

1 **MEMORANDUM OF UNDERSTANDING**

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4 The following agreement is between the Department of Veterans Affairs (VA), Veterans  
5 Health Administration (VHA) and the National Federation of Federal Employees (NFFE),  
6 VA Council of Consolidated Locals (Union) regarding The VHA's Patient Check- In  
7 Application.  
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- 9 1. In accordance with the Master Agreement Article 2, section 13, The NFFE will be  
10 allowed to have a representative on national or local workgroups, should such  
11 workgroups be established, addressing working conditions related to the VHA's Patient  
12 Check- In Application.  
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14 2. NFFE upon request, and in compliance with NFFE CBA Article 2 section 7, may obtain  
15 all data, if collected, related to the impact to working conditions of NFFE bargaining unit  
16 employees following the implementation of the Patient Check-In Application.  
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18 3. The functionality of The VHA's Patient Check- In Application is focused on providing an  
19 additional patient check-in access for the check-in and pre-registration process in the  
20 absence of VetLink for Veterans. The Department agrees to notify NFFE if any additional  
21 changes are made to Patient Check-In Application.  
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23 4. The NFFE will be provided the current sites and schedule for of the VHA's Patient  
24 Check- In Application.  
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26 5. If NFFE Employees working conditions are negatively impacted by VHA's Patient Check-  
27 In Application, NFFE Locals will be provided notification and anticipated timelines for  
28 remedies. Bargaining Unit Employees are encouraged to report any safety  
29 problems/incidents to JPSR system with regard to VHA's Patent Check-In Application.  
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31 6. The NFFE Locals reserve the right to bargain the appropriate arrangements and  
32 procedures for the VHA's Patient Check-In Application at their local facility.  
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34 7. If the Department plans or determines that the VHA's Patient Check- In Application will  
35 be terminated, the department will notify the union in writing prior to termination and  
36 provide NFFE an opportunity to bargain as appropriate.  
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38 8. Copies of this MOU will be distributed by the appropriate local Management official to  
39 the NFFE Local President on completion. This MOU will be posted on the VA LMR  
40 website.

41 **LYNDSEY**  
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43 **MILLER**

Digitally signed by  
LYNDSEY MILLER  
Date: 2023.03.02 12:29:08  
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45 Lyndsey Miller  
46 Labor Relations Specialist  
47 Department of Veterans Affairs (VA)  
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49 03/02/2023

50 Date

**Jeffrey J.**  
**Shapiro 535490**

Digitally signed by Jeffrey J.  
Shapiro 535490  
Date: 2023.03.06 14:14:12  
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49 Jeffrey Shapiro  
50 President  
NFFE-IAM, DVA Council

Date

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James A. Zeveski  
VHA Labor Relations Consultant

3/07/2023  
Date