
MEDICAL RECORDProgress Notes

NOTE DATED: 05/09/2013 13:34
LOCAL TITLE: MAIL
STANDARD TITLE: LETTERS
VISIT: 03/27/2013 14:30 GV SCHMELING

ANTHONY MINER OCONNELL
439 S VISTA DEL RIO
GREEN VALLEY, ARIZONA 85614

Dear ANTHONY MINER OCONNELL,

This letter is to address your misuse of secure messaging. You have written the same thing over 6 times and we have sent you the answer as many times. You MUST stop doing this. Your medications are not being withheld, they are being sent out. We have told you how to contact Release of Information each time regarding the copy of your advanced directives as we do not have access to them. The MSA, the social worker, pharmacist and I have all responded to you numerous times. If you do not stop misusing secure messaging, I will have to request from the overseer of secure messaging contact you and if necessary suspend your secure messaging.

Sincerely,

Randi Schmeling MS, RNP, ANP, BC

Signed by: /es/ Randi Schmeling, ANP
Adult Nurse Practitioner
05/09/2013 13:39



DEPARTMENT OF VETERANS AFFAIRS
Southern Arizona VA Health Care System
Tucson, AZ 85723

In Reply Refer To: 678/7-14A

May 13, 2013

Mr. Anthony O'Connell
439 S. Vista Del Rio
Green Valley AZ 85614

Dear Mr. O'Connell,

When you opted in to the VA's Secure Messaging program through your My HealtheVet account, you agreed to specific terms and conditions for the use of that program (see attached). The purpose of this letter is to notify you in writing that you have violated those terms and conditions by sending an excessive number of messages. If your inappropriate use of the VA's Secure Messaging program does not cease, actions may be taken to block you from the program.

If you continue to demonstrate inappropriate use of Secure Messaging, a request to block your usage will be presented to the Southern Arizona VA Health Care System (SAVAHCS) My HealtheVet Workgroup. If the workgroup makes a recommendation in favor of blocking your use, you will be notified by letter, which will include information on how you can appeal the decision.

We sincerely hope you will make the choice to abide by the rules of Secure Messaging so that you can continue to enjoy the convenience of the program. If you have any questions about the content of this letter, please contact me at (520) 792-1450 ext. 6889.

Sincerely,

A handwritten signature in black ink, appearing to read "Paula S. Newsome".

Paula S. Newsome
My HealtheVet Coordinator

enc

cc: SM Team

Secure Messaging Participation Terms and Conditions

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealtheVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealtheVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

When you use Secure Messaging, you are expected to follow certain standards of conduct. Violations may result in being blocked from using Secure Messaging. Unacceptable conduct includes, but is not limited to:

- a. Using Secure Messaging for urgent or life threatening issues
- b. Sending threatening messages to a care provider
- c. Using profanity or harsh language
- d. Using Secure Messaging for communicating non-medical issues
- e. Sending an excessive number of Secure Messages

You must have access to the Internet to use Secure Messaging.

Normally, you will receive a reply to your message within 3 business days. When a faster response is required, call your health care provider or visit your VA facility.

At the discretion of your provider, any or all secure messages may become part of the electronic health record.

The connection to the Secure Messaging server is secure. However, it is your responsibility to ensure that your personal information is not compromised on the computer being used to access Secure Messaging.

You are responsible for logging out of Secure Messaging when your session is finished and for closing the browser being used to access Secure Messaging. If you print out any Secure Messages, you are responsible for protecting that information.

Secure Messaging is not email. However, email may be used for remote notification. Remote notification is a process that sends an automated email to the email account you registered on your My HealtheVet account when a Secure Message is waiting to be read. No part of the actual Secure Message will be transmitted via email. Receiving these notifications is optional.



DEPARTMENT OF VETERANS AFFAIRS
Southern Arizona VA Health Care System
Tucson, Arizona 85723

In Reply Refer To: 678/4-116A

October 25, 2013

Mr. Anthony O'Connell
439 S. Vista Del Rio
Green Valley, AZ 85614

Dear Mr. O'Connell:

It is important that this facility is a safe environment for all patients and staff. Safe health care is based on mutual respect between provider and patient. We take disrespectful behavior and unauthorized use of internal communication systems seriously at the Southern Arizona VA Health Care System, whether towards your provider, other VA staff members or fellow patients.

It was reported to the Disruptive Behavior Committee that you are abusing MyHealthVet secure messaging and staff telephone voice mail. It was also reported to the committee that you are inappropriately using internal Outlook messaging to address clinical concerns. Outlook is not secure and will not be used to address clinical topics. This behavior must stop. The committee is composed of clinicians and administrative representatives. After reviewing this incident, the committee has recommended this letter be sent to you. Behavior of this nature in the future could lead to further actions.

Our goal is to provide high quality health care in a safe and caring environment for you as well as everyone else. I hope you will heed this warning and manage your behavior appropriately. If you have any questions, please call Sally Petty, RN, 520-792-1450, extension 6402.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy I. Mueller", is written over the typed name.

Timothy I. Mueller, MD
Chair, Disruptive Behavior Committee
Acting Chief, Mental Health Care Line
Southern Arizona VA Health Care System

Enclosed: Patient's Rights and Responsibilities