



## Benefits of the VCU Gold and Open Access Programs

As part of a comprehensive university medical center, you have access to cutting-edge technology and the latest health care treatments available. There are many benefits to choosing the VCU Medical Center for your health care needs as a VCU employee. Some of these benefits include:

- Easy access, including **shuttle service** from the VCU Monroe Park Campus to the medical center (see [www.bsv.vcu.edu/vcupark/transit](http://www.bsv.vcu.edu/vcupark/transit) for schedule) — If you prefer to drive to your appointment on the MCV Campus, **valet parking** is available
- The region's most comprehensive **Electronic Medical Record system**
- Online directory of physicians as well as **online appointment requests** (see [www.vcuhealth.org/ApptRequest/AppointmentRequest.aspx](http://www.vcuhealth.org/ApptRequest/AppointmentRequest.aspx))
- **Access to amenities**, such as the Concierge Desk for discount event tickets, the Information Desk as well as a cafeteria and food court

### Patient Advocate

If a routine or urgent visit is not possible within a satisfactory time frame, a patient advocate is available to assist with scheduling your appointment. When you call the patient advocate, a registered nurse is available to answer any questions, help you pick a physician and talk about your health care needs.

**To contact the patient advocate, call (804) MCV-DOCS (628-3627).**

## VCU Gold access

**to health care means VCU employees and their family members will receive "Fast Track" ambulatory care scheduling at the VCU Medical Center's specialty clinics with the first available provider.** Our goal is for VCU faculty, staff and their families to be seen by a VCU Medical Center provider at one of our specialty clinics within two weeks for a routine visit or within 48 hours for an urgent visit.

### Employee Health Access

VCU employees can access the best specialty health care providers in the Greater Richmond area by using the VCU Gold program, which is a valuable and unique benefit for you and your family.

For your family's everyday health care needs, the Open Access program enables you to call and schedule an appointment, usually within 24 hours, with the Department of Family Medicine in the Nelson Clinic as well as the Department of Pediatrics in the Children's Pavilion. Both are located on the MCV Campus in downtown Richmond.



### Convenient Locations

Ambulatory care services at the VCU Medical Center consist of specialty clinics at the MCV Campus in downtown Richmond as well as convenient locations in surrounding communities, including Stony Point, the West End, South Richmond and Hanover.

Visit [www.vcuhealth.org](http://www.vcuhealth.org) for more information on our health care services and locations.

### Scheduling an Appointment

The scheduling process is easy. Simply identify yourself as a VCU employee or family member when scheduling an appointment.

**Call (804) MCV-DOCS (628-3627) to schedule an appointment or go [www.vcuhealth.org/ApptRequest/AppointmentRequest.aspx](http://www.vcuhealth.org/ApptRequest/AppointmentRequest.aspx) to request an appointment online.**