

## Your Opinion Matters

The Department of Veterans Affairs and the Captain James A. Lovell FHCC are leaders in this new technology. Your satisfaction is our goal, and your opinion is important. Please let us know how Tele-Audiology works for you.



**Captain James A. Lovell**  
Federal Health Care Center

Department of Audiology  
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North Chicago, IL 60064

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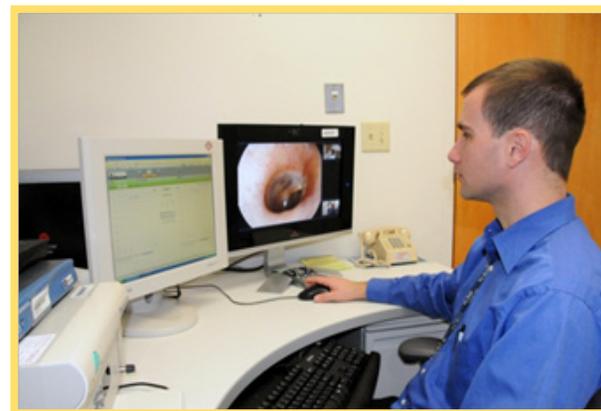


<http://www.lovell.fhcc.va.gov>



*Captain James A. Lovell*  
*Federal Health Care Center (FHCC)*

## TELE-AUDIOLOGY



**Captain James A. Lovell**  
Federal Health Care Center  
3001 Green Bay Road  
North Chicago, Illinois 60064

## ***What is Tele-Audiology?***

- Tele-Audiology uses video, audio, and other information systems to reach Veteran patients in outlying areas. Veterans can see and talk to health care providers without having to travel far from home.
- You can expect the same quality care that you would get in person. Your information will be kept private and secure.
- Tele-Audiology provides hearing aid fittings and follow-up care. You will be able to see and talk to an audiologist from the Captain James A. Lovell FHCC. Your picture and other information will be transferred in real time.



## ***How does Tele-Audiology work?***

- To begin, a complete exam and hearing aid assessment will be done in person at the Captain James A. Lovell FHCC.
- Follow-up hearing aid care will be done through Tele-Audiology. You will need to go to the closest CBOC for your audiology appointments. If you wish, your family or support people may join you.
- We will provide your hearing aid fitting, education, and follow up care live through a television screen. The telehealth nurse from the local CBOC will be able to help you if you have questions.

## ***Ask if Tele-Audiology is right for you***

- Talk with your hearing specialist. Ask if Tele-Audiology might be a good fit for you.
- Even if you use Tele-Audiology, you may choose to be seen in person at any time.

### ***McHenry CBOC***

Center Medical Arts Complex  
620 South Rt. 31, Suite 2  
McHenry, IL 60050  
Phone: 815-759-2306  
Fax: 815-759-1953

### ***Evanston CBOC***

1942 Dempster Street  
Evanston, Illinois 60202  
Phone: 847-869-6315  
Fax: 847-869-7392

### ***Hours of Operation***

Monday - Friday  
7:30 a.m. - 4:30 p.m.  
Closed weekends and federal holidays