



NEWS RELEASE

FOR IMMEDIATE RELEASE

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Direct Scheduling of Audiology services to begin at Canandaigua VAMC and Rochester VA Outpatient Clinic

“Why go to two appointments when all you need is one?” asked VA employees across the nation.

That is why on August 1, Veterans enrolled at the Canandaigua and Rochester Outpatient Clinic (ROPC) can make local VA Audiology appointments without seeing their VA Primary Care physician for a referral.

This is a major change at VA.

Prior to the change enrolled Veterans had to visit their Primary Care provider to get a referral to Audiology, even though having no other health concerns.

Benefits to being able to make Audiology clinic appointments directly are:

- More access to primary care appointments
- Saving time for Veterans

“Direct Scheduling across all Audiology clinics has the potential to decrease facility wait times by alleviating the case flow to Primary Care physicians, and would thereby improve the Veteran experience and access to services,” said Michael Swartz, Interim Medical Center Director. We are honored to be a leader in this effort. Taking the lead in efforts like Direct Scheduling affirms our commitment to fostering a Veteran-centric culture of care which honors Veterans’ service and empowers Veterans to achieve optimum health and well-being.”

For more information on Audiology Direct Scheduling, please contact the Audiology departments directly at (585) 393-7891 in Canandaigua and (585) 463-2701 in Rochester.

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