**Frequently Asked Questions**

**Veterans Have Asked about**

**Direct Scheduling to Audiology**

We are very excited to make it easier for Veterans to schedule routine = audiology appointments by calling their audiology department directly (without needing a referral from Primary Care.) We are also aware that you have questions. Below are answers to the questions we heard most often.

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| **Frequently Asked Question** |
| **Q: Will it take longer to get an appointment?** A: No, it should take less time to get an appointment because you do not need to wait for a Primary Care appointment.  |
| **Q: Will I get travel pay?**A: Yes, if you schedule in advance you will get full travel pay. Optional: If you walk-in for a same day appointment on Monday or Tuesday only, from 8 a.m. – 12 p.m., you will receive half of your travel pay. |
| **Q: Who is the Point of Contact for scheduling a routine ear appointment?** A: To make an audiology (ear) appointment call 601-362-4471, ext. 51702.**Q: What do you mean by “routine” audiology appointment?**A: Hearing tests are considered routine appointments. But, there are other types off appointments that we also consider routine. The best way to find out if your appointment is routine is to call the number above. The scheduler will ask you some questions to ensure that it is in your best interest to directly schedule your appointment without seeing your Primary Care Physician. **Q: What are the Hours for the Audiology Clinics?**For the G.V. (Sonny) Montgomery VA Medical Center the hours are: Audiology: 7:30 AM -4:00 PM, Monday-Friday**Q: Can Veterans not enrolled in the VA system make an appointment with audiology or optometry?**A: No. You must be enrolled in the VA system to get an appointment with audiology or optometry. **Q: I am enrolled in the VA system, but have never been to the Jackson facility. Can I still get a direct routine ear appointment?**A: Yes, you can. But, we will have to take a few minutes to sign you up in the Jackson, MS facility. Call the Jackson VA at 601-362-4471 and ask for the enrollment office.  |