



VA North Texas Health Care System

Plano VA Outpatient Clinic

KEY FACTS

Summary: VA health care will soon be available to Plano area Veterans via a new Plano VA Outpatient Clinic.

Plano VA Primary Care Outpatient Clinic

- Clinic phone number: (972) 801-4200
- Clinic location 3804 W. 15th St.
- 10,000 square foot VA community-based outpatient clinic
- Clinic has five Patient-Aligned Care Teams
- Services include primary care, mental health, telemedicine, laboratory and x-ray
- Eligible Veterans will be notified by letter and invited to enroll 90 days in advance of clinic opening.

Key Facts:

- Veteran patients, advocates, service officers and other stakeholders were consulted to develop the eligibility criteria.
- Eligibility criteria:
 - A: 77 years of age or older living within 15 miles of clinic location; **or**
 - B: 30% service connected or greater living within 15 miles of clinic location
- Began seeing patients August 31, 2016
- Veterans who met the eligibility criteria should all have received an invite letter with instructions.
- Veterans who have responded to the mailing and agreed to transfer care to the Plano Clinic should not cancel any upcoming appointments.
- Veterans who have responded to the mailing and agreed to transfer care to the Plano Clinic will receive a phone call in late August, early September for appointment coordination at the Plano Clinic.
- The Plano Clinic phone lines are expected to be activated soon and this fact sheet will be updated with that information once this occurs.



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FREQUENTLY ASKED QUESTIONS

Q: Is my provider moving to Plano?

A: The following Primary Care & Mental Health Providers will serve Plano. If your current provider is not listed, you will be assigned one of these:

Dr. Syed Aziz	Dr. Elizabeth Geroge-Ninan
Dr. Xuan-Dao Le	Dr. Muttavancheril Geroge
Dr. Inder Khurana	

Mental Health Providers:

Dr. Amelia Anthony	Dr. Osman Ali
Dr. Samuel Mathai	

Q: What about my medical records?

A: VA uses electronic health records which will be accessible at the Plano Clinic.

Q: Will MRIs/X-rays be performed at the new facility?

A: Yes, basic radiology services will be available. Other imaging services will be provided at the VA or community providers as needed.

Q: Will I still have access to VA's Choice program if I am enrolled at Plano?

A: Eligibility rules for the Choice Program are defined by Federal law. Visit <http://www.va.gov/opa/choiceact> or call 1-866-606-8198 for complete information.

Q: Will I receive medications at the new clinic?

A: No. Medications will not be filled or dispensed on site. Medications will be mailed to you.