

2 November 2023

The Honorable Henry Kerner
Special Counsel
U.S. Office of Special Counsel
1730 M Street, NW, Suite 300
Washington, DC 20036

Re: Office of Special Counsel File No. DI-21-000470 and DI-21-000503; Addendum to Office of Special Counsel File No. DI-21-000033.

Dear Mr. Kerner:

I am responding to the OSC's request of me for Reply to the Agency's Supplemental Report, dated April 28, 2023, regarding the investigations conducted by the Department of Veterans Affairs regarding Whistleblower Allegations that officials at the VA Central Texas Healthcare System (hereafter Temple) in Temple, Texas, engaged in conduct that may constitute a violation of law, rule, or regulation, and a substantial and specific danger to public health or safety.

I am in receipt of the Agency's Supplemental Report, and I appreciate the opportunity to aid in clarification of the responses therein.

Regarding the VA Response to Recommendation #1 to Central Texas, regarding the published Buprenorphine SOP: "Has the Agency completed this review, and if so, does the current SOP conform with National Standards of Practice?"

In regards to the SOP on Buprenorphine that was voted on and passed by the CEC in latter 2020, the local facility opted not to make it available or disseminate it, best I can tell. To my knowledge, there was no failure to conform to any standard with that SOP. There was an SOP prior to that which predated my employment with VA; I am not sure if anyone used it. In regards to the newest/current SOP, published apparently in April 2023, I have recently had the opportunity to read it; howbeit, I am optimistic that the Mental Health Service will actively lead the facility in evaluating, diagnosing, and treating all veterans who suffer of Opioid Use Disorder. Their expertise is much required --- and their leadership on the matter to be appreciated.

Regarding the VA Response to Recommendation #2 to Central Texas, regarding the “high rate of community referrals from the Pain Management Clinic ... Has the Agency completed this review, and if so, what were the results? Do the agency’s service agreements for community care adhere to relevant governing authorities, policies, and directives”

I would be taken aback if the Agency response may have unintentionally conflated the issue of the high rate of community care referrals for pain management with a different issue regarding RFA probes that had been purchased but had gone unaccounted for.

There was an issue where a new RFA machine was purchased for the Temple site, and when it was delivered, the RFA probes that were apparently delivered simultaneously could not be found. Numerous communications took place throughout 2022 which gave the impression that, first, the RFA machine, then, the RFA probes, were going to be obtained and made available and ready for use; the RFA machine was delivered, and apparently so were the probes, although the latter were never recovered. Thus, the probes were ultimately repurchased for 2023. In the interim, it had been brought up to me regarding sending patients for these procedures down to our Austin site, and my initial impression, was that it would not work, but I went ahead and presented the option to some patients anyway; they all declined for various reasons. None of the numerous Agency officials, both at the local facility and at the VISN level, who were included in the correspondence, ever once made the suggestion or offered that Austin’s actual equipment could be transported back and forth to be used (such as probes for our new machine) at the Temple site^{1, 2, 3, 4}. I am surprised to first learn from the Agency supplemental report that this may have been a possibility; due to my prior experiences with the Supply Chain here, I had not considered on my own that this could have been an option^{5, 6, 7}. I am pleased to have this possibility communicated to me by this report, and I am grateful that it also appears that in 2022/2023 CTVHCS has taken note of the need for a better mechanism to track and administer its Supply Chain, which I believe to have become a goal for the facility.

As to the actual issue, I take a moment to clarify that all consults for Pain Management are funneled through the Pain Management section for processing, and this includes consults ultimately dispositioned to community providers (therefore, *all consults appear to be “from” the “Pain Management section”*), which means the “high rate of community referrals from the Pain Management Clinic” is actually the “high rate of community referrals sent from the rest of the facility to the community via the Pain Management section funnel. The “high rate of referrals” seems to stem from three issues: (1) An alteration to Pain Management specialty consult processing that was forced upon the section by the prior Whole Health Service Chief, enabled by the Realignment of our section under Whole Health, which is seemingly in the process of being corrected (2) Understaffing and Undersupplying of the Pain Management section, which has had first step(s) in being corrected (3) The facility’s non-conformity with the VHA Stepped Care Model for Pain, which is seemingly in process of being corrected. Thankfully, in light of its own review, the recent corresponding OMI investigation (which cited in their sample Wait Time and Drive Time as the reasons patients were sent to community here at CTVHCS), and the Pain

¹ Emails on Missing Electrodes

² Emails on Supply Chain / various

³ Emails on RFA machine

⁴ Emails on Requests for RFA machine

⁵ Emails on Procurement of Supplies

⁶ Emails on Committee for Supplies

⁷ Emails on Requests for Supplies

Management section physician(s) even advising the facility of the loss of patients due to the decision-making that had been undertaken, I believe the facility is aware that the number of patients sent to the community for RFA during 2022 is vanishingly small compared to those patients lost due to the three reasons I have noted above. I am confident that the facility must undoubtedly recognize that they have been losing patients to the community, not because of the Pain Management section providers, but instead, due to all of the reasons the whistleblowers in the Pain Management section identified and raised during these past few years, which seem to be in the process of being corrected. To date, I am not aware that any of the Pain Management section providers had ever evidenced any competency or training gaps; I am not sure where that came from, although I am proud to say that, to my knowledge, the Pain Management section has taken those courses which are required of all employees of the facility.

Regarding the VA Response to Recommendation #3 to Central Texas, regarding the “question of consistency of facility’s interpretation of Best Medical Interest and alignment with the Mission Act”

I am pleased to report that I am not currently being directly instructed not to follow the Mission Act. I am not sure where the courses come in. The coursework topic appears to be unrelated, although I am proud to say that, to my knowledge, the Pain Management section has taken those courses which are required of all employees of the facility.

