

VA



U.S. Department
of Veterans Affairs

News Release

FOR FURTHER INFORMATION CONTACT:

Lina Satele (312) 569-6402 (Office)

Office of Public Affairs (312) 933- 4937 (Cell)

Lina.Satele@va.gov

www.chicago.va.gov

FOR IMMEDIATE RELEASE

June 13, 2016

Jesse Brown VAMC offers Improved Access to Care with Direct Scheduling Initiative

CHICAGO- On June 13, 2016, Veterans who are enrolled at Jesse Brown VA Medical Center can begin making appointments with their local VA Audiology and Optometry clinics without seeing their VA Primary Care physician first. This is a significant change to doing business at the VA because previously, enrolled Veterans had to visit their Primary Care Physician for a referral, even if they had no other health care issues.

The idea for this process improvement came from interviews with employees throughout the country who felt that this change would save time for Veterans and free up Primary Care clinical time. Research confirmed that valuable Primary Care access was partially being used for routine Audiology and Optometry referrals, while demand for Primary Care services was outgrowing the capacity of the Primary Care clinics. Direct Scheduling will save time for the Veterans and free up clinical time for Primary Care doctors.

This change is part of a nation-wide VA rollout of Direct Scheduling to Audiology and Optometry clinics, which VA expects to complete by the end of 2016. Jesse Brown VA Medical Center has been selected to participate in the first phase of the VA nation-wide rollout of Direct Scheduling of Audiology and Optometry services.

“Direct Scheduling for Audiology and Optometry clinics is expected to decrease wait times, improve access to services, and enhance the Veteran experience,” said Dr. James Brunner, Acting Chief of Staff, Jesse Brown VAMC, “We are honored to be a leader in this effort. Availability of Direct Scheduling affirms Jesse Brown VAMC’s 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 and Optometry Direct Scheduling at Jesse Brown VA Medical Center contact the Audiology Department at 312-569-6169 or the Optomertry Department at 312-569-7501.

###