

Call Center Initiative

Focuses on improving
telephone design,
customer service, access,
and first call resolution.



Aims to provide exceptional
customer service
to Veterans with
live personnel answering
the phones.

VHA Mission Statement

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



Fayetteville VAMC Call Center



Fayetteville VA Medical Center, North
Carolina



Welcome to the Fayetteville VA Medical Center

Our Vision



Fayetteville
VAMC Call
Center is a “one
stop shop”
providing timely

and efficient access to a variety of
patient needs and requests in order
to provide patient-driven care,
exceptional customer service and
first contact resolution, while
serving with compassion,
competence & accountability.

Contact Us

2300 Ramsey Street
Fayetteville, NC 28301
(910) 488-2120 Ext. 7816 or
(800) 866-6106 Ext. 7816

Website

www.fayettevillenc.va.gov

Facebook

www.facebook.com/FayettevilleVAMC

Twitter

www.twitter.com/VeteransHealth

Hours of Operation

Monday-Friday
8am-4:30pm

How can WE assist YOU?

- ◆ Provide telephone access for veteran assistance Monday-Friday from 8am-5pm
- ◆ Scheduling, rescheduling or cancelling outpatient appointments
- ◆ Request to speak to assigned PACT members
- ◆ Assistance with Medication Renewals/Refills
- ◆ Assistance with Lab/Test Results
- ◆ Provide status updates on Consults
- ◆ Staffed with Registered Nurses to assist with health care concerns

