

PATIENT ADVOCACY

Serving Our Heros



VA | Ralph H. Johnson
VA Medical Center





At the VA Medical Center our goal is to provide the highest quality care and service for our Veterans all the time. We realize, though, that there may be times when a patient or family member has an issues that requires our attention. And since the best time to resolve any concern or question you may have is when it happens, we have established serveral programs to help you help us be the best VA in the nation.

The Best Service

for Those Who Served Us

Service Level Patient Advocates

There's no better solution than an immediate one where the issue occurred. That is why we have Service Level Patient Advocates in every clinic. Just look for the Patient Advocate photo posted in the clinic you are visiting if you have a concern, and ask to speak with him or her. These team members are specially trained to address and re-solve your concerns right away, right where you are. But if for some reason they are not able to resolve the issue, we have a team of patient representatives to help.

Patient Representatives

The VA Medical Center has a team of highly-skilled patient representatives to help you with your questions or concerns. Patient Representatives:

- Serve as liasons between patients and the medical center
- Act on the patient's behalf
- Help patients understand their rights and responsibilities

Service Level Patient Advocates

All attempts are made to resolve patient complaints in a timely manner. If a complaint cannot be resolved immediately, it is referred to the appropriate Service Chief. The Service Level Patient Advocate of that department will stay in touch with you regarding your complaint. Once a resolution is reached, you will be notified.

Appeal

Veterans and family members can rest assured that employees involved in resolving a complaint have taken action to create the best possible outcome for the patient. If you are still dissatisfied, you have the right to file a complaint with other government authorities including Senators, Congressmen, VISN 7 Network Office and/or VA Central Office.



Any unresolved concerns about safety or quality of care can also be reported to the
Joint Commission (JCAHO) at
complaints@jcaho.org or 1-800-994-6610.

SUGGESTIONS AND IDEAS

Your advice is extremely valuable because it helps us be the best VA possible.

Please contact any Patient Advocate or Patient Representative to let us know:

- How we can better serve you
- Issues related to your health care
- Safety concerns or hazards

