

The Medical Disability Examination Program Office (MDEPO) Staff needs the following information in order to assist with examination status requests:

1. Is there an **“Appointment Completed”** message for the contention(s) you need help with? If YES, please provide the date and continue. If NO, you should not expect a completed DBQ when the appointment has not yet been completed. MDEPO cannot assist at this time.
2. Is there a **“Results Available: Received”** message for the contention(s) you need help with? If yes, please provide the date and continue. If NO, you should not expect a completed DBQ when the Results Available message has not received. MDEPO cannot assist at this time.
3. If the answer to both is YES,
 - a. Have you checked the Vendor portal? If NO, please do so. If YES, but no exam results were found:
 - i. Has you Regional Office Exam Liaison contacted the vendor? If NO, please have them do so.
 - ii. If YES, but the vendor was unable to provide information concerning the completed DBQ’s, please let us know and we will contact the Vendor for additional information.

Please **Do Not** contact the Vendor for appointment status updates.

Please review the documents available at the links below for more information.

[Mandatory Contract Exam Staff VBMS Exam Management System \(EMS\) Information](#)
[Novel Coronavirus Disease \(COVID-19\) Operational Information Page](#)

MDEPO Staff