

2013

MEDICAL RECORD

Progress Notes

NOTE DATED: 05/09/2013 13:34
LOCAL TITLE: MAIL
STANDARD TITLE: LETTERS
VISIT: 03/27/2013 14:30 GV SCHMELING

2013, 1 of 3 - My PCP, Randi Schmeling, falsely accuses me of abusing communications.

ANTHONY MINER OCONNELL
439 S VISTA DEL RIO
GREEN VALLEY, ARIZONA 85614

Dear ANTHONY MINER OCONNELL,

This letter is to address your misuse of secure messaging. You have written the same thing over 6 times and we have sent you the answer as many times. You MUST stop doing this. Your medications are not being withheld, they are being sent out. We have told you how to contact Release of Information each time regarding the copy of your advanced directives as we do not have access to them. The MSA, the social worker, pharmacist and I have all responded to you numerous times. If you do not stop misusing secure messaging, I will have to request from the overseer of secure messaging contact you and if necessary suspend your secure messaging.

Sincerely,

A veteran cannot stop his or her provider from framing him or her unless a just power removes the secrecy and washes out the accusationst.

Randi Schmeling MS, RNP, ANP, BC

Signed by: /es/ Randi Schmeling, ANP
Adult Nurse Practitioner
05/09/2013 13:39

If I am suspended from using secure messaging, and the following is true, I won't be able to get my medicine. I have no realistic choice but to not use secure messaging for correspondence:

"Mr. O'Connell - we have warned you several times about using the non-secure email outlook. Please cease and desist. Please use your **secure messaging** for all correspondence. **This is how your meds are renewed.** I will renew them for all now but will no longer respond in Outlook due to security issues. I will respond if you use secure messaging"

(Provider Randi Schmeling to veteran, October 7, 2013)

SOUTHERN ARIZONA VA HCS
Pt Loc: OUTPATIENT

Printed: 05/09/2013 13:39
Vice SF 509



Close Secure Messaging X

You are logged in as: ANTHONY OCONNELL

Secure Messaging

[Help](#) | [Contact Us](#) | [Preferences](#)

New Message

Reply

Close

- [Inbox](#) (0)
- [Drafts](#) [2]
- [Sent](#)
- [Deleted](#) [0]

My Folders [edit](#)

[add new folder](#)

Sent: 05/13/2013 08:56 AM [Next Message](#)

From: OCONNELL, ANTHONY [SSN: 7637, DOB: 10/25/1941]

To: **TUC GV SCHMELING PACT

Message ID#: 109887080

Subject: General Inquiry

This message is for my primary care provider ANP Randi Schmeling:

I received your postal letter of May 9, 2013, and I quote it:

"Dear ANTHONY MINER OCONNELL,
 This letter is to address your misuse of secure messaging. You have written the same thing over 6 times and we have sent you the answer as many times. You MUST stop doing this. Your medications are not being withheld, they are being sent out. We have told you how to contact Release of Information each time regarding the copy of your advanced directives as we do not have access to them. The MSA, the soc1al worker, pharmacist and I have all responded to you numerous times. If you do not stop misusing secure messaging, I will have to request from the overseer of secure messaging contact you and if necessary suspend your secure messaging.
 Sincerely,
 Randi Schmeling MS, RNP, ANP, BC"

I do not understand how your refusal to answer obvious questions such

as (1) Why was my medicine stopped?, and (2) Have my medicine prescriptions been renewed?, becomes my misuse of secure messaging. Your threat of suspending me from secure messaging is serious. I'm not sure what to do.

Sincerely, Anthony O'Connell 7637

No response

Previous Messages in Thread



2013

DEPARTMENT OF VETERANS AFFAIRS
Southern Arizona VA Health Care System
Tucson, AZ 85723

2013, 2 of 3 - The My HealthyVet
Coordinator, Paula Newsome, falsely
accuses me of abusing communications.

In Reply Refer To: 678/7-14A

May 13, 2013

Mr. Anthony O'Connell
439 S. Vista Del Rio
Green Valley AZ 85614

Dear Mr. O'Connell,

When you opted in to the VA's Secure Messaging program through your My HealtheVet account, you agreed to specific terms and conditions for the use of that program (see attached). The purpose of this letter is to notify you in writing that you have violated those terms and conditions by sending an excessive number of messages. If your inappropriate use of the VA's Secure Messaging program does not cease, actions may be taken to block you from the program.

