

## 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 Directive 2009- xxx Outpatient Scheduling Processes and Procedures" and VistA Scheduling Software Training.

1. The national parties agree that the scheduling of bargaining unit employees for the VistA Scheduling Software training is appropriate subject for local negotiations. The local parties will be required to include a provision for scheduling training for AFGE bargaining unit employees in local MOUs that concern outpatient scheduling processes and procedures and/or VistA scheduling software training.
2. Adequate coverage will need to be provided for AFGE bargaining unit employees who are required to complete the VistA Scheduling Software training. Bargaining unit employees who are required to provide coverage on a different shift due to VistA Scheduling Software training will receive pay and benefits in accordance with applicable law and regulation. Under normal circumstances, bargaining unit employees will not be required to work different shifts for the sole purpose of covering for employees who are taking the training.
3. Any contingency plans put into effect to implement this Directive shall be provide to AFGE Locals and the AFGE Locals shall be provided an opportunity to bargain, if requested.
4. If an employee has a daily performance requirement, that requirement will be appropriately adjusted by subtracting for the length of time it takes the employee to complete mandatory scheduling training on a particular day from that performance requirement. Training time shall include time spent, if any, getting to the training site and returning to the work site.
5. The appropriate management officials may review bargaining unit employees' access to menu options for the outpatient scheduling process, primary care management module and electronic wait-list to ensure that the menu options assigned bargaining unit employees are necessary for the position and duties of the employee.
6. Upon receipt, the appropriate management official shall provide a copy of this MOU to the Local Union President.

  
For the Department (VHA)

12-10-09  
Date

  
For the National VA Council #53

12-03-09  
Date