

## First Primary Care Visit Helpful Tips

### Information:

When entering the building for your first appointment, the First team member that you may meet will be a health Administrative staff member or clerk.

### Helpful tips to make your visit go smoothly:

- Make sure you have your updated address, telephone number and insurance information with you.
- You will be asked to update critical information at every visit. Make sure to have proper identification. You may need your driver's license or other Government issued picture ID, but the preferred identification is a Veteran Identification Card. If you don't have this card, our staff can assist you on how to obtain a VIC card.

### Primary Care Visit:

When you meet your new Primary Care Provider (Physician or Nurse Practitioner) let them know what your main health concerns are. If you have been seen in another healthcare system, it's always helpful to bring your important information like: medications, b. any laboratory tests, c. radiological tests (x-rays), d. over the counter medications, or e. other information you would like them to know.

You will also meet one of the caring nurses on your healthcare team. The nurse will help you prepare for your primary care visit. The VA is focusing on how you can prevent illness and promote better health. The nurse on your team will be very important in coaching you along the way to improved health. Ask the nurse about how you can be involved in your own healthcare, safe practices, tobacco cessation, limitation of alcohol, eating wisely, staying active, striving for a healthy weight, stress management, and staying up to date on recommended screening and immunizations.

([www.prevention.va.gov](http://www.prevention.va.gov).)

After your visit with the PCP one of your team members will let you know if you need to check out after your appointment and how to schedule future appointments.

If you ever run late for an appointment, please call to alert us.

Also, if you are unable to come to your appointment, please call at least 24 hours In advance to reschedule so that your appointment can be given to another veteran in need.

Call (858) 552-7475 OR 1-800-331-VETS (8387) extension 7475

If you are having a new problem (symptom) and you need a sooner appointment, please call the VA Appointment & Information Center at (858) 552-7475 or the above 1-800-331-VETS (8387) ext (7475). The VA Appointment & Information Center will get a message to your health care team. If you are having chest pain or any other emergency symptoms, please call 911. Do not walk into your clinic because they have no emergency services on site.