

Good morning and thank you everyone for taking the time out of your day to listen to my testimony. My name is Kim Kirchner and I am a proud veteran who served in the United States Air Force/ Illinois Air National Guard and served in Operation Iraqi Freedom and Operation Enduring Freedom. I'm currently a Sergeant with the Macoupin County Sheriff's Department.

I am writing the testimony in regard to the care that I have received at a compensation and pension exam. I drove over thirty minutes to an exam that VA scheduled for me with a contract provider. When I arrived, the medical provider informed me that I was not on her schedule and that she couldn't find my

medical records. I told her that VA called me and asked me to come at an earlier date due to an opening. She finally found my records but had an attitude through the entire exam, which lasted a total of three minutes. At no time did she conduct a medical exam on me, she only reviewed my medical record. Based on that exam VA denied my claim. In order to finally get my claim awarded, I had to do a whole other medical exam. This was a massive waste of my time and taxpayer money.

I firmly believe that I am not the only veteran this has happened to and the outsourcing of these exams definitely needs to be looked into. When a veteran goes for an exam they should be treated with the upmost respect they deserve especially for putting their lives on the line for our country. When I walked out of the

exam that didn't last approximately three minutes I have never felt so disrespected in my life. It is very frustrating to get treated this way especially having to drive 30 minutes to the exam due to living in a small town and nowhere close to a VA Clinic. I firmly believe that the VA needs to pay more attention to the care we are receiving from them outsourcing their compensation and pension exams.

Thank you and I am happy to answer any questions you may have.