

## VA Fact Sheet for Hospice Partners

Name of VAMC, address, main phone number, web site, [website URL for HPC services]:

Canandaigua VA Medical Center  
400 Fort Hill Ave  
Canandaigua, NY 14424  
585-394-2000

Name and contact for Regional (VISN) office:

Maureen Martin  
Albany VA Medical Center  
113 Holland Ave, Bldg. 67  
Albany, NY 12208  
518-626-7318

Palliative care contact and alternate: name, title, phone number; fax; email:

Suzanne Underhill, RN AICC  
585-393-7924  
Pager: 585-528-8332  
FAX# 585-393-8333  
[Suzanne.Underhill@va.gov](mailto:Suzanne.Underhill@va.gov)

Julie Knapp LMSW/GEC Coordinator  
585-393-7563  
Pager: 585-394-2000 ask Operator to page -3131  
FAX# 585-393-8333  
[Julie.Knapp@va.gov](mailto:Julie.Knapp@va.gov)

After hours contact:

Nursing Supervisors /Patient Care Coordinators (PCCs)  
585-393-7132  
Fax# 585-393-8376

Service area covered by VA:

Ontario, Wayne, Yates, Monroe, Livingston, Seneca, Steuben

Brief description of palliative and hospice care program: (Hospice unit, palliative care consult team, palliative care outpatient clinics):

Offer Hospice Philosophy of Care in area with 4 designated Beds.  
Utilize additional empty beds when needed.  
Have PCCT team that meets weekly  
AICC/Palliative MD perform home visits when necessary to support outpatient Veterans

**Process for expedited enrollment and approval of VA-paid hospice services: [Include the name and contact information and a brief description of the process]:**

**Julie Knapp LMSW/GEC Coordinator  
585-393-7563**

**Suzanne Underhill, RN AICC  
585-393-7924**

**Veteran is sent enrollment packet or  
Current Means Test verified  
Connected with VA Provider if not already in system  
Designated appropriate Hospice Level of Care by VA Provider if criteria met**

**Name and contact information for approval of VA paid hospice:**

**Julie Knapp LMSW/GEC Coordinator  
585-393-7563**

**Name and number for person who approves changes in hospice levels of care:**

**VA Provider following Veteran**

**Julie Knapp LMSW/GEC Coordinator  
585-393-7563**

**Name and number to contact for Veteran admission to VA inpatient hospice unit:**

**Julie Knapp LMSW/GEC Coordinator  
585-393-7563**

**Suzanne Underhill, RN AICC  
585-393-7924**

**Death notification requirement:**

**VA Provider following Veteran  
AND**

**Julie Knapp LMSW/GEC Coordinator 585-393-7563 (or) Suzanne Underhill, RN AICC 585-393-7924**

**Business office contact for reimbursement and billing issues:**

**Roxann Hutchinson  
VAMC  
400 Fort Hill Ave  
Canandaigua, NY 14424  
585-393-7495**

**Decedent Affairs Officer:**

**Scott Pierce or Jacqueline Payne**  
Details Clerk  
**585-393-7344**

**PTSD resource: name, title, phone number:**

**Lynn Abaied**  
Behavioral Health Coordinator  
**585-393-2853**

**Homeless coordinator: name, title, phone number:**

**Sarah Levis**  
Homeless Coordinator  
**8:00A – 4:00P(office)585-463-8095 (cell)585-735-6833**

**After hours contact: Patient Care Coordinator – 585-393-7132**

**Vet Center: location, name, title, phone number:**

**Vets Outreach Center**  
459 South Ave.  
Rochester, NY 14620  
585-546-1081  
Toll Free -1-866-906-8387

**RESOURCES:**

National Suicide prevention Lifeline: 1-800-273-TALK  
National Cemetery information: [www.cem.va.gov/](http://www.cem.va.gov/)  
Death and Burial benefits [www.cem.va.gov/bbene/benvba.asp](http://www.cem.va.gov/bbene/benvba.asp)  
Military discharge information: [www.vba.va.gov/vba/benefits/offices.asp](http://www.vba.va.gov/vba/benefits/offices.asp)  
*We Honor Veterans:* [www.wehonorveterans.org](http://www.wehonorveterans.org)