All in all, it appears that the facility has come to understand that the Whistleblowers’ disclosures were serious and relevant; the facility seems to have gradually begun the process of incorporating our concerns into some aspects of its planning. Although I feel we may never be credited for our painstaking effort, contribution, and sacrifice, in assuring our Veterans receive the exceptional healthcare they deserve, it is important to recognize that the focus is rightly on the Veterans we fight for, and that, perhaps, so many of our Veterans may feel as we have felt during this process, if not moreso, as to their *even greater sacrifice and service for a greater America.*

Sincerely,

Whistleblower #1

[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 3:34 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

Yes, I have spoken personally with [REDACTED] and our warehouse today. We are double checking services areas and potential missed areas at the facility and if the missing equipment is not located, it will be overnighted this week. I will keep everyone in the loop as we continue to move forward.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 3:31 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

Importance: High

Good afternoon. The CTX team has been attempting to resolve this matter for 2 months, which as noted below impacts our ability to provide patient care. Can we expect a status update by the end of the week?

Thank you for your timely assistance on the matter.
[REDACTED]

[REDACTED]
Deputy VISN 17 Pharmacy Executive (Deputy VPE)
VISN 17 Academic Detailing Program Director
VA Heart of Texas (VISN 17) PBM
[REDACTED]



VA
HEALTH
CARE | Defining
EXCELLENCE
in the 21st Century

From: [REDACTED]
Sent: Monday, October 24, 2022 3:03 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

[REDACTED]

Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

[REDACTED]

Hello,

Sounds good. I will hold off on pushing the new order through until we have confirmation.

Thank you

[REDACTED]

Government Sales Support Representative

[REDACTED]

From: [REDACTED]

Sent: Monday, October 24, 2022 3:44 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

[REDACTED]

Hi [REDACTED]

These are the same facility. The rep is going to go by there this week to see if this was received by the warehouse.

Best regards,

[REDACTED]

[REDACTED]

On Mon, Oct 24, 2022 at 2:30 PM [REDACTED] wrote:

Hello,

The original order was shipped to 1901 Veterans Memorial Dr, while the PO say 1901 South 1st St. Are these the same facility?

Thank you

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Monday, October 24, 2022 1:40 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]
[REDACTED]

You don't often get email from herbie.cox@va.gov. [Learn why this is important](#)

EXTERNAL EMAIL

Good Afternoon [REDACTED]

The last correspondence from the Vendor is that , they are looking to see who signed for the package . I stated that We haven't received any of the Electrodes for [REDACTED] Please see attached Emails.

From: [REDACTED]
Sent: Monday, October 24, 2022 12:31 PM

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]
[REDACTED]

I have called [REDACTED] and left a voicemail today to see if he may have an update. It appears he has to confirm that we didn't receive the equipment before [REDACTED] will issue a replacement. I confirmed that with [REDACTED] this morning. [REDACTED] if we don't receive a response or confirmation that we did NOT receive the equipment, what is the next step to investigate? This has been going on for several months and now is affecting patient care.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 11:44 AM
To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]
[REDACTED]

The Temple VA Pain dept still has not received these.

From: [REDACTED]
Sent: Monday, October 24, 2022 11:38 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]
[REDACTED]

Good morning!

Are there any updates? This is resulting in delays to patient care.

Best Regards,

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]



From:

Sent: Wednesday, October 12, 2022 11:20 AM

To:

Cc:

Subject: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER

Good afternoon,

This issue is still pending, any update?

Your immediate attention to this matter is greatly appreciated.

Sincerely,

On Fri, Sep 30, 2022 at 9:31 AM [REDACTED] wrote:

Hi [REDACTED],

VA Temple, TX claims to not have received their order, PO# [REDACTED]. [REDACTED] provided tracking information and it was forwarded to the VA, however the VA is adamant this order has not been received. [REDACTED] mentioned that due to the dollar amount of this order, the rep (you) will need to confirm the facility did not receive these items. If they truly were not received, [REDACTED] will issue a replacement order at no additional cost.

Below emails apply.

Can you please assist?

ECAT [REDACTED]

Items ordered:

Item	Product ID	Product	UOS	QTY
0001	8400-000-000	Rf Generator	EA	1
0002	8400-800-000	Splitter Cable	EA	1
0003	0406-850-200	Return Electrode Cab	EA	1
0004	0406-900-200	Identification Tags	EA	10
0005	8400-825-015	Electrode	EA	8
0006	8400-825-010	Electrode	EA	8
0007	8400-815-005	Electrode	EA	8
0008	8400-815-010	Electrode	EA	8
0009	8400-815-015	Electrode	EA	8

We appreciate your help!

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Sep 28, 2022 at 9:04 AM
Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]
To: [REDACTED]
Cc: [REDACTED]

Please disregard my previous email. The warehouse has not documented that it was received and processed. [REDACTED], can you continue to have the local [REDACTED] Rep look into this matter?

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Monday, September 26, 2022 2:14 PM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Retrack, I misread

From: [REDACTED]
Sent: Monday, September 26, 2022 10:42 AM

To:

Cc:

Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER

Good morning [REDACTED],

The local [REDACTED] rep is checking to see if this order was received. Since this order is such a high dollar amount [REDACTED] wants to ensure that this order was not received. Once [REDACTED] has confirmed that the order was not received, they will send a replacement order.

If you have any other questions, please do not hesitate to let me know.

Best regards,

11

© 2006 The Authors

[REDACTED]

[REDACTED]

On Mon, Sep 26, 2022 at 11:18 AM [REDACTED] wrote:

Good Morning,

I have been out of the office for the past couple of weeks. Do we have an update the missing equipment?

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, September 1, 2022 3:31 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good afternoon [REDACTED],

The manufacturer is still working on getting the information from UPS and Fedex. Once they send it over I will forward it over to you.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Mon, Aug 29, 2022 at 12:54 PM [REDACTED] wrote:

Good Morning , Yes Sir please reach out to the Manufacturer. That would be great.

From: [REDACTED]

Sent: Monday, August 29, 2022 11:20 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good morning,

The address that this order was delivered to is:

CENTRAL TEXAS VETRNS HEALTH CARE SYSTEM
ATTN: PO# [REDACTED]
1901 VETERANS MEMORIAL DR
TEMPLE TX 76504-7451

I can reach out to the manufacturer to get the signature card if you would like.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Mon, Aug 29, 2022 at 11:28 AM [REDACTED] wrote:

Good Morning Sir, hope you day is going well. Do you have any more information about this order for Temple Texas. Our Warehouse/Mailroom department doesn't have a person named [REDACTED]. These are some very expensive items that need to be found.

