

VHA Office of Community Care Program Office provides:

**1. Where in the guide does it address the process and documentation regarding the patient agrees or refuses to schedule an appointment outside the 20-/28-day period?**

The Office of Community Care Field Guidebook, chapter 2, section 2 outlines the 20/28 day period. Below are excerpts from this section:

Community Care Wait Time Standards (WTS)		
Routine		Considerations
Primary Care/Mental Health/Non-Institutional Extended Care Services	Specialty Care	The WTS for community care must be considered if the following applies: <ol style="list-style-type: none"> <li>1. The PID on the consult is within 20 or 28 days (based on the type of care being requested) from the file entry date.</li> <li>2. The appointment within the VA cannot be scheduled within the 20/28 days of the file entry date.</li> </ol>
20 days	28 days	

As of 10/01/2020 the following steps should take place once all possible community care eligibility option have been reviewed and discussed with both NEW and ESTABLISHED Veterans.

- a. If Veteran opts into community care proceed with forwarding the internal consult to a community care consult title following the steps outlined in section 2.18 of the Office of Community Care Field Guidebook (FGB).
- b. If the Veteran decides to opt-out of community care, the staff then should follow VA scheduling protocols and thereby schedules the appointment and document the opt out by capturing #COO# in the internal VA appointment comments.
- c. If a VAMC can accommodate a Veteran by wait time standards, it is still required that that RCTs ask the Veteran if they would like to know about their other potential community care eligibilities.

**2. The Community Care customer Service Guide explains each step in the Veteran’s community care journey once they are referred for care.**

**To Submit a FOIA request for Office of Community Care records, please contact [vha.occ.foia@va.gov](mailto:vha.occ.foia@va.gov) or by telephone to 303-780-4753**