If you continue to demonstrate inappropriate use of Secure Messaging, a request to block your usage will be presented to the Southern Arizona VA Health Care System (SAVAHCS) My HealtheVet Workgroup. If the workgroup makes a recommendation in favor of blocking your use, you will be notified by letter, which will include information on how you can appeal the decision.

We sincerely hope you will make the choice to abide by the rules of Secure Messaging so that you can continue to enjoy the convenience of the program. If you have any questions about the content of this letter, please contact me at (520) 792-1450 ext. 6889.

Sincerely,

Paula S. Newsome
My HealtheVet Coordinator

enc

cc: SM Team



Anthony O'Connell <anthonymineroconnell@gmail.com>

Evidence for charges

Message

Anthony O'Connell <anthonymineroconnell@gmail.com>
To: "Newsome, Paula S." <paula.newsome@va.gov>

Fri, May 17, 2013 at 1:17 PM

Dear Paula Newsome, My HealtheVet Coordinato:

I received your letter dated May 13, 2013 (I received two copies, once on May 15(?) and once on May 17.) and quote it below for reference:

"Dear Mr. O'Connell,

When you opted in to the VA's Secure Messaging program through your My HealtheVet account, you agreed to specific terms and conditions for the use of that program (see attached). The purpose of this letter is to notify you in writing that you have violated those terms and conditions by sending an excessive number of messages. If your inappropriate use of the VA's Secure Messaging program does not cease, actions may be taken to block you from the program. If you continue to demonstrate inappropriate use of Secure Messaging, a request to block your usage will be presented to the Southern Arizona VA Health Care System (SAVAHCS) MyHealtheVet Workgroup. If the workgroup makes a recommendation in favor of blocking your use, you will be notified by letter, which will include information on how you can appeal the decision.

We sincerely hope you will make the choice to abide by the rules of Secure Messaging so that you can continue to enjoy the convenience of the program. If you have any questions about the content of this letter, please contact me at (520) 792-1450 ext. 6889.

Sincerely,

Paula S. Newsome

My HealtheVet Coordinator"

This letter is not true. Please send me a copy of any evidence that would support the charges in this letter.

Thank you.

Sincerely, Anthony O'Connell, 7637

No response

2013

2013, 3 of 3 - The Chair of the Disruptive Behavior Committee, Dr. Timothy Muller, falsely accuses me of abusing communications.



DEPARTMENT OF VETERANS AFFAIRS
Southern Arizona VA Health Care System
Tucson, Arizona 85723

In Reply Refer To: 678/4-116A

October 25, 2013

Mr. Anthony O'Connell
439 S. Vista Del Rio
Green Valley, AZ 85614

Dear Mr. O'Connell:

It is important that this facility is a safe environment for all patients and staff. Safe health care is based on mutual respect between provider and patient. We take disrespectful behavior and unauthorized use of internal communication systems seriously at the Southern Arizona VA Health Care System, whether towards your provider, other VA staff members or fellow patients.

It was reported to the Disruptive Behavior Committee that you are abusing MyHealthVet secure messaging and staff telephone voice mail. It was also reported to the committee that you are inappropriately using internal Outlook messaging to address clinical concerns. Outlook is not secure and will not be used to address clinical topics. This behavior must stop. The committee is composed of clinicians and administrative representatives. After reviewing this incident, the committee has recommended this letter be sent to you. Behavior of this nature in the future could lead to further actions.

Our goal is to provide high quality health care in a safe and caring environment for you as well as everyone else. I hope you will heed this warning and manage your behavior appropriately. If you have any questions, please call Sally Petty, RN, 520-792-1450, extension 6402.

Sincerely,

A handwritten signature in black ink, appearing to read "Timothy I. Mueller, MD".

