



Administrative Closure
Alleged Violation of Ethical Standards
Tallahassee Outpatient Clinic,
Tallahassee, FL
MCI# 2012-04535-HI -0452

The VA Office of Inspector General Office of Healthcare Inspections received allegations from a complainant regarding violations of professional standards at the Tallahassee Veterans Affairs (VA) Outpatient Clinic (OPC), Tallahassee, FL. The facility is part of the North Florida/South Georgia Veterans Health System in Veterans Integrated Service Network 8.

The complainant alleged that:

- VA Primary Care (PC) providers at the OPC are expected to provide medications for veterans presenting with prescriptions from non-VA providers without having adequate information to prescribe medications safely. These veterans may present to the PC clinic without an appointment and may not even be currently enrolled in the VA system.
- Procedures in place to delay prescription from non-VA providers until medical records are received or a proper evaluation can be done are disregarded.

We interviewed the complainant by phone on October 26, 2012. According to the complainant, veterans have been coming to the PC clinic for the past 10 years with prescriptions from non-VA providers expecting the prescriptions to be provided through the VA. The veterans may not have been enrolled in the system, and according to the complainant, the wait time for newly enrolled patients is more than 10 months. Although the clinic has a policy that addresses this issue, the complainant stated that

(b)(3); 5 U.S.C. App 3 (IG Act); (b)(6)

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The complainant felt intimidated by some veterans who displayed poor behavior when medications were not immediately provided.

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She did not have any supporting documentation of the events, and could not state with any certainty how frequently this situation occurred. Further, the complainant stated that, after talking with us, she felt empowered and able to handle the issues locally and decided not to pursue the hotline complaint. Therefore, we are administratively closing this case.

JOHN D. DAIGH, JR., M.D.
Assistant Inspector General for
Healthcare Inspections

12/4/12