

Mail

Mail less veteran 23p

MEDICAL RECORD

Progress Notes

NOTE DATED: 09/27/2012 14:28
LOCAL TITLE: MAIL
STANDARD TITLE: LETTERS
VISIT: 09/18/2012 11:00 GV SCHMELING

ANTHONY MINER OCONNELL
430 SOUTH VISTA DEL RIO
GRESHAM VALLEY, ARIZONA 85614

Dear ANTHONY MINER OCONNELL,

Just a short note to let you know that one of the stool cards you returned was positive for blood and you should have a colonoscopy to find out the source of the bleeding. You have an appointment with me October 4th at 10:30 and we can discuss then or you can come by the clinic since you do not have a phone and leave a message if you are agreeable and I will place the consult.

Sincerely,

Randi Schmeling MS, RNP, ANP, BC

Signed by: /es/ Randi Schmeling, ANP
Adult Nurse Practitioner
09/27/2012 14:36

SOUTHERN ARIZONA VA HCS
Pt Loc: OUTPATIENT

Printed: 09/27/2012 14:36
Vice SF 509

Sent: 10/15/2012 11:25 AM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 54803656
Subject: General Inquiry

You can come by the clinic and schedule an appt whenever pharmacy wants your blood draw. You will need to be hospitalized for bridging for the colonoscopy. I understand per pharmacy that you want to wait until after the mammogram.

Previous Messages in Thread

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

Sent: 10/10/2012 02:48 PM
From: OCONNELL, ANTHONY
To: **GV SCHMELING PACT
Subject: General Inquiry

Randi Schmeling,

Now I can communicate with you!

Did you get my 7 page hard copy message that I left with Sherry yesterday (Oct10)? One message shows that Joe Rindoni in Prescott can't schedule appointments at GV out patient. Is there any problem to arrange it for the last Friday of each month as Joe and I had been doing?

Thank you for arranging the mammogram consult for Oct 12; that lump is growing.

Anthony O'Connell 7637

In Reply Refer To:678 GV 0-002A24

Green Valley CBOC 380 W Vista Hermosa, Suite 140 Green Valley, AZ 85614

ANTHONY MINER OCONNELL
439 SOUTH VISTA DEL RIO
GREEN VALLEY, ARIZONA 85614

It is standard practice to identify the document being addressed. Why put management's interpretation on a veteran's document that management won't identify?

Dear:ANTHONY MINER OCONNELL

Your request for a change in provider was received on Oct 23,2012. After a review of your medical records, the reason for your request, as well as your location to the nearest VA facility, your request for a change in provider has been approved.

Your new clinic information will be:

Team: Green Valley: 520-399-2291
Provider: Team 2 Randi Schmeling, NP
RN:Lourdes
LPN:Janet
MSA:Cindy
Pharmacist:Eric

To schedule a routine appointment with your primary care provider or if you have an urgent care need, please contact your clinic at the number below.
520-399-2291 Green Valley CBOC

If you have further questions about your request, please contact Misty Levitt RN, for the Community Clinics Care Line at 520-792-1450 x1867.

Sincerely,

Sally Petty, RN, NE-BC
Chief, Community Clinics Care Line



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Sent: 01/22/2013 02:10 PM

From: SCHMELING, RANDI

To: OCONNELL, ANTHONY

Message ID#: 78142433

Subject: [General](#)
General Inquiry

not sure what I am supposed to phone you for. If about the colonoscopy; you need to contact the GI department.

Previous Messages in Thread

-----Original Message-----
 Sent: 01/21/2013 10:29 PM
 From: OCONNELL, ANTHONY
 To: **TUC GV SCHMELING PACT
 Subject: General Inquiry

Hi Randi,

I've been instructed to wait for your phone call at 3:30 pm tomorrow, Jan 22. Since I don't have a telephone would you please secure message me the information?

My stay at the VA Tucson hospital was wonderful; the people were great; they cured me of my previous anxiety about that environment. Thank you for making it happen.

I'm readjusting to warfarin, I took 10mg Jan 19, 10mg Jan 20, and 3mg on Jan 21. I am going to tell Joseph Rindoine in Prescott that and follow his advice.

Sent: 03/13/2013 04:20 PM
From: MULICK, LOURDES
To: OCONNELL, ANTHONY
Message ID#: 92167690
Subject: General Inquiry

Green Valley Phone number 520-399-2291

Thank you.