Timothy I. Mueller, MD
Chair, Disruptive Behavior Committee
Acting Chief, Mental Health Care Line
Southern Arizona VA Health Care System

Enclosed: Patient's Rights and Responsibilities



Anthony O'Connell <anthonymineroconnell@gmail.com>

Your certified letter of October 25, 2013:

1 message

Anthony O'Connell <anthonymineroconnell@gmail.com>
To: timothy.mueller@med.va.gov

Mon, Oct 28, 2013 at 5:18 AM

Dear Dr Mueller:

I don't understand your certified letter of October 25, 2013:

"Dear Mr. O'Connell:

It is important that this facility is a safe environment for all patients and staff. Safe health care is based on mutual respect between provider and patient. We take disrespectful behavior and unauthorized use of internal communication systems seriously at the Southern Arizona VA Health Care System, whether towards your provider, other VA staffmembers or fellow patients. It was reported to the Disruptive Behavior Committee that you are abusing MyHealthVet secure messaging and staff telephone voice mail. It was also reported to the committee that you are inappropriately using internal Outlook messaging to address clinical concerns. Outlook is not secure and will not be used to address clinical topics. This behavior must stop. The committee is composed of clinicians and administrative representatives. After reviewing this incident, the committee has recommended this letter be sent to you. Behavior of this nature in the future could lead to further actions.

Our goal is to provide high quality health care in a safe and caring environment for you as well as everyone else. I hope you will heed this warning and manage your behavior appropriately. If you have any questions, please call Sally Petty, RN, 520-792-1450, extension 6402.

Sincerely,
Timothy I. Mueller, MD"

Please identify what you are accusing me of and give me an example. Please be specific. If you are saying that it is against the rules to email the VA would you please state the rule?

Can we not lose sight of the immediate issue? The immediate issue is can my medicine trails be exposed or can my medicine trails not be exposed. What is your opinion?

Thank you

Anthony O'Connell 7637

No response

Sent: 03/18/2016 10:28 PM
From: MORRIS, SUSAN
To: OCONNELL, ANTHONY
Message ID#: 693507342
Subject: General General Inquiry

2016, 1 of 1 - My PCP, Dr. Susan
Morris, falsely implies that I am
abusing communications.

I will repeat and attempt to clarify my reply to this question which I sent you on march 15.

Your bupropion is on schedule to be mailed to you in may.
several other meds are on schedule to be mailed to you in may.
there is no refill listed on the bupropion for AFTER may 2016.
that is because I have to see you to assess your response to this med before I renew it for august 2016.

If I may make a suggestion, it is actually quicker and more straightforward for you to request medication refills through the pharmacy refill request phone line. It is true that patients have the option of using secure messaging to request non narcotic medication refills and renewals. but in practice, at this particular clinic site during the hectic winter months at any rate, there is more chance of delay and misunderstanding and hurt feelings all around when my patients use secure messaging for med requests.

just a suggestion. you have the right to continue using secure messaging.

We would like to remind all users of secure messaging that they keep their comments courteous if at all possible(as the staff endeavor to do as well). This enhances the professional relationship we hope, and strive, to maintain with all our patients.

thank you, susan morris, md

Previous Messages in Thread

-----Original Message-----
Sent: 03/15/2016 01:10 PM
From: OCONNELL, ANTHONY
To: **TUC GV MORRIS PACT
Subject: General Inquiry

Dear Dr Susan Morris,

The VA website still shows I have "0 Refills Remaining" of bupropion. Are you going to renew my prescription for bupropion? Please give me a "yes" or a "no".



Anthony OConnell <anthonymineroconnell@gmail.com>

Please renew my prescription for Bupropion.

1 message

Anthony OConnell <anthonymineroconnell@gmail.com>

Sat, Apr 2, 2016 at 10:55 AM

To: susan.morris@med.va.gov

Dear Dr. Susan Morris,

Please renew my prescription for Bupropion.

Your message to me of March 18, 2016, said:

"I will repeat and attempt to clarify my reply to this question which I sent you on march 15. Your bupropion is on schedule to be mailed to you in may. several other meds are on schedule to be mailed to you in may. there is no refill listed on the bupropion for AFTER may 2016. that is because I have to see you to assess your response to this med before I renew it for august 2016. If I may make a suggestion, it is actually quicker and more straightforward for you to request medication refills through the pharmacy refill request phone line. It is true that patients have the option of using secure messaging to request non narcotic medication refills and renewals. but in practice, at this particular clinic site during the hectic winter months at any rate, there is more chance of delay and misunderstanding and hurt feelings all around when my patients use secure messaging for med requests. just a suggestion. you have the right to continue using secure messaging. **We would like to remind all users of secure messaging that they keep their comments courteous** if at all possible (as the staff endeavor to do as well). This enhances the professional relationship we hope, and strive, to maintain with all our patients. thank you, susan morris, md

This implies that I was not courteous in my use of secure messaging. Please identify exactly what it was that had you say this? Please be specific.

Thank you.

Anthony OConnell 7637

No response