

### ADMINISTRATIVE OFFICER OF THE DAY

**1. REASON FOR ISSUE:** This Veterans Health Administration (VHA) directive provides the policy for the role and duties of an Administrative Officer of the Day (AOD) position at Department of Veterans Affairs (VA) medical facilities during non-business hours.

**2. SUMMARY OF MAJOR CHANGES:** This updated directive adds the role and responsibilities of VISN Directors and Supervisors. The directive also updates the role and responsibilities of AODs, and adds language indicating it is highly desirable that AODs be certified Notaries Public. Major changes of responsibilities can be found in paragraph 5 of this directive.

**3. RELATED ISSUES:** VHA Directive 1175, Enrollment Coordinator, dated July 1, 2015.

**4. RESPONSIBLE OFFICE:** VHA Office of Member Services (10NF) is responsible for the contents of this VHA directive. Questions related to the AOD may be referred to the Member Services Business Policy Office Email group at [VHAMSBusinessPolicyOffice@va.gov](mailto:VHAMSBusinessPolicyOffice@va.gov).

**5. RESCISSIONS:** VHA Directive 1096 Administrative Officer of the Day (AOD), dated December 5, 2014, is rescinded.

**6. RECERTIFICATION:** This VHA directive is due to be recertified on or before the last working day of March 2025. This VHA directive will continue to serve as national VHA policy until it is recertified or rescinded.

**BY DIRECTION OF THE OFFICE OF THE  
UNDER SECRETARY FOR HEALTH:**

/s/ Renee Oshinski  
Deputy Under Secretary for Health for  
Operations and Management

**NOTE:** All references herein to VA and VHA documents incorporate by reference subsequent VA and VHA documents on the same or similar subject matter.

**DISTRIBUTION:** Emailed to the VHA Publications Distribution List on March 30, 2020.

**CONTENTS**

**ADMINISTRATIVE OFFICER OF THE DAY**

1.PURPOSE ..... 1

2.BACKGROUND ..... 1

3.DEFINITION ..... 1

4.POLICY ..... 1

5.RESPONSIBILITIES..... 1

6.TRAINING ..... 4

7.RECORDS MANAGEMENT ..... 4

8.REFERENCES ..... 4

## ADMINISTRATIVE OFFICER OF THE DAY

### 1. PURPOSE

This Veterans Health Administration (VHA) directive provides the policy for the role and duties of an Administrative Officer of the Day (AOD) position at Department of Veterans Affairs (VA) medical facilities during other than regular business hours.

**AUTHORITY:** Title 38 United States Code (U.S.C.) 7301(b).

### 2. BACKGROUND

In 1997 VA first established the AOD position, requiring VA medical facilities that maintain operations outside of regular business hours to provide coverage to ensure that certain administrative functions could be performed at any time. Regular business hours may vary depending on local facility needs, but usually consists of Monday-Friday, 8:00 am to 4:30 pm. **NOTE:** *Originally, these positions were organizationally aligned directly under the Chief of Medical Administration Service (MAS). With the evolution of MAS, this office may be referred to as Health Administration Service (HAS), Business Office, Patient Administration Services.*

### 3. DEFINITION

**Administrative Activities.** Administrative activities include but are not limited to:

- a. Administratively assisting the Admitting, Medical and Surgical Officers of the Day.
- b. Determining eligibility and enrolling Veterans in VA health care.
- c. Receiving and safeguarding patients' funds, valuables, and personal effects.
- d. Administrative processing of patients' deaths occurring in the VA medical facility.
- e. Assisting the VA medical facility staff in obtaining telephonic consent from next-of-kin and arranging autopsies. **NOTE:** *This list of administrative activities is not an all-inclusive list of the various activities performed by the AOD.*

### 4. POLICY

It is VA policy that each VA medical facility must have in place AOD position(s) to serve as the administrative person on duty, acting on behalf of the VA medical facility director during other than regular business hours.

### 5. RESPONSIBILITIES

a. **Under Secretary for Health.** The Under Secretary for Health is responsible for ensuring overall VHA compliance with this directive.

b. **Deputy Under Secretary for Health for Operations and Management.** The Deputy Under Secretary for Health for Operations and Management is responsible for:

(1) Communicating the contents of this directive to each of the Veterans Integrated Service Networks (VISNs).

(2) Ensuring that each VISN Director has enough resources to implement this directive in all VA medical facilities within that VISN.

(3) Providing oversight of VISNs to assure compliance with this directive, relevant standards, and applicable regulations.

c. **Veterans Integrated Service Network Director.** The VISN Director is responsible for:

(1) Providing oversight of the VA medical facilities within their VISN to assure compliance with this directive, relevant standards, and applicable regulations.

(2) Communicating the contents of this directive to each of the VA medical facility Directors.

d. **VA Medical Facility Director.** The VA medical facility Director is responsible for:

(1) Ensuring AOD positions are established at each VA medical facility that operates 24 hours per day.

