

# Connecting with VA Care Remotely

**STX VA Telecare Nursing Line:** (210) 949-3994 or 1-888-686-6350 (outside of 210 area code)

<https://www.southtexas.va.gov/patients/telecare.asp>

TeleCare provides telephone medical advice to Veterans of South Texas Veterans Health Care System. Our service has bilingual capability and provides prompt, reliable and courteous answers to patients' questions. Call a TeleCare nurse if you have symptoms, questions, or need advice about any health problem. If your symptoms are not serious, you may not need an appointment. The TeleCare nurse will tell you how to treat the problem at home.

**VA Primary Care Clinic:** Make sure you have the phone number for your VA Primary Care clinic, listed here: <https://www.southtexas.va.gov/locations/index.asp> . If you have flu-like symptoms such as fever, cough and shortness of breath, call your provider before you come in.

**VA Video Connect (VVC) Telehealth:** <https://mobile.va.gov/app/va-video-connect>

If your VA provider recommends using VVC for follow-up appointments and you have a smartphone, tablet, or computer to use with internet/data access, here are your next steps:

1. Give an up-to-date email address and phone number to your VA provider or clerk to set up the appointment.
2. If using iPhone or iPad, download the free VA Video Connect app. If using a laptop or other Android phone/tablet, you do not need this app.
3. Optional: do a test call of your equipment at the "Video To Home Test"  link at the bottom of STX VA Homepage: <https://www.southtexas.va.gov/>
4. At the time of your appointment, click the link from your email and follow directions to connect to the appointment.

**MyHealthVet:** Create an account with free upgrade to "Premium" (verify ID) for access to secure message your providers, see appointments, request medication refills, and more.

<https://www.myhealth.va.gov/mhv-portal-web/web/myhealthvet/home>

**South Texas VA:** Keep up-to-date at <https://www.southtexas.va.gov/emergency/index.asp> or on Twitter or Facebook @SanAntonioVAMC

**VA Apps:** <https://mobile.va.gov/appstore/veterans>

Download and try out VA Apps that can be helpful, including ones for managing pain, improving sleep, refilling prescriptions, and improving your mood.

