

About the PVAMC

The Providence VA Medical Center (PVAMC) is dedicated to providing Veterans in Rhode Island and southeastern Massachusetts with high-quality health care, delivering a wide range of services in medicine, surgery and mental health. The PVAMC system consists of the medical center in Providence, R.I., and community clinics in Middletown, R.I., New Bedford, Mass., and Hyannis, Mass.

The main hospital accepted its first patient in 1949. The New Bedford Clinic was opened in 1985. The Hyannis Clinic was opened in February 1998 and moved to a newly-renovated location in November 2008. The Middletown CBOC was opened on Veterans Day in 2000.

Together, the facilities comprise more than 1,500 full-time equivalent employees, serve more than 36,000 Veterans and complete more than 460,000 outpatient appointments annually. A primary care provider coordinates each patient's care and referrals to more than 30 specialty clinics.

A leader in medical education and research, PVAMC conducts clinical research to enhance patient care in areas such as long term care, mental health services, neurotechnology, pulmonary and vascular care, rehabilitation, post-traumatic stress, and substance abuse.

Contact Info

Veteran's Crisis Line:
800-273-8255 press 1

Patient Call Center (PCC):
401-457-3336

Pharmacy Call Center:
866-400-1241

Community Care Office
401-273-7100 ext. 3015

Account Balances:
401-457-3344

VA Billing Issues:
866-601-6286

**Patient Records &
Release of Information**
401-273-7100 ext. 3481

Patient Transportation Office:
401-273-7100 ext. 3550

VA Benefits Information:
800-827-1000

Website:
www.providence.va.gov

Facebook:
**[facebook.com/
VAProvidence](https://www.facebook.com/VAProvidence)**

Outpatient Guide



Providence VA Medical Center

**830 Chalkstone Ave
Providence, RI 02908
401-273-7100**

VA



**U.S. Department
of Veterans Affairs**

Common Services

Main Phone Number

These services can be reached by calling 401-273-7100 and the extension listed ...

Patient Experience Office

Have an issue you are unable to resolve with your health care team? Patient Advocates are available Monday - Friday, 8 a.m. - 4 p.m., in Room 140, across from Starbucks, and at extension 3093.

Same-Day Access to Care

We can now provide same-day access to both Primary Care and Mental Health care for Veterans who need it. Call the Patient Call Center at extension 3336.

Audiology

You don't need a referral for a hearing test! Call Audiology directly at ext. 1515. The clinic is located at Eagle Square, 623 Atwells Ave. Hours: Monday - Friday, 7:30 a.m. - 4:30 p.m.

Eye Clinic

New Veterans must contact Primary Care for their first eye exam referral. After that, you may schedule eye exams directly by calling extension 1500. The Eye Clinic is located at Eagle Square, 623 Atwells Ave. Hours are Monday - Friday, 7:30 a.m. - 4:30 p.m.

Integrative Health and Wellness Center

Located in room 243C, the center provides alternative therapies and other wellness services. Call ext. 3082 for more information.

Nutrition Counseling Services

You can schedule nutrition counseling directly with a dietician by calling extension 1444.

Social Workers

Social workers can assist in resolving concerns such as housing, finance, mood, relationship and physical limitation issues. Call the Patient Call Center at extension 3336 for a referral.

Travelling Veteran Coordinator

Going on Vacation? Help ensure consistent care while traveling! Notify the Traveling Veteran Coordinator 4 to 6 weeks prior to departure, by calling extension 6159.

Wheelchair or Power Mobility

Enrolled Veterans who may need manual or power mobility can call extension 3234 for assistance in scheduling an appointment. The clinic is located at Eagle Square, 75 Eagle Street.

Women Veterans

Women Veteran Healthcare offers privacy, dignity and sensitivity to gender-specific needs. Women Veterans may receive care in the main hospital or the clinic located in T-39. Please call extension 3336 for medical issues or 6191 for the program manager.

Veterans Benefits Representative

A VA benefits representative is available in Room 6, in the basement, Monday - Friday, 8:30 a.m. - 4 p.m., or call extension 3107.

Library

Located on the 2nd floor, Room 243, the library is open Monday - Friday, 8 a.m. - 4:30 p.m. Books, consumer health materials, newspapers, magazines and computers are available. Staff can also help research your health care questions.

Barber Shop

Located in the basement, the barber shop is open Monday - Friday, 9 a.m. - 3 p.m. Cash and Canteen coupons are accepted. The barber shop is closed for all federal holidays.

Canteen

Outpatient food services are located in the basement, Monday - Friday, 7 a.m. - 3 p.m. The Canteen is closed for federal holidays.

Patriot Brew Coffee

Starbucks coffee is served on the 1st floor near the elevator lobby. The coffee shop is open Monday - Friday, 6:30 a.m. - 4 p.m. Patriot Brew is closed for federal holidays.

Patriot Store

Located in the basement, the Canteen Service's Patriot Store carries a wide variety of personal care items, clothing, candy and gift items. Open Monday - Friday, 7 a.m. - 4 p.m. The store is closed for federal holidays.