

**59 MDW Patient Advocate POC Listing**  
**All patient concerns should be addressed**  
**at the clinic level before being elevated.**

**PATIENT CONCERN/COMPLAINT  
 RESOLUTION PROCESS**

**1st Level: Clinic or Section Patient Advocate**  
**2nd Level: Flight or Squadron Leadership**  
**3rd Level: Group Patient Advocate**  
**4th Level: Wing Patient Advocate**

<b>CLINIC</b>	<b>ADVOCATE PHONE</b>
<b>PROSTHODONTICS (AFPDS)</b>	<b>210 292 4963</b>
<b>(AFPDS)</b>	<b>210 292 3302</b>
	<b>210-292-7115</b>
<b>PERIODONTICS (AFPDS)</b>	<b>210-292-4773</b>
	<b>210-292-4773</b>
<b>DENTAL DUNN</b>	<b>210-292-0655</b>
	<b>210-292-0668</b>
<b>DENTAL ORAL SURG FLT</b>	
<b>DENTAL ORAL SURG</b>	<b>201-292-7376</b>

<b>DENTAL ORAL SURG</b>	<b>210-292-7376</b>
<b>MAT/CHILD CARE FLT</b>	
<b>WOMENS HLTH</b>	<b>210-292-2947</b>
<b>WOMENS HLTH</b>	<b>210-292-6146</b>
<b>PEDIATRIC CLC</b>	<b>210-292-6564</b>
<b>PEDIATRIC CLC</b>	<b>210-292-0008</b>
<b>PEDIATRIC CLC</b>	<b>210-292-6754</b>
<b>PEDIATRIC CLC</b>	<b>210 292- 6606</b>
<b>PEDIATRIC CLC</b>	<b>210-292-5848</b>
<b>PEDIATRIC CLC</b>	<b>210-292-6694</b>
<b>FAMILY EMERGENCY CENTER</b>	
<b>FEC/ESF</b>	<b>210-292-6860</b>
<b>FEC/ESF</b>	<b>210-292-0055</b>
<b>FEC/EMS</b>	<b>210-292-5157</b>
<b>FEC/EMS</b>	<b>210-292-5157</b>
<b>FEC</b>	<b>210-292-7331</b>
<b>FEC</b>	<b>210-292-7331</b>
<b>FEC</b>	<b>210-292-7331</b>
<b>FAM MED FLT</b>	<b>210-292-5784</b>

<b>FAM HLT</b>	<b>210-292-4506</b>
<b>FAM HLT</b>	<b>210-292-3100</b>
<b>FAM HLT</b>	<b>210 292 7477</b>
<b>FAM HLT</b>	<b>210-292-7428</b>
<b>FAM HLT</b>	<b>210-292-2005</b>
<b>FAM HLT</b>	<b>210-292-2005</b>
<b>FAM HLT</b>	<b>210-292-7023</b>
<b>FAM HLT</b>	<b>210-292-7023</b>
<b>FAM HLT</b>	<b>210-292-5344</b>
<b>FAM HLT</b>	<b>210-292-5341</b>
<b>FAM HLT</b>	<b>210-292-6807</b>
<b>FAM HLT/GBC</b>	<b>210-292-0145</b>
	<b>210-292-0181</b>
<b>INT MED FLT</b>	
<b>INTERNAL MED CLC</b>	<b>210-292-8847</b>
<b>INTERNAL MED CLC</b>	<b>210-292-7562</b>
<b>INTERNAL MED CLC</b>	<b>210-292-8422</b>
<b>INTERNAL MED CLC</b>	<b>210-292-4609</b>
<b>MEN HLTH FLT/LtCol Burchfield</b>	

<b>MENTAL HLTH</b>	<b>210-292-7560</b>
<b>MENTAL HLTH/ADAPT</b>	<b>210-292-3175</b>
<b>Mental Health</b>	<b>210-292-7361</b>
<b>OPHTHAL FLT</b>	
<b>OPHTHALMOLOGY</b>	<b>210-292-6666</b>
<b>OPHTHALMOLOGY (front desk 6030)</b>	<b>210-292 4234</b>
<b>REFRACTIVE SURG</b>	
<b>REFRACTIVE SURG</b>	<b>210-292-4234</b>
<b>SURG CTR FLT</b>	
<b>UROLOGY</b>	<b>210-292-7531</b>
<b>UROLOGY</b>	<b>210-292-5907</b>
<b>GEN SURG</b>	<b>210-292-7294</b>
<b>GEN SURG</b>	
<b>GI CLINIC</b>	<b>210-292-5325/5093</b>
<b>GI CLINIC</b>	<b>210-292-2116</b>
<b>SURG FLT</b>	

<b>SAME DAY SURG</b>	<b>210-292-7388</b>
<b>SAME DAY SURG</b>	<b>210-292-7467</b>
<b>ORTHO AND REHAB FLT</b>	
<b>CHIROPRACTIC</b>	<b>210-292-6765</b>
<b>CHIROPRACTIC</b>	<b>210-292-2356</b>
<b>ORTHOPEDIC CLC</b>	<b>210-292-6695</b>
<b>ORTHOPEDIC CLC</b>	<b>210-292-2356</b>
<b>ORTHOPEDIC CLC</b>	<b>210-292-2418</b>
<b>ORTHOTICS</b>	<b>210-292-7476</b>
<b>ORTHOTICS</b>	<b>210-292-5381</b>
<b>OCC THERAPY</b>	<b>210-292-5354</b>
<b>OCC THERAPY</b>	<b>210-292-2257</b>
<b>PHYS THERAPY</b>	<b>210-292-5354</b>
<b>PHYS THERAPY</b>	<b>210-292-2257</b>
<b>SURG SPEC FLT</b>	
<b>AUDIOLOGY</b>	<b>210-292-7047</b>
<b>AUDIOLOGY</b>	<b>210-292-7937</b>

