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News Release

FOR IMMEDIATE RELEASE:
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VA Opens Call Center at the Hot Springs VA Medical Center Campus

The Department of Veterans Affairs (VA) Black Hills Health Care System will hold a ribbon cutting and open house for its new Veteran Call Center located in Building 11 (next to the Museum) on the Hot Springs VA Medical Center grounds on Tuesday, December 14 between 9am and 1pm, with a ribbon cutting ceremony at 10:00am. Information, tours and refreshments will be provided.

The Veteran Call Center serves Veterans throughout the VA Black Hills Health Care System, including western South Dakota and portions of Nebraska, Wyoming, North Dakota and Montana. The Call Center line is open Monday through Friday from 7:00am until 6:00pm at 877-339-6837. The line is available to Veterans as a Nurse Advice Line, to schedule (re-calls) and/or reschedule appointments and for pharmacy refills/renewals. For all other calls; administrative, employment and general information Veterans and their families should continue to use VA Black Hills telephone lines. At Hot Springs VAMC, 605-745-2000 or 800-764-5370 or at Fort Meade, 605-347-2511 or 800-743-1070.

“The Veterans Call Center line allows Veterans who need assistance on health care advice, scheduling appointments and pharmacy refills to speak with a staff person immediately,” said Dianne Christiansen, VA Black Hills Call Center Manager. “The goal of the Veteran Call Center is to provide accurate and consistent information to our Veterans without waiting for a return phone call.”

Individuals interested in more information about the open house or the Call Center are invited to contact Christiansen at (605) 745-2000, Ext. 92156.

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