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), concerning VHA PACT Clinical Process for Unscheduled Patient "Walk-ins."

1. The national parties agree that PACT team walk-in patients will be appropriately triaged. If appropriate, walk-in patients may be seen in the PACT clinic, referred to another department such as the emergency department or consistent with VHA Handbook 1101.10 "Patient Aligned Care Team, February 5, 2014 may receive an appointment within one business day of when the patient contacts the facility.

2. The national parties agree that medical triage will be conducted by staff consistent with licensure, scope of practice, and competency.

3. A copy of this MOU will be posted on PACT team bulletin boards.

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

Steven J. Flatley, VA Labor Specialist
For the Department of Veterans Affairs (VA)

1/5/2016
Date

Oscar L. Williams Jr., 2nd Exec. Vice President
AFGE National Veterans Affairs Council #53

1/5/2016
Date

James Zeveski, VHA Labor Consultant
For Veterans Health Administration (VHA)

1/5/16
Date