

**VA**



**U.S. Department of Veteran Affairs**

Veterans Health Administration  
Birmingham VA Health Care System

***Your Service Matters—Dispelling a Common Misconception: “Utilizing VA services means depriving fellow Veterans who might be in greater need.”***

***The Reality: Choosing not to engage with VA services actually diminishes the resources and support that could benefit Veterans facing more significant challenges.***

In Their Own Words: To put it simply..We MATTERED!

To All Medical and Support Personnel at the Bham VA Medical Center:

Our family would like to thank you for the superior services you have provided Navy Veteran since his recent enrollment in the VA system. Technically, he had actually enrolled some 10 yrs ago although he never used the wonderful benefits offered. Veteran believed those should be reserved for our veterans who had paid a significant price for our country's freedom. However, an early May 2023 ER visit to our local hospital for heart issues resulted in an unknowingly “connection” to this amazing community of people. Since then, there have been several appointments and opportunities to speak with numerous people within the Center.

The compassion, respect, and genuine concern for his health issues have been well above the standard care set by medical professionals. The integrity, honesty, knowledge and attentiveness of the entire VA Medical Center personnel speak volumes of the “character” exemplified in each and every member of this community.

We began this journey with zero knowledge of how the VA “works”, and with such a vast knowledge deficit, most other healthcare facilities/employees would have deemed us extremely “needy”. However, not the Bham VA. From an ER visit, phone calls and clinic appointments, we have been met with people who truly believe in helping our country's veterans. Each time, we have been greeted with understanding and kindness in various forms and gestures. To put it simply.. We MATTERED!

We would like to give a huge SHOUT OUT to specific departments, clinics, and people. Thank you to the Colorectal Clinic, the Vascular Clinic, the Oncology Clinic, the ER, the shuttle drivers, the information help desk, cashiers, enrollment, and pharmacy. You have answered many redundant questions, clarified information, shared knowledge, provided guidance, given incredible healthcare and/or expressed kindness with a sincere smile to Veteran and family. We are blessed to have met you!

And to the individuals in the ER, on December 11th, who took care of him during our very first experience at the Bham VA, you ROCK! And it just so happened that we took a picture of the healthcare workers listed on the whiteboard in his “area” that day. So thank you to .. MD: Einfalt/Rudemiller/Hutton; PA/NP: Shannon; RN: Josh/Jeanie; Tech: San; NA: Brittany; Charge Nurse: Heather; Assistant RN Manager: Washington; Nurse Manager: White; and Clinical Pharmacy Specialist: Lumpkin. Thanks to each of you for a great introduction to the Bham facility!

With much respect..Veteran and Family