Audiology & Optometry Direct Scheduling: Improving the Veteran Experience

Medical Support Assistant (MSA) Sorting Questions for Audiology and Optometry Direct Scheduling

Presented by the MyVA Direct Scheduling Implementation Team

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MSA Sorting Questions

In order to ensure the quality and safety of the Veterans seeking routine ear and eye care appointments, some standard sorting questions in use at several VA Medical Centers have been vetted with the national program directors for Audiology and Optometry.

Optometry Sorting Questions

If the patient answers YES to any of the following questions, a nurse or the Optometry Clinic will need to triage the Veteran to determine urgency of an eye evaluation:

1. Have you experienced a sudden, new onset of eye pain or increased light sensitivity?
2. Have you experienced a sudden, new onset of floaters, flashing lights, or loss of side (peripheral) vision?
3. Have you recently had any sudden, new changes in the outward appearance of your eye?
4. Have you had a recent (in the last 30 days) eye surgery or trauma to the eye?
5. Have you experienced sudden, new vision loss or double vision?

If patient answers NO to all questions, schedule a routine appointment in Optometry

Audiology Sorting Questions

If the patient answers YES to any of the following two questions, a nurse or audiologist will need to triage the Veteran to determine urgency of an audiology evaluation:

1. Have you noticed a significant change in your hearing in the past two weeks in either ear?
2. Do you have pain/pressure/drainage in or from your ear(s)?

Question On Hearing Aids

1. Do you have VA issued hearing aids that need repair? If Yes,
   - Follow established protocol used at your clinic

Audiology and Optometry Direct Scheduling Points of Contact

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