Memorandum of Understanding

The following constitutes an agreement between the Department of Veterans Affairs, Veterans Health Administration (VHA) and the American Federation of Government Employees, (AFL-CIO), National Veterans Affairs Council #53 (NVAC) on VHA Directive 2010-027 VHA Outpatient Scheduling Process and Procedures, changes.

1. The national parties MOU "VHA Directive 2009-xxx Outpatient Scheduling Processes and Procedures and Vista Scheduling Software Training" from December 10, 2009 remains in effect.

2. The national parties agree this MOU will cover the following scheduling changes:

   - Process for documenting Agreed-Upon-Date (AUD)
   - Procedures for auditing Desired Date (DD)
   - Guidance on the use of the Electronic Waiting List (EWL)
   - Changes VHA method for measuring timeliness

3. Bargaining unit employees shall be will be on duty time for all training related to the scheduling changes.

4. Upon receipt, the appropriate management official shall provide a copy of this MOU to the Local Union President.

Richard L. Watkins, VA LMR Consultant
Department of Veterans Affairs (VA)

2/8/13
Date

Oscar L. Williams, 2nd Exec. Vice President
AFGE, National VA Council#53

2-8-2013
Date

James Zeveski, VHA HR Consultant
Veterans Health Administration (VHA)

2/8/13
Date