

# Mail

Mail third parties 9p

**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,

**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

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**Previous Messages in Thread**

**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:** 05/08/2013 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

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### 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

**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?



**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.

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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 HealtheVet account who has completed the In-Person Authentication (IPA) process. If you close your My HealtheVet 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 HealtheVet 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.



**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

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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

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