Lourdes Mulick
RN, Green Valley VA Clinic

Previous Messages in Thread

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

Sent: 03/13/2013 04:09 PM
From: MULICK, LOURDES
To: OCONNELL, ANTHONY
Subject: General Inquiry

Mr. O'connell,

In the future please do not use secure messaging for your symptoms. You need to call GV clinic to discuss your symptoms.

Thank you.
Lourdes Mulick, RN
RN, Green Valley VA Clinic

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

Sent: 03/13/2013 08:13 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Hi,



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Sent: 03/25/2013 04:59 PM

From: SCHMELING, RANDI

To: OCONNELL, ANTHONY

Message ID#: 95466917

[Appointment](#)

Subject: Appointment Inquiry

need to contact the clinic for appt. Paula is not a pcp and I do not diagnose nonurgent sx by email-you need appointment to be evaluated

Previous Messages in Thread

-----Original Message-----
 Sent: 03/23/2013 07:08 AM
 From: OCONNELL, ANTHONY
 To: **TUC GV SCHMELING PACT
 Subject: Appointment Inquiry

This message is for my primary care provider Randi Schmeling.

I checked with Paula in Tucson who runs the my healthvet and she said that it was OK to use secure messaging to describe non-urgent symptoms but not urgent systems. Also, I can't call because I don't have a telephone.

May I make an appointment to see you? The numbness in my arms persists.

To my surprise my last INR was 1.1 because I made a mistake in filling my pill tray.

Sent: 04/04/2013 11:23 AM
From: VANHOESEN, ERIC
To: OCONNELL, ANTHONY
Message ID#: 98503342
Subject: General Inquiry

Mr. O'Connell,

I am writing in regard to your warfarin/anticoagulation management. As you have likely already heard, unfortunately the pharmacists in our Anticoagulation Clinic do not have access to Secure Messaging. Because I work with Green Valley in a different capacity, I do have access to Secure Messaging. I was asked by the Anticoagulation Clinic Pharmacist, Marjorie Ford, to send you a message to request that you contact her at your earliest convenience. She would like to work with you to find a solution for your warfarin management. If you can get access to a phone, she can be reached at 520-792-1450, extension 4598.

Eric Van Hoesen, Pharm.D.
Clinical Pharmacist

Previous Messages in Thread

Sent: 04/11/2013 10:05 AM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 100543386
Subject: General Appointment Inquiry

yes; already passed date

Previous Messages in Thread

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

Sent: 04/05/2013 06:24 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: Appointment Inquiry

Hi,

Has my April 5, 2013, appointment at 9:15 am been canceled because I had a blood draw on March 28? I will come in for it this morning unless I hear differently from you.

It would be good to see if the same kind of computer bug that makes information disappear as it did on March 28 occurs again.

Anthony OConnell 7637

Sent: 04/17/2013 05:14 PM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 102395150
Subject: General General Inquiry

Per the guidelines, you need to wear the braces which should be delivered today or tomorrow for 3 months-this often resolves the problem without surgery. If it does not, then we would get the emg and send you to orthopedics for surgery. This is how we treat carpal tunnel.

Previous Messages in Thread

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

Sent: 04/16/2013 04:59 PM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Is the "positive phalens test" what you did; pressing my wrist together for about five minutes?

I don't remember have any contact with neurology about this.

Please allow me to get the nerve conductivity test you mentioned, or whatever tests are relevant, now. Why wait?

Anthony O'Connell 7637

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

Sent: 04/16/2013 02:59 PM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Subject: General Inquiry

You had what is called a "positive phalens test" which indicates carpal tunnel. neurology wants you to wear the braces nightly every night for 3 months. if still having issues after that we will get a nerve conduction study.

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

Sent: 04/16/2013 07:32 AM
From: OCONNELL, ANTHONY

Sent: 05/02/2013 05:56 PM
From: DUNKLIN, DONNA
To: OCONNELL, ANTHONY
Message ID#: 107063585
Subject: General Inquiry

Dear Mr. O'Connell,
I am the social worker at the Green Valley VA Clinic and am writing to respond regarding your living will. It is my understanding that you gave your living will to the Prescott Clinic. We do not have your original living will here and there is no record of a living will in your chart. We do not keep documents at the clinic. When we receive a document we note it in the electronic chart and send it to Medical Records in Tucson for scanning. You might try the Prescott Clinic or their main office which I believe is in Phoenix.
Thank you for your service and feel free to call me if you have further questions.
Sincerely,
Donna Dunklin LCSW
399-2291

Previous Messages in Thread

-----Original Message-----
Sent: 05/02/2013 09:31 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear ANP Randi Schmeling:

Please explain why my medicine stopped. Because of my health and my income stopping my VA medicine is a virtual death sentence.