[Redacted]

Last Updated: 08/29/2022 11:22 A.M. EST

Shipment Details

Shipment Progress

Tracking Number

[Redacted]

Shipped / Billed On
06/06/2022

Service
UPS Ground

Weight
4.70 LBS

Shipment Category
Package

Close

From:

[Redacted]

Sent: Friday, August 26, 2022 8:01 AM

To:

[Redacted]

Cc:

[Redacted]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER

[Redacted]

Good morning All,

I checked our WTS-Tracking system and did not find any of these tracking numbers. We do not have a [REDACTED] working in the Mailroom. The sender may have to contact UPS and find out where they were actually sent too.

Respectfully

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Thursday, August 25, 2022 4:35 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Been working on this all day, no luck so far. Adding the mailroom team to this message as well.

Mailroom,

Read through the email traffic to see if these tracking number came through.

From: [REDACTED]
Sent: Thursday, August 25, 2022 10:44 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good Morning [REDACTED], I'm trying to locate these items Please see tracking information below. Items came in 5/31/22 Signed for by [REDACTED].

From: [REDACTED]
Sent: Thursday, August 25, 2022 10:38 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good morning,

These items shipped on the following UPS tracking numbers. They were delivered back on 05/31/2022. If you have any other questions, please do not hesitate to let me know.

UPS tracking:

[REDACTED]
[REDACTED]
[REDACTED]

Best regards,

[REDACTED]

On Thu, Aug 25, 2022 at 11:25 AM [REDACTED] wrote:

Good Morning [REDACTED] hope you day is going well. I'm looking for these items , they didn't come with the [REDACTED] RF generator.

[REDACTED]

5	8400-825-010	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
6	8400-825-015	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
7	8400-815-005	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
8	8400-815-010	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
9	8400-815-015	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$

From: [REDACTED]

Sent: Thursday, August 25, 2022 9:40 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

[REDACTED]. any updates following the email sent to [REDACTED] and [REDACTED] on 8/10? I am sorry I am not able to help more. I moved to Wisconsin about 6 weeks ago, so [REDACTED] you are my eyes and ears at the facility. 😊

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, August 25, 2022 8:41 AM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Hello [REDACTED]

Any word on this?

I haven't been able to do an RFA here since 2021... we end up losing these patients...

[REDACTED]

From: [REDACTED]

Sent: Wednesday, August 10, 2022 2:55 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Thank you. I will reach out to our [REDACTED] rep.

From: [REDACTED]
Sent: Wednesday, August 10, 2022 2:54 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFA Receipt

Good Afternoon [REDACTED], these items still haven't come in.

From: [REDACTED]
Sent: Wednesday, August 10, 2022 2:04 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFA Receipt

[REDACTED],

Are we able to confirm if these items were received and their potential location? These were related to the RFA [REDACTED] Device. I believe it is PO # [REDACTED]

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, August 10, 2022 1:39 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFA Receipt

Hello [REDACTED],

My understanding is that AT LEAST the following have not been received at our clinic:

5	8400-825-010	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
6	8400-825-015	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
7	8400-815-005	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
8	8400-815-010	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
9	8400-815-015	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$

[REDACTED]

From: [REDACTED]

Sent: Tuesday, August 9, 2022 12:21 PM

To: [REDACTED]

Subject: RE: RFA Receipt

Hi [REDACTED],

From the previous attached receipt, can you let me know which items are missing so I can check into it? I didn't see anything listed as a cord.

Thank you!

■

From: ■

Sent: Tuesday, August 9, 2022 10:13 AM

To: ■

Cc: ■

Subject: RE: RFA Receipt

Hello ■,

We still don't have the cords... any word on your end?

■

From: ■

Sent: Wednesday, July 27, 2022 8:19 AM

To: ■

Cc: ■

Subject: RFA Receipt

Good Morning!

Attached is the receipt for the RFA and all equipment associated with it. If you find a discrepancy in what you received, please let me know.

Thank you,

■

[Redacted]

Pain Management, Opioid Safety, and PDMP (PMOP) Coordinator

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

CAUTION: External email. Do not click links or open attachments unless you recognize the sender and know the content is safe. Please forward all suspicious emails to [Redacted].

Follow this link to read our [Privacy Statement](#)

Follow this link to read our [Privacy Statement](#)

Sent: Monday, October 31, 2022 8:57 AM
To: [REDACTED]
Subject: RE: RFA Equipment update

Yes, we are working with the Warehouse Supervisor to see if they can help cover the costs. The actual machine came via Fed-Ex, but the parts came via UPS. What I think happened is they signed off that pain management received the RFA machine, not realizing all the other parts came through a different vendor. That electrodes and such got misplaced and can't be found. It also doesn't appear they have a fool proof tracking system once items are delivered (or not delivered) to an area.

From: [REDACTED]
Sent: Monday, October 31, 2022 8:52 AM
To: [REDACTED]
Subject: RE: RFA Equipment update

If it got lost in the warehouse area and not delivered to the unit I would suggest contacting that supervisor to work thru that process which may include a report of some sort. That piece of equipment is expensive.



“People are fed by the Food Industry, which pays no attention to health, and are healed by the Health Industry, which pays no attention to food.” - Wendell Berry.

VISN 17 → [SELF-CARE CALENDAR - Calendar \(sharepoint.com\)](#) [#LiveWholeHealth](#)



From: [REDACTED]
Sent: Monday, October 31, 2022 8:50 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: RFA Equipment update

How did the warehouse lose this?

Thanks!
[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, October 31, 2022 8:49 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RFA Equipment update

Good Morning [REDACTED],

I hope this email finds you both well. I am so sorry about the RFA missing equipment situation. We have worked through several avenues to try and locate the equipment with no luck. Originally, it was thought that [REDACTED] would resend us the equipment at no cost, but they are no longer going to do that since we have it logged that our warehouse signed for and accepted the boxes. [REDACTED] (VISN PMOP Coordinator) and I are working on trying to get emergency national funding to repurchase the equipment. In the meantime, I have been trying to brainstorm ideas of how we can continue to serve our Veterans. Did you all know there is RFA equipment in Austin? Could we work with [REDACTED] and set up some arrangements for patient care?

