

United States Postal Service®

Sorry We Missed You! We Re-Deliver for You

Today's Date

6/12/15

Sender's Name

VA

Item is at:  
 Post Office™ (See back)  
P.O. GREEN VALLEY

Available for Pick-up After

Date: 6-12 Time: 4:00

For Redelivery  
Go to [usps.com/redelivery](http://usps.com/redelivery)  
or see reverse

- Letter
- Large envelope, magazine, catalog, etc.
- Parcel
- Perishable Item
- Other:

For Delivery: (Enter total number of items delivered by service type.)

For Notice Left: (Check applicable item)

- Priority Mail
- Express™
- Certified Mail™ (Must claim within 15 days or article will be returned)
- Restricted Delivery
- Registered Mail™
- Insured Mail
- Return Receipt for Merchandise
- Adult Signature
- Signature Confirmation™

If checked, you or your agent must be present at time of delivery to sign for item.

USPS Tracking # or Article Number(s)

7015664000010959087

7015664000010959087

DOESN'T WORK

Notice Left Section

Customer Name and Address

Anthony O'Connell  
439 Vista del Rio

Article Requiring Payment

- Postage Due
- COD
- Customs

Amount Due

\$

Final Notice: Article will be returned to sender on

Delivered-By and Date

PS Form 3849, July 2013

[usps.com](http://usps.com)

Delivery Notice/Reminder/Receipt

We will redeliver OR you or your agent can pick up your mail at the Post Office. (Bring this form and proper ID. If your agent will pick up, sign below in item 2, and enter agent's name here):

1. <input checked="" type="checkbox"/> a. Check all that apply in section 3; <input checked="" type="checkbox"/> b. Sign in section 2 below; <input checked="" type="checkbox"/> c. Leave this notice where the carrier can see it.	<b>GREEN VALLEY POST OFFICE</b> 50 E CONTINENTAL RD GREEN VALLEY AZ 85614-9998 MON-FRI 830-500 SAT 900-NOON www.usps.com/redelivery or 800-ASK-USPS (275-8777)	
	<b>Delivery Section</b>	
2. Sign Here to authorize redelivery or to authorize an agent to sign for you:	Signature	X
	Printed Name	
3. <input type="checkbox"/> Redeliver (Enter day of week):	Delivery Address	439 VISTA DEL RIO
(Allow at least two delivery days for redelivery, or go to usps.com/redelivery or call 800-275-8777 to arrange redelivery.)	<b>USPS</b> 	
<input type="checkbox"/> Leave item at my address (not available if you or your agent must be present)		
(Specify where to leave. Example: "porch", "side door". This option is not available if box is checked on the front requiring your signature at time of delivery.)		
<input type="checkbox"/> Refused <input type="checkbox"/> Forward <input type="checkbox"/> Return		



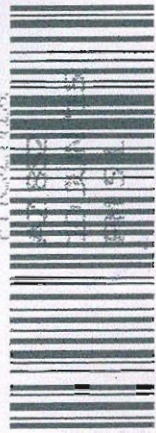


**DEPARTMENT OF  
VETERANS AFFAIRS**

SOUTHERN ARIZONA (0-00)  
VA HEALTH CARE SYSTEM  
TUCSON, AZ 85723

OFFICIAL BUSINESS  
PENALTY FOR PRIVATE USE, \$300

**CERTIFIED MAIL**



7015 0640 0000 1095 9087



049J82051321

**\$06.735**

06/10/2015

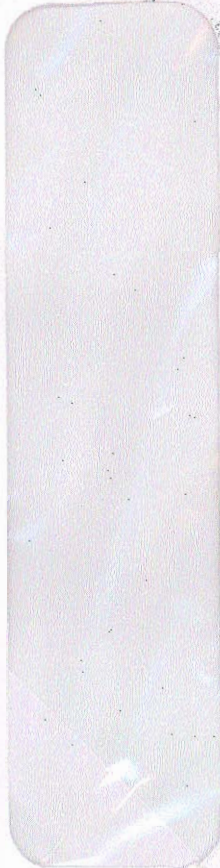
Mailed From 85713

**US POSTAGE**

Mailed June 10, 2015

**RETURN RECEIPT  
REQUESTED**

*M/C  
6-12-15*







JUN 03 2015

The 11 page "Request for Information" financial report form is also dated June 3, 2015.

In Reply Refer To: 678/0-002A

- Anthony Miner OConnell
- 439 South Vista Del Rio  
Green Valley, AZ 85614

Dear Mr. OConnell,

This letter is in response to your questions sent by email from May 17-23, 2015. I asked Ms. Sally Petty, Chief, Community Clinics Care Line, to research your questions and address your concerns.

