

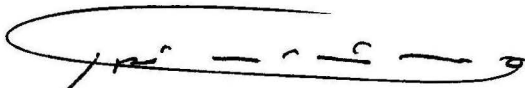
December 22, 2015

To Whom It May Concern:

I am responding to your December 9, 2015 letter on the report of investigation of allegations of improper closing of patient consults at the Olin E. Teague VAMC.

I am in disbelief to see that as a veteran myself, what prompted the complaint was that the consults were being closed almost immediately after leaving the physician, leaving the veteran without the care prescribed. The investigation was side tracked by the technicalities of policies and procedures in regards to consult notification to patients.

A vast amount of evidence was prepared and presented with hundreds of instances where this took place. Many of these patients were in immediate need of care to address their conditions. As suspected, individuals responsible placed the blame on their employees. Credentialed practitioners at the clinic level are well aware that actions were taken to ensure better reporting to higher levels, thereby providing veterans with substandard care.



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