

# Steps to Solving Your Problems and Concerns



## Veterans Healthcare Service Standards

The West Palm Beach VA Healthcare System exists to ensure America's Veterans and their families receive the healthcare, support and recognition they have earned in service to our nation. Veterans and their families come first and customer service is based on doing what is right for patients. Our commitment to your health care is reflected in these Veteran Healthcare Service Standards.

**STAFF COURTESY:** We will treat you, your family and significant others with courtesy and dignity throughout every aspect of your treatment.

**TIMELINESS/ACCESS:** We will provide you with timely and convenient access to healthcare.

**ONE PROVIDER:** One health care team will be in charge of your care and ensure coordination of your care among and between services.

**RESPECT FOR PATIENT PREFERENCES:** We will involve you, your family and significant others in decisions about your healthcare.

**PHYSICAL COMFORT:** We will strive to meet your pain management and physical comfort needs.

**EMOTIONAL NEEDS:** We will provide support to meet your emotional needs.

**OVERALL COORDINATION OF CARE:** We will take responsibility for providing seamless coordination of your care within other VA facilities, as well as in non-VA facilities and organizations.

**PATIENT EDUCATION:** We will strive to provide written and oral information and education about your healthcare that you, your family and significant others can understand.

**FAMILY INVOLVEMENT:** We will provide opportunities to involve your family and significant others in your care when appropriate.



**TRANSITION:** We will provide a smooth transition between your inpatient and outpatient care.

**SPECIALTY CARE:** Veterans Health Administration (VHA) provides Veterans with timely and convenient access and referral to necessary specialty healthcare.

**PHARMACY SERVICE:** VHA provides Veterans with timely and convenient access to pharmacy services both at the facility and through the Consolidated Mail Outpatient Pharmacy (CMOP).

**VISIT COORDINATION OF CARE:** VHA provides seamless coordination of all aspects of each episode of care.



The West Palm Beach VA Healthcare System is proud to uphold the **core values** of the VA health care system:

**I**ntegrity  
**C**ommitment  
**A**dvocacy  
**R**espect  
**E**xcellence

## Problem-Solving Steps

**STEP 1:** Share your concern with a member of your healthcare team.

**STEP 2:** If you are not satisfied, please ask to speak with the Service Level Advocate.

**STEP 3:** If your concern has not been addressed to your satisfaction, ask to speak to a supervisor.

**STEP 4:** If you are still not satisfied, a Service Chief will be contacted.

**STEP 5:** If you are still not satisfied, the Patient Advocate will be contacted.

**WEST PALM BEACH VA HEALTHCARE SYSTEM**  
7305 N Military Trail • West Palm Beach, FL 33410  
[www.va.gov/west-palm-beach-health-care/](http://www.va.gov/west-palm-beach-health-care/)

**Local VA Connect:** 1-561-422-6838  
**Toll Free VA Connect:** 1-866-383-9036  
**VA Tel-Care Nurse** (After 4:00 p.m.): 1-877-741-3400



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**U.S. Department of Veterans Affairs**  
Veterans Health Administration  
West Palm Beach VA Healthcare System