

COMMON QUESTIONS

For these common questions, please contact the following departments **FIRST**:

- Enrolling for care or questions about your eligibility?
Call Eligibility: (734) 361-8387 ext. 55275
- Need a copy of your medical record or forms filled out by your provider?
Call Release of Information: (734) 845-5331
- Questions about bills for care received outside the VA?
Call Non-VA Care: (734) 845-3065
- Questions about a VA bill?
Call Billing: (734) 845-3386
- Filing a claim or checking on the status of a claim?
Call VA Regional Office: 1-800-827-1000
- Questions about travel?
Call Travel: (734) 845-5280

PATIENT ADVOCATES



Nancy Dermeyer



Danny Desentz

Improving the Veteran Experience

VA Ann Arbor Healthcare System
2215 Fuller Road
Ann Arbor, MI 48105
(734) 769-7100 or
Toll Free 1-800-361-8387



Approved VHEAC
January, 2016

Patient Advocate Program



Patient Advocates are here to assist you when your questions have not been answered elsewhere



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OUR ROLE

Patient Advocates act as a bridge between Veterans, their families and/or representatives, and all medical center staff. We act on your behalf to review complaints, questions, and needs. We advocate for your rights, promote great customer service, and help assure quality patient care.

HOW TO CONTACT US

By phone:

Monday - Friday

8:30 AM - 4:00 PM

(734) 845-5473 Nancy Dermeyer

(734) 845-3402 Danny Desentz

In person:

Monday - Friday

8:30 AM - 3:30 PM

By mail:

VA Ann Arbor Healthcare System

Attn: Patient Advocate

2215 Fuller Road

Ann Arbor, MI 48105

WHEN YOU HAVE A CONCERN

There may come a time when you do not agree with your provider about your care. If this happens, take the following steps in order:

1. Discuss your concern with your provider and your treatment team.
2. Ask to speak to the PAL (Patient Advocate Liaison) assigned to that area. PALs are specially-trained to help resolve issues.
3. Ask to speak to the supervisor or Service Chief of that area.
4. If you feel your concern is still not being addressed, contact a Patient Advocate. Our office will hear your concern in a private setting.
5. Sometimes the resolution may not satisfy you. If that happens, you can file an appeal to have an official second review.

WHAT YOU CAN EXPECT FROM US

- We will share or refer your concern or request to the correct staff for their review and consideration. These staff may contact you directly about your concern or request.
- We will help you navigate the VA Healthcare System.
- We will help you understand your rights and responsibilities as a patient.
- Contacting our office will **not** stop the care you get from us, now or in the future.
- We will accept both written and verbal concerns. We also accept compliments.
- You will be treated with dignity and respect in our office.
- Visitors and callers are helped on a first-come, first-serve basis.