



# VA North Texas Health Care System

## Plano VA Outpatient Clinic

### KEY FACTS

**Summary:** VA health care will soon be available to Plano area Veterans via a new Plano VA Outpatient Clinic.

#### **Plano VA Primary Care Outpatient Clinic**

- Clinic phone number: (972) 801-4200
- Clinic location 3804 W. 15<sup>th</sup> St.
- 10,000 square foot VA community-based outpatient clinic
- Began seeing patients August 31, 2016
- Clinic has five Patient-Aligned Care Teams
- Services include primary care, mental health, telemedicine, laboratory and x-ray
- Eligible Veterans will be notified by letter and invited to enroll 90 days in advance of clinic opening.

#### **Key Facts:**

- Veteran patients, advocates, service officers and other stakeholders were consulted to develop the eligibility criteria.
- Eligibility criteria:
  - A: 77 years of age or older living within 15 miles of clinic location; **or**
  - B: 30% service connected or greater living within 15 miles of clinic location
- The Plano Clinic will begin seeing patients on August 29, 2016.
- Veterans who met the eligibility criteria should all have received an invite letter with instructions.
- Veterans who have responded to the mailing and agreed to transfer care to the Plano Clinic should not cancel any upcoming appointments.
- Veterans who have responded to the mailing and agreed to transfer care to the Plano Clinic will receive a phone call in late August, early September for appointment coordination at the Plano Clinic.
- The Plano Clinic phone lines are expected to be activated soon and this fact sheet will be updated with that information once this occurs.



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### FREQUENTLY ASKED QUESTIONS

**Q: Is my provider moving to Plano?**

**A:** The following Primary Care & Mental Health Providers will serve Plano. If your current provider is not listed, you will be assigned one of these:

Dr. Syed Aziz                      Dr. Elizabeth George-Ninan  
Dr. Xuan-Dao Le                 Dr. Muttavancheril George  
Dr. Inder Khurana

Mental Health Providers:

Dr. Amelia Anthony             Dr. Osman Ali  
Dr. Samuel Mathai

**Q: What about my medical records?**

**A:** VA uses electronic health records which will be accessible at the Plano Clinic.

**Q: Will MRIs/X-rays be performed at the new facility?**

**A:** Yes, basic radiology services will be available. Other imaging services will be provided at the VA or community providers as needed.

**Q: Will I still have access to VA's Choice program if I am enrolled at Plano?**

**A:** Eligibility rules for the Choice Program are defined by Federal law. Visit <http://www.va.gov/opa/choiceact> or call 1-866-606-8198 for complete information.

**Q: Will I receive medications at the new clinic?**

**A:** No. Medications will not be filled or dispensed on site. Medications will be mailed to you.