



DEPARTMENT OF VETERANS AFFAIRS
Carl Vinson Medical Center
Dublin GA 31021

Feb. 9, 2022

In Reply Refer To: 557/00

Dear Veteran,

Thank you for entrusting your care to us at the Carl Vinson VA Medical Center. Honoring that trust, we are sending this letter to inform you about a problem we recently discovered. Normally, reusable medical equipment goes through a multiple step cleaning process between each patient to ensure proper cleaning or sterilization. We learned during an internal hospital review that there may have been times when all the steps necessary for complete and safe cleaning or sterilization were not followed. As a result, we looked at those Veterans who may have been impacted during that period, and we have noted that you are one of those Veterans who had a dentistry, endoscopy, urology, podiatry, optometry, or surgery procedure during this time.

We sincerely apologize and accept responsibility for this mistake and are taking steps to prevent it from happening in the future. This event is unacceptable to us as well, and we want to work with you to correct the situation and ensure your safety and well-being. Because your safety is important to us and because we want to honor your trust in us, we want you to know that when concerns are raised over our processes or procedures, we take immediate steps to stop everything and make sure things are right before continuing any further.

Cleaning that is not complete could possibly lead to infection. Dublin VA staff and clinical experts have reviewed the care given to all patients in the last year who had procedures during this time to determine who might have been potentially exposed to any infectious diseases as a result of this. We are confident that the risk of infectious diseases is very low. For your own reassurance, however, you may wish to be tested for infections like hepatitis B, hepatitis C, and HIV. Testing is not required. However, we are making optional testing available to you to alleviate any concerns you may have. VA is providing this testing free of charge. From February 9-25, 2022, we will be setting up dedicated sites for testing to make this as convenient as possible, but testing will continue after that date in our regular laboratory settings so we can ensure every Veteran has the opportunity to be tested.

If you have questions, you can call us directly at our dedicated communication center at 478-274-5400 from 7 a.m. to 7 p.m. ET Monday through Saturday, until Friday, February 25, 2022. A team of staff members will answer general information and can connect you to our team of nurses if you have additional questions. We are committed to answering your questions and supporting you through the testing and any identified problems. We are also working closely with experts to make sure our methods of cleaning equipment and training staff are the best they can be.

Sincerely,

A handwritten signature in black ink, appearing to read "Manuel M. Davila".

Manuel M. Davila

Director

Carl Vinson VA Medical Center