



South Texas Veterans Health Care System Patient and Family Guide to Problem Resolution

We want you to resolve your concerns quickly and efficiently and have provided the following steps as a guide.

Integrity
Commitment
Advocacy
Respect
Excellence

For Outpatient Concerns

Request to speak with a Clerk/Nurse/MD

No resolution?

Request to speak to a
Clinic Supervisor/Clinic Nurse Manager/
Administrative Officer

No resolution?

Request to speak to a Patient Advocate

For Inpatient Concerns

Request to speak with a Unit Clerk/Nurse/MD

No resolution?

Request to speak to a Charge Nurse/Nurse
Manager/Attending Physician

No resolution?

Request to speak to a Patient Advocate

“The Patient Advocate Program is established to promote positive experiences for all our Veterans. A fundamental value in VHA is for all our Veterans and their families, who are served in or through VHA facilities and clinics, to have their priorities and needs addressed in a proactive, convenient, and timely manner.”



Patient Experience Service Patient Advocate Office



Mary Rodriguez
Supervisor



Darnetta Brown



Christopher Regalado



Taylor Ticknor



Tony Webber

Contact Information:

Audie L. Murphy VA Hospital – 210-949-3822

Kerrville VA Hospital– 830-792-2494

San Antonio NW Health Care Center – 210-706-7820

You may also contact us via



or e-mail Ask VA at <https://ask.va.gov>



Quinn Brown
San Antonio Northwest
Health Care Center



Terry Garza
Kerrville VA
Hospital

APPROVED
Publication