Please return my original living will. I rescind my living will. I don't understand why you won't return it.

What is your intent?

Sincerely, Anthony O'Connell 763

Sent: 05/07/2013 01:43 PM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 108337223
Subject: General General Inquiry

1) your medicine is due for release; you can go to main VA since you do not have a phone to get it.
2) For the last time-social work has addressed the advance directive issue. I do not have a copy-you can go to the Release of Information office at the main VA and they may have access to it.

Previous Messages in Thread

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

Sent: 05/06/2013 04:27 PM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

ANP Randi Schmeling:

(1) Please release my medicine now. Withholding my VA medicine, because of my health and income, will kill me. Do you understand?

(2) Please return my living will now [VA Form 10-0137 "VA Advance directive: Durable power of attorney for Health Care and Living Will"]. I don't understand why I can't get it back. I have asked for months. I rescind my living will. Please return the original to me.

Please respond. Please take an accountable position so that all concerned can rely upon it. Thank you.

Anthony O'Connell 7637

Sent: 05/07/2013 01:43 PM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 108337360
Subject: General Inquiry

see my latest note

Previous Messages in Thread

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

Sent: 05/03/2013 07:40 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear Primary Care Provider ANP Randi Schmeling:

Please explain why my medicine stopped. Because of my health and my income stopping my VA medicine is a virtual death sentence. You know I am penniless.

Please return my original living will. When I first became your patient you agreed to return it. I rescind my living will. Please return my original living will to me.

What is your intent?

Sincerely, Anthony O'Connell 763

Sent: 05/08/2013 01:23 PM
From: CAULDWELL, FABIAN
To: OCONNELL, ANTHONY
Message ID#: 108738181
Subject: General Inquiry

Mr. Oconnel

Your medication was sent out to you, you will receive it in the mail.

ANP Schmeling does not have your "will" she does not keep any patient records in her office. Please refrain from continuing to ask her for this. You can contact the main facility at (520)792-1450 if you have questions regarding your "will".

I am also asking that you use this service to ask general question only and if you need to schedule an appointment to see ANP Schmeling you can call our clinic at (520)399-2291.

Thank you and have a good day
Fabian

Previous Messages in Thread

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

Sent: 05/08/2013 10:44 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear ANP Randi Schmeling:

(1) Please explain why my medicine was stopped. Because of my health and income stopping my VA medicine will kill me. Do you understand? Please release my medicine.

(2) Please return my original living will [VA Form 10-0137 "VA Advance directive: Durable power of attorney for Health Care and Living Will"]. I rescind my living will. Please return my original living will to me.

Did you decide on your own to stop my medicine and not return my living will or were you instructed to do so?

Thank you.

Anthony O'Connell 7637

MEDICAL RECORD

Progress Notes

NOTE DATED: 05/09/2013 13:34
LOCAL TITLE: MAIL
STANDARD TITLE: LETTERS
VISIT: 03/27/2013 14:30 GV SCHMELING

ANTHONY MINER OCONNELL
439 S VISTA DEL RIO
GREEN VALLEY, ARIZONA 85614

Dear ANTHONY MINER OCONNELL,

This letter is to address your misuse of secure messaging. You have written the same thing over 6 times and we have sent you the answer as many times. You MUST stop doing this. Your medications are not being withheld, they are being sent out. We have told you how to contact Release of Information each time regarding the copy of your advanced directives as we do not have access to them. The MSA, the social worker, pharmacist and I have all responded to you numerous times. If you do not stop misusing secure messaging, I will have to request from the overseer of secure messaging contact you and if necessary suspend your secure messaging.

Sincerely,

Randi Schmeling MS, RNP, ANP, BC

Signed by: /es/ Randi Schmeling, ANP
Adult Nurse Practitioner
05/09/2013 13:39

SOUTHERN ARIZONA VA HCS
Pt Loc: OUTPATIENT

Printed:05/09/2013 13:39
Vice SF 509

Sent: 05/09/2013 03:41 PM
From: CAULDWELL, FABIAN
To: OCONNELL, ANTHONY
Message ID#: 109200242
Subject: General Inquiry

Mr. Oconnell

I addressed your medication issue yesterday is there something else going on. Your medication was sent out from the main facility to you and should arrive shortly.

