

Letter: Thank you

June 3, 2021



I am bedridden with an untreated left fractured tibia for the 11th day after a motor vehicle accident which was my fault. On May 13, I left an urgent message about my injuries with the VA Roseburg operator/call center to forward to my VA Brookings clinic. VA-BR did not call me for over five days (including a weekend) to let me know they were 'trying' to get my records from where I was initially treated in the ER at Mad River Community Hospital in Arcata, California. The doctor there did x-rays, ice, a referral to an orthopedic surgeon and pain pills, which I am using very sparingly so I don't have complications with them in the future. VA-BR should have requested my medical records from them on May 13 after my urgent phone call and should not have waited five days to call me and start the process for my treatment.

I called VA-RO Community Care, which makes referrals for veterans to non-VA medical entities, early on May 17 to start the referral process, and they had not even been notified by VA-BR of my injuries. I had to call VA-RO CC two days later to find out a referral had just been made. It took nine days for this to occur, as I remained untreated for my fractured tibia.

I also have a cracked rib, so with every breath I take, and every hop I make on my walker to heat a can of soup for my breakfast, since I live alone, I am in a lot more pain.

Thanks to Tracy with the Senior Center Nutrition Program which delivers me weekday nutritious meals to my front door. And I am so thankful for a dear neighbor and friend who assists me when she can, takes care

of my kitty, goes shopping for me and brings me take-out meals.

Every time I drive by the Point Of Honor, I am so proud of all of the entities and community members who participated in its creation to honor veterans and all military personnel.

So I have to ask, “Who Honors Veterans?”

Theresa Zwan

Crescent City