

PVAHCS Midtown & Southwest Clinic FAQs

The Phoenix VA Health Care System is excited to announce the opening of two new clinics in our healthcare system; both clinics are anticipated to open in January 2017:

1. **The Midtown Clinic**, is located in the heart of Phoenix at 5040 N. 15th Ave, Phoenix AZ, 85015. This outpatient clinic is less than 2 miles from the Phoenix VA's Main Campus and will provide Primary Care and some Mental Health services. Services currently provided at the Jade/Opal clinic will remain at the main facility. The Phoenix VA's entire Post Traumatic Stress Disorder (PTSD) Clinic will move to the Midtown Clinic location.

Many Veterans who currently receive their Primary Care and PTSD services at the Phoenix VA's Main Campus will go to the Midtown Clinic for these outpatient services.

Location: 5040 N. 15th Ave, Phoenix AZ 85015

2. **The Southwest Community Based Outpatient Clinic (SWCBOC)** is located in the Southwest quadrant of the larger Phoenix area, near Interstate 10 (I-10) and the Agua Fria Freeway (Loop 101) exchange.

The SWCBOC will provide Primary Care and Mental Health services.

Location: 9250 W. Thomas Road, Suite 400, Phoenix, AZ 85037

*Both sites will offer Social Work, Nutrition, Clinical Pharmacy Consultation and Lab draws.

◇ **When do the clinics open?**

Both clinics will be open in January 2017.

◇ **Q: What services will each clinic provide?**

The Midtown Clinic will provide Primary Care and some Mental Health services. Services currently provided at the Jade/Opal clinic will remain at the main facility. The Phoenix VA's entire Post Traumatic Stress Disorder (PTSD) clinic will move to the Midtown Clinic location.

The SWCBOC will offer Primary Care and Mental Health services.

Both sites will offer Social Work, Nutrition, Clinical Pharmacy Consultation and Lab draws.

◇ **Will I have to change clinics or providers? Can I keep my same provider? Will Veterans be forced to the Midtown or SWCBOC?**

Midtown: If you are currently being seen at PVAHCS and your Primary Care Provider (PCP) is being moved to the Midtown Clinic, you will move with your PCP to the Midtown location. You will remain with your current PCP/PACT.

SWCBOC: You will not be required to move to the SWCBOC. You can choose to remain with your PCP/PACT or request a new provider at the main facility or another CBOC. If you choose to move to the SWCBOC your provider may change.

If a Veteran lives within the area of the SWCBOC he/she has the option to move to the new location, but will not be forced to do so; the Veteran can continue coming to the main facility for his/her care. However, if his/her PACT team moves to the Midtown, they would move with their PACT.

◇ **How do I transfer my care?**

The Phoenix VA has established a phone number dedicated to answering Veterans' questions and assisting with any transfer requests. Please call 602-277-5551, extension 3176. You can also ask for help from a member of your PACT team during your next visit.

◇ **I have additional questions – who should I contact? Where will calls regarding the opening of the new clinic go?**

The Phoenix VA has established a phone number dedicated to answering Veterans' questions and assisting with any transfer requests. Please call 602-277-5551, extension 3176. You can also ask for help from a member of your PACT team during your next visit.

◇ **Will parking at these clinics be better than at the main hospital?**

Yes! The Southwest CBOC has a large parking lot for patients and staff.

For the Midtown Clinic, there will be shuttle service to and from the main VA hospital and additional onsite parking. There will be no shuttle service on the weekends.

◇ **Will Veterans be able to pick up prescription medications at these new Clinics?**

No. Veterans will continue to pick up prescription medications at the Outpatient Pharmacy located in the main facility on Indian School Road, or continue to have them mailed.

◇ **What are the hours of operation and will there be evening and Saturday clinics? What services will be available on Saturdays? Will the shuttle be running on Saturdays?**

The hours of operation for the Midtown and SWCBOC are from 7:30am to 4:00pm, Monday through Friday. The Midtown Clinic will offer Primary Care and some Mental Health services during select evenings and Saturdays. Details on the availability of evening and Saturday clinics will be provided once the clinic opens in January 2017.