



Resources for veterans discussed at town hall

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The fate of the Dothan Community Based Outpatient Clinic, myhealthvet, the Voice of the Veterans survey and the no show campaign were discussed at the Central Alabama Veterans Health Care System town hall on Aug. 2.

Director of CAVHCS Linda Boyle started the town hall by assuring all the veterans in attendance that the Dothan CBOC would not be closing. “The rumor that we’re closing down the Dothan clinic is incorrect. We are not closing the Dothan clinic; however, we are looking at how we’re going to run those two (Dothan and Fort Rucker) clinics,” Boyle said.

She also noted that specialty mental health services would only be at the Dothan CBOC but that the Fort Rucker CBOC would have general mental health services.

Veteran David Payne started the Voice of the Veteran Fresh Eyes on Service Survey for all veterans to use to file complaints regarding CAVHCS.

The survey can be taken at www.surveymonkey.com/r/FEOS2018.

Associate Director of CAVHCS Thomas Huettemann said that he takes complaints from the survey seriously.

“When complaints come through on that survey, I am the point of contact for that,” Huettemann said. “I don’t let it go and just pass it on to somebody else, especially if it is a patient complaint about an illness that needs to be take care of right away. I will pass that on to the appropriate person, but I won’t let go of it because I’ll say, ‘once you contact the patient, give me a report of contact and tell me what happened.’ If I’m not satisfied with it then I’ll go to the chief of staff—or whoever I need to go to—and say, ‘This wasn’t handled properly.’”

Huettemann said he’s only received about dozen complaints through the survey in the six months it has been out.

Director of CAVHCS Linda Boyle discussed the my healthvet app as well.

“I can view my meds, I can write to my provider and I don’t have to use a telephone,” Boyle said.

Veterans can register for my healthvet at www.myhealth.va.gov/mhv-portal-web/home. Authorization forms for upgrades can be found at the Dothan Mental Health Clinic and at the Wiregrass CBOC in Fort Rucker.

Boyle also announced that the CAVHCS has recently started a tele-health program where a provider in Atlanta is seeing patients in

Monroeville. She said that the program started with only four appointments a day, but that they plan to build it up overtime.

She said that the organization is currently looking at tele-derm for dermatology and tele-eye for optometry.

Boyle also talked about the no show campaign.

“If I have an appointment with one of my providers and I don’t show, that’s an appointment that you couldn’t get because I had that appointment,” Boyle said. “We’ve brought our no show rate down about 10 percent.”

To cancel an appointment, call (866) 601-1079 or log onto www.myhealth.va.gov.

Boyle stressed that canceling gives another veteran an opening if you can’t make it.

The veteran’s crisis line serves all veterans plus their family members and friends. The line is used to support veterans going through emotional issues such as thoughts of suicide.

The number is 1-800-799-4889 then press one or text 838255.

It was announced at the town hall that any veterans that have the newest VA ID card can present it for a free year’s pass to Fort Rucker. The Wiregrass CBOC in Fort Rucker will provide new VA ID cards to veterans, provided the systems are working.



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