

***Hospital - 24 Hours Daily***

302-994-2511 or  
1-800-461-8262

***Automated Lines***

302-633-5484 or  
1-800-450-8262

- #1 Medication Refill
- #2 Appointments
- #3 Account Balance

***Pharmacy Questions***

302-633-5359 or  
1-800-461-8262 Ext. 5359

***Billing Questions***

302-994-2511 or  
1-800-461-8262 Plus Extension  
Last Name A-L Ext. 4358  
Last Name M-Z Ext. 4360

***Insurance Questions***

302-994-2411 Ext. 4020  
1-800-461-8262 Ext. 4020

Please remember to call the Nurse before "walking in" without a scheduled appointment. You may not need to come into the clinic. It is always best to call first.

08/03



Department of  
Veterans Affairs

# PRIMARY CARE CENTER

## Northfield

### CBOC



Department of  
Veterans Affairs

VA Medical Center  
1601 Kirkwood Highway  
Wilmington, DE 19805

OFFICIAL BUSINESS



Department of  
Veterans Affairs

1909 New Road  
Northfield, NJ 08225

**Community Based  
Outpatient Clinic**

Wilmington VAMC

**1-800-461-8262 ext. 2800**

Fax: 609-872-1567

## What is Primary Care?

Primary Care is coordinated management of all your medical problems. This care is provided by one health care provider who is responsible for your overall health care, in collaboration with other specialists.

Primary Care providers work together to provide the best possible care to you. Primary Care makes the "system" work for you.

## What Can You Expect?

- To have one health care provider whom you can depend on to manage all of your health problems.
- To see the same health care provider when new problems arise.
- To have the other team members available for special needs.
- To have access to well coordinated specialty care if needed.

## How Does Primary Care Work?

The Primary Care Center offers three types of support to patients:

### I. Provider Appointment Clinic

Regular and follow-up visits will be scheduled in advance at your convenience.

### II. Telephone Advice

If you have a problem and you think you may need to be seen, you can call the Nurse who can:

1. Help you with your problem over the phone and save you a trip.
2. Make a same day appointment for you if needed.
3. Make a future appointment for you if needed.

## Urgent Services

**No emergent services**

**A small number of same day**

**appointments may be available.**

**Please call and speak to nurse,**

**before coming to clinic.**

## Primary Care Offers Veterans

### • Continuity

You will have one health care provider who knows you well.

### • Coordinated Care

Your primary care provider will manage your overall health and will coordinate your care when specialty referrals are needed. Primary care makes the "system" work for you.

### • Health Promotion

Your primary care provider is dedicated to preventing illness. Keeping you healthy is just as important as treating you when you are sick.

Member of the VA Stars & Stripes  
Healthcare Network