Thank you,
[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Monday, July 25, 2022 12:00 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Pain Clinic Inventory

Whoo hoo! 😊 Sorry that process took so long! I am going to attach [REDACTED], the [REDACTED] Rep, I was working with to make sure we have all our products and see if he can come for a walk through with you all. As far as I know it should have come with standard cannulae and electrodes.

From: [REDACTED]
Sent: Monday, July 25, 2022 11:39 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Pain Clinic Inventory

[REDACTED],

We have received the RFA machine!

Was this supposed to come with standard cannulae and electrodes?

[REDACTED]

From: [REDACTED]
Sent: Monday, July 25, 2022 10:37 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Pain Clinic Inventory

Hi [REDACTED],

Yes, those 3 Alpha-Stim M units I did order as a part of our funding. I will have [REDACTED] come and pick those up so they can be used within the pharmacy pain clinics at our various sites. Please see my attached funding request I submitted to VISN in February for equipment. Please let me know if you have any additional questions.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, July 25, 2022 10:25 AM
To: [REDACTED]
Cc: [REDACTED]

[REDACTED]

Subject: Pain Clinic Inventory

Hello [REDACTED],

As per our discussion today over the phone, we received Alpha-stim units today at the clinic.

We discussed that to your knowledge, we continue to await the RFA machine, and that this delivery is not the RFA machine from an Inventory standpoint.

Can we get any additional information on how this order for Alpha-stim units originated? It sounded like you said [REDACTED]
[REDACTED], but my sense is [REDACTED] name may be on any item/supply coming through to the clinic as she is our PMOP coordinator, and her name's association with this order may not reflect how a request for these devices actually originated.

Any thoughts?

Thank you,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 21, 2022 11:34 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.

Good Morning,

[REDACTED] has told me it was delivered and is currently located in [REDACTED]. I apologize. No one communicated with me that it had been received. I am trying to figure out how to get it up to the Pain Clinic. [REDACTED], where is the location that you need the device?

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Thursday, July 21, 2022 8:40 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.

Good morning [REDACTED]

Is there an update on the delivery?

Sincerely,



[REDACTED]

Take our Customer Satisfaction Survey Today! Just Click Here:
[Biomedical Engineering Customer Satisfaction Survey \(office.com\)](#)

From: [REDACTED]
Sent: Tuesday, July 19, 2022 8:57 AM
To: [REDACTED]
Cc: [REDACTED]

Subject: RE: New RFA for Temple.
Importance: High

Good morning all,

We need the new RFA machine ASAP. The one that we currently have is obsolete and unsupported by the manufacturer. We are out of grounding pads and cannot get replacements. We are losing patients to community providers because of this issue.

We are unable to wait indefinitely. We need the new machine within one or two weeks as an urgent order.

Sincerely,

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 9, 2022 11:19 AM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: RE: New RFA for Temple.

Yes. I appreciate it as well.

I have been waiting 6 months at this point...

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 9, 2022 10:54 AM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: New RFA for Temple.

Thank you for the update.

From: [REDACTED]

Sent: Thursday, June 9, 2022 8:20 AM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: New RFA for Temple.

Good Morning [REDACTED]

The RFA device has been ordered. We have only received some parts of the device, so I will let you know when everything is received. I spoke to the Stryker rep last week and he will come and set everything up and give a tutorial once all of the pieces have arrived.

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 9, 2022 7:31 AM

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.

[REDACTED],

If it seems unlikely for you to obtain VISN funding for our RFA machine, then kindly let us know, so we may pursue other avenues in purchasing this machine.

Sincerely,
[REDACTED]

From: [REDACTED]

Sent: Wednesday, June 8, 2022 12:20 PM

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.

[REDACTED],

Please update us as to the RFA machine that you were seeking to get.

Thanks,
[REDACTED]

From: [REDACTED]

Sent: Thursday, March 24, 2022 10:24 AM

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.

[REDACTED] is out until next week, so I will not be able to confirm until then. If you need to pursue a different opportunity, please let me know and I will amend the request.

From: [REDACTED]

Sent: Thursday, March 24, 2022 10:06 AM

To: [REDACTED]

Cc: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.

Thank you [REDACTED].

We need to get a definitive answer from you ASAP as we do not want to miss funds that are available to [REDACTED] at this time.

Best Regards,
[REDACTED]

From: [REDACTED]
Sent: Thursday, March 24, 2022 9:17 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.

I sent a message to [REDACTED], who I had spoken to before to follow-up.

From: [REDACTED]
Sent: Thursday, March 24, 2022 9:05 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.

This would need to have a SEPG and EER entered by the requesting service. Once entered, this sets in motion getting the funding from the VISN approved as well as setting in motion what the local Logistics unit needs to do on their end.

V/r

Take our Customer Satisfaction Survey Today! Just Click Here: [Transactional Customer Satisfaction Survey](#)

From: [REDACTED]
Sent: Thursday, March 24, 2022 9:01 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.

Good Morning [REDACTED],

I requesting the RFA machine last month as promised. VISN has the funding and I connected [REDACTED] (VISN PMOP Coordinator) with our local logistical department to determine how the product needs to ordered/transferring of funds. [REDACTED] has been on leave for the past couple of weeks, so I will follow- up with her once she returns. I will also send a message to the gentleman I spoke with in our local logistics department.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Thursday, March 24, 2022 8:54 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: New RFA for Temple.
Importance: High

[REDACTED], I am not sure where you are regarding the purchase of this RFA machine. Please update us as to progress on this ourchase

[REDACTED], thanks for your offer to supply us with a new RFA machine. I shall await [REDACTED] response before proceeding in another route to purchase this machine.

With much appreciation,
[REDACTED]

From: [REDACTED]
Sent: Tuesday, February 15, 2022 7:46 AM

To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.
Importance: High

Good morning [REDACTED],

My colleagues and I approve the RFA machine below. You may go ahead and purchase it for us with much appreciation for your support.

Best Regards,
[REDACTED]

From: [REDACTED]
Sent: Monday, February 14, 2022 4:38 PM

To: [REDACTED]
[REDACTED]

Subject: RE: New RFA for Temple.

I think it looks similar yes.

From: [REDACTED]
Sent: Monday, February 14, 2022 3:34 PM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]
Subject: New RFA for Temple.

