



Carl Vinson VA Medical Center, 1826 Veterans Blvd., Dublin, GA 31021

Media Release



FOR IMMEDIATE RELEASE

July 30, 2024

VA Southeast Network Launches Tele-Emergency Care Program for Veterans

DUBLIN, GA – The VA Southeast Network (VISN 7) recently announced the launch of a groundbreaking TeleEmergency Care (TeleEC) Program designed to provide veterans with same-day care for a wide variety of injuries and illnesses from the comfort of their home. This innovative program, facilitated by the VISN 7 Clinical Contact Center (CCC), aims to enhance access to emergency medical care for Alabama, Georgia, and South Carolina veterans, ensuring timely and efficient treatment regardless of their location.

TeleEC can help treat many common conditions such as minor cuts, scrapes, rashes, and skin irritations; tick, insect, and spider bites; common cold, cough and flu symptoms; headaches; sprains, back pain, and joint pain and stiffness; pink eye; urinary tract infections; and upset stomach and constipation.

The program leverages advanced telehealth technologies to connect veterans with healthcare professionals in real time. This service is particularly crucial for veterans living in remote or underserved areas, where access to emergency care can be limited. By using secure video conferencing and digital communication tools, the program enables veterans to consult with emergency care specialists from anywhere, reducing the need for travel and ensuring prompt medical attention.

"We are committed to supporting our Veterans and improving their access to quality healthcare," said Dr. David Walker, VA Southeast Network Director. "This program is a testament to our dedication to providing Veterans with the medical care they deserve, wherever they may be."

The TeleEmergency Care Program is staffed by a team of experienced emergency physicians, nurses, and support personnel trained to handle various medical emergencies. The program also includes integrated care coordination, ensuring that Veterans receive follow-up care and support after their initial consultation.

In addition to providing emergency care, the Clinical Contact Center provides veterans with additional choices for meeting their clinical, pharmacy, scheduling, and administrative needs. It streamlines the patient journey, ensuring prompt and accurate healthcare needs assessments. This provides the right care at the right time, enhances patient outcomes, and contributes to a more efficient and responsive healthcare system.

The VISN 7 Clinical Contact Center can be reached at 1-855-679-0214. When a veteran calls the number and selects option three, a nurse will evaluate the patient's symptoms. If needed, the veteran will be transferred to TeleEC for immediate assistance. TeleEC hours of operation are 8:30 a.m. to 4 p.m., Monday through Friday.

###

Media Contact:

Dr. Frank G. Jordan Jr., FACHE
Director, Communications & Public Relations
Carl Vinson VA Medical Center
1826 Veterans Blvd., Dublin, Ga. 31021
478-274-5440 or Frank.Jordan2@va.gov
Facebook: Dublin VA Medical Center
www.dublin.va.gov