

Dear Veterans,

Recently, we have seen disturbing media stories about delays in VA healthcare. Let me be the first to assure you, the VA Greater Los Angeles Healthcare System (VA GLA) strives to deliver you the best healthcare possible. We remain focused on our Patient Centered Care journey and will continue our relentless pursuit of excellence.

In response to allegations regarding scheduling practices at certain VA sites, VA is visiting all clinics at VA medical centers including VA GLA. We welcome the opportunity for an external set of eyes to look at our scheduling operation and offer recommendations for improvement.

If you have any concerns, please contact your primary care provider or a member of your PACT Teamlet or any other GLA provider who provides you care. You may also contact (310) 268-3790 for additional assistance.

Rest assured we are here for you. As a Veteran, you are the most important part of what we do every day. Thank you again for allowing us to be your healthcare provider of choice.

Donna M. Beiter, RN, MSN  
Director, VA Greater Los Angeles Healthcare System