**“Please explain the VA letter of 3/31/15, where, again, my medicine is withheld and I am made to appear responsible. The justification in the letter is that I don't have a telephone, as if the telephone were the only means of communicating.”**

To protect our Veterans from potential problems related to warfarin therapy, the SAVAHCS does not dispense warfarin to Veterans who are not currently enrolled in the SAVAHCS anti-coagulation clinic. Your medical records indicate you are receiving anti-coagulation therapy management and medication from the Prescott VA, and not currently registered with the SAVAHCS anti-coagulation clinic. It is not considered safe to have more than one provider managing the warfarin therapy or for more than one facility to provide the warfarin medication. Since you are receiving warfarin from Prescott VA, and there was no interruption in warfarin management or medication, the SAVAHCS prescription was discontinued. If you wish to transfer this care to the SAVAHCS, we will need to ensure you are receiving appropriate care with the established procedures and protocols set to keep you safe.

Regarding the comment related to you not having a telephone, it was only meant to convey why you were receiving the discontinuation letter instead of the clinic reaching out to you in person to inform you of the decision not to fill the warfarin prescription. While we are unable to communicate your private medical information through your personal email, postal mail and secure messaging are both acceptable methods of communication.

**“Is it your position that the telephone is the only acceptable means of communication? Do you not accept postal mail, email, and the VA's secure messaging, as acceptable means of communication? If so, why?”**

Postal mail and secure messaging are appropriate methods of communication with your Patient Aligned Care Team (PACT) members. Email is not an acceptable method of communication as it is not secure and therefore puts your personal health information at risk of access by unauthorized individuals.

**“Does the 3/31/15 blood test show that I have Lupus? Please give a "yes" or a "no".** “

No, your blood tests do not show a definitive diagnosis of Lupus. Dr. Cannella has referred you to Cardiology and Rheumatology for further evaluation of your current condition. You had an appointment with the SAVAHCS Rheumatology Clinic on June 1, 2015, at 9:00 a.m. You also have appointment scheduled with the SAVAHCS Cardiology in the Medical Subspecialty Clinic on June 4, 2015, at 10:00 a.m.

**“Why can't I see Dermatologist? I have a personal and family history of melanoma. Both of the appointments I made to see Dermatologist J. Pidkowicz were cancelled by nurse Kathryn Kerr. I was told that after arriving for my appointments.”**

Your last appointment with Dermatology was July 25, 2014, with Dr. Pidkowicz. During that appointment Dr. Pidkowicz shared that in the future, since your melanoma finding was over ten years ago, your primary care provider would do your full skin evaluations (FSE). If your primary care provider sees any concerning lesions, you will be referred back to the Dermatology Clinic. During your May 12, 2015 appointment with Dr. Nicholas Cannella, no new skin lesions were noted in your medical record. If you discover new lesions that concern you, please make an appointment with your primary care provider.

**“Why do you refuse to remove my Power of Attorney and Living Will from the VA records and make it appear as my fault? What is your intent?”**

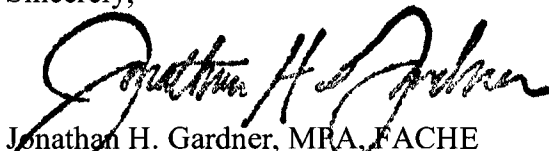
The SAVAHCS has no record of a current Power of Attorney or Living Will. You do have an Advanced Directive on file at the Prescott VA, which was initiated and signed by you in 2009. If you want this Advanced Directive removed from your records, please contact the Release of Information Office by mail at Prescott VA, 500 North Highway 89, Prescott, AZ 86313, Attention ROI office. Your letter should state that your request the Advanced Directives be removed from your VA records. If you wish to have a Power of Attorney and Living Will at SAVAHCS, please come into the Release of Information Office at the Tucson VA and the staff there will review the documents with you. If you have questions, please make an appointment with Ms. Donna Dunklin, the Green Valley CBOC social worker, and she can assist you in completing these documents to ensure your preferences are clearly stated.

**“Was Dr. Kathleen Gibson ever my PCP (Primary Care Provider)? Because I could never get a "yes" or a "no" from Dr. Gibson I removed my telephone to try to channel her communications to a method that would leave a paper trail.”**

Based on review of your SAVAHCS medical records, Dr. Kathleen Gibson was your assigned primary care provider in 2004. You had one face-to-face appointment with her on May 12, 2004. According to your medical records, Sept 18, 2012, was the next primary care appointment, which took place at the Green Valley CBOC with NP Randi Schmeling. At that time you enrolled at that clinic and have received ongoing care at the Green Valley CBOC.

For future concerns, please contact your PACT team directly via secure messaging or postal mail. Effective June 15, 2015, your PACT Team will consist of Dr. Susan Morris, MD, Kathy Kerr, RN, Marci Johnson, LPN, and Michael Bernard, Medical Support Assistant. Secure messaging with your PACT team is the best method to access the current status of your health care. Please discontinue email contact with me, as email is not a private, secure method of communication. If you have future concerns which your care team is unable to address, please contact Ms. Petty at (520) 629-1867 or mail her direct at SAVAHCS, 0-002A, 3601 S. 6<sup>th</sup> Avenue, Tucson, AZ 85723.

Sincerely,



Jonathan H. Gardner, MPA, FACHE  
Director, Southern Arizona  
VA Health Care System