

**THE AMERICAN LEGION
DEPARTMENT OF PENNSYLVANIA
DEPARTMENT EXECUTIVE COMMITTEE
COMFORT INN, PITTSBURGH, PENNSYLVANIA
APRIL 30 – MAY 1, 2022**

Resolution No. 1131

Submitted by E. Michael Stelacio
National Executive Committeeman

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- WHEREAS, The Veterans' administration schedules healthcare related appointments for members with mutual consent; and
- WHEREAS, Generally appointments are scheduled weeks or months in advance; and
- WHEREAS, The Veterans' Administration typically sends a text message a week prior to the scheduled appointment requesting client confirm, cancel or request change of date for appointment; and
- WHEREAS, The Veterans' Administration typically follows up the original text message with at least two additional text messages within a day or two of scheduled appointment; and
- WHEREAS, The Veterans' Administration has often failed to notify the client, either via text, phone or email message, when the appointment has been cancelled or rescheduled; and
- WHEREAS, The Veterans' Administration has relied on the U.S. Postal Service to send correspondence notifying the clients that the scheduled appointments have been cancelled or rescheduled for a later date; and
- WHEREAS, In many cases, the letters do not reach the client until the day of, or days after, the scheduled appointments; and
- WHEREAS, Because of this delay, patients have arrived for appointments only to be notified that it was cancelled, after traveling, in many cases, several hours and many miles to attend the appointment; now, therefore, be it
- RESOLVED, That the Department Executive Committee of the Department of Pennsylvania assembled April 30 to May 1, 2022 at the Comfort Inn Hotel in Pittsburgh, Pennsylvania, urge the Veterans' Administration, when cancelling an appointment upon immediately knowing, must contact the client or caregiver via text, email and/or phone call to ensure the client is duly notified; and further be it**
- RESOLVED, That The American Legion, Department of Pennsylvania urge the Veterans' Administration to follow up within twenty-four hours of a scheduled appointment with text, email and/or phone call message to the client and/or caregiver to ensure proper notification; and finally be it**

APPROVED X REJECTED REFERRED CONSOLIDATED FILED

RESOLVED, That The American Legion, Department of Pennsylvania urge the Veterans' Administration forward a copy of this resolution to the National Executive Committee.

Approved with amendments:

1. Added clause to forward to NEC.
2. Change "seven business days" to "immediately upon knowing"

APPROVED REJECTED REFERRED CONSOLIDATED FILED