



Understanding Changes to Referral Coordination

What Veterans Need to Know



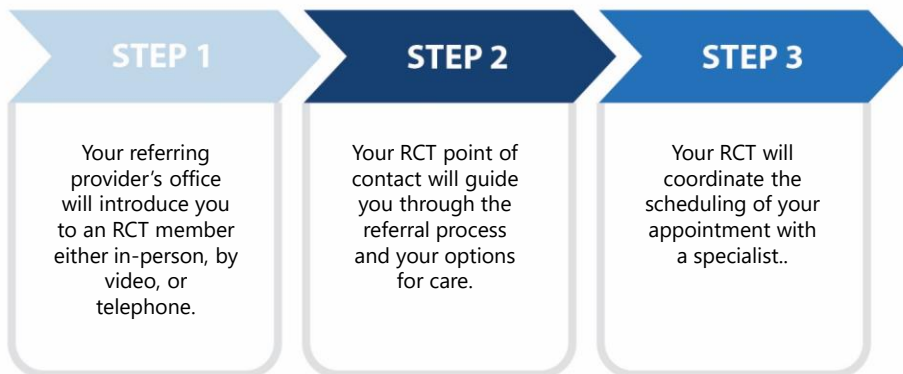
What are Referral Coordination Teams?

The Veterans Health Administration (VHA) is using Referral Coordination Teams (RCT) to simplify the process when your health care provider refers you to a specialist for care. These RCTs will shorten the time it takes for you to get your appointment scheduled, whether within our VHA clinics or when eligible, within the community. They also will provide you with information to empower you to make more-informed care decisions about when, where and how to receive your health care.

How do RCTs work?

Members of the RCTs will work with you to ensure your needs are met throughout the referral process to a specialist.

The process is simple:



How RCTs benefit you

Veterans have more options than ever to receive high-quality, timely care. Your local RCT guides you through all your available care options to assist you in making decisions about when and where to receive your care. VA specializes in health care for Veterans, and we want you to choose VA for your care when that's the best option. RCTs will ensure you have an exceptional experience whether you choose to receive direct VA care or care in the community.

Your Potential Care Options

RCTs will help you understand your options for care within VA. If you're eligible to receive care in the community, they can also discuss those options with you. RCTs will tell you about different ways you could receive your care, either in-person, by video or telephone. If the services you need aren't available at your VA facility, you may be able to receive care at another VA Medical Center or see a provider virtually through one of VA's Clinical Resource Hubs. Ask your RCT for more information.

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