

*What do I need to do?*

- When you receive your reminder postcard/letter, call the number below to schedule a routine appointment:  
(210) 699-2101
- If you do not receive a reminder letter/postcard, and you believe the time has passed to schedule an appointment, please call:  
(210) 699-2101
- If you have a specific health care concern prior to your scheduled appointment with your provider, please call and speak to the Telephone Triage Nurse at:  
(210) 699-2112  
0800 - 1630, M-F  
or  
1 (888) 686-6350  
*all other times*



# South Texas Veterans Health Care System

Department of Veterans Affairs



## Frank M. Tejada VA Outpatient Clinic

5788 Eckhert Road  
San Antonio, TX 78240

Phone: 210.699.2100  
Fax: 210.699.2250

### Clinic Hours

M, T, Tr, F: 0800 - 1630  
Wed: 1230 - 1630

### Pharmacy Hours

M, T, Tr, F: 0800 - 1630  
Wed: 0915 - 1630

*Closed to public from 1200-1300 daily*

### Laboratory Hours

M-F: 0730-1200  
1245-1545

*Closed all Federal Holidays*

Serving our veterans  
who so proudly served  
our country.

## Open Access Scheduling System



Frank M. Tejada  
VA Outpatient  
Clinic

Beginning  
January 5, 2004

## *What is Open Access Scheduling?*

Open Access Scheduling is a patient-friendly system that will allow you to schedule an appointment with your provider in a timely manner. Our goal is to schedule you within five days of your appointment request, at a time that is both convenient for you and your provider.



*During your visit we will “do today's work today.” All work will be done in current time, thus meeting your immediate and future needs.*

*Every effort will be made to schedule at your convenience.*

Currently, your next appointment is scheduled at the time of your current visit. In some instances that will still occur, however in most instances you will gain more control over scheduling your care.

The Open Access Scheduling System will give you the primary help you need and want at a time you need and want it.

## *How will the Open Access Scheduling System work?*

- At the end of each visit your primary care provider (PCP) will determine whether a follow-up visit is required.
- If a follow-up visit is required, then your PCP will recommend an approximate date for your next visit.
- If your PCP wants you to return within 30 days, then you will be scheduled an appointment before you leave the clinic.
- If your PCP wants you to return after 30 days, then he/she will recommend a return date for you.
- Approximately two weeks prior to your recommended return date, you will be mailed a postcard/letter advising you to call for an appointment.
- When you call, every effort will be made to schedule you within 5 working days.
- If you develop a medical problem prior to your next scheduled visit, call the Telephone Triage Nurse for direction, (210) 699-2112.

## *How will the Open Access Scheduling System work?*

- You won't have to wait months to see your doctor.
- You can be scheduled at your convenience within 5 working days of your phone call.
- Appointments previously scheduled months in advance won't be cancelled and rescheduled because your doctor went on vacation.
- If you need to reschedule your appointment, then it can be done without unnecessary delays.
- You will get the primary help you need and want at a time you need and want it.

