A Veteran journey through the VA Community Care Network (VA CCN)

MEET EDWARD!
Age: 72 Location: Virginia
Retired factory worker, Edward was drafted into the Army in 1965 and following training was deployed to Vietnam, where he served several tours over his four years of service.

Health care concern: Edward hasn’t been sleeping well.
Edward contacts his local VA clinic to schedule an appointment to get to the bottom of his sleep issues.

Edward receives a call from the VAMC to inform him his referral has been approved and asks how he would like to schedule his appointment.

Edward’s VA primary care provider, Dr. Jones, confirms his VA CCN eligibility and informs him of the CCN program and he will be referred to a CCN sleep specialist.

The VA scheduler is able to make Edward’s appointment while on the phone.
Edward arrives for his appointment at the VA Medical Center (VAMC).

Edward receives his documents/package containing his CCN appointment letter and authorization.

The day of Edward’s appointment, he arrives at the CCN provider’s office.

Edward is diagnosed with sleep apnea. The CCN provider orders a continuous positive airway pressure (CPAP) machine from the VA for Edward, which will arrive at his home.

Edward attends his appointment with his CCN provider and determines a sleep study is needed. The study is scheduled and performed by the CCN provider.

Edward checks in. When asked for his insurance card, he provides his CCN appointment letter instead.

Edward receives his CPAP machine from his local VAMC and works with them to get it fitted. Edward starts to use the CPAP machine at night to improve his sleep apnea.

*Scheduling process can vary between VAMCs.

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