

BARRY LOUDERMILK
11TH DISTRICT, GEORGIA

COMMITTEE ON
FINANCIAL SERVICES

COMMITTEE ON
HOUSE ADMINISTRATION

Congress of the United States
House of Representatives
Washington, D.C. 20515-1011

2133 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, D.C. 20515
(202) 225-2931

9898 HWY 92, SUITE 100
WOODSTOCK, GA 30188
(770) 429-1776

135 CHEROKEE AVENUE, SUITE 122
CARTERSVILLE, GA 30120
(770) 429-1776

600 GALLERIA PARKWAY, SE, SUITE 120
ATLANTA, GA 30339
(770) 429-1776

October 27, 2022

The Honorable Denis McDonough
Secretary
U.S. Department of Veterans Affairs
810 Vermont Avenue, NW
Washington, D.C. 20420

Dear Secretary McDonough,


I write to you today regarding the recent treatment of a veteran at the West Cobb VA Clinic in Marietta, Georgia. Robby Entrekin was refused treatment at the West Cobb VA Clinic after he disclosed that he could not wear a face mask due to a medical condition. As Mr. Entrekin was recording the encounter, a VA employee was seen taking his phone away without his permission. He was repeatedly told that he could not video the mistreatment, but a responding police officer confirmed that he was well within his rights to document his experience. I find it extremely concerning that the VA would refuse service to a veteran for any reason, much less for an inability to wear a mask due to a medical condition.

Please respond to the following questions as soon as possible.

- 1) Is it VA policy to refuse service to a veteran if the veteran is unable to wear a mask due to a medical condition?
- 2) How does the VA aim to assure veterans that they will not be refused medical care if they are unable to wear a mask due to a medical condition?
- 3) Will you commit to ensuring that Mr. Entrekin receives the medical care he is requesting?
- 4) Is it VA policy to restrict a veteran's ability to video and document encounters with VA staff?

As stated by VA Press Secretary Terrence Hayes, the department is aware of this incident, so I ask that you ensure Mr. Entrekin receives immediate access to the medical care he deserves.

Sincerely,



Barry Loudermilk
Member of Congress