

Remember...

- You must use a touch-tone phone to use this system
- If you have already requested a refill using AudioCare™, do not mail in a separate request
- If you do not have a touch-tone phone, you must continue to mail in your refill requests. Your VA prescriptions can also be refilled online if you register for My HealtheVet at:
www.myhealth.va.gov
- This system cannot be used for window pickups - it is for mail-out refills only

PHONE NUMBERS TO CALL for further information:

During Business Hours

PRIMARY CARE CALL CENTER:
(Monday through Friday,
8 am to 6 pm) call:

612-467-1100 or 1-866-414-5058

After Business Hours

TELEPHONE NURSE ADVICE LINE:

(Evening, Night, Weekend,
Federal Holidays) call:

1-866-687-7382

Minneapolis VA
Health Care System
One Veterans Drive
Minneapolis, MN 56417
Main Phone: 612-725-2000

VAB 10-0226 (618) 09/2011

Minneapolis VA
Health Care System

AudioCare™ Services

1- 855-560-1721

**For 24-Hours a day
Patient Care**

 Prescription Refills &
Inquiries

 Appointment Inquiries

Mission:

*“Honor America’s Veterans by providing
exceptional health care that improves
their health and well-being.”*



**VA
HEALTH
CARE**

Defining
EXCELLENCE
in the 21st Century

For your convenience we now offer a service for ordering your prescription refills, checking on the status of your prescriptions, and checking on appointments over the phone.

- You can access the VA at your convenience

24-Hours a Day / 7 Days a Week
from any touch-tone phone.
1- 855-560-1721

Prescription Refill:

- Access the automated prescription refill system at your convenience
- To check on the status of your refills at any time
- To receive refillable RX's by mail, up to three days earlier than with mail-in requests

Note: Please order refills 3-4 weeks in advance

Using a touch-tone phone, have the following readily available and follow the voice prompts when connected to the system.

- Your social security number
- Your RX number

AudioCare™

Service Includes

Appointment Reminder

Automatically calls to remind you of upcoming appointments in certain clinics.

Appointment Inquiry

Find out the days and times of your appointments and confirm, cancel, or reschedule.

Getting started

The system will ask you to enter your full Social Security number, followed by the “#”.

Then you will need to select the following options:

- **Press 1** for Appointment Inquiry
- **Press 2** for Pharmacy Options

- If you **press 2** for the Pharmacy Options you will be asked to:
- Press 1 - for REFILLS (Enter RX number followed by the #)
 - Press 2 - for STATUS OF PRESCRIPTION (Enter RX number followed by the #)

Appointment Information

You will be called two days prior to your appointment. The appointment reminder will state the date and time of all appointments 48 hours in advance.

You can also call appointment inquiry anytime. You will have an opportunity to confirm, cancel, or reschedule appointments.

If you are not at home and have an answering machine, a message will be left. The message will be played twice.

The VA will try to call you between the hours of 3:30 p.m. and stop at 8:00 p.m. (Monday through Friday).

If you do not want us to remind you of your appointments, please advise your Primary Care Clerk and he/she will remove your name from the calling list.