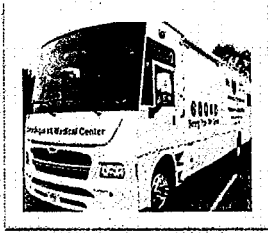


Starting 1/5/15!!



Canandaigua VA Mobile Lab Service

Hours: 10am-1:30p

Locations:

Mondays- Seneca Falls American Legion
48 State Street Seneca Falls, NY

Tuesdays- Wolcott American Legion
10675 Ridge Road Wolcott, NY

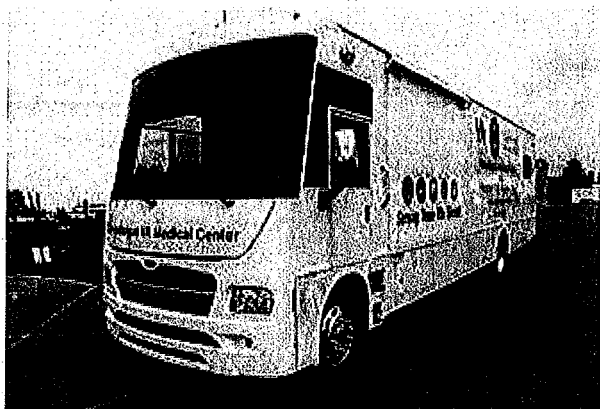
Wednesdays- Brockport Veterans Club
222 West Ave Brockport, NY

Thursdays- Naples VFW
7811 Route 21 Naples, NY

Fridays- Livingston County Highway Department
4389 Gypsy Lane Mt. Morris, NY

***Veteran must be enrolled in VA healthcare and have
a lab order from their VA Doctor**

http://www.canandaigua.va.gov/services/VA_Rural_Mobile_Telehealth_Care_Unit_Information.asp



VA Rural Health Care Team

Mobile Telehealth Unit

Canandaigua VA Medical Center

Mission:

Our mission is to reach Veterans in rural communities in the surrounding areas of **Wayne, Ontario, Livingston, Monroe and Seneca** counties to provide easier access to VA healthcare via Telehealth, care in real time over a secure connection on the VA RV.

Services Available With Appointment:

Lab Draws

Behavioral Health

Audiology*

Physical Therapy*

Low Vision Assessment

VA Eligibility and Enrollment for VA health care services

(*Services may not available in Naples or Mt. Morris at this time.)

Mobile Telehealth Unit locations Beginning 1-5-2015:

Monday- Seneca Falls American Legion, 48 State Street Seneca Falls, NY

Tuesday- Wolcott American Legion, 10675 Ridge Road Wolcott, NY

Wednesday- Brockport Veterans Club, 222 West Ave Brockport, NY

Thursday- Naples VFW, 7811 Route 21 Naples, NY

Friday- Livingston County Highway Department, 4389 Gypsy Lane Mt. Morris, NY

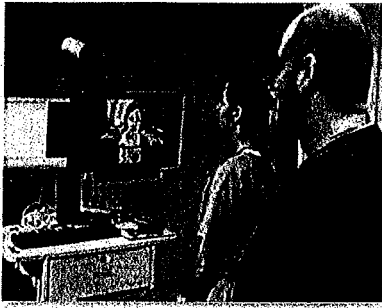
Contacts:

If you are a Veteran and are enrolled in VA healthcare, please contact your VA doctor's office for access to RV appointments for healthcare and lab work.

If you are a Veteran and NOT enrolled in VA healthcare and would like to enroll, please contact:
Veteran Service Center (Eligibility Office) 585-393-7348

Other questions: Angela T. Allen, LMSW Rural Health Social Worker 585-393-7989

http://www.canandaigua.va.gov/services/VA_Rural_Mobile_Telehealth_Care_Unit_Information.asp



Mobile Telehealth RV

Frequently Asked Questions

Q. What services are offered on the RV?

Services offered are: scheduled, primary care follow-up, behavior health, hearing aid fittings, low vision evaluations, physical therapy follow-up/consult for equipment and lab collection.

The RV will **not** have a pharmacy, radiology or walk in care.

Q. What is telehealth?

VHA uses information technology and telecommunication modalities to provide care to veterans who may have travel difficulty or live far from the specialty provider they need to see. VHA Telehealth is the delivery of services using virtual linkages (over a computer with a camera) between the Veteran on the RV and the providers separated by distance or time. Providers can be in Canandaigua, Rochester or Buffalo depending on the service needed.

Q. Where will the RV be and when? Approx. 10am-2pm.

Mondays- Seneca Falls American Legion- 48 State Street Seneca Falls, NY

Tuesdays- Wolcott American Legion, 10675 Ridge Road Wolcott, NY Wayne County

Wednesdays- Brockport Veterans Club, 222 West Ave Brockport, NY Monroe County

Thursdays- Naples VFW, 7811 Route 21 Naples, NY Ontario County

Fridays- Livingston County Highway Department, 4389 Gypsy Lane Mt. Morris, NY

Q. How can I be seen on the RV?

First you must be enrolled in VA healthcare through Canandaigua. Appointments are scheduled through the clinic that offers appointments via telehealth- some PT, audio, vision, behavioral health and primary care. When you are checking out of an appointment or calling to make an appointment, ask if the appointment can be done via telehealth on the Rural RV. Participating clinics are listed below.

Q. What if I am not enrolled in VA health care?

You can call the Veteran's Service Center at 585-393-7348 or 1-888-823-9656 if you have general questions about VA enrollment, eligibility, financial assessment or billing.

Q. Can I get my blood drawn on the Rural RV?

Yes, basic lab and urinalysis can be collected on the Rural RV. The samples will be brought back to Canandaigua and processed in the lab. Results will be posted in your chart per regular procedure.

Q. If I am in the area, can I just walk in?

The Rural RV is for scheduled appointments only. If you have an order for bloodwork, you can stop and see if the tech can draw your blood at that time. There may be a small wait time.

Q. What if I have an emergency?

This is NOT an emergency facility. If you have a medical emergency, call 911 or go to your nearest emergency room.

Q. Who will schedule my appointment?

Your appointment will be scheduled by the VA staff at your outpatient clinic or over the phone.

Below are the scheduling numbers for Clinics that may be able to see you over Telehealth:

Behavioral Health 585-393-7250

Physical therapy equipment delivery 585-463-2627

Audiology hearing aid fittings 585-463-2701

Vision- Low Vision Assessment 716-862-7438

Primary Care follow up 585-394-2000