

**ADMINISTRATIVE OFFICER OF THE DAY (AOD)**

- 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 other than normal duty hours.
- 2. SUMMARY OF MAJOR CHANGES:** None.
- 3. RELATED ISSUES:** None.
- 4. RESPONSIBLE OFFICE:** The Chief Business Office (10NB) is responsible for the contents of this Directive. Questions may be addressed to 202-382-2500.
- 5. RESCISSIONS:** VHA Directive 2009-050, dated October 19, 2009, is rescinded.
- 6. RECERTIFICATION:** This VHA Directive is due to be recertified on or before the last working day of December 2019.

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Interim Under Secretary for Health

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**ADMINISTRATIVE OFFICER OF THE DAY (AOD)**

**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 normal duty hours. **AUTHORITY:** 38 U.S.C. 7301(b).

**2. BACKGROUND:**

a. In 1997, the VHA Under Secretary for Health issued VHA Directive 10-93-097, Implementation Instructions for Administrative Officer of the Day (AOD) Position. The Directive required VA medical facility Directors to establish an AOD position(s) at their VA medical facility to act on behalf of the Director during other than normal duty hours.

b. The AOD is the central point of contact during other than normal duty hours for all administrative functions of the VA medical facility to include; facilitating the transfer of patients to and from the medical facility, making Veteran eligibility determinations and scheduling outpatient appointments as needed.

**3. POLICY:** It is VA policy that each VA medical facility must have in place AOD positions to serve as the administrative person on duty, acting on behalf of the Director during other than normal duty hours. These normal duty hours may vary depending on local facility policy, but usually consists of Monday – Friday, 8:00 am to 4:30 pm.

**4. RESPONSIBILITIES:**

a. **Medical Facility Director.** The medical facility Director is responsible for ensuring that:

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

(2) AOD positions are aligned under the appropriate program office that has primary responsibility for administrative duties and responsibilities during normal duty hours.

*NOTE: When this Directive was originally issued in 1997, 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, Business Office, Patient Administration Services, etc.*

(3) The roles of the AOD are appropriately defined to support the scope and functions of the medical facility during other than normal duty hours.

b. **Administrative Officer of the Day.** The AOD maintains the operations of all administrative activities during other than normal duty hours, investigating all problems and incidents which may occur during these hours, and assumes full administrative responsibility in the event of an emergency or disaster until relieved by the appropriate personnel. The AOD’s responsibilities include, but are not limited to:

(1) Coordinating all contacts received by the VA medical facility during other than normal duty hours, serving in the capacity of AOD and as the administrative resource person for all contacts from staff, patients, and visitors.

(2) Serving as the administrative authority during other than normal duty 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 medical care benefits.

(3) Providing administrative guidance and advice to the Medical Officer of the Day (MOD) and other clinical staff concerning administrative matters necessary for the operation of the VA medical facility during other than normal duty hours. This may include facilitating patient transfers to and from VA and non-VA medical facilities.

(4) Assuming a key role in the VA medical facility emergency disaster plan during other than normal duty hours.

(5) Performing supportive activities for administrative matters.

(6) Working as a team with the MOD, the nursing supervisor, and other officials to oversee the management of the VA medical facility during other than normal duty hours.

(7) Performing administrative functions necessary 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.