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United States Senate

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Ms. Deborah Amdur
Director, Phoenix VA Health Care System
U.S. Department of Veterans Affairs
650 East Indian School Road
Phoenix, AZ 85012

Dear Ms. Amdur,

I am writing to you regarding recent revelations from the Department of Veterans Affairs (VA) Office of Inspector General (OIG) that employees at the VA Health Care System in White River Junction, Vermont, where you previously served as Director, inappropriately scheduled appointments for veteran patients. As the Director of the Phoenix VA Health Care System (PVAHCS) where the national scandal of manipulated wait-times were first revealed, your perspective of why these violations at the White River Junction VA occurred; how they were subsequently remedied; and what measures you have put in place at PVAHCS to ensure that no similar misconduct occurs there, is critical.

According to the VA OIG, nearly a dozen medical support assistants with scheduling responsibility reported that they were ordered to enter veterans' desired dates for medical appointments as the next available date for appointments—resulting in a highly deceptive “zero-day” wait-time for care at the White River Junction VA Health Care System. Understanding that you became the Director of the White River Junction VA Health Care System in January 2013 and these scheduling practices occurred at least as early as 2009, please provide me with the following information:

- 1) When did you find out that schedulers at the White River Junction VA Health Care System were altering wait-time data to conceal delays in appointments for veterans?
- 2) What actions did you take in response?
- 3) Were any supervisors or leadership personnel removed from their jobs or otherwise reprimanded?
- 4) How did this practice impact veteran care at the White River Junction VA?
- 5) How can veterans be guaranteed that appointment scheduling manipulations are no longer occurring at PVAHCS?

I look forward to your timely response to the Office of Inspector General's report.

Sincerely,



John McCain
United States Senator