(2) Ensuring that the AOD is provided with sufficient procedural guidance to effectively fulfill the role of AOD.

(3) Ensuring AOD positions are aligned under the appropriate facility-level program office that has primary responsibility for administrative duties and responsibilities during regular business hours.

(4) Providing oversight of the Facility Chief of HAS, MAS, Business Office, Patient Administration Services, and Supervisors to assure compliance with this directive, relevant standards, and applicable regulations.

e. **Facility Chief of Health Administration Service, Medical Administration Service, Business Office, Patient Administration Services.** The Facility Chief of Health Administration Service, Medical Administration Service, Business Office, and Patient Administration Services is responsible for:

(1) Ensuring that the AOD supervisor is provided with sufficient information to effectively manage the role of AOD.

(2) Providing oversight of the AOD supervisor to assure compliance with this directive, relevant standards, and applicable regulations.

f. **Administrative Officer of the Day Supervisor.** The AOD supervisor is responsible for:

(1) Ensuring AODs perform the duties outlined in this directive and any other administrative duties as defined by the Facility Chief of HAS, MAS, Business Office, and Patient Administration Services.

(2) Ensuring adequate coverage during other than regular business hours which is maintained by an AOD schedule created by the AOD Supervisor.

(3) Evaluating the local need for AODs to have a Notary Public license. It is highly desirable that AODs have a Notary Public license and it may be considered a Quality Ranking Factor or Selective Factor for recruitment purposes if justified by facility needs. Obtaining a current Notary Public license is not a prerequisite for performing AOD duties.

(4) Ensuring AODs complete and are up to date with all mandatory VA training in paragraph 6.

g. **Administrative Officer of the Day.** The AOD is responsible for:

(1) Maintaining the operations of all administrative activities (as defined in paragraph 3) and investigating all problems and incidents during other than regular business hours.

(2) Coordinating all inquiries received by the VA medical facility during other than regular business hours with the appropriate personnel.

(3) Serving as the administrative authority during other than regular business hours on all issues involving the enrollment and eligibility determination process. This administrative authority includes interviewing and counseling Veterans concerning the law and regulatory guidelines on their enrollment and eligibility for VA health care benefits. **NOTE:** *This may also include ensuring that VA medical facilities provide humanitarian services in cases of an emergency in which the care provided may be billed at the cost-based rate, see 38 U.S.C. 1784-1785. In cases where the eligibility cannot be verified, a Health Eligibility Center (HEC) Alert must be sent to the HEC by Email at [VHAHEC.Alerts@va.gov](mailto:VHAHEC.Alerts@va.gov).*

(4) Referring requests from the media for information regarding specific events or patients to the designated public affairs official during other than regular business hours.

(5) Providing administrative guidance and advice to the Medical Officer of the Day (MOD) and other clinical staff concerning administrative matters (as defined in paragraph 3) necessary for the operation of the VA medical facility during other than regular business hours. This may include facilitating patient transfers to and from VA and non-VA medical facilities. **NOTE:** *If applicable, this may also include communicating authorization or certifying payment for transportation services for beneficiary travel eligible Veterans.*

(6) Contacting the appropriate facility official when an event occurs during other than regular business hours that is beyond the scope of the AODs authority, to ensure that the proper official is aware of the event and can respond as necessary.

(7) Performing administrative functions during other than regular business hours to release the remains of a deceased patient to the designated funeral home for proper burial. This includes counseling the deceased Veteran's immediate family about burial and memorial benefits.

(8) Updating patients' demographic information and obtaining all appropriate third-party insurance data for Medical Care Cost Recovery.

(9) Serving as a Notary Public (if applicable, based on facility needs) to notarize documents which may be associated with patient care or official VA business. Documents which may require the service of a notary public include but is not limited to living wills, advanced directives, powers of attorney, etc. **NOTE:** *Notary Public licenses may be obtained based on the VA medical facility's need and must only be used for official VA business. The list of notarized documents is being provided as an example and may not be all inclusive.*

## 6. TRAINING

Health Benefits Advisor (HBA) Curriculum Training (TMS EES-063) is required for all AODs.

## 7. RECORDS MANAGEMENT

All records regardless of format (paper, electronic, electronic systems) created by this directive shall be managed per the National Archives and Records Administration (NARA) approved records schedules found in VA Records Control Schedule (RCS) 10-1. Any questions regarding any aspect of records management should be directed to the VA medical facility Records Manager or Records Liaison. See also VHA Directive 6300, Records Management, or subsequent policy issue.

## 8. REFERENCES

- a. 38 U.S.C.1784-1785.
- b. Freedom of Information Act and Privacy Act of 1974.
- c. VHA Directive 1175, Enrollment Coordinator, dated July 1, 2015.