Colleagues,

Our old RFA Machine is now outdated and has no parts or attachments from [REDACTED]. We are thinking of purchasing this machine. Please let me know your opinion.

[REDACTED], is this the same one like the one you have in Austin?

Thanks for your feedback,
[REDACTED]

+++++

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 15, 2021 11:13 AM
To: [REDACTED]
Subject: RE: [REDACTED] Supplies update

I have some of the needles.

I have not had the syringes needed for several months at this point, and I still don't.

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 15, 2021 10:33 AM
To: [REDACTED]
Subject: RE: [REDACTED] Supplies update

At this point, I have stopped offering Cervical epidural steroid injections.

[REDACTED]

From: [REDACTED]
Sent: Friday, June 18, 2021 9:07 AM
To: [REDACTED]
Subject: FW: [REDACTED] Supplies update

Supplies under Whole Health ...

From: [REDACTED]
Sent: Thursday, June 17, 2021 11:31 AM
To: [REDACTED]
Subject: FW: [REDACTED] Supplies update

To whom it may concern:

[REDACTED] did come to my office, a little before 0900 today.

[REDACTED] did admit to me that the needle I had requested was in the system all along.

So, I waited all this time, without these needles, for no good reason, other than we were moved under Whole Health.

[REDACTED]

From: [REDACTED]
Sent: Thursday, June 17, 2021 9:40 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

[REDACTED]

Per our conversation this morning. Please reply your justification on why your choice of needle(s) is the Non-Prime Vendor one. Again, it is so that Logistics has justification to VISN on why they ordering Non-Prime Vendor vs Prime Vendor.

I truly appreciate your time this morning on getting this done.

Thank you,



From: [REDACTED]
Sent: Wednesday, June 16, 2021 8:39 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

Good Morning [REDACTED],
These items have now been ordered through CTXSupplyTech. I have requested both items (needles & syringes) be stocked monthly in your area.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, June 14, 2021 3:54 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

80 of each.



From: [REDACTED]
Sent: Monday, June 14, 2021 3:54 PM
To: [REDACTED]

Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

How many needles and syringes do you want right now?

From: [REDACTED]
Sent: Monday, June 14, 2021 3:39 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

Hello [REDACTED],

Yes to both.

Please order these ASAP.

If you can order the Tuohy needles in the 19 and 18 Gauge sizes as well, I would appreciate it.

If that is too complex for the system in terms of ordering, I will await the needles and syringes you have planned to order as per prior communications.

I thought these were already ordered?

[REDACTED]

From: [REDACTED]
Sent: Monday, June 14, 2021 3:07 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

[REDACTED]

I can now order your syringes. Logistic is asking do you want these stocked in your area (Supply closet)? Also, you mentioned too, if your needles could be ordered monthly. Would you like the needles and syringes stocked in your area (supply closet)? Please advise.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Monday, June 14, 2021 9:49 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

Hello [REDACTED],

I am writing to request an update on the Green LOR syringes I requested back in 10/2020 or 11/2020.

To date, I have not received these.

Please let me know.

Be well,

[REDACTED]

From: [REDACTED]
Sent: Friday, March 26, 2021 9:16 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

From the information you gave me I provided you the answer. NOW if we used another vendor provide that information and I will be glad to provide guidance.

From: [REDACTED]
Sent: Friday, March 26, 2021 8:52 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

To [REDACTED] and [REDACTED],

From my review of prior correspondence, it seems that the syringes were from [REDACTED]

Is it possible for the two of you to communicate directly to assure that the order is placed.

We did order, receive, and use these syringes previously.

This is not a new item.

[REDACTED]

From: [REDACTED]
Sent: Friday, March 26, 2021 8:45 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

[REDACTED],

If these items were previously purchased then Whole Health will not have a problem ordering them for you now. But as I stated below AVANOS has not been vendorized.

v/r,

[REDACTED]

From: [REDACTED]

Sent: Thursday, March 25, 2021 4:04 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

[REDACTED],

I just forwarded prior correspondence to you.

Please review it and communicate with [REDACTED]; I am really hoping that nothing additional is needed. We did purchase this previously, and I do not recall any additional efforts being made for the product in question (syringes).

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, March 25, 2021 3:58 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

This vendor must be vendorized in FMS to order from and [REDACTED] has not.

From: [REDACTED]

Sent: Thursday, March 25, 2021 3:42 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

[REDACTED],

Thank you for checking.

[REDACTED],

Was a CPRC processed for the syringes while under Surgery?

The syringes were obviously purchased, as we used them...

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, March 25, 2021 3:08 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

I have checked on pass emails. Only the needles were purchased back in December 2020. See attached. I know there was talk about the trays but I believe we stayed with the trays that we use already.

Going forward I will process a CPRC for the syringes and update you [REDACTED]

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, March 25, 2021 2:57 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [REDACTED] Supplies update

They have definitely been ordered previously.

Please check with both [REDACTED] and [REDACTED] directly.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

The Touhy needles have been ordered before but we have no record of the syringes being ordered before

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:53 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

I understand.

What I am asking is:

Have both items gone through the CPRC process before ordering, already when ordered initially by surgery?

-If so, then this should not be needed.

-If it is required, then, why was it not previously required?

Thank you,

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:50 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

You will have to get it order by Whole Health now, as they should have funds to order supplies.

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

We have received both of these items through Surgery before.

Please advise.

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:43 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

[REDACTED],

I don't order for Whole Health and from the email traffic it sounds like a new item.

From: [REDACTED]
Sent: Thursday, March 25, 2021 2:09 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

[REDACTED],

Do we already have what is being requested by [REDACTED]?

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 25, 2021 1:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: [REDACTED] Supplies update

Good afternoon,

This item needs to go through the CPRC process before ordering. If an item do not have an IMF it have to go through CPRC. This item shouldn't be ordered without prior approval from the committee per VA Directive 1761. This is the link to put your request [REDACTED] if you need assistance on your request [REDACTED] (CC line) can assist you. Do not hesitate to reach me or [REDACTED] with your questions.

i. Clinical Product Reviews.

