U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Community Care

Community Care Customer Service Guide

The Department of Veterans Affairs (VA) Office of Community Care (OCC) Community Care Customer Service Guide (CSG) helps Veterans understand their roll and clarifies what they can expect in each step of VA's community care process. The two-page guide provides a detailed explanation of do's and don'ts, resources, and points of contact to find more information. The CSG is a tool for family members and providers as well. Providers can write appointment details and contact information in the spaces provided, and family members can refer to it to help their Veteran stay informed and engaged with their health care.

When Being Referred for Community Care

- Referring VA providers or VA medical center Community Care Office staff should enter appropriate contact information where noted and provide the populated CSG to Veterans being referred to a community provider or make sure the Veteran knows where to find an electronic copy online.

- Veterans being referred to community care should ask their VA provider for a copy of the CSG if it is not offered.

- The CSG is available for download at https://www.va.gov/COMMUNITYCARE/docs/programs/OCC-Customer-Service-Guide.pdf.

After Returning Home

- Veterans should refer to their completed copy of the CSG in order to understand:

  - What they should do during each stage of the community care process

  - Whom to contact if something is not happening like it should be, or

  - Where to find answers if they need help understanding technical language or next steps.

Helping VA Improve

- Veterans can provide feedback about their VA community care experience by completing a Veterans Signals (VSignals) survey.

  - VSignals will randomly email survey invitations to Veterans after interacting with the community care process.

  - These surveys allow VA to rapidly respond to emerging Veteran customer experience issues; engage with Veterans who had a negative experience; and contribute to improving Veterans' trust in VA community care services.

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