

PURPOSE STATEMENT

The Patient Advocate and Veteran Experience Program is established to Promote positive experiences for all Our Veterans. A fundamental value In VHA (Veterans Healthcare Admin) 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.

Our Service Level Patient Advocate Program Partners with Veterans to Improve the delivery of Healthcare.

Alaska VA Healthcare Clinics

Hours of Operation:

Monday - Friday

8:00 a.m. to 4:30 p.m. Anchorage

7:30 a.m. to 4:00 p.m. CBOCs

Anchorage

1201 North Muldoon Road

Anchorage, AK 99504

1(888)-353-7574

Fairbanks

Building 4076 Room 1 J-101

Neeley Road

Fort Wainwright, AK 99703

1(888) -353-5242

Juneau

Federal Building

Suite 150

Juneau, AK 99802

1-(888)-308-7890

Kenai

11312 Kenai Spur Highway

Suite 39

Kenai, AK 99611

1(877)- 797-8924

Mat-Su

865 Seward Meridian Parkway

Suite 105

Wasilla, AK 99654

1-(866)-323-8648



Our Service Level Patient Advocate Program is designed to partner with Alaska Veterans to improve the delivery of healthcare



**INCREASING QUALITY With CUSTOMER
FEEDBACK**

We would like to hear from you what we are doing right and what we can improve.

By following the steps below, we encourage you to provide this feedback through the following channels:

1. Contact the Service Level Advocate listed in the next column.

2. If this contact is not available or satisfactory, ask for the Service Chief.

3. If you feel you need to speak to someone after the Service Chief, contact the facility Patient Representative located in the Business Office Rm 170 or call toll free 1 -888-353-7574, ext. 5449 or 257-5449. Allow the Patient Representative 2 working days to reply to you.

If you have followed these steps and wish to speak to someone else, you may contact the Director's Office toll free 1-888-353-7574, ext 5460 or 257-5460.

Patient Safety 257-6701

We need your assistance in keeping your healthcare safe. It's "OK" for you to voice any concerns you may have. Please do!

SERVICE LEVEL ADVOCATES

| | |
|--------------------------------|----------|
| Choice: Kevin | 257-6762 |
| Dental: Doreen | 257-4940 |
| Eligibility: Tim | 257-3723 |
| HVS: Rafael | 273-4080 |
| Integrated Care: Margaret | 257-4819 |
| Lab/Radiology Judie | 257-6973 |
| Medical Records: Carol | 257-4753 |
| Pharmacy: Ben | 257-4833 |
| Primary Care: Danelle | 257-4778 |
| Tele Primary Care: Laura | 257-6789 |
| Prosthetics: CJ | 257-4930 |
| Social & Behavioral Health: Ed | 257-5406 |
| Surgery Clinic: Cathy | 257-4968 |
| Traveling Vet Coordinator | 257-6916 |

COMMUNITY BASED OUTPATIENT CLINICS

Robert
1-888-353-7574 ex 4818
Or
257-4818

Operation Iraqi Freedom/ Enduring Freedom/
Operation New Dawn
Transition Patient Advocate:

Mike 257-7435

QUICK REFERENCE NUMBERS

**Anchorage Primary Care
PATIENT CENTERED CARE
APPOINTMENTS
1-888-353-7574 EXT 4950
OR
257-4950**

| | |
|--------------------------|----------|
| Authorizations | 257-6904 |
| C&P Exams: | 257-6710 |
| Military Sexual Trauma | 257-4908 |
| POW | 257-7439 |
| Social/Behavioral Health | 257-4854 |
| Suicide Prevention | 257-4846 |
| Telehealth Nurse | 257-4710 |
| Travel | 257-4948 |
| Triwest | 257-4768 |
| VA Dom | 273-4000 |

**Veteran's Crisis Line
1-800-273-8255 Press"1"**

TOLL FREE NUMBERS

| | |
|-----------------|----------------|
| Anchorage VA | 1-888-353-7574 |
| Choice | 1-866-606-8198 |
| Fairbanks VA | 1-888-353-5242 |
| Kenai VA | 1-877-797-8924 |
| Juneau VA | 1-888-308-7890 |
| Mat-Su VA | 1-866-323-8648 |
| Pharmacy Refill | 1-877-750-4790 |
| Payment Center | 1-855-331-5560 |
| Homeless Vets | 1-877-424-3838 |
| Regional Office | 1-800-827-1000 |
| VAO I G | 1-800-488-8244 |