

Patient Advocate Office

We are here for YOU!

We are your Patient Experience Office:

Patient Advocate Coordinator

Kristine Dominique MSW, LICSW

Patient Advocate Coordinator

Michael Norde MSW, LICSW

Patient Support Assistant

Kendall Taylor

Chief Patient Experience Officer

Heather Pezzullo MSW, LICSW

We can be reached via:

Telephone

401-457-3093

Walk-In

8:00 a.m. – 4:00 p.m.

Building 1 - Room 140

Office Fax

401-457-3052

My HealthVet

Secure Messaging

What is Patient Advocacy?

The Office of Patient Advocacy was established on June 12, 2017, as directed by the Comprehensive Addiction and Recovery Act (CARA), Public Law 114-198. The Office ensures patient advocacy on behalf of Veterans with respect to health care delivery received and sought by Veterans, provides training in patient advocacy and reporting, and carries out the responsibilities detailed in the legislation (Sections 922, 923 and 924).

The Patient Advocacy Program includes the promotion of an inclusive care environment and a positive patient experience for Veterans and their family members across all categories of racial or ethnic group, gender, gender identity or gender expression, age, geographic location, religion, socio-economic status, sexual orientation, cognitive, sensory or physical disability, military era, mental health diagnosis, or disability status. The Patient Advocacy Program plays a vital role in ensuring patients have equitable access to quality care in an inclusive environment.

VA Providence Healthcare System

Patient Experience Program:

Patient Advocate Office

Providence VA Medical Center

Hyannis VA Clinic

Middletown VA Clinic

New Bedford VA Clinic

Providence VA Medical Center

830 Chalkstone Avenue

Providence, RI 02908

401-273-7100



VA



Frequently Needed Contact Information

Patient Call Center for any issues regarding your medical and

Primary Care:
401-457-3336

Outpatient Pharmacy for medication questions:
401-273-7100 ext. 13641

Patient Services for eligibility, enrollment, means test, ID cards and decedent affairs:
401-273-7100 ext. 12496/13300

Travel Office for ambulance bills, travel pay, and travel scheduling:
401-273-7100 ext. 13550

NECPAC Billing for VA co-pays:
401-273-7100 ext. 13080

Veterans Benefits Administration (VBA):
1-800-827-1000
401-223-3700

Medical Records
401-273-7100 ext. 13481

Traveling Veterans Coordinator
401-273-7100 ext. 16185



COMMUNITY CARE

VA Providence Office of Community Care
401-273-7100 ext. 13015

VA Providence Community Care Patient Advocate 401-273-7100 ext. 12893

VA Experience Call Center 877-881-7618

- Issues
- Benefit questions
- Referral issues
- Eligibility questions

Optum Urgent Care Call Center
888-901-6609

- Eligibility Questions
- Authorizations or issues
- Pharmacy Authorizations or issues

Non-VA Emergency Room Care

THE VETERAN MUST CALL THE

CENTRALIZED CALL CENTER NUMBER:

1-844-72-HRVHA (1-844-724-7842) or use
the Community Care Portal:

[https://
EMERGENCYCAREREPORT-
ING.COMMUNITYCARE.VA.GOV](https://EMERGENCYCAREREPORTING.COMMUNITYCARE.VA.GOV)

**WITHIN 72 HOURS OF ENTRY INTO A
COMMUNITY EMERGENCY ROOM** unless
VA medical center staff sends the Veteran
there.



Choose VA

How Can We Help You?

A patient advocate is one who pleads the cause, is the voice for and advocates for Veterans' rights consistent with law, policy and professional standards. The advocate protects the Veteran's health and health care rights and provides assistance in asserting those rights, if the need arises.

Our Patient Advocate program seeks to personally give you and your family the security of knowing someone is available to focus on individual concerns, perception and rights as a patient. We seek to work collaboratively with patients, caregivers, and staff to help address perceived concerns. If you or a Veteran you care for has not been able to resolve issues directly with the care team or impacted service, please contact us for further assistance.

