

Department of
Veterans Affairs

Memorandum

Date:

JUN 8 2015

From:

Acting Deputy Under Secretary for Health for Operations and Management
(10N)

Subj:

CORRECTION: Clarification of Veterans Health Administration (VHA)
Outpatient Scheduling Policy and Procedures and Interim Guidance

To:

Network Directors (10N1-23)

Thru:

Assistant Deputy Under Secretary for Health for Clinical Operations (10NC)

1. The purpose of this memorandum is to update the guidance previously issued in the Office of the Deputy Under Secretary for Health for Operations and Management memorandum entitled, "Clarification of Veterans Health Administration (VHA) Outpatient Scheduling Policy and Procedures and Interim Guidance" dated May 18, 2015. Corrected guidance is highlighted in **bold** print. Please reference Attachment A, Outpatient Scheduling Standard Operating Procedures for detailed guidance. The attached scheduling guidance is effective **90** days from the date of this memorandum.
2. In summary, the attached clarification and instructions address the following:
 - Schedulers are now allowed to accept (and schedule) a "next available" request according to the patient wishes, rather than entering a "desired date" every time.
 - Providers are now required to enter the "return to clinic" order in CPRS. Schedulers will consider this the Clinically Indicated Date and transcribe it into VistA Scheduling. Once entered, it must not be changed.
 - The approach to contacting non-responsive patients will be standardized. Facilities are now required to make three (3) attempts –two (2) phone calls and a letter followed by a minimum wait of 14 days for the patient to respond.
 - Schedulers will now be required to follow **Licensed Provider or Registered Nurse** instructions when scheduling appointments where clinical input has not been previously documented.
 - Establishes a procedure to be exempted from use of Recall Reminders in part if the **overall facility No Show (Missed Opportunity) Rate** is less than 10 percent.

CORRECTION: Clarification of Veterans Health Administration (VHA) Outpatient Scheduling Policy and Procedures and Interim Guidance

- The instructions clarify a 3 month (90 day) threshold for use of the Electronic Wait List (EWL) and Recall Reminder.
 - **The instructions clarify a three month (90 days) threshold for use of the EWL and Recall Reminder.**
 - **Consult No Show Policy - A clinician may, if deemed clinically appropriate, authorize discontinuation of a consult (and efforts to reschedule appointments) after two patient no-shows).**
3. Training on these changes in combination with Choice Act procedures is required to be completed by everyone who schedules appointments by August 1, 2015. Specific training dates will be announced.
 4. For additional information, please contact Ms. Barbara Schuster, Associate director, Access and Clinic Administration Program, via e-mail at Barbara.Schuster@va.gov.


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