Telephone Care Program (TCP):
The Telephone Care Program gives you direct access to a Patient Services Advisor and an Advice Nurse so that you can receive personalized, timely attention for your healthcare concerns.

TCP can answer questions about:
- Scheduling/canceling appointments
- Health problems
- Access to health care system/ eligibility
- Medications
- VA & community resources

TCP is only a phone call away. Call: (650) 496-2579 or 1-(800) 455-0057.

What happens when I call the TCP number?
A Patient Services Advisor will answer the phone and ask you some basic questions such as your name, social security number, address, phone number and reason for the call.

Hours of Operation:
The TCP operates Monday through Friday from 8:00 a.m. to 4:00 p.m. except holidays.
For urgent health concerns, an Advice Nurse is available 24 hours a day, including weekends and holidays.
The Telephone Care Program appointment line experiences a high call volume during Mondays and Tuesdays.
To provide better customer service, if your call is not urgent, we recommend that you call during non-peak times.
The non-peak times are Wednesday, Thursday, or Friday from 10 a.m. to 4 p.m.

Telephone Information System (TIS):
The Telephone Information System is an automated program that makes access to important information only a phone call away.

By calling TIS you can automatically:
- Refill your medications
- Get information about your prescriptions or speak to a pharmacist
- Get information about your clinic appointments for the next 30 days

How do I use TIS?
- Call (650) 496-2580 or 1-(800) 311-2511 using a touch tone phone.
- Enter your full 9-digit social security number followed by #.
- You will be asked to choose one of the following options:
  - For information about future appointments, press 1 on your touch tone phone.
  - For pharmacy information press 2 on your touch tone phone.
- To refill medications you need the prescription number from your current prescription label.

Hours of Operation:
Since TIS is an automated system, it is available 24 hours a day, 7 days a week, including holidays.

PLEASE NOTE:
These telephone services are NOT EMERGENCY services!
If you have a medical emergency, please dial 911.
The VA Palo Alto Health Care System offers two telephone services that can assist with a variety of healthcare concerns and questions:

**Telephone Care Program**
(650) 496-2579 or 1-(800) 455-0057

**Telephone Information System**
(650) 496-2580 or 1-(800) 311-2511

**PLEASE NOTE:**
These telephone services are **NOT EMERGENCY** services!
If you have a medical emergency, please dial **911**.