



Additional Recourses for other patient needs and concerns.

Service-Connected Disability Claims

Veterans may seek assistance at the VA Regional Office at 3333 North Central Avenue 800-827-1000 or by calling the Veteran Service Organization of their choice.

Privacy Violations or Amendment to Records Requests

– The Privacy Office addresses privacy violations. The PVAHCS Privacy Officer is located in Room 2329 and may be reached at 602-277-5551, extension 2342.

Access to Agency Records

– The Freedom of Information Act (FOIA) Officer addresses requests for information pertaining to PVAHCS records not related specifically to your care. The PVAHCS FOIA Officer is located in Room 2325 and may be reached at 602-277-5551, extension 5085.

Travel Reimbursement: See the Travel Department for all travel reimbursement or Ambulance bills contact at 602-277-5551 extension 2780 or 7163.

Medical Record Requests – See the PVAHCS Medical Records Department to obtain copies of your medical records. The Medical Records Department is located in Room 104 and may be reached at 602-277- 5551, extension 2619.

Discrimination Complaints – If an individual feels that an employee has treated them in an improper fashion based on race, creed, color, national origin, religion, age, gender, disability, or reprisal discrimination, contact the Resolution Support Center (RSC) 1-800-566-3982.

VA



U.S. Department
of Veterans Affairs
Veterans Health
Administration

Phoenix VA Health Care System

650 E. Indian School Road
Phoenix, Arizona 85012-1892

602-277-5551

www.phoenix.va.gov

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Patient Advocate Available Services



Patient Advocates Available Services

The Patient Advocacy Program was established to ensure that all Veterans and family members who are served in VHA facilities and clinics have their concerns addressed. The Patient Advocate role is to act as a liaison for the Veteran with medical staff to communicate and help resolve concerns or better understand processes. This does not mean that a Patient Advocate can always provide the resolution a patient seeks, especially if the desired resolution conflicts with applicable laws, directives, standard of care, or other regulatory factors.



Patient Advocates can assist with concerns regarding:

- Staff Courtesy
- Access and Timeliness
- Health Care Decisions and Preferences
- Coordination of Care
- Physical Comfort (not to include pain medications-refer to PCP or Pain Management)
- Patient Education
- Family Involvement in Care
- Risk Management
- Medical Record Concerns
- Eligibility Issues
- Environmental Issues
- Medical Center Regulations and Policies
- Information



Patient Advocate Contact Information

602-222-2774

or

www.myhealth.va.gov

