

This memorandum of understanding (MOU) sets forth an agreement between the Department of Veterans Affairs (VA), Veterans Health Administration (VHA), VISN 8 Clinical Contact Center (CCC) and the National Nurses Organizing Committee, National Nurses United (NNOC/NNU). This MOU is entered pursuant to the provisions 5 U.S.C. Chapter 71 and applies to all registered nurses represented by NNOC/NNU within the VISN 8 CCC.

1. Clinical Contact Center (CCC) RNs are expected to be at the assigned workstation, ready to initialize clinical contact center systems, at the start of the RN's Tour of Duty (TOD). CCC RNs are not expected to begin work prior to the RNs TOD. If a CCC RN is officially instructed to initialize contact center systems prior to the start of the TOD, the RN may request compensatory time or be paid overtime.
2. Clinical Contact Center RNs are expected to remain at their workstations through the end of the assigned TOD. Clinical contact center systems should not be shut down prior to the end of TOD. CCC RNs who shut down contact center systems prior to the end of their TOD, without approval, may be subject to AWOL or may lead to a proposal for disciplinary action.
3. Clinical Contact Center RNs are expected to contact the Supervisor or designee within 15 minutes of experiencing connectivity issues that could prevent the RN from being able to initialize or shut down contact center systems in a timely manner. CCC RNs should continue communications with their Supervisor until the issue is resolved, with active communication throughout the process.
4. Clinical Contact Center RNs are expected to contact the Supervisor or designee should calls take longer to complete than expected. There may be certain circumstances in which an RN may not be able to complete the encounter prior to the end of the RN's TOD in a timely manner. Should this occur, the CCC RN is expected to contact the Supervisor or designee to request overtime or compensatory time consistent with the NNU/VA Master Contract, 38 USC 7453 (e), 7465A, and 7459. and subject to 38 USC 7422. Overtime and compensatory time are governed by Directives and Handbooks 5007, Part V, Chapter II and 5011, Part II, Chapter 3.

**FOR THE AGENCY**



Theresa Mont  
Chief Nurse, Clinical Call Center  
Veteran Health System VISN 8

3/18/2021  
Date

**FOR THE UNION**



Tiffany Nguyen/Shayla Walsh  
NNOC/NNU Labor Representative

3/23/2021  
Date

