

# PATIENT ADVOCATES

Patient Advocates are here to assist you when your questions have not been answered elsewhere.



(702) 791-9000 ext. 15436

VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
Southern Nevada Healthcare System

## Our Role

Patient Advocates act as a bridge between Veterans, their families and/or representatives, and all medical center staff. We act on your behalf to review complaints, questions, and needs. We advocate for your rights, promote great customer service, and help ensure quality patient care.

## When You Have A Concern

There may come a time when you do not agree with your provider about your care. If this happens, take the following steps (in order):

1. Discuss your concern with your provider and your treatment team.
2. Ask to speak to the supervisor or Service Chief of that area.
3. If you feel your concern is still not being addressed, contact a Patient Advocate. Our office will hear your concern in a private setting.

## What You Can Expect

- We will share or refer your concern or request to the correct staff for review and consideration. These staff may contact you directly about your concern or request.
- We will help you navigate the VA Healthcare System.
- We will help you understand your rights and responsibilities as a patient.
- Contacting our office will not stop the care you receive from us, now or in the future.
- We will accept both written and verbal concerns. We also accept compliments.
- You will be treated with dignity and respect in our office.
- Visitors and callers are helped on a first-come, first-serve basis.



## Common Questions

For these common questions, please contact the following departments:

**Q:** Enrolling for care or questions about your eligibility?

**A:** Eligibility: 702-791-9000 Ext. 19072

**Q:** Need a copy of your medical record or forms filled out by your provider?

**A:** Release of Information (ROI):  
702-791-9000 Ext. 19033

**Q:** Questions about bills for care received through the Care in the Community Program?

**A:** Care in the Community:  
702-791-9000 Ext. 19066

**Q:** Questions about a VA bill?

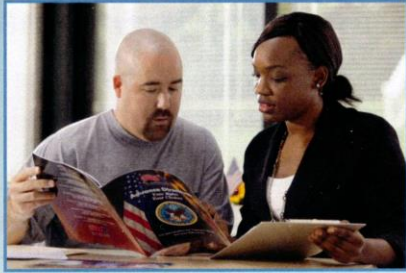
**A:** Billing: 702-791-9000 Ext. 14549 or  
15428

**Q:** Filing a claim or checking on the status of a claim?

**A:** VA Regional Office:  
1-800- 827-1000 (Veterans Benefits Administration)

**Q:** Questions about travel?

**A:** Travel: 702-791-9000 Ext. 19075



## How To Contact Us

VA Southern Nevada Healthcare System  
Veterans Experience Service  
6900 North Pecos Road  
North Las Vegas, NV 89086

### Contact Us By Phone

8 a.m. - 4:00 p.m. Monday-Friday  
702-791-9000 ext. 15436

### Contact Us In Person

Patient Advocate Offices  
1C202 or 1C204  
8 am. - 4:00 pm. Monday - Friday

### Contact Us By Mail

VA Southern Nevada Healthcare System  
Attn: Patient Advocate 1C219  
6900 North Pecos Road  
North Las Vegas, NV 89086



## A message from your Veterans Experience Service:

*It is our primary mission to honor America's Veterans through delivery of exceptional advocacy services to advance and influence health care that improves the health and well-being of Veteran's.*

## Veterans Crisis Line



**DIAL 988** then  
**PRESS 1**

## VA Southern Nevada Healthcare System

VA Medical Center  
6900 North Pecos Road  
North Las Vegas, NV 89086