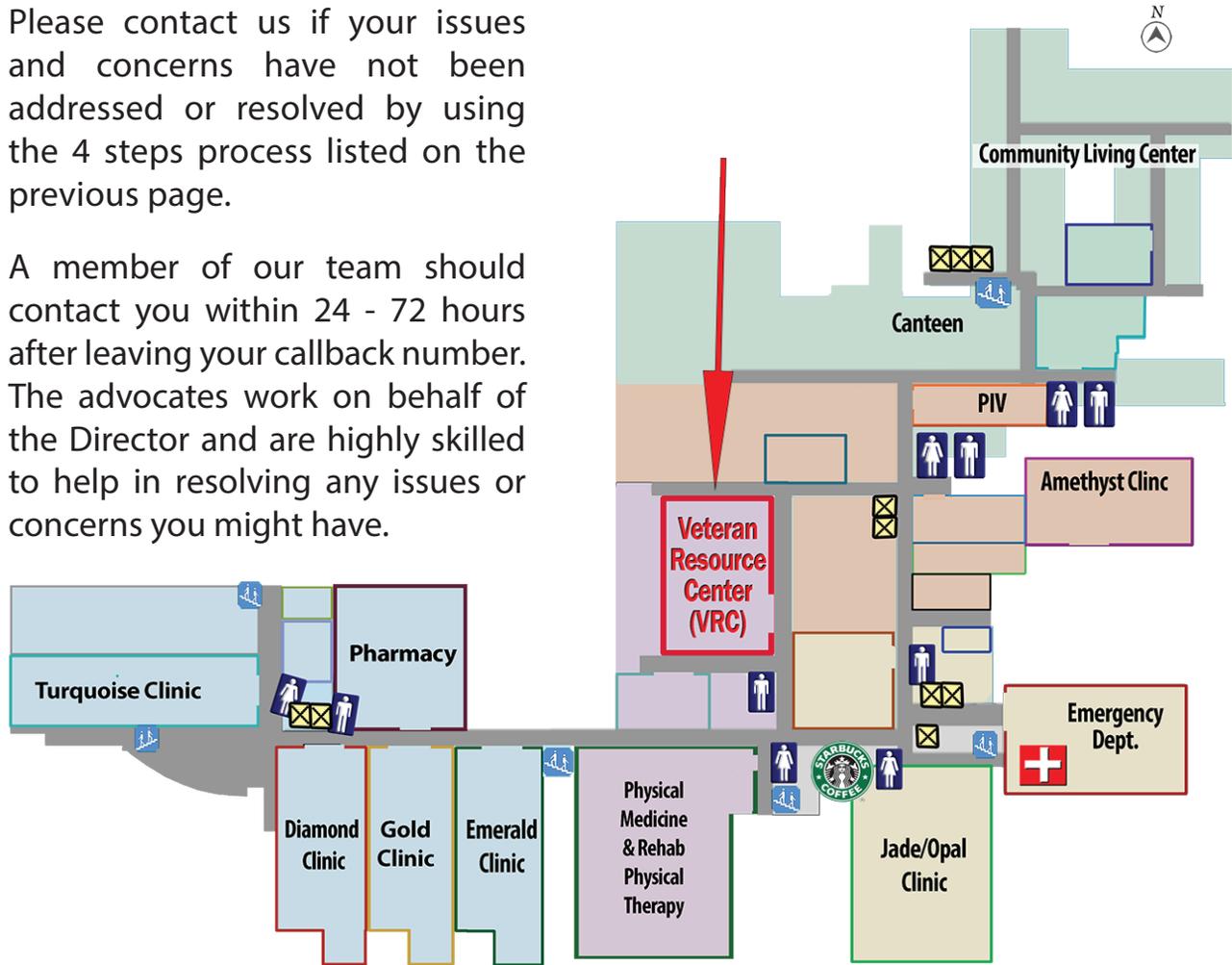


We are the Carl T. Hayden Phoenix VA Veteran Experience Office & Patient Advocacy 602-222-2774. Please contact us if your issues and concerns have not been addressed or resolved by using the 4 steps process listed on the previous page.

A member of our team should contact you within 24 - 72 hours after leaving your callback number. The advocates work on behalf of the Director and are highly skilled to help in resolving any issues or concerns you might have.

Location of Veteran Resource Center (VRC)



Phoenix VA Healthcare System
650 E. Indian School Rd.
Phoenix, AZ 85012

(602) 277-5551
www.phoenix.va.gov



U.S. Department
of Veterans Affairs
Veterans Health Administration
Phoenix VA Health Care System

QUESTIONS?



What To Do If You
Have Questions or
Concerns About
Your Health Care



Choose VA
Choose.VA.gov



U.S. Department
of Veterans Affairs
Veterans Health Administration
Phoenix VA Health Care System

What To Do If You Have Questions or Concerns About Your Health Care

The Patient Resolution process was established to promote an exceptional Veteran experience. The system below is designed to be immediately responsive to solve Veterans problems in real time and guide the healthcare journey through coordinated communication.

We ask that all Veterans help us, by using the 4 step process below enabling every VA employee to Own The Moment with every Veteran, in every encounter, every time.

Veterans deserve the best care and we want every Veteran to trust and choose our VA as their healthcare of choice!

4 Easy Steps to Follow:

1 Direct discussion with person involved in your concern

Step 1: Have a direct discussion one-on-one with person involved to try and resolve any issues you may have at the lowest level.

2 Service Champion

Step 2: Ask to speak with the Service Champion.

3 Supervisor/AO

Step 3: Ask to speak with the Supervisor, Administrative Officer.

4 Veteran Resource Center (VRC)

Step 4: Contact the Veteran Experience Office and Advocacy for consultation.