This clinic and ANP Schmeling does not hold any copies of patient records, if you would like to receive your living will please contact release of information at the main facility at (520)792-1450.

I hope this has answered your questions about your medication and living will. We need to get past this and assist you with the care you may need.

Thank you
Fabian

Previous Messages in Thread

-----Original Message-----
Sent: 05/09/2013 12:39 PM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear ANP Randi Schmeling:

(1) Please explain why my medicine stopped. Because of my poor health and poverty line income stopping my VA medicine will kill me. To kill my medicine is to kill me. Please release my medicine.

(2) Please have my original living will [VA Form 10-0137 "VA Advance directive: Durable power of attorney for Health Care and Living Will"] returned to me. I don't understand why I can't get it back. I rescind this living will. This is the same living will that you agreed I would get back after I asked you for it sometime around July of 2012.

If you believe I am in any way responsible for my not receiving my medicine would you please explain how? Why is it so important to you to withhold my medicine and my living will? Is this your decision or have you been instructed to do so?

Sent: 05/15/2013 10:51 AM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 110818318
Subject: General Inquiry

You must make an appt with me first. come by and make an appt

Previous Messages in Thread

-----Original Message-----
Sent: 05/14/2013 09:29 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

ANP Randi Schmeling:

I think something happened to my heart. I have 1/3 the energy and a 1/3 the breath that I used to have. Would you please get me a consult to see a cardiologist?

Thank you.

Anthony O'Connell 7637



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

In Reply Refer To: 678/7-14A

May 13, 2013

Mr. Anthony O'Connell
439 S. Vista Del Rio
Green Valley AZ 85614

Dear Mr. O'Connell,

When you opted in to the VA's Secure Messaging program through your My HealtheVet account, you agreed to specific terms and conditions for the use of that program (see attached). The purpose of this letter is to notify you in writing that you have violated those terms and conditions by sending an excessive number of messages. If your inappropriate use of the VA's Secure Messaging program does not cease, actions may be taken to block you from the program.

If you continue to demonstrate inappropriate use of Secure Messaging, a request to block your usage will be presented to the Southern Arizona VA Health Care System (SAVAHCS) My HealtheVet Workgroup. If the workgroup makes a recommendation in favor of blocking your use, you will be notified by letter, which will include information on how you can appeal the decision.

We sincerely hope you will make the choice to abide by the rules of Secure Messaging so that you can continue to enjoy the convenience of the program. If you have any questions about the content of this letter, please contact me at (520) 792-1450 ext. 6889.

Sincerely,

A handwritten signature in black ink, appearing to read "Paula S. Newsome".

Paula S. Newsome
My HealtheVet Coordinator

enc

cc: SM Team

Secure Messaging Participation Terms and Conditions

Secure Messaging is to be used only for non-urgent, non-life threatening communication. If you have an urgent or life threatening issue, call 911 or go to the nearest emergency room.

Your decision to use Secure Messaging is voluntary and does not affect your ability to contact your facility directly to speak with your health care provider. Secure Messages may be screened by administrative staff before being forwarded to a health care provider.

To participate in Secure Messaging, you must be a VA patient with an active My HealthVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealthVet account or lose your IPA status, you will no longer be able to access Secure Messaging.

When you use Secure Messaging, you are expected to follow certain standards of conduct. Violations may result in being blocked from using Secure Messaging. Unacceptable conduct includes, but is not limited to:

- a. Using Secure Messaging for urgent or life threatening issues
- b. Sending threatening messages to a care provider
- c. Using profanity or harsh language
- d. Using Secure Messaging for communicating non-medical issues
- e. Sending an excessive number of Secure Messages

You must have access to the Internet to use Secure Messaging.

Normally, you will receive a reply to your message within 3 business days. When a faster response is required, call your health care provider or visit your VA facility.

At the discretion of your provider, any or all secure messages may become part of the electronic health record.

The connection to the Secure Messaging server is secure. However, it is your responsibility to ensure that your personal information is not compromised on the computer being used to access Secure Messaging.