[REDACTED]

[REDACTED]

[REDACTED]

Respectfully,

[REDACTED]

“The biggest communication problem is that we do not listen to understand. We listen to reply”

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 25, 2021 9:32 AM
To: [REDACTED]
Subject: FW: [REDACTED] Supplies update

These supplies are needed to be ordered again for this doctor. The quote looks to be a new item so it will need to go to CPRC possible

From: [REDACTED]
Sent: Wednesday, March 24, 2021 9:54 AM
To: [REDACTED]
Cc: [REDACTED]

Subject: FW: [REDACTED] Supplies update

Good Morning [REDACTED],
Whole Health is reaching out again for help with [REDACTED] Supply order (Needles). You were very helpful and prompt the first time. Can you get these ordered for [REDACTED]. He is also asking can he get these delivered monthly? If, so what do I need to do on my end? Your help is greatly appreciated.

Please see email below~

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Tuesday, March 23, 2021 9:33 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Supplies update

Hello [REDACTED],

We could use an additional delivery of the needles.

Were you able to ascertain if the needles were to be delivered monthly?

I need the items contained within the attachments ASAP (epidural needles and loss of resistance syringes).

Thank you!

[REDACTED]

From: [REDACTED].
Sent: Wednesday, December 30, 2020 12:07 PM
To: [REDACTED]
Subject: RE: [REDACTED] Supplies update

Hello.

I have received the needles.

Will these be delivered monthly?

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Wednesday, December 30, 2020 11:21 AM
To: [REDACTED]
Subject: FW: [REDACTED] Supplies update

FYI~

From: [REDACTED]
Sent: Wednesday, December 23, 2020 4:21 PM
To: [REDACTED]
Subject: RE: [REDACTED] Supplies update

The 20 gauge Tuohy needles have arrived today.



From: [REDACTED]
Sent: Monday, December 14, 2020 2:48 PM
To: [REDACTED]
Subject: Dr. [REDACTED] Supplies update

Hi [REDACTED]

Reaching out to get a update on [REDACTED] supplies.

Thank you,

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 27, 2021 11:30 AM
To: [REDACTED]
Subject: FW: IMF

Hello [REDACTED]

It has been conveyed to me on more than one occasion, here under Whole Health, that this has been ordered already... I still do not have them.

Perhaps at one point we received a small supply, but I don't believe we received anything back in May... best I can tell, it has been >9-10 months at this point since I received any of these.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 27, 2021 10:58 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: IMF

[REDACTED],

We have this item in stock, take care of this request. Thank you.

Respectfully,

[Redacted]

“Complaining Never Makes Anything Better”

[Redacted]

From: [Redacted]
Sent: Tuesday, July 27, 2021 9:52 AM
To: [Redacted]
Cc: [Redacted]
Subject: FW:

I believe [Redacted] was in contact In May trying to get this product. We have had to stop doing certain epidural steroid injections because we no longer have this item. We had this at one time but have been out for a long time. Can someone please order this and keep it in stock in our supply room. Thank you, [Redacted]

From: [Redacted]
Sent: Tuesday, July 27, 2021 9:32 AM
To: [Redacted]
Subject:

[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 27, 2021 2:05 PM
To: [REDACTED]
Subject: FW: IMF [REDACTED] / Ref [REDACTED]

I am taking this to mean that the Loss of Resistance syringes have actually been ordered today itself...

From: [REDACTED]
Sent: Tuesday, July 27, 2021 2:00 PM
To: [REDACTED]
Subject: FW: IMF [REDACTED] / Ref [REDACTED]

From: [REDACTED]
Sent: Tuesday, July 27, 2021 1:25 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: IMF [REDACTED] / Ref [REDACTED]

Hello, [REDACTED].

[REDACTED] (item manager) has placed an order. I will keep you posted when it comes in. This is in reference to the IMF [REDACTED] / Ref [REDACTED].

Let me know if you have in questions or concerns.

[REDACTED]

"Behind every great leader there was an even greater logistician." M. Cox

[REDACTED]

From: [REDACTED]
Sent: Friday, March 26, 2021 2:58 PM
To: [REDACTED]
Subject: RE: [PRIVATE]

- (1) Loss of resistance syringe that I have literally already been using, but now apparently, more is required of me... we will run out before they are replenished.
- (2) Trays never were allowed; [REDACTED] approved it and then retracted the approval; then I asked him if there was anyone else I could speak to regarding the matter; he denied me this, and then he accused me of going over his head anyway (which I did not...). The trays I want have relevant syringes in them and much less redundant paper, so as to minimize contamination... if a tray gets contaminated, I have to throw the whole thing out... which I have had to do for patients... this can add to patient time on the table, while they wait for the procedure to start...
- (3) I should be getting my Tuohy needles, but there will be a delay.. I will run out before they are replenished.
- (4) I have no faith that asking for anything new is even an option, when I practically have to beg to get these bare minimal items...

[REDACTED]

From: [REDACTED]
Sent: Friday, March 26, 2021 2:54 PM
To: [REDACTED]
Subject: RE: [PRIVATE]

What specific supplies are you referring to?

From: [REDACTED]
Sent: Friday, March 26, 2021 12:11 PM
To: [REDACTED]
Subject: [PRIVATE]

Hello [REDACTED],

I want you to know that between the move to Whole Health and [REDACTED] response to my requests, I am in real danger of not having the specific supplies I need to continue to perform interventions for some veterans.

I do anticipate that I may have to cancel or not offer procedures I the very near future.

This is a direct result of (1) having been realigned under Whole Health from Surgery and (2) [REDACTED] approach to my request(s).

I have no one else to relay this to...

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 12:34 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

It's worth noting this has been affecting patient care for all those several months prior to now as well... I lose numerous patients to the community on this account...

[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 12:31 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

I have called [REDACTED] and left a voicemail today to see if he may have an update. It appears he has to confirm that we didn't receive the equipment before [REDACTED] will issue a replacement. I confirmed that with [REDACTED] this morning. [REDACTED] if we don't receive a response or confirmation that we did NOT receive the equipment, what is the next step to investigate? This has been going on for several months and now is affecting patient care.

Thank you,
[REDACTED]

From: [REDACTED]
Sent: Monday, October 24, 2022 11:44 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

The Temple VA Pain dept still has not received these.

From: [REDACTED]

Sent: Monday, October 24, 2022 11:38 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

Good morning!

