



What is my role in PACT?

Your role in PACT is very important. Do the following to be an active team player:

- ✓ Be prepared for your visit. Make a list of questions or concerns.
- ✓ Arrive on time with proper identification.
- ✓ Provide at check-in, updated insurance information and any changes in your phone numbers, address and emergency contact.
- ✓ Bring all of your medicines.
- ✓ Bring any forms you would like completed.
- ✓ Complete all your tests before your visit.
- ✓ Contact your teamlet with any problems or concerns that arise before and after your visit.
- ✓ Consider using My HealthVet.

What is My HealthVet (MHV)?

MHV is an award winning website made for Veterans and those who care for Veterans.



Log on to see what it is all about at www.myhealth.va.gov.

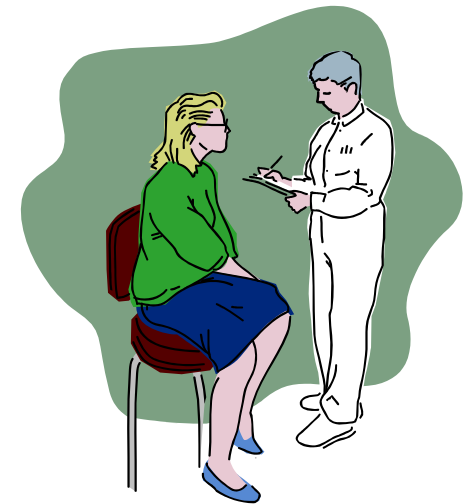
Register and go through “In-Person Authentication” at Hines or your CBOC, to get the most from the website.

Features of the Site:

- ✓ Refill prescriptions online.
- ✓ Track your health information, such as weight, blood pressure, blood glucose, and others.
- ✓ Access trusted health information.
- ✓ Print off information to bring to your appointments.
- ✓ Learn about VA benefits.
- ✓ Look for in the future – secure messaging, viewing appointments and lab results, and more!

Patient Aligned Care Teams (PACT)

Let's make a “PACT” for better health.



Edward Hines, Jr.
VA Hospital

Developed by Kitty Thomas, MSN, RN, and Patient Orientation Committee; approved by Veterans Health Education Committee, Sept. 2010



What does “Patient Aligned Care Teams” (PACT) mean?

The VA has developed a new way to provide primary care to you, the Veteran. It is called Patient Aligned Care Teams or PACT.

A team of health care staff will be working with you to provide high quality care. Your core team, which we call a teamlet, consists of your provider, nurses and a clerk. You will also have social workers, dietitians and clinical pharmacists to take care of your needs.

YOU are the center of your team. Your team members become your health partners.

We want to provide you with the best care, based on your individual needs.

What will PACT do for me?

Your team will oversee and coordinate all of your health care needs. This will occur whether you are admitted to the hospital, see specialists, or have needs just within the primary care clinic.

You will be able to contact your team with any concerns in-person, by phone, and, coming soon, by using secure messaging within My HealtheVet.

We want to know you, your family and caregivers, so that we can provide care based on ***your*** needs.

We will respect your own personal health goals and needs.



Who are the members of my “teamlet”?

These are your teamlet members. Write their names and phone numbers in the places below.

Name of my Teamlet:

Provider name/phone number:

RN name/phone number:

LPN name/phone number:

Clerk name/phone number:

Other important phone numbers:
