

**Department of  
Veterans Affairs**

# Memorandum

Date: June 29, 2021

From: Acting Under Secretary of Health, Veterans Health Administration (10)

Subj: Recruitment of Veterans for Research Studies

To: Veterans Health Administration

1. This memorandum rescinds, as of August 1, 2021, the July 10, 2006, Principal Deputy Under Secretary of Health/Chief Research and Development Officer Memorandum, "Researcher Contacts with Veterans," which informed the VHA research community that researchers' initial contact with Veterans for purposes of study recruitment would be made in person or via letter rather than by telephone ("cold calling"). The rescission of the 2006 memorandum does not allow for the unrestricted "cold calling" of Veterans for the purpose of research recruitment. The VHA Office of Research and Development (ORD) will establish criteria for studies to qualify for unsolicited recruitment outreach, establish a process to document approval which ensures all appropriate regulatory and Privacy approvals, and conduct training on the established process by July 16, 2021.
2. VHA Directive 1200.05 paragraph 5.g(8), which restricts cold calling for purposes of study recruitment, will be revised to reflect the new interim recruitment process policy established by ORD. Until revised, the VHA Office of Research Oversight will exercise discretion in enforcing this provision of the Directive and will evaluate for compliance based on processes established and communicated to the VA research field by ORD.
3. If further information is needed, your staff may contact Dr. Molly Klote, Director, Office of Research Protections, Policy and Education, Office of Research and Development at [vhacoordregulatory@va.gov](mailto:vhacoordregulatory@va.gov).



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