You are responsible for logging out of Secure Messaging when your session is finished and for closing the browser being used to access Secure Messaging. If you print out any Secure Messages, you are responsible for protecting that information.

Secure Messaging is not email. However, email may be used for remote notification. Remote notification is a process that sends an automated email to the email account you registered on your My HealthVet account when a Secure Message is waiting to be read. No part of the actual Secure Message will be transmitted via email. Receiving these notifications is optional.



Close Secure Messaging X

You are logged in as: ANTHONY OCONNELL

Secure Messaging



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Sent: 05/15/2013 10:54 AM [Next Message](#) ➔
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 110820390
Subject: General Inquiry

We have answered your questions many times-my MSA, the pharmacist, social worker and myself. We cannot continue to write the same thing over and over. We do not have the time to keep repeating ourselves as we have many other patients. We have answered your medication issue; they were sent out. If you have not received them, then you need to go to main va to the pharmacist since you do not have a phone. You are misusing the system because you keep writing the same thing over even though we have answered your questions. and do not use outlook again-it is not a secure site and I will not respond back in outlook.

Previous Messages in Thread

-----Original Message-----
 Sent: 05/13/2013 08:56 AM
 From: OCONNELL, ANTHONY
 To: **TUC GV SCHMELING PACT
 Subject: General Inquiry

This message is for my primary care provider ANP Randi Schmeling:

I received your postal letter of May 9, 2013, and I quote it:

"Dear ANTHONY MINER OCONNELL,

Sent: 05/16/2013 11:11 AM
From: DUNKLIN, DONNA
To: OCONNELL, ANTHONY
Message ID#: 111213373
Subject: General General Inquiry

Mr, O'Connell,

I am sorry, but you received incorrect information at the Tucson VA. I spoke directly with the Director of Medical Records who told me that they do not keep any hard copy records at all. They scan everything that they receive and put it in your electronic record. They destroy all hard copies after 90 days. I repeat there is NO living will in your electronic chart here at SAVAHCS, which indicates that they never received a paper copy of a Living Will for you. If you are concerned about Prescott having your Living Will in their chart, you need to contact them.

Sincerely,
Donna Dunklin, LCSW

Previous Messages in Thread

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

Sent: 05/13/2013 07:08 PM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

Dear Donna Dunklin LCSW.

I went to release of information at the Tucson VA today to get my living will. They told me I had to make an appointment with the social worker in Green Valley to get my living will out of the system. If that is agreeable with you, just tell me when I can see you. If you have any questions please contact Rosemary Hernandez at Release of Information.

Thank you.

Anthony O'Connell 7637

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

Sent: 05/02/2013 05:56 PM
From: DUNKLIN, DONNA
To: OCONNELL, ANTHONY

Subject: General Inquiry

Dear Mr. O'Connell,

I am the social worker at the Green Valley VA Clinic and am writing to respond regarding your living will. It is my understanding that you gave your living will to the Prescott Clinic. We do not have your original living will here and there is no record of a living will in your chart. We do not keep documents at the clinic. When we receive a document we note it in the electronic chart and send it to Medical Records in Tucson for scanning. You might try the Prescott Clinic or their main office which I believe is in Phoenix.

Thank you for your service and feel free to call me if you have further questions.

Sincerely,

Donna Dunklin LCSW

399-2291

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

Sent: 05/02/2013 09:31 AM

From: OCONNELL, ANTHONY

To: **TUC GV SCHMELING PACT

Subject: General Inquiry

Dear ANP Randi Schmeling:

Please explain why my medicine stopped. Because of my health and my income stopping my VA medicine is a virtual death sentence.

Please return my original living will. I rescind my living will. I don't understand why you won't return it.

What is your intent?

Sincerely, Anthony O'Connell 763

Sent: 05/16/2013 04:53 PM
From: SCHMELING, RANDI
To: OCONNELL, ANTHONY
Message ID#: 111375780
Subject: General Inquiry

have already told you to make an appt to see me; cannot send consult without seeing you first. if chest pain-call 911

Previous Messages in Thread

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

Sent: 05/15/2013 07:44 AM
From: OCONNELL, ANTHONY
To: **TUC GV SCHMELING PACT
Subject: General Inquiry

ANP Randi Schmeling:

I think something happened to my heart. I have 1/3 the energy and a 1/3 the breath that I used to have. Would you please get me a consult to see a cardiologist?

Thank you.

Anthony O'Connell 7637