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From: OCONNELL, ANTHONY [SSN: 7637, DOB: 10/25/1941]

To: **TUC GV SCHMELING PACT

Message ID#: 110722663

Subject: General General Inquiry

This message is for Donna Dunklin LCSW.

Dear Donna Dunklin LCSW.

On May 14, 2013, I went to release of information at the Tucson VA to get my living will out of the system. They told me I had to make an appointment with the social worker in Green Valley to get my living will out of the system. If that is agreeable with you, just tell me when I can see you. If you have any questions please contact Rosemary Hernandez at the Release of Information office in Tucson. I look forward to your response.

Thank you.

Anthony O'Connell 7637

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Sent: 05/16/2013 11:11 AM
From: DUNKLIN, DONNA
To: OCONNELL, ANTHONY
Message ID#: 111213373
Subject: General General Inquiry

Mr, O'Connell,

I am sorry, but you received incorrect information at the Tucson VA. I spoke directly with the Director of Medical Records who told me that they do not keep any hard copy records at all. They scan everything that they receive and put it in your electronic record. They destroy all hard copies after 90 days. I repeat there is NO living will in your electronic chart here at SAVAHCS, which indicates that they never received a paper copy of a Living Will for you. If you are concerned about Prescott having your Living Will in their chart, you need to contact them.

Sincerely,
Donna Dunklin, LCSW

Previous Messages in Thread

-----Original Message-----

Sent: 05/13/2013 07:08 PM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear Donna Dunklin LCSW.

I went to release of information at the Tucson VA today to get my living will. They told me I had to make an appointment with the social worker in Green Valley to get my living will out of the system. If that is agreeable with you, just tell me when I can see you. If you have any questions please contact Rosemary Hernandez at Release of Information.

Thank you.

Anthony O'Connell 7637

-----Original Message-----

Sent: 05/02/2013 05:56 PM
From: DUNKLIN, DONNA
To: OCONNELL, ANTHONY



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

RECEIVED JUL 15 2013

JUL 12 2013

In Reply Refer To: 678/0-002A

The Honorable John McCain
United States Senator
407 West Congress Street, Suite 103
Tucson, AZ 85701
Attn: Suzanne Hernandez

Dear Senator McCain:

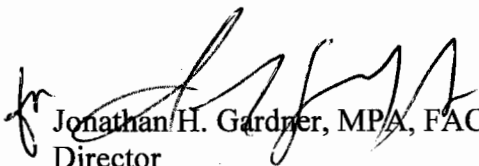
This is in response to your letter dated June 19, 2013, regarding your constituent, Mr. Anthony OConnell and his concerns at the Green Valley Community Based Outpatient Clinic (CBOC) of the Southern Arizona VA Health Care System (SAVAHCS). I requested that Mr. John Altevers, Administrative Officer, Community Clinics Care Line, address his concerns.

Mr. OConnell expressed several concerns in his letter to you but specifically asked questions about his prescription renewals, his treatment, and obtaining his living will. Mr. OConnell's current medications were not stopped and were refilled promptly at his request since October 2012. Many medications are renewed annually. In order for Mr. OConnell to obtain further medication refills, he can schedule an appointment with his provider at the Green Valley CBOC by calling (520) 399-2291. If Mr. OConnell needs refills prior to October 2013; he should contact the pharmacy refill line, at (520) 470-8262 and select option four. Mr. OConnell also contacted his provider several times asking that his living will be returned to him. He was advised each time to contact the Release of Information (ROI) office located at the main VA hospital to obtain his living will, as it is not available at the clinic. Mr. OConnell can reach the ROI office at (520) 792-1450, extension 6923.

These are standard VA procedures and all Veterans are provided the same guidance to receive medication refills and to obtain copies of their computerized medical information.

The SAVAHCS strives to provide quality and compassionate care to all of our Veterans. We are very concerned with patient care and the satisfaction of the Veterans we serve. If you have any questions regarding this letter, please contact Mr. John Altevers at (520) 792-1450, extension 4042.

Sincerely,


Jonathan H. Gardner, MPA, FACHE
Director
Southern Arizona
VA Health Care System