



VA
HEALTH
CARE

Defining
EXCELLENCE
in the 21st Century



PACT
PATIENT ALIGNED CARE TEAM

Fact Sheet

What is a PACT?

A Patient Aligned Care Team (PACT) is each Veteran working together with health care professionals to plan for whole-person care and life-long health and wellness. They focus on:

- **Partnerships** with Veterans
- **Access to care** using diverse methods
- **Coordinated care** among team members
- **Team-based care** with Veterans as the center of their PACT

How does a PACT function?

A PACT is a partnership between you and your health care team to make sure you receive whole-person care. This is personalized care to meet your individual health care goals. Your care team looks at all aspects of your health. The emphasis is on prevention and health promotion.

A PACT offers many ways to access health care. In addition to personal visits with your primary health care provider, you may schedule visits with other members of your team. You also may have access to group clinics and educational seminars, plus a wealth of information on the Internet through My HealthVet (www.myhealth.va.gov). You can also communicate with members of your PACT by telephone or through Secure Messaging via My HealthVet.

A PACT achieves coordinated care through collaboration. All members of your team have clearly defined roles. They meet often to talk with you and each other about your progress toward achieving your health goals. The focus is on forging trusted, personal relationships, and the result is coordination of all aspects of your health care.

A PACT uses a team-based approach. You are the center of the care team that also includes your family members, caregivers, and your health care professionals—primary care provider, nurse care manager, clinical associate, and administrative clerk. When additional services are needed to meet your goals and needs, other care team members may be called.

PACT: Patient Aligned Care Team

This is our PACT with you—

to deliver excellence in every aspect of patient care.

www.va.gov/PrimaryCare/pact/
www.va.gov