Services





Department of  
Veterans Affairs

**VA Northern California Health Care System**

You have an appointment coming up at the  
VA Mobile Clinic:

**Date:** Wednesday, September 27, 2006  
**Time:** 2:45 p.m.

**Location:** Yreka Community Center  
810 North Oregon St,  
next to the High School  
(See map on back)

**Can't make it?**  
Please call us at  
(800) 382-8387 or  
(916) 366-5366  
to cancel at least 24  
hours in advance.

Always bring your insurance cards.

**Follow these steps BEFORE your appointment:**

1. You are scheduled for Lab tests before your appointment (above).  
Do not eat, drink or take insulin for 12 hours before arriving at the Lab.
2. When you arrive, go directly to the second floor Lab. Allow one hour before your appointment to complete Lab tests.

Have a question?  
**Call (800) 382-8387 or  
(916) 366-5366**

We look forward to seeing you!

**When you don't cancel an appointment in advance...**

- You may lose your privileges to visit VA mobile clinics.
- You prevent us from providing much needed health care services to fellow veterans.

09/26/06

**How to find us.**  
From the SOUTH: Take Highway 5 to the to Montague Rd exit and turn left. Go straight on Tebbe St and turn left on North Oregon.  
From the NORTH: Take Highway 5 to the Montague Rd exit and turn right. Go straight on Tebbe St and turn left on North Oregon.

**When you arrive.**  
Park in the community center parking lot and come in the main entrance. Follow the signs to the clinic.



Yreka Community Center  
810 North Oregon St  
Yreka, CA 96097

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Shelbyville CA 12345-1230  
123 Jay Street  
George Peterson  
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**Department of Veterans Affairs**

VA Northern California Health Care System  
10525 Hepburn Way (4)  
Sacramento, CA 95825

**We put Veterans first!**







# 1 – Please Call Us – to make an Appointment

Please Call Us



VA Northern California Health Care System

Your health care provider has requested that you make an appointment with us.

Please call us (530) 879-5000,  
ext. 2124 to make an appointment.

Clinic: Nuclear Medicine

Location: VA Chico OPC  
(See map on back)

Write your new appointment in the space below.

Date: \_\_\_\_\_

Time: \_\_\_\_\_

- If you call after business hours, we would be happy to call you back. Please leave your name, phone number and a time that is convenient for you to be contacted.
- We will keep this appointment request for 3 weeks. If you do not call us to schedule an appointment within this time, we will return this request to your health care provider.
- When you call — be sure you have the Patient Name, Social Security Number and the date/time you wish to be seen.

Have a question?

Call (530) 879-5000

We look forward to seeing you!

Try our new Pharmacy  
Prescription Refill Hotline!

- Call 1-559-225-6100, ext. 5333.
- Refills will be processed in 10-14 days.
- Veterans who have a prescription co-pay will be billed.

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## How to find us.

From Highway 99 N: Take the Cohasset Highway/Mangrove Ave exit. Turn right on Cohasset Rd.

From Highway 99 S: Take the Cohasset Highway exit. Turn left on Cohasset Rd. At the first traffic light turn right and continue on Cohasset Rd. The Chico facility is located on the corner of Cohasset Rd and Parmac Rd.



VA Chico OPC  
2100 Cohasset Road, Suite 300  
Chico, CA 95926

Phone: (530) 879-5000

Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m.