<b>ENT</b>	<b>210-292-7047</b>
<b>ENT</b>	<b>210-292-7937</b>
<b>SPEECH</b>	<b>210-292-7047</b>
<b>SPEECH</b>	<b>210-292-7937</b>
<b>ALL/IMMUNIZ FLT</b>	<b>210-292-7497</b>
<b>ALLERGY</b>	<b>210-292-6787</b>
<b>IMMUNIZATIONS</b>	<b>210-292-0473</b>
<b>ALLERGY</b>	<b>210-292-5721 /1201/1202</b>
<b>TRAINEE VAC CTR</b>	<b>210-671-9679</b>
<b>CARDI/MULT SPEC FLT</b>	<b>210-292 4577</b>
<b>CARDIOLOGY</b>	<b>210-292-7586</b>
<b>CARDIOLOGY</b>	<b>210-292-9020</b>
<b>NEUROLOGY</b>	<b>210-292-7627</b>
<b>NEUROLOGY</b>	
<b>PULMONARY 292-2435/2635</b>	<b>210-292-7627</b>

<b>PULMONARY</b>	<b>210-292-2070</b>
<b>SLEEP LAB</b>	<b>210-292-7627</b>
<b>SLEEP LAB</b>	<b>210-292-2070</b>
<b>SLEEP LAB</b>	<b>210-292-3330</b>
<b>DERM FLT</b>	
<b>DERMATOLOGY</b>	<b>210-292-5211</b>
<b>DERMATOLOGY</b>	<b>210-292-8808</b>
<b>HYPERBARICS FLT</b>	<b>210-539-8000</b>
	<b>210-539-8013</b>
<b>DIAG RAD FLT</b>	
<b>RADIOLOGY</b>	<b>210-292-7839</b>
<b>RADIOLOGY</b>	<b>210-292-4335</b>
<b>RAD SUBSPEC FLT</b>	
<b>US</b>	<b>210-292-6637</b>
<b>US</b>	<b>210-292-5891</b>
<b>MAMMOGRAPHY</b>	<b>210-292-5561/6718</b>

<b>MAMMOGRAPHY</b>	
<b>MRI</b>	<b>210-292-3931 (old bldg)</b>
<b>MRI</b>	
<b>TOPA FLT</b>	
<b>AMTU FLT</b>	
<b>AMTU</b>	<b>210-292-9066</b>
<b>MEB</b>	<b>210-292-6948</b>
<b>TOPA/PT ADMIN</b>	<b>210-292-5794</b>
	<b>210-292-8352</b>
<b>STR/RHI</b>	<b>210-292-2319</b>
<b>STR/RHI</b>	<b>210-292-6048</b>
<b>DIABETES CTR OF EXCELL FLT</b>	
<b>DIABETES</b>	<b>210-292-0347</b>
<b>DIABETES</b>	<b>210-292-3762</b>



<b>NUTRITION</b>	<b>210-292-5703</b>
<b>NUTRITION</b>	<b>210-292-7578</b>
<b>PHARMACY FLT</b>	
<b>PHARMACY</b>	<b>210-292-6465</b>
<b>PHARMACY</b>	<b>210-292-6465/7970</b>
<b>SATELLITE PHARM</b>	<b>210-292-2265</b>
<b>SATELLITE PHARM</b>	<b>210-292-2400</b>
<b>LAB /SPEC COLLEC FLT</b>	
	<b>210-292-7700</b>
<b>LAB/SPEC COLLEC</b>	<b>210-292-4620</b>
<b>LAB/SPEC COLLEC</b>	
<b>Pharmacy</b>	<b>210-652-6741</b>
<b>BEHAV ANALYSIS SERVICES FLIGHT</b>	
<b>BEHAV ANALYSIS/PSYCHOLOGICAL RESEARCH SVS</b>	<b>210-292-1604</b>

<b>BEHAV ANALYSIS/PSYCOLOGICAL RESEARCH SVS</b>	
<b>FLT MED Flight</b>	
<b>FLT MED</b>	<b>210-292-9556</b>
<b>Trainee Health Flight/</b>	<b>210-292-9556</b>
<b>Medical Hold (9310)</b>	<b>210-671-5824</b>
<b>Trainee Health</b>	<b>210-292-1355</b>
<b>Trainee Health</b>	<b>210 292-1357</b>
<b>Reid</b>	
<b>Spec Collect (Reid Lab)</b>	<b>210-292-1200</b>
<b>Spec Collect (Reid Lab)</b>	<b>210-292-1199</b>
<b>Reid Pharmacy</b>	
<b>Public Health Flight</b>	
<b>Public Health</b>	<b>210-292-1418</b>

<b>Public Health</b>	<b>210-292-4576</b>
<b>OPTOMETRY (Reid)</b>	<b>210-191-1066</b>
<b>OPTOMETRY (WHASC)</b>	<b>210-292-2221</b>
<b>OPTOMETRY (WHASC)</b>	<b>210-292-3006</b>
<b>ERPSS (ASF) Flight</b>	<b>210-292-7400</b>
<b>En Route Patient Staging System</b>	<b>210-292-7168</b>
<b>En Route Patient Staging System</b>	<b>210-292-7184</b>
<b>CAMO</b>	<b>210-536-6272</b>
<b>FACILITIES MANAGEMENT</b>	