

**South Texas Veterans
Health Care System**
Patient Experience Service
Patient Advocate Office

Hours of Operation:

8:00 am—12:00 pm;

CLOSED from 12:00—1:00 pm

1:00 pm—4:00 pm.

Monday - Friday

Closed weekends and all federal holidays.



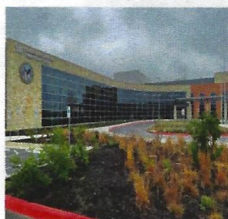
**Audie L. Murphy
VA Hospital**
7400 Merton Minter
San Antonio, TX 78229

Tele: (210) 949-3822
Fax: (210) 949-3037

Kerrville VA Hospital
3600 Memorial Blvd
Kerrville, TX 78028
Tele: (830) 792-2494
Fax: (830) 792-2480



**San Antonio Northwest
Health Care Center**
9939 TX Hwy 151
San Antonio, TX 78251
Tele: (210) 706-7820



*(Concerns that arise during other times will be
addressed the next business day)*

Alternatively, you may also contact us through
email using the Ask VA (AVA) or





I CARE ~
Integrity, Commitment, Advocacy,
Respect, Excellence

WE FOCUS ON LIVING OUR CORE VA I-CARE VALUES IN ALL OUR INTERACTIONS. INTEGRITY, COMMITMENT, ADVOCACY, RESPECT AND EXCELLENCE – THESE VALUES WILL DEFINE WHO WE ARE, OUR CULTURE, AND HOW WE CARE FOR VETERANS.

THIS MEANS THAT ALL VA PATIENTS, STAFF, THEIR FAMILIES, CAREGIVERS, SURVIVORS, VISITORS AND ADVOCATES MUST FEEL SAFE IN A WORKPLACE FREE OF HARASSMENT AND DISCRIMINATION. I WILL NOT ACCEPT DISCRIMINATION, HARASSMENT OR ASSAULT AT ANY LEVEL OR AT ANY FACILITY WITHIN VA. WE WILL PROVIDE A SAFE, INCLUSIVE ENVIRONMENT FOR VETERANS AND VA EMPLOYEES.



YOU SHOULD FEEL SAFE AND SECURE IN YOUR ROOM

YOUR PRIVACY WILL BE RESPECTED

YOUR ROOM WILL BE CLEAN

WE WILL ASSIST YOU TO FIND YOUR WAY AROUND.



Veterans Guide to Problem Resolution

If you have a problem, a complaint, or are not treated politely, report it to the supervisor of the area or your healthcare provider.



If you still are not satisfied, contact a patient advocate. You can call or just stop by the Office of the Patient Advocate (Rm # GL031)



Once you meet with a Patient Advocate, your concern (s) will be documented.



Your concern will be forwarded to the supervisor or service chief of the area. If the problem crosses several departments, all appropriate staff will receive the case details.



Depending on the urgency, a routine case is allotted 7 business days for resolution. The assigned Service will be contacting you with the resolution/follow up.



If you still are not satisfied, you may also file a clinical appeal. Patient Advocates can assist you in this process.



Rate your Patient Experience

Thank you for allowing the South Texas Veterans Health Care System (STVHCS) to provide your health care needs. We honor your service and sacrifice to our country. Here at STVHCS, we are committed to the ICARE principles (integrity, commitment, advocacy, respect, and excellence), and promise to make every effort each day to provide you with the highest quality health care and customer service possible.

You may receive a survey asking about the care you received today. If you receive this survey, please fill it out and return it. If you need assistance filling out the survey and do not have someone to help you, you may bring the survey to any one of our Patient Advocate Team.

We appreciate your honest opinion about ways we can better serve you and improve our services. If you have any questions, comments, or concerns about your visit to our facility, contact your provider. The Patient Advocate team would like to help by offering our personalized assistance. Providing your health care is a privilege we take seriously; please feel free to contact a Patient Advocate if your concern has not been resolved with your health care team.



Mary Rodriguez
Supervisor
ALM—



Darnetta Brown
Patient Advocate
ALM—Rm. GL031



**Harold “Quinn”
Brown ***
Patient Advocate
SA NW Health



Mary “Terry” Garza
Patient Advocate
Kerrville VA Hospital
Bld. 11, Rm. 155



**Christopher
Regalado ***
Patient Advocate
ALM—Rm. GL031



Taylor Ticknor
Patient Advocate
ALM—Rm. GL031



Tony Webber *
Patient Advocate
ALM—Rm. GL031

* Denotes Veteran Status

Additional Resources:

Welcome Center:

A brand new addition to STVHCS, Veterans may seek a number of resources pertaining to enrollment and eligibility, beneficiary travel, release of information, decedent affairs, and My Healthvet. For additional information regarding other services the welcome center offers call (210) 949-3981 or visit www.southtexas.va.gov/patients/eligibility.asp

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, visit <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>

Privacy Violations or Amendment to Record Requests:

The Privacy Office addresses privacy violations. The STVHCS Privacy Officer can be reached at (210) 616-8286.

Community Care:

For general questions and for coordination of your community referral call (210) 949-3850 or submit your questions through



Mid-South Consolidated Patient Account Center (CPAC):

For questions about your VA co-pays or bills to your other health insurance call: 1-866-393-9132 or (210) 616-8502.

Caregiver Support Program:

For information regarding the program call (210) 617-5300 ext. 19278 or visit www.caregiver.va.gov

Service-Connected Disability Claim:

Veterans may call their local Regional Office at 1-800-827-1000, visit www.benefits.va.gov/compensation/index.asp or their local Veteran Service Organization.