Web: [www1.va.gov/directory/guide/facility](http://www1.va.gov/directory/guide/facility)

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123 Jay Street  
George Peterson  
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Department of  
Veterans Affairs  
VA Chico OPC  
2100 Cohasset Road, Suite 300 (13H)  
Chico, CA 95926

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## 10 – Please Call Us – You Have Missed Your VA Appointment





**VA Sierra Nevada Health Care System**

Our records show that you recently missed the following appointment with us:

**Date:** Wednesday, September 27, 2006  
**Time:** 2:45 p.m.

**Please call us at**  
**(530) 889-0872**  
**to make a new appointment.**  
**We are open**  
**Monday through Friday**  
**8:00 a.m. – 4:30 p.m.,**  
**except holidays.**

**Clinic:** Primary Care  
**Location:** VA Sierra Foothills OPC

- If you are unable to make an appointment, it is very important that you call us, at least 24 hours in advance, so we can offer this time slot to a fellow veteran.
- Don't take your health for granted. Keep your appointments so we can help you stay healthy.
- The best way to avoid lapses in your supply of medications is to see your primary care health care provider at least once each year.

**Have a question?**  
**Call (530) 889-0872**  
**We look forward to seeing you!**

**Try our new Pharmacy Prescription Refill Hotline!**  

- Call 1-559-225-6100, ext. 5333.
- Refills will be processed in 10-14 days.
- Veterans with a prescription co-pay will be billed.

06/25/06



The 2006 Edition of the Federal Benefits for Veterans and Dependents booklet is now available. It provides a comprehensive list of federal benefits available, along with a complete list of VA facilities by state.

To get your free copy, go to:  
[http://www1.va.gov/opa/vadocs/current\\_benefits.asp](http://www1.va.gov/opa/vadocs/current_benefits.asp)  
 or call 1-800-827-1000.

VA Sierra Foothills OPC  
 11985 Heritage Oak Place, Suite #1  
 Auburn, CA 95603  
 Phone: (530) 889-0872  
 Hours: Monday – Friday, 8:00 a.m. to 4:30 p.m.  
 Web: [www1.va.gov/directory/guide/facility](http://www1.va.gov/directory/guide/facility)

**Dated Information – Please Open Immediately**



**VA Sierra Foothills OPC**  
**11985 Heritage Oak Place, Suite #1**  
**Auburn, CA 95603**



**George Peterson**  
**123 Jay Street**  
**Sierra Vista, CA 92345-1230**




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## Page 10



## 7 – Required Appointment – Your Means Test Appointment



**Required Appointment**



**Department of Veterans Affairs**

**VA Medical Center San Francisco**

It's time to update your annual Financial Statement, as required by law.

**Your Means Test Appointment:**

**Date:** Wednesday, September 27, 2006

**Time:** 2:45 p.m.

**Clinic:** Means Test

**Location:** Santa Rosa OPC  
(See map on back)

Can't make it?  
Please call us immediately at  
**(707) 570-3855 or 570-3800** to cancel and reschedule before time runs out!

Always bring your insurance cards.


**Don't jeopardize your VA health care benefits!**

- + You are required to update your financial information each year, to continue receiving VA health care services.
- + You must complete your Means Test before June 30, 2006 to avoid a lapse in your coverage.
- + Bring all 2005 income statements with you to your appointment.

Have a question?  
**Call (707) 570-3855 or 570-3800**  
We look forward to seeing you!

Thank you for choosing the Department of Veterans Affairs as your health care provider. We are committed to providing you compassionate, high quality health care. We welcome your comments and suggestions.

**How to find us.**  
The Santa Rosa OPC is located in the medical offices behind Sutter Medical Center of Santa Rosa.



VA Santa Rosa OPC  
3315 Chanute Road  
Santa Rosa, CA 95404  
Phone: (707) 570-3855 or 570-3800  
Hours: Monday – Friday, 8:00 a.m. to 5:00 p.m.  
Web: [www.va.gov/directory/guide/facility](http://www.va.gov/directory/guide/facility)

**Dated Information — Please Open Immediately**

14 01 \*\*\*\*\*AU707073-DIGIT 145  
George Peterson  
123 Jay Street  
Smithville CA 12345-1230

**Department of Veterans Affairs**  
VA Santa Rosa OPC  
3315 Chanute Road (30)  
Santa Rosa, CA 95404

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## 12 – Special Event – Here's Your Group Orientation Session Details



