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Congress of the United States
House of Representatives
Washington, DC 20515-3303

April 13, 2015

The Honorable Robert A. McDonald
Secretary, Department of Veterans Affairs (VA)
810 Vermont Avenue, NW
Washington, D. C. 20420

Dear Secretary McDonald:

As you know, the VA Clinic in Jacksonville, North Carolina has one of the worst wait times in the United States. There are also significant delays in Wilmington, Morehead City, Greenville and other VA facilities in North Carolina. This is unacceptable. According to an Associated Press (AP) article that ran last week:

"Eastern North Carolina was among the places where waits are worst.

At the VA clinic in Jacksonville, 16 percent of the appointments completed between Sept. 1 and Feb. 28 failed to meet the VA's timeliness standard, which calls for patients to be seen within 30 days.

That's nearly six times the national average of 2.8 percent."

There are over 85,000 Veterans residing in the 3rd District. I am proud to represent our patriots and I know you will agree they are deserving of the best care. The services provided are irrelevant if Veterans cannot be seen. Last week I had the opportunity to speak with Mr. Daniel Hoffmann, VISN 6 Director, and we discussed the current wait times and the challenges in rectifying them. I wish to meet with you on this matter as well, and I would also appreciate a list of actions being taken by you as Secretary of the Department of Veterans Affairs to resolve the wait times. I would like to know what specific options are being considered that may have not yet been implemented, to include working with the private sector. All options must be on the table.

We all recognize this is a complex issue, but these wait times must be resolved as quickly as possible. Our Veterans earned their benefits, and they deserve better. Thank you for your ongoing attention to this problem. I look forward to meeting with you as soon as your schedule permits in order to discuss the matter further.

Sincerely,

Mr. Secretary, *Walter B. Jones*

Walter B. Jones
Member of Congress

*I look forward
to working with you
to help our Veterans!*