Are there any updates? This is resulting in delays to patient care.

Best Regards,

[REDACTED]



From: [REDACTED]

Sent: Wednesday, October 12, 2022 11:20 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: [EXTERNAL] Re: Requesting Assistance - RFA Receipt ECAT ORDER [REDACTED]

Good afternoon [REDACTED],

This issue is still pending, any update?

Your immediate attention to this matter is greatly appreciated.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]

On Fri, Sep 30, 2022 at 9:31 AM [REDACTED] wrote:

Hi [REDACTED],

VA Temple, TX claims to not have received their order, PO# [REDACTED]. [REDACTED] provided tracking information and it was forwarded to the VA, however the VA is adamant this order has not been received. [REDACTED] mentioned that due to the dollar amount of this order, the rep (you) will need to confirm the facility did not receive these items. If they truly were not received, [REDACTED] will issue a replacement order at no additional cost.

Below emails apply.

Can you please assist?

ECAT PO# [REDACTED]

Items ordered:

Item	Product ID	Product	UOS	QTY
0001	8400-000-000	Rf Generator	EA	1
0002	8400-800-000	Splitter Cable	EA	1
0003	0406-850-200	Electrode Cab	EA	1
0004	0406-900-200	Identification Tags	EA	10
0005	8400-825-015	Electrode	EA	8
0006	8400-825-010	Electrode	EA	8
0007	8400-815-005	Electrode	EA	8
0008	8400-815-010	Electrode	EA	8
0009	8400-815-015	Electrode	EA	8

We appreciate your help!

Sincerely,

[REDACTED]

[REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Wed, Sep 28, 2022 at 9:04 AM
Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Please disregard my previous email. The warehouse has not documented that it was received and processed. [REDACTED], can you continue to have the local [REDACTED] Rep look into this matter?

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Monday, September 26, 2022 2:14 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Retrack, I misread

From: [REDACTED]
Sent: Monday, September 26, 2022 10:42 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good morning [REDACTED],

The local [REDACTED] rep is checking to see if this order was received. Since this order is such a high dollar amount [REDACTED] wants to ensure that this order was not received. Once [REDACTED] has confirmed that the order was not received, they will send a replacement order.

If you have any other questions, please do not hesitate to let me know.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Mon, Sep 26, 2022 at 11:18 AM [REDACTED] wrote:

Good Morning,

I have been out of the office for the past couple of weeks. Do we have an update the missing equipment?

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, September 1, 2022 3:31 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good afternoon [REDACTED],

The manufacturer is still working on getting the information from UPS and Fedex. Once they send it over I will forward it over to you.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Mon, Aug 29, 2022 at 12:54 PM [REDACTED] wrote:

Good Morning , Yes Sir please reach out to the Manufacturer. That would be great.

From: [REDACTED]

Sent: Monday, August 29, 2022 11:20 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good morning,

The address that this order was delivered to is:

CENTRAL TEXAS VETRNS HEALTH CARE SYSTEM
ATTN: PO# [REDACTED]
1901 VETERANS MEMORIAL DR
TEMPLE TX 76504-7451

I can reach out to the manufacturer to get the signature card if you would like.

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

On Mon, Aug 29, 2022 at 11:28 AM [REDACTED] > wrote:

Good Morning Sir, hope you day is going well. Do you have any more information about this order for Temple Texas. Our Warehouse/Mailroom department doesn't have a person named [REDACTED]. These are some very expensive items that need to be found.

[REDACTED]

Last Updated: 08/29/2022 11:22 A.M. EST

Shipment Details

Shipment Progress

Tracking Number

[REDACTED]

Shipped / Billed On

06/06/2022

Service

UPS Ground

Weight

4.70 LBS

Shipment Category

Package

Close

From:

[REDACTED]

Sent: Friday, August 26, 2022 8:01 AM

To:

[REDACTED]

Cc:

[REDACTED]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER

[REDACTED]

Good morning All,

I checked our [REDACTED] Tracking system and did not find any of these tracking numbers. We do not have a [REDACTED] working in the Mailroom. The sender may have to contact UPS and find out where they were actually sent too.

Respectfully

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Thursday, August 25, 2022 4:35 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Been working on this all day, no luck so far. Adding the mailroom team to this message as well.

Mailroom,

Read through the email traffic to see if these tracking number came through.

From: [REDACTED]

Sent: Thursday, August 25, 2022 10:44 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good Morning [REDACTED], I'm trying to locate these items Please see tracking information below. Items came in 5/31/22 Signed for by [REDACTED].

From: [REDACTED]

Sent: Thursday, August 25, 2022 10:38 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: [EXTERNAL] Re: RFA Receipt ECAT ORDER [REDACTED]

Good morning,

These items shipped on the following UPS tracking numbers. They were delivered back on 05/31/2022. If you have any other questions, please do not hesitate to let me know.

UPS tracking:

[REDACTED]

[REDACTED]

[REDACTED]

Best regards,

[REDACTED]

On Thu, Aug 25, 2022 at 11:25 AM [REDACTED] wrote:

Good Morning [REDACTED], hope you day is going well. I'm looking for these items, they didn't come with the [REDACTED] RF generator.

[REDACTED]

5	8400-825-010	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
6	8400-825-015	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
7	8400-815-005	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
8	8400-815-010	100MM [REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
9	8400-815-015	150MM [REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$

From: [REDACTED]

Sent: Thursday, August 25, 2022 9:40 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

[REDACTED] any updates following the email sent to [REDACTED] and [REDACTED] on 8/10? I am sorry I am not able to help more. I moved to Wisconsin about 6 weeks ago, so [REDACTED] you are my eyes and ears at the facility. 😊

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, August 25, 2022 8:41 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Hello [REDACTED]

Any word on this?

I haven't been able to do an RFA here since 2021... we end up losing these patients...

[REDACTED]

From: [REDACTED]

Sent: Wednesday, August 10, 2022 2:55 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Thank you. I will reach out to our [REDACTED] rep.

From: [REDACTED]

Sent: Wednesday, August 10, 2022 2:54 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Good Afternoon [REDACTED], these items still haven't come in.

