RESCISSION OF VHA DIRECTIVE 2006-041 VETERANS HEALTH CARE SERVICE STANDARDS


2. Current policy on VHA’s customer service program and Veteran health care service standards can be found in:
   

   b. VHA Handbook 1003.1, Key Elements of VHA’s Veteran Customer Service Program, dated August 6, 2003;

   c. VHA Handbook 1003.2, Service Recovery in the Veterans Health Administration, dated February 4, 2004; and


3. All inquiries concerning this action should be addressed to the Office of Patient Advocacy (10H) at VHA10HAction@va.gov.

4. This VHA notice will be archived as of July 31, 2019. However, the rescission information will remain in effect.

Richard A. Stone, M.D.
Executive in Charge

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