Your **Primary Care Provider** is a physician or nurse practitioner who is in charge of your care.

They are members of a team that also includes nurses, health technicians, clerks, pharmacists, dieticians and social workers.

Please DO NOT walk into Primary Care clinic without an appointment. This only delays your care and the care of others.

The Patient Call Center staff are available by phone 24-hours a day, 7 days a week to answer your questions, assess your needs and provide advice on appropriate medical care.

1-800-865-3384

(when prompted select option #3)

Be prepared to answer:

- Full Name
- Social Security
- Telephone Number
- Primary Care Provider
- Reason for your call
- Any health related questions

Requests for narcotic renewals will be filled by calling at least five days ahead of time to 857-364-4418 . Narcotic renewal requests need to be called after 5 p.m. until 7a.m. daily including weekends and holidays.

Of note: there may be a higher volume of calls from 5pm-7pm, if this is the case please try calling after 7 p.m.

Frequently Called Numbers:

Audiology	857-364-4752
DAV Office	857-364-5040
Dental Clinic	857-364-5124
Travel	857-364-5234
Eligibility	857-364-5222
Mental Health	857-364-4109
Patient Advocate (JP)	857-364-5295
Patient Advocate (WR)	857-203-6994
Patient Advocate (BR)	774-826-2415
Prosthetics	857-364-5426
X- Ray	857-364-5123
Medication Refills	857-364-4419

Suicide Prevention Hotline

1-800-273-TALK (8255)

3 Divisions

Boston (JP) Campus, 150 South Huntington Avenue

West Roxbury Campus, 1400 VFW Parkway

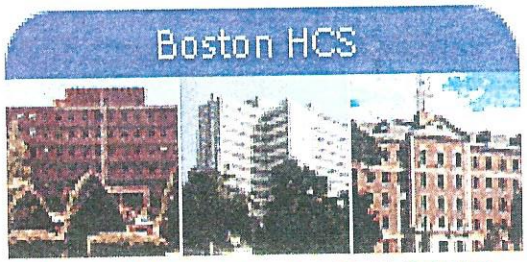
Brockton Campus, 940 Belmont Street

Community Based Outpatient Clinics:

Causeway CBOC
251 Causeway Street, Boston, MA
Framingham CBOC
61 Lincoln Street (Suite 112), Framingham, MA
Lowell CBOC
130 Marshall Road, Lowell, MA
Quincy CBOC
114 Whitwell Street, Quincy, MA
Plymouth Outreach Clinic
116 Long Pond Rd. (Suite 4), Plymouth, Ma.

Women's Health Clinic– Brockton Campus
Women's Health Clinic– Boston (JP) Campus

VA Boston
Healthcare System



PATIENT CALL CENTER

connecting you to your primary care provider



TOLL FREE

800-865-3384

Option #3 or call:

857-364-4418

24 Hours a Day

Do you need to…

- Speak with a nurse for Medical Advice?
- Have us answer your questions regarding your care at the VA?
- Schedule an appointment?
- Cancel an appointment?
- Confirm your appointments?
- Renew your prescriptions?



VA Boston Healthcare System
PARTNERS with Dayton

W.H.E.N. hours?
Weekends
Holidays
Evenings
Nights

During W.H.E.N. hours you will be able to reach a nurse through a regional call center in Dayton that partners with us to provide telephone coverage 24-hours a day, 7 days a week.

You can reach us any time !

The Patient Call Center was established to better serve you by providing courteous, quick and easy telephone access to care.

What to do in an emergency?

If your problem is life-threatening, call 911.

If you are very sick, services are always available through our Emergency Department in West Roxbury. DO NOT use the ED for minor problems or to request medication refills.

