

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.

Help us by filling out a customer service survey. You may use your smart phone to scan the QR code or you can visit:
HTTP://IS.GD/Captain JALFHCC



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Captain James A. Lovell
Federal Health Care Center

Department of Audiology
3001 Green Bay Road
North Chicago, IL 60064

Phone: 224-610-3759
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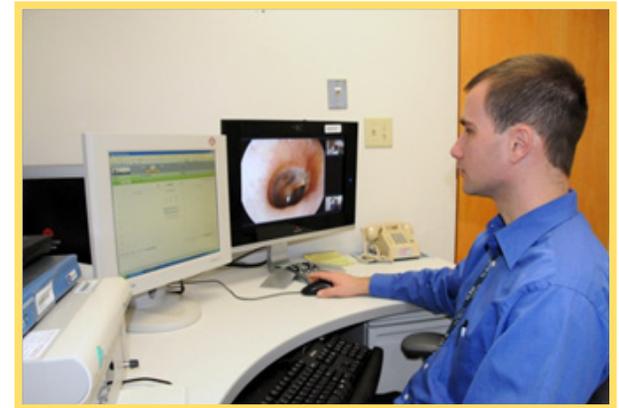


<http://www.lovell.fhcc.va.gov>



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, North Chicago Clinic, Kenosha CBOC or McHenry CBOC. Please indicate which location you would like to be seen when scheduling your appointment.
- Follow-up hearing aid care is available through Tele-Audiology. We recommend you go to the closest CBOC for your audiology appointments. If you wish, your family members or support network 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.

To schedule Audiology Appointments call the main FHCC Audiology Clinic at 224-610-3759

McHenry CBOC

3715 Municipal Drive
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 p.m.

Closed weekends and federal holidays