

director2p



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

In Reply Refer To: 678/13-119

JUN 13 2013

The Honorable Ron Barber
United States Congressman
3945 East Ft. Lowell, Suite 211
Tucson, AZ 85712
Attn: Patty Valera

Dear Congressman Barber:

This is in response to your inquiry dated June 3, 2013, on behalf of Mr. Anthony Miner O'Connell, who contacted your office regarding his medication renewals from the Southern Arizona VA Health Care System (SAVAHCS). I asked Ms. Bernadette Schaeffer, Outpatient Pharmacy Program Manager to review your request.

In reviewing Mr. O'Connell's records it was determined that he does not have a telephone. Ms Schaeffer did contact his daughter Ms. Kate Simmons on June 7, 2013. Ms. Schaeffer confirmed that, Mr. O'Connell is receiving medications from the Consolidated Medication Outpatient Pharmacy and/or the SAVAHCS. He is also receiving medication from the Northern VA Health Care System (NAVAHCS). Ms Simmons was surprised that her father was still concerned about his prescriptions, as he had recently told her that he had resolved the issue. Ms. Schaeffer provided Ms. Simmons with her contact information if any issues with his medication arise.

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 or concerns regarding this letter, please contact Ms. Bernadette Schaeffer at (520) 792-1450, extension 5394.

Sincerely,

A handwritten signature in black ink, appearing to read "JHG", written over a circular stamp or seal.

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





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:

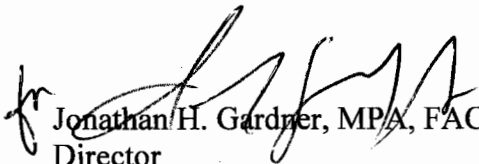
This is in response to your letter dated June 19, 2013, regarding your constituent, Mr. Anthony OConnell and his concerns at the Green Valley Community Based Outpatient Clinic (CBOC) of the Southern Arizona VA Health Care System (SAVAHCS). I requested that Mr. John Altevers, Administrative Officer, Community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