

Give us a call during our
normal

Hours of Operation

Monday-Friday

8am-4pm

205-554-2010

1-888-651-2685

*During weekends, holidays, evenings and
nights (WHEN) hours, the call
will be transferred to the
Dayton, Ohio call center.*

Contact us:

Phone

205-554-2010

or

1-888-651-2685

Tuscaloosa VA Medical Center Call Center

Learn more about the
Tuscaloosa VAMC :

Facebook

[www.facebook.com/
VA Tuscaloosa](http://www.facebook.com/VA_Tuscaloosa)

Twitter

@tuscaloosava

Website

tuscaloosa.va.gov



Tuscaloosa VA Medical Center
Tuscaloosa, Alabama



VA



U.S. Department of Veterans Affairs
Tuscaloosa Veterans Affairs Medical Center

About Us...

The Tuscaloosa VA Medical Center has launched a new and improved Call Center. Our goal is to provide exceptional customer service to Veterans and their families. If you would like to speak to one of our trained Call Center staff to obtain medical advice, schedule appointments or if you have questions about your medications, please give us a call at the Tuscaloosa VA Call Center.



"I appreciate being able to speak directly to a person. I can discuss my issues and they are resolved during that one phone call. The staff are always courteous when I call"

-Veteran

Tuscaloosa VA Mission...

To serve America's Heroes by improving their health and well-being through Veteran and Family Centered Care.

Call Center Mission...

We will offer fast and courteous customer service by providing the following services:

- Lab/Test Results
(those that are normal)
- Medication Renewals/Refills
(we will alert your PACT Team for rx renewals)
- Medication information
- Direct link to primary care clinics
- Status update on consults
- Scheduling appointments

Benefits of the Call Center...

- * Veterans and family members are able to speak directly to a person
- * Provides continuity of care
- * Veterans and appointed family members are able to obtain and relay healthcare information
- * Questions are answered in a timely manner
- * Information is provided by Registered Nurses
- * Decreased waiting times
- * Excellent customer service
- * Direct access to facility wide information

