



DEPARTMENT OF THE NAVY
NAVAL MEDICAL CENTER
34800 BOB WILSON DRIVE
SAN DIEGO, CALIFORNIA 92134-5000

COMMANDING OFFICER
NAVAL MEDICAL CENTER SAN DIEGO

30 August 2016

PERSONAL FOR OUR PATIENTS AND FAMILIES:

Thank you for your service to our nation and for choosing to receive your care at Naval Medical Center San Diego. We are honored and privileged to be caring for you and are committed to providing you the very best care available. I am pleased to inform you that we have an active Customer Service Program available to assist you when needed. Customer Service Representatives are assigned to each of our clinical areas to provide information, assistance and support. They are there for you, to listen to your concerns, answer your questions, address special needs and help resolve concerns or challenges should they arise. We are there to help you.

If you need assistance, please ask to see the Customer Service Representative for the ward or clinic in which you are receiving care. He or she will help you with your concerns and needs or, if necessary, put you in contact with the Command Customer Service Representative. If you prefer, you may also contact the Command Customer Service/Patient Relations Office directly at (619) 532-6418 or (619)532-6416. Thank you again for allowing us the privilege of caring for you. We are here for you.

A handwritten signature in black ink, appearing to read "J. A. Roos", is positioned above the printed name.

J. A. ROOS
Captain, Medical Corps
United States Navy