Data Quality Complaint

Director, Records Management Service,

I am getting many calls daily to my cell phone from vets trying to set up appointments at the South Bend, Indiana VA clinic. They were leaving messages to set up appointments and/or in immediate need for health care. We since have been forced to modify the voice mail message to indicate that they have NOT reached the VA clinic and to NOT leave a message. In the interest of properly serving our vets and (keeping our sanity), please have this number updated with the correct number or purge the outdated document from your website please. The correct number to the South Bend, Indiana VA clinic is: 574-299-4847. If you have any questions please call me on my cell phone number: [redacted]

Here is what I copied directly from your website on page 119:

http://www1.va.gov/opa/vadocs/fedben_pt2.pdf

"VA Facilities 119

Greendale 47025 (1600 Flossie Dr., 812-539-2313)Lawrenceburg 47025 (710 W. Eads Pkwy., 812-539-2313)Muncie/Anderson 47304 (3500 W. Purdue Ave., 765-284-6822)New Albany 47150 (811 Northgate Boulevard, 502-287-4100)Richmond 47374 (4351 South A St., 765-973-6915)South Bend 46614 (55725 S. Ironwood Rd., **574-229-4847** or tollfree 1-866-436-1291)"

My cell phone number is listed as the number to the South Bend VA clinic. This is obviously a typo. Please have this error corrected as soon as possible.

Thank you.

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