

October 19, 2009

ADMINISTRATIVE OFFICER OF THE DAY (AOD)

1. PURPOSE: This Veterans Health Administration (VHA) Directive provides policy guidance for the role and duties of an “Administrative Officer of the Day” (AOD) position at Department of Veterans Affairs (VA) health care facilities after normal duty hours.

2. BACKGROUND

a. In 1997, VHA’s Under Secretary for Health issued VHA Directive 10-93-097, “Implementation Instructions for Administrative Officer of the Day (AOD) Position.” The Directive required VA health care facility Directors to establish an AOD position(s) at their VA health care facility to act on behalf of the Director during other than normal duty hours.

b. The AOD, the central point of contact after normal duty hours, is responsible for all medical, legal, and administrative functions of the health care facility. The AOD maintains the operations of all administrative activities during these hours, investigating all problems and incidents which may occur during the tour of duty, and assumes full administrative responsibility in the event of an emergency or disaster until relieved by the appropriate personnel.

NOTE: When this Directive was originally issued in 1997, these positions were organizationally aligned directly under the Chief of Medical Administration Service (MAS). With the evolution of MAS, this office may be referred to as Health Administration Service, Business Office; Patient Administration Services, etc.

3. POLICY: It is VHA policy that each VHA health care facility must have in place AOD positions to serve as the administrative person on duty, acting on behalf of the Director during other than normal duty hours.

4. ACTION

a. **Health Care Facility Director.** The health care facility Director is responsible for ensuring that:

(1) AOD positions are established at each VA health care facility which operates 24 hours per day.

(2) AOD positions are aligned under the appropriate program office which has primary responsibility for duties and responsibilities during normal duty hours.

(3) The roles of the AOD are appropriately defined to support the scope and functions of the health care facility during other than normal duty hours.

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b. **AOD**. The responsibilities of the AOD include, but are not limited to:

(1) Coordination of all contacts received by the health care facility during irregular hours, serving in the capacity of AOD, and as the medical-legal resource person for all contacts from staff, patients and visitors.

(2) Serving as the authoritative person during irregular hours on all issues involving tentative enrollment and eligibility decisions. This includes interviewing and counseling Veterans concerning the law and regulatory guidelines on their enrollment and eligibility for health care benefits.

(3) Providing administrative guidance and advice to the Medical Officer of the Day (MOD) and other clinical staff concerning administrative matters necessary for the operation of the health care facility during other than normal duty hours. This may include facilitating patient transfers to and from VA and non-VA facilities.

(4) Assuming a key role in the health care facility emergency disaster plan during other than normal duty hours.

(5) Performing supportive activities for administrative matters.

(6) Working as a team with the MOD, the nursing supervisor and other officials to oversee the management of the health care facility during other than normal duty hours.

(7) Performing administrative functions necessary to release the remains of a deceased patient to the designated funeral home for proper burial. This includes counseling the deceased Veteran's immediate family about burial and memorial benefits.

5. FOLLOW UP RESPONSIBILITY: The Chief Business Office (16) is responsible for the contents of this directive. Questions may be referred to the Business Policy Section at (202) 461-1589.

6. RECISSIONS: None. This VHA Directive expires October 31, 2014

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