Dear Congressman ,

Recently, the Government Accountability Office (GAO) reviewed VA’s scheduling process and identified specific challenges that the Veterans Health Administration (VHA) has in ensuring that medical care appointments are scheduled in a timely manner. According to GAO, the Department’s current policy for scheduling specialty care appointments at VHA facilities mandates they be scheduled within 3 business days from the date a provider enters a referral into the veteran’s electronic health record.

H.R. 41, the VA Same-Day Scheduling Act, would require the VA Secretary to ensure when a veteran contacts the Department by telephone to schedule an appointment for care or services at any VA facility, the scheduling for the appointment occurs during that telephone call (regardless of the prospective date of the appointment being scheduled).

As your constituent, I support H.R. 41, as it would improve current scheduling procedures and require real-time scheduling practices that ensure more timely access to VA health care services. Thank you for your attention to this important legislation.

Sincerely,