



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

VA 15

In Reply Refer To: 678/5-136PSC

APR 09 2003

Mr. Anthony O'Connell  
45 Skyview Road  
Sedona, AZ 86336.

Dear Mr. O'Connell:

I am writing in response to your correspondence to Senator John McCain dated February 25, 2003 regarding your concern over communication with the Southern Arizona VA Health Care System.

The Supervisor of the Patient Service Center was asked to look into the problem that resulted in your appointment of January 13, 2003 being entered as a no-show. The clinic you were scheduled to be seen in is a restricted clinic and only the Cardiology staff may schedule or cancel an appointment for a patient.

The no-show letter you provided gave directions to contact either scheduling or TLC for a new appointment and that was not correct. The Supervisor of PSC contacted the Cardiology department to obtain the correct phone number to call for appointments. We will update that information on the letters sent to Cardiology patients.

I would like to thank you for bringing this to our attention and I apologize for any inconvenience this may have caused. We value and respect the veterans we serve. Mrs. Sherrie Miller, Patient Service Center Supervisor in the Business Service Line, is available should you have any questions pertaining to this response. You may contact Mrs. Miller at (520) 792-1450, extension 6654.

Sincerely,

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

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



DEPARTMENT OF VETERANS AFFAIRS

Southern Arizona VA Health Care System  
Tucson, Arizona 85723

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JUL 08 2004

In Reply Refer To: 678/1-11C3

Mr. Anthony M. O'Connell  
45 Skyview Road  
Sedona, Arizona 86336

Dear Mr. O'Connell:

This is in response to your letters dated June 4, 2004, June 5, 2004, June 6, 2004, June 7, 2004, June 8, 2004, June 10, 2004, June 15, 2004, June 26, 2004, July 1, 2004, July 2, 2004, July 3, 2004, July 4, 2004 and July 5, 2004, regarding your medical concerns at the Southern Arizona VA Health Care System (SAVAHCS). I requested that Valerie Russell, Administrative Officer for Primary Care, and other appropriate staff review your concerns.

In your letter, you had several questions regarding your care. You inquired as to what obstacles are preventing Dr. Gibson from sending your medications to you and ask that arrangements be made for you to have labs drawn at a Prescott Clinical Based Outpatient Clinic and then sent to SAVAHCS. The greatest obstacle to providing your care is the fact that you are currently living outside the SAVAHCS jurisdiction. Your current residence is within the Northern Arizona VA Healthcare System (NAVAHCS) where you are also receiving primary care. Further, your current medications require close monitoring. This means laboratory work needs to be routinely drawn and analyzed so your primary care physician can adjust your medications accordingly. Your distance from the SAVAHCS makes this difficult. Asking your provider at SAVAHCS to bypass the usual and customary practice of routine laboratory monitoring of high-risk medications to accommodate your desire to seek care from a facility not equipped to handle such procedures outside their area is neither prudent nor safe for your care.

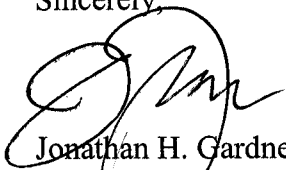
I understand you have an appointment at Northern Arizona VA Health Care System (NAVAHCS) with the Orange Team on July 12, 2004, at 1400. I strongly encourage you to seek your primary care at NAVAHCS. Dr. Gibson spoke with Dr. Dunsting, Assistant Clinical Director for Primary Care at NAVAHCS, and he indicated NAVAHCS is pleased to continue caring for you. The point of contact at NAVAHCS is Ms. Barbara Gonzalez, Patient Advocate at 928-776-6008. Please call her and she will assist you in transferring your care to NAVAHCS.

If you choose to continue to see Dr. Gibson as your primary care provider at the SAVAHCS, you will be required to have your labs drawn at SAVAHCS. SAVAHCS will continue to see you for any sub-specialty services that NAVAHCS cannot provide.

Thank you for bringing your concerns to my attention. The SAVAHCS strives to provide quality and compassionate care to all of our veterans and I assure you we are very concerned with patient care and the satisfaction of the veterans we serve. If you have any further questions or concerns regarding this letter, please contact Ms. Russell at (520) 629-4950.

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Sincerely,



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

**Anthony OConnell**

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**From:** <Julianne.French@med.va.gov>  
**To:** <amo@commspeed.net>  
**Sent:** Thursday, August 19, 2004 4:20 PM  
**Subject:** Would you please release my medicine?

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Mr. Anthony M. O'Connell  
45 Skyview Road  
Sedona, Arizona 86336

Dear Mr. O'Connell:

This is in response to your letters dated July 24, 2004, August 1, 2004, August 2, 2004, August 7, 2004, and August 9, 2004, to the Southern Arizona VA Health Care System (SAVAHCS). I requested that Valerie Russell, Administrative Officer for Primary Care, and other appropriate staff review your concerns.

I am pleased to hear that you have chosen to receive all of your medical care at SAVAHCS. Dr. Kathleen Gibson will continue as your primary care provider. You are required to have all of your blood work, monitoring and follow up done at SAVAHCS. At no cost to the VA, you are also required to travel to SAVAHCS at least once a month or more to have your blood work done.

In order to receive your medication as requested, please call our team pharmacist at (520) 792-1450, extension 5158, no later than August 23, 2004, to transfer your anticoagulation monitoring to SAVAHCS.

Please call our Telephone Linked Care line at 1-800-470-8262, option #7, to address your medical concerns and option # 4 to make a routine appointment with Dr. Gibson. If you have a medical emergency, please contact the Northern Arizona VA Health Care System.

The SAVAHCS strives to provide quality and compassionate care to all of our veterans and I assure you we are very concerned with patient care and the satisfaction of the veterans we serve. We feel we have addressed your health care concerns and cannot provide any new information. Accordingly, this letter will be considered the final response to your inquiries about your health care concerns.

Sincerely,

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

8/23/04

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

From: Anthony OConnell <[amo@commspeed.net](mailto:amo@commspeed.net)>  
To: Jonathan Gardner <[Jonathan.Gardner@med.va.gov](mailto:Jonathan.Gardner@med.va.gov)>  
Sent: Tue Aug 17 07:56:26 2004  
Subject: Would you please release my medicine?

Anthony M. O'Connell

45 Skyview Road

Sedona, Arizona, 86336

Last four 7637

Primary care provider Dr. Kathleen Gibson, VA Tucson

August 17, 2004

Mr. Jonathan Gardner, Director

Southern Arizona VA Health Care System

VA Hospital, 3601 South 6th Avenue

Tucson, Arizona 85723

Dear Mr. Gardner:

I hope you are well and I thank the VA for saving my life.

8/23/04

Would you please release my medicine?

Can you tell me what Dr. Gibson would have seen in the VA internal computer information system, on May 12, 2004, that prevented her from releasing my medicine?

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Would it have anything to do with jurisdiction?

If you are still not able to release my medicine would you please identify the remaining obstacles as clearly as you can?

Thank you

Sincerely,

Anthony M. O'Connell