

**Not Sure Where to Start
with Specific Concerns?**

ELIGIBILITY | 708-202-8838

**SCHEDULING OR
CANCELLING APPOINTMENTS** |
708-202-2707

MEDICAL RECORDS |
708-202-2121

VA BILLS | 1-866-260-2614

BILLS FOR CARE OUTSIDE VA |
708-202-7242

**TRAVEL BENEFITS OR TRAVEL
PAY** | 708-202-2568

**MISSION ACT/(COMMUNITY
CARE REFERRALS)** |
708-202-7200

MYHEALTHEVET | 708-202-5633

*If you have Inpatient concerns, please
do not hesitate to contact us!*

CONTACT US

Walk-in or Call-in

Monday—Friday
(except Federal Holidays)
8:00 am—3:00 pm

Reach us by phone at:

708-202-2716

Fax: 708-202-2720

*If you leave a voicemail message on our
confidential line, we will return your call
in the order it was received.*



Patient Advocate Program



Edward Hines Jr. VA Hospital

5000 S. 5th Avenue

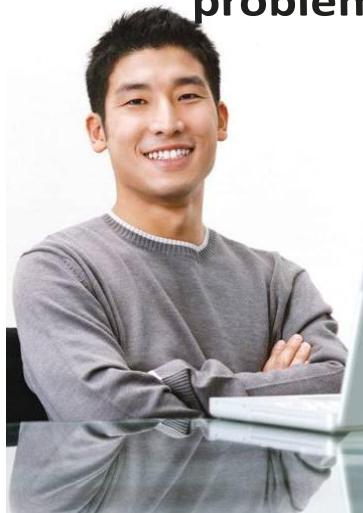
Building 1, Room F-155

Hines, IL 60141

708-202-2716

What is a Patient Advocate?

A “Patient Advocate is a VA employee who is specifically designated at each VHA facility to manage the complaint process in order to make system improvements by presenting the Veteran’s perspective of the problem and desired resolution.”



You Can Expect:

- To be listened to
- To know your rights as a patient
- Your Patient Advocate to work with your providers to make them aware of your concern(s)
- Help on a first come, first served basis
- Treatment with respect, courtesy, and dignity
- Asking for help will not cause reprisals(s) now or in the future

We will accept written and verbal concerns, questions and compliments.

What if I Have a Concern?

1. Ask to speak with the Supervisor or Manager at the point where you have your concern.
2. For unresolved concerns, contact the Patient Advocate Office.
3. If the Patient Advocate office is unable to resolve your concern, we will direct you on next steps.

