



Battle Creek VA Medical Center
5500 Armstrong Road
Battle Creek, MI 49037
(269) 966-5600
www.battlecreek.va.gov

Patient Advocacy Program

A Patient Advocate is an employee whose job is to help resolve your issues. The Patient Advocacy Program is for all Veterans and their families who receive care at VA facilities and clinics. We want you and your family to have someone to go to for discussion of your concerns or complaints, or to offer a compliment.

We want you to get the best care possible. Your treatment team is your first point of contact. This team includes your doctor, nurse, social worker, dietitian, pharmacist, chaplain, therapist, and other professionals who provide your medical care.

If you or your family member believes your concerns are not being addressed by your treatment team, you may contact a VA Patient Advocate. The Patient Advocate works directly with management and employees to help resolve your issues.

If you need help getting care or getting problems resolved, please contact the Patient Advocate.

Linda Spearman,
Lead Patient Advocate
Building 2, Room 0064
269-966-5600 ext. 31990

Michael Goad,
Patient Advocate
Building 2, Room 0065
269-966-5600 ext. 31980