

Contact Your PACT

Primary Care Clinics

To Schedule an appointment or to leave a message for your PACT:

(713) 794-PACT (7228)

1st Floor of Hospital

Monday - Friday, 8:00 a.m. to 4:00 p.m.

Clinical Contact Center and Centralized Scheduling

(713) 794-8985 or toll Free (800) 639-5137

Provides Veterans with timely access to health care via a licensed Registered Nurse 24 hours a day, 7 days a week. Appointment, medication, and personal medical record information can be readily obtained from the Clinical Contact Center outside Primary Care business hours.

Blood Lab Hours

Room 1A-114

Monday - Friday, 6:00 a.m. to 5:00 p.m.

Pharmacy

Room 1A-560

(713) 794-8985

Monday - Friday, 8:00 a.m. to 8:00 p.m.

Automated Prescription Refill

(713) 794-7648 or toll Free (800) 454-1062

Travel Pay

Rm 1B-306

(713) 794-7630

Monday - Friday, 8:00 a.m. to 4:00 p.m.

Eligibility & Enrollment

Rm 1A-190

(713) 794-7288

Monday - Friday, 8:00 a.m. to 4:00 p.m.

Veterans Experience Service Center

Rm 5B-115

(713) 794-7884

Monday-Friday, 8:00 a.m. to 4:00 p.m.

CONTACT

YOUR VA

2002 Holcombe Blvd.

Houston, TX 77030

713-791-1414 | 800-553-2278

Clinical Contact Center and Centralized Scheduling 24/7

800-639-5137

Veterans Crisis Line 24/7

800-273-8255

Homeless Veterans Hotline 24/7

877-424-3838

Welcome to Your Patient Aligned Care Team (PACT)



Michael E. DeBakey VA Medical Center
Houston

Community Based Outpatient Clinics
Beaumont, Conroe, Galveston, Lufkin, Lake Jackson, Richmond, Katy, Texas City, and Tomball

VA



U.S. Department of Veterans Affairs

Veterans Health Administration
Michael E. DeBakey VA Medical Center

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www.houston.va.gov

Patient Aligned Care Team (PACT)

Veterans are at the center of their PACT, which includes their families and caregivers. Health care professionals on the team include the Veterans primary care providers, a licensed nurse who serves as the care manager, a clinical associate, and an administrative clerk. They all work together to ensure Veterans receive patient centered care.

After your visit with your PACT, you will have the opportunity to schedule a follow up visit or be receive a reminder letter in the mail to reschedule a future appointment, through our automatic recall system.

Self Check-In Kiosk

When checking in for your PACT appointment, you may utilize the self check-in kiosk to avoid waiting in line. Veterans can also collect travel pay and update insurance and demographic information via the convenient kiosk.



Services Offered

Our PACT offer a full range of services, including the following:

- Primary Care
- Mental Health Services
- Women's Healthcare
- Urgent Care
- Preventive Health
 - Blood Pressure
 - Cholesterol
 - MOVE! Program
 - Diabetes Management
 - Pain Management
 - Cancer Screenings
 - Smoking Cessation
 - Anger/Stress Management
 - Immunizations
- Sub-specialty Referrals
- Social Work Assistance



MyHealtheVet

My HealtheVet is the VA's Personal Health Record. You can refill prescriptions, check your appointment dates and times, and view your medical health records. As a registered and authenticated user you can also use Secure Messaging, an online communication tool. If you have a Premium account, you can send a non-urgent message to your VA health care team. View your information at anytime, anywhere you have internet access.

Of Note

- MEDVAMC maintains Magnet Status for Nursing Excellence from the American Nurses Credentialing Center 
- We are a Joint Commission Accredited Medical Center and are CARF Accredited for Rehabilitation Excellence
- Joint Commission Gold Seal of Approval as Advanced Primary Stroke Center



Choose VA