

Richard L. Roudebush VAMC
1481 W. 10th St.
Indianapolis, IN 46202

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Your Indianapolis Based Call Centers



Visit us online anytime at:

<http://www.indianapolis.va.gov/>

Telephone: 317-554-0000

Toll Free: 888-878-6889

If you have a medical emergency, please call 911.

If you are in crisis, please call the Veterans Crisis Line at 800-273-8255 and press 1.

Patient Response Center (PRC)

Hours: Monday-Friday 8AM to 4PM EST

Phone: 317-988-1772 (1PRC) or 888-342-7602

How we serve our Veterans:

- We are your initial point of contact for your PACT (Patient Aligned Care Team) Primary Care team.
- We schedule, reschedule, cancel and verify all PACT appointments.
- If you have new symptoms you can talk to a nurse who can answer your questions.
- We may also send your questions or concerns to your PACT team.
- We suggest calling Wednesday through Friday for faster service. Our high volume call days are Monday, Tuesday and any day after a holiday.
- **AFTER HOURS:** All calls are handled by the Dayton Call Center. They can help you with new symptoms. They can send a message to your provider. If you need to cancel an appointment, they will send a message to Patient Response. The Dayton Call Center can not cancel, schedule or re-schedule appointments, provide test results or contact providers during off hours.

Same Day Surgery (SDS)	317-988-3062
Speech.....	317-988-2332
Travel (Veteran drives to VA for appointment).....	317-988-2510
Travel (Veteran brought to VA by ambulance).....	317-988-3846
Treadmill/Holter Lab	317-988-3534
Womens Clinic.....	317-988-4917

Websites:

Choice: <http://www.va.gov/opa/choiceact/>

VLER: <https://www.va.gov/vler/>

VA App Store: <https://mobile.va.gov/appstore>

Call the Health Resource Center at 866-279-3677 for billing and co-payment questions.

You can reach any phone number in the hospital by calling the toll free number at 888-878-6889. Enter the last 5 digits of the phone number, as the extension.

VA



**U.S. Department
of Veterans Affairs**

Important Numbers

(Can be directly dialed during normal business hours)

Audiology	317-988-2233
Choice.....	866-606-8198
Coumadin/Anti-Coagulation Clinic	317-988-1866
Dental.....	317-988-2733
Dialysis	317-988-2798
ENT.....	317-988-2812
Eye/Ophthalmology/Optometry.....	317-988-2563
Fee Services (Non VA Care)	317-988-1740
Health Benefits/Eligibility	317-988-4301
Info Desk Atrium	317-988-2755
Interventional Pain Clinic.....	317-988-2053
Mental Health.....	317-988-2770
Neurology	317-988-2715
Neurosurgery and Urology.....	317-988-9872
Optical Shop.....	317-951-0583
Physical Med Rehab Services	317-988-2655
Prosthetics.....	317-988-4769
Release of Information.....	317-988-2326
Rheumatology	317-988-3190

**We schedule, reschedule, cancel and verify some
Specialty Care appointments. We do not schedule
for the clinics listed below. Please call number listed
instead:**

GI Procedures 317-988-3818

Home Oxygen 317-988-4157
Or 317-988-4082

PFT (Pulmonary Function Test) 317-988-2585

Peripheral Vascular 317-988-2987

Podiatry 317-988-4477

Plastics 317-988-9742

Compensation and Pension (C&P) 317-988-2253
Or 317-988-2446

3E - Cardiology, Special Medicine,
Endocrinology, CPAP, GI Clinic,
Pacemaker, Renal, CV and Arrhythmia 317-988-2633

Pharmacy Call Center

Hours: Monday-Friday 7:30AM to 5:30PM EST

Automated refill line:

317-988-4370 or 888-878-6889 x84370

Call Center:

317-988-1330 or 888-878-6889 x81330

How we serve our Veterans:

- We process prescription refills, renewals and track mailed prescriptions.
- Have your Social Security number, prescription name and prescription number ready when you call.
- Please call 10 days before needing a renewal or refill of your prescription. Prescriptions usually take 7-10 days to be delivered after they have been requested.
- We suggest calling Tuesday through Friday for faster service. Our high volume call days are Monday and any day before or after a holiday. The line is also very busy from 9AM to 11:30AM EST each day.
- My HealtheVet is the fastest and easiest way to order refills and track mailings. You can also use secure messaging to request refills and renewals. You should receive a response within about 24 business hours.

All prescriptions will be mailed to you unless your Provider determines there is an urgent need.

Try using My HealtheVet instead!



My HealtheVet allows you to:

- Order prescription refills
 - View your appointments, progress notes, radiology results and lab results.
 - You can also secure message with Pharmacy (**Indianapolis Pharmacy Triage), Patient Response, Primary care and Specialty Care.
1. Register at www.myhealth.va.gov
 2. Visit any VA location to upgrade your account.

Need to check the status of your My HealtheVet account? Call us at 317-988-3943, 317-988-3913 or 877-327-0022.