James J. Peters VA Medical Center - Phone System Improvements

We’ve listened to your feedback, value your opinions and are working to improve our telephone system across the James J. Peters VA!

What is the JJPVA doing to improve the phone system?
The James J. Peters VA will soon implement a new, standardized telephone system aimed to improve service and access to VA health care services. This new, easy to use, Veteran-centric telephone system is designed to improve overall customer service; operator response times; and most importantly, will get YOU connected to the right person, program or service.

When can I expect the phone system to change?
We hope to fully implement the new phone system on October 1, 2013. Veterans and their families can expect a seamless transition from the existing phone structure and prompts to the new and improved system.

What types of changes can I expect?
Among other things, the new phone system will include a short 15-second introduction, clear and easily understood language and five simplified menu options that route callers in a more efficient manner (after the Welcome Message):

- For Pharmacy, press 1;
- To make, change or cancel an appointment, or to relay a message to your primary care or specialty care provider, press 2;
- To apply or determine your eligibility for healthcare, press 3;
- For billing questions, press 4;
- For other questions, press 0 for Operator assistance.

These changes, along with other specific changes to phone system sub-menu options and staffing in our call center, are all aimed to improve service and access to Veterans and their families via the telephone.

Why is the JJPVA making these changes now?
Whether sitting on hold waiting to make or cancel an appointment, or being transferred from department to department when you only want to renew a prescription – navigating the phone system can be difficult. You have voiced your concerns and we are taking action to improve our service to you.

To learn more about the James J. Peters VA Medical Center, please visit www.bronx.va.gov or “like” us on Facebook at www.facebook.com/BronxVAMC.