

DEPARTMENT OF
VETERANS AFFAIRS

Memorandum

FEB 12 2016

Date:

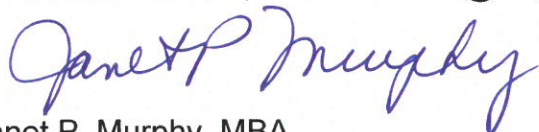
From: Acting Deputy Under Secretary for Health for Operations and Management (10N)

Subj: Cancellation of Patient Care Activities

To: Network Directors (10N1-23)

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

1. As part of VHA's ongoing efforts to ensure timely access to care for Veterans, this memorandum establishes system-wide requirements for planned healthcare provider absences, particularly those that cause cancellation of patient care activities.
2. Healthcare providers, defined as physicians, advanced practice nurses, and physician assistants, are responsible for ensuring proper coordination of care for their patients during periods of planned absence. Cancellation of patient care activities must be avoided whenever possible and only after all alternatives have been exhausted.
3. To ensure continuity of care, a healthcare provider must submit to his/her Associate Chief of Staff (ACOS)/Service Line Manager (SLM) a leave request and, if applicable, a cancellation of patient care activities request at least 45 days in advance of the planned absence. The ACOS/SLM is responsible for reviewing and making a decision regarding the request(s) within a timeframe established by Veterans Integrated Service Network (VISN) and/or local leadership. The suggested time frame is 5 working days.
4. In the case that a healthcare provider submits a request for leave, and if applicable, a cancellation of patient care activities request in less than 45 days in advance, the healthcare provider must submit the request(s) to the Chief of Staff (COS) through the ACOS/SLM. The COS is responsible for reviewing and making a decision regarding the request(s) within a timeframe established by Veterans Integrated Service Network (VISN) and/or local leadership.
5. VISN and facility leadership are responsible for establishing procedures and communicating these to healthcare providers to execute the requirements for leave requests and cancellation of patient care activities outlined above.
6. Questions related to this memorandum may be directed to Gavin West, MD, Senior Medical Advisor, at Gavin.West@va.gov.



Janet P. Murphy, MBA