From: [REDACTED]

Sent: Wednesday, August 10, 2022 2:04 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

[REDACTED],

Are we able to confirm if these items were received and their potential location? These were related to the RFA [REDACTED] Device. I believe it is PO # [REDACTED]

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Wednesday, August 10, 2022 1:39 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Hello [REDACTED],

My understanding is that AT LEAST the following have not been received at our clinic:

5	8400-825-010	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
6	8400-825-015	[REDACTED] ELECTRODE	EA	8	2,522.19\$	20,177.52\$
7	8400-815-005	[REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$
8	8400-815-010	[REDACTED] 100MM	EA	8	1,736.72\$	13,893.76\$
9	8400-815-015	[REDACTED] ELECTRODE 150MM [REDACTED] ELECTRODE	EA	8	1,736.72\$	13,893.76\$

[REDACTED]

From: [REDACTED]

Sent: Tuesday, August 9, 2022 12:21 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Hi [REDACTED],

From the previous attached receipt, can you let me know which items are missing so I can check into it? I didn't see anything listed as a cord.

Thank you!

[REDACTED]

From: [REDACTED]

Sent: Tuesday, August 9, 2022 10:13 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: RFA Receipt

Hello [REDACTED],

We still don't have the cords... any word on your end?

[REDACTED]

From: [REDACTED]

Sent: Wednesday, July 27, 2022 8:19 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RFA Receipt

Good Morning!

Attached is the receipt for the RFA and all equipment associated with it. If you find a discrepancy in what you received, please let me know.

Thank you,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: RE: CPRC Portal
Date: Friday, June 24, 2022 9:43:23 AM

Very seldom.

From: [REDACTED]
Sent: Friday, June 24, 2022 9:41 AM
To: [REDACTED]
Subject: RE: CPRC Portal

Hello [REDACTED],

Out of curiosity, how often does the committee “deadlock” on items requested?

Thank you!

[REDACTED]

From: [REDACTED]
Sent: Friday, June 24, 2022 9:37 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: CPRC Portal

If needed it can be moved to July.

From: [REDACTED]
Sent: Friday, June 24, 2022 9:35 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: CPRC Portal

[REDACTED],
Can you present this for [REDACTED]? Or can this be pushed to the July CPRC?

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 23, 2022 4:11 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: CPRC Portal

I am on leave that day.

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 23, 2022 1:54 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: CPRC Portal

Hello [REDACTED]

I am in the middle of clinic.

I may be on leave that day?

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 23, 2022 1:51 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: CPRC Portal

[REDACTED]

I apologize, this was for [REDACTED]

Ty~

From: [REDACTED]

Sent: Thursday, June 23, 2022 1:50 PM

To: [REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: CPRC Portal

[REDACTED],

Please confirm you will present. I will not. Then I can move forward to adjust your clinic for June 27th @ 14:30.

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 23, 2022 11:36 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: CPRC Portal

The Universal Block Tray- have not received enough votes to deny or proceed. I wanted to address the issue again if you would like. [REDACTED] can present it if you all want him too.

From: [REDACTED]

Sent: Thursday, June 23, 2022 11:34 AM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

[REDACTED]

Subject: RE: CPRC Portal

Hello [REDACTED],

What product are you referring to?

I have copied [REDACTED] who you have been in communication with regarding a prior request, and [REDACTED], the Section Chief for Pain Management.

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, June 23, 2022 11:31 AM

To: [REDACTED]
[REDACTED]

Cc: [REDACTED]

Subject: CPRC Portal

Good Afternoon,

This email is to notify you, that you have a product that will be added to the CPRC monthly meeting on 6/27/22 via TEAMS @ 14:30.

To avoid delays or confusion if I don't receive a reply your item will not be added to the agenda.

The agenda and a CPRC committee invite will be forwarded to on tomorrow.

You or a designated presentive must attend the meeting to present your product to the committee. No request will be addressed by the committee without a POC available.

During the presentation you will be asked an array of questions such as: (all listed on the original request)

An explanation of what the product is, and how the product will be utilized.

What is the current practice in place.

How will the product impact patient care?

Will the product replace any item currently being utilized?

What is the product usage and cost?

It is important that you provide an image of the product to help the board visualize its usage. The image can either be the actual product or a printed copy of the product.

After your presentation is completed you will be asked to leave the meeting.

You will be notified of the committee vote within five working days. If the request is approved you will also be informed of the upcoming actions to ensure the product is procured and stocked in your designated area.

The purpose of this email is to ensure that your product is reviewed without any delays. You may reach out to me as needed.

Please disregard if we have already discussed this matter, the information is provided as an FYI.



From: [REDACTED]
To: [REDACTED]
Subject: RE: CPRC Request 171905
Date: Tuesday, December 8, 2020 9:01:00 AM

Well.

It is hard to coordinate with the other providers to decide whether the new trays can replace the old ones, if the other providers have never used this other tray...

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 9:01 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

No. That is not how this works.

From: [REDACTED]
Sent: Tuesday, December 8, 2020 9:00 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

Hello,

Re: We are being asked to limit items in inventory.

--- Can I communicate with the parties that made this request of you to discuss further?

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:59 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

We are being asked to limit items in inventory.

My approval was given under the assumption that this was a replacement.

Unless there is information on improved outcomes or limitations to what can be done with one tray vs. another, we cannot stock both.

Please coordinate with the other providers to decide whether the new trays can replace the old ones.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:54 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

Because different physicians utilize and rely on different materials to optimally perform procedures in their own respective hands.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:53 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

Please explain why we need both

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:52 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

Correct.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:52 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

So, you are not requesting to replace the old trays with the new ones?

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:44 AM
To: [REDACTED]
Subject: RE: CPRC Request 171905

Hello,

They are consumable items.

We are not planning to retire the old trays.

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:42 AM
To: [REDACTED]
Subject: FW: CPRC Request 171905

[REDACTED]

The trays you are requesting are consumable items, correct?

[REDACTED]

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:30 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: RE: CPRC Request 171905

Does the service plan to retire the old tray please

From: [REDACTED]
Sent: Tuesday, December 8, 2020 8:26 AM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]
Subject: CPRC Request 171905

[REDACTED],

CPRC Request 171905, has been submitted by Whole Health as an emergency request.

The POC's are on the CC Line



Thanks