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NEWS RELEASE

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New AudioCARE™ service gives Veterans greater control of their VA health care

MARTINSBURG, W. Va. - The Martinsburg Veterans Affairs Medical Center (VAMC) will launch a new service Sept. 3 designed to enhance existing over-the-phone services and give Veterans more control of their VA health care.

“The new AudioCARE service gives Veterans the option to conveniently refill or renew their pharmacy prescriptions and listen to their upcoming medical appointments from a touch-tone phone,” said Dr. Jonathan Fierer, Martinsburg VAMC chief of staff. “When a Veteran calls the refill line, if the prescription has no refills left, the system tells the patient that the request is being sent to the provider for renewal, and asks the patient to call back in three days.”

To use the new AudioCARE™ services, Veterans must have a touch-tone phone and be enrolled in VA health care. The new enhancements include over-the-phone appointment inquiries of all upcoming appointments and the option to renew pharmacy prescriptions. For Veterans not registered with a My HealthVet account, AudioCARE™ will offer convenient services that are accessible 24/7.

“AudioCARE is just one of the many tools available that make it easier for Veterans to access their VA health care,” said Ann R. Brown, Martinsburg VAMC medical center director. “Another popular tool is My HealthVet, which gives Veterans 24/7 access to prescription refills and renewals, VA medical appointment logs, Secure Messaging with their health care teams, laboratory results and so much more.”

To access the AudioCARE™ services, Veterans can dial 304-263-0811 or 800-817-3807 from a touch-tone phone – press 1 for Pharmacy Options and 2 for appointment

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222 – New AudioCARE™ service

options. For more information about accessing AudioCare™ services, Veterans can visit www.martinsburg.va.gov/patients/audiocare.asp or ask their primary care provider for a brochure. For more information about My HealthVet, visit www.myhealth.va.gov.

The Martinsburg VA Medical Center mission is to honor America's Veterans by providing exceptional health care that improves their health and well-being. Located in West Virginia, the medical center offers a comprehensive range of services, including internal medicine, ambulatory surgery, audiology and speech pathology, dental, nursing home, nutrition, podiatry, prosthetics, women's health, mental health, and rehabilitation medicine. With a service area of nearly 130,000 Veterans in West Virginia, Maryland, Virginia, and Pennsylvania, the medical center operates four VA-staffed Outpatient Clinics in Cumberland, Hagerstown, Fort Detrick, Md., and Stephens City, Va. and three contract clinics in Franklin and Petersburg, W.Va. and Harrisonburg, Va.