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 7 a.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
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

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.

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!