

St. Cloud VA Medical Center Urgent Care Clinic Announces URGENT CARE CLINIC

St. Cloud, MN - The St. Cloud VA Medical Center is pleased to announce the opening of an Urgent Care Clinic. The Urgent Care Clinic serves eligible veterans who have an acute medical or psychiatric illness for which there is pressing need for treatment to prevent the condition from worsening. The Urgent Care Clinic has been open since April, 2008. The Clinic is now open from 8:00 a.m. until 6:00 p.m. seven days a week, including weekends and federal holidays.

“The new Urgent Care Clinic hours will more closely reflect the hours veterans are seeking care”, director Barry Bahl said, “We will keep an eye on patient demand and adjust in the future if necessary. We want to stay flexible and meet veterans’ needs.”

“The number of patients we see has grown tremendously over the past 10 years,” said Dr. Susan Markstrom, The St. Cloud VA’s Chief of Staff. “As we grow and plan, we identify opportunities to add services that enhance the care veterans receive. Urgent care is one of those services. It is designed to treat veterans between their scheduled appointments when they have acute medical conditions that need attention to prevent the condition from worsening, but are not life-threatening.”

The Urgent Care Clinic is staffed with a medical provider, registered nurses and support services, including laboratory, radiology, pharmacy and administrative support staff. It is located in Building One on the VA campus. The Urgent Care Clinic is not an emergency service. Veterans who are experiencing symptoms they believe to be life-threatening should go directly to the nearest emergency room.

Veterans who believe they may need to be seen in the Urgent Care Clinic should call (320) 252-1670 and choose option four between 8:00 a.m. and 4:30 p.m. Veterans with planned admissions to the medical center’s mental health treatment programs should come to Building 111.

After hour and on weekends and holidays, veterans may call 1-866-687-7382 and speak to a nurse. The nurse will provide guidance to the veteran for his/her follow up. Patients arriving at the medical center after 6:00 p.m. for medical detoxification or mental health concerns should come to Building 111, where a provider will be on duty.

St. Cloud VA Medical Center Urgent Care Clinic Fact Sheet

Staffing: The Urgent Care Clinic is staffed with a medical provider, registered nurses and medical support services including laboratory, radiology, pharmacy, and administrative support staff.

Hours of Operation: 8:00 a.m. until 6:00 p.m. seven days a week, including weekends and federal holidays.

Location: Building One (Main Building) – St. Cloud VA Medical Center
4801 Veterans Drive, St. Cloud, MN 56303

Phone Numbers:

Between 8:00-4:30, Monday-Friday, call (320) 252-1670 and choose option #4
On weekends & holidays, and after 4:30 Monday-Friday, call 1-866-687-7382

Provided Care:

Urgent Care is not emergency care. Veterans who have a potentially life-threatening condition should call 911 or go directly to the nearest emergency room.

Urgent care is unscheduled, outpatient care for an acute medical or psychiatric illness and/or minor injury for which there is a pressing need for treatment to prevent the condition from worsening or making recovery less likely.

Care Not Provided:

- Emergency medical care
- Pediatric care
- Maternity care

Detoxification Care:

- Patients with planned admissions to Mental Health programs come to Building 111.
- Walk-in patients requesting detoxification will be evaluated where they present.

Patient Transfers: We will not accept emergency cases. We will accept inter-facility transfers of patients who have been evaluated in a clinical care setting and who could benefit from and are appropriate for admission to our programs.