

Did You Know?

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That it has been four years since I furnished a list of Patient Advocates, Patient Representatives and Patient Relations Offices for our VA hospitals and clinics servicing our Illinois veterans. Our office constantly receive calls about various hospital problems e.g. why can't I get a certain prescription filled, how come the dentist won't give me implants, why do I only get one pair of glasses a year, etc. We also get complaints like I waited six hours to see my doctor or the VA mailed my medication to the wrong address again! Problems like these are best handled by the Patient Advocates. These are highly trained professionals who attempt to resolve concerns about any aspect of their care and also file complaints about poor service. And with the new Caregivers Act and Care in the Community, there are even more questions and concerns. Here is the most recent list, use it. And please be patient, with COVID don't expect to get a response immediately, it may take a few days.

Hines Hospital and the following clinics: Aurora, Elgin, Joliet, LaSalle, Manteno and Oak Lawn. 708-202-2716

Marion Medical Center:

618-997-5311 ext. 54229

Illiana Medical Center and the following clinics: Peoria, Decatur, Springfield and West Lafayette (IN). 217-554-4968

Cpt. James Lovell Fed. Health Care Ctr. and the following clinics: McHenry, Evanston and Kenosha (WI).

847-688-1900 x87505

Iowa City Medical Center and the following clinics: Galesburg and Quincy.

319-339-0581 ext. 4248 or 7244

Chicago Jesse Brown Medical Center and the following clinics: Lakeside

312-569-7959

Chicago Heights Clinic: 708-756-5454

Crown Point clinic (IN): 219-662-5000
Belleville clinic: 314-289-6373

St. Louis John Cochran: 314-289-6373

St. Louis Jefferson Barracks:
314-894-5712

Madison Hospital (WI) & Rockford Clinic:
608-280-7182

NEW!!!! If you use myhealthvet to secure message your provider, you can also use the drop down menu to send a message to your Pt. Advocate.

Please note: these advocates are not the person to complain about the unfairness of the various Veterans Administration rules regarding eligibility, means tests and other Federal laws. If you don't like certain current Federal laws bring it up at your Post meeting and write a resolution to try and get that law changed.

As always if you have any questions about your Veterans Administration benefits please feel free to contact me. The only dumb question is the one not asked!