

Detroit VA Healthcare System
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News Release

For Immediate Release

Detroit VA Healthcare System Now Offers Direct Scheduling for Routine Ear and Eye Appointments

(Detroit) – Beginning November 7, 2016, Veterans enrolled at the Detroit VA can make appointments for routine ear and eye appointments without seeing a VA primary care provider first.

Prior to this initiative, Veterans seeking appointments with an audiologist or optometrist had to first make an appointment with a primary care provider for a referral for a routine clinic consult visit.

A clinic representative would then contact the patient to set up the consult appointment, which could result in a several weeks between the appointment and when the Veteran was actually seen.

The new process will increase Veteran access, reduce wait times, and improve the Veterans' and VAMC employee experience.

Direct Scheduling for Audiology and Optometry at VA medical centers is a nationwide initiative to provide access to care for Veterans and their eligible family members. VA expects all medical centers to implement direct scheduling by the end of 2016.

“We are honored to be a collaborator in this effort, said Dr. Pamela Reeves, Director, Detroit VA Healthcare System. “Providing Direct Scheduling affirms the Detroit VA’s commitment to fostering a Veteran-centric culture of care that empowers Veterans to achieve optimum health and well-being.”

For scheduling, Detroit VA patients should call 313-576-1051. For information on registering for care, call 313-576-1000, ext. 65731. Audiology services are available both at the Detroit VA and the Pontiac Community Based Outpatient Clinic (CBOC). Optometry services are available at the Detroit VA.

Since 1939, the Detroit VA Healthcare System has been improving the health of the men and women who have so proudly served our nation. In 1996, the medical center moved from Allen Park, Michigan to the current location on John R. in Detroit. Known as one of the newer VA facilities in the country, we consider it our privilege to serve the health care needs of our Veterans. Services are available to more than 330,000 Veterans living in Wayne, Oakland, Macomb, and St. Clair counties. This population represents approximately forty-four percent of the Veteran population in the lower peninsula of Michigan. For more information, visit <http://www.detroit.va.gov>.

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