

If you are a Veteran, or know of a Veteran in need, confidential support is available:

Veterans Crisis Line: (800) 273-8255 (Press 1)

Or visit: www.veteranscrisisline.net



**Patient
Centered
Care**

** Partnerships * Pro-Active Health * Healing **

*Please contact the Patient Centered Care
department for updates to the Patient Handout
Resource Guide*

**Having difficulty connecting with your
desired clinic or service? Please contact the
Patient Centered Care Department at
Ext. 6501**

SUMMER EDITION

June 2016

2016 Patient Handout and Resource Guide



**VA Long Beach Healthcare System
Long Beach, CA
5901 E. 7th Street
Long Beach, CA 90822**





VA's Mission

To fulfill President Lincoln's promise:

"To care for him who shall have borne the battle, and for his widow, and his orphan..."

by serving and honoring the men and women who are America's Veterans.



Integrity
Commitment
Advocacy
Respect
Excellence

Table of Contents

Welcome to VA Long Beach!	3
Map of VA Long Beach	4
VA Hospital—Must Know Facts	6
Department Contact Numbers	7
Primary Care Outpatient Clinics	16
Veteran Centers	17
Mental Health Group Therapy List	18
Veterans Health Education Classes/Groups	23
Online Resources	26
Additional Resources	27
What is the Veterans Choice Program?	28
Compliments and Concerns: We Hear You!	29
Upcoming VA Events	31

Welcome to VA Long Beach!

Thank you for choosing the VA Long Beach. If you are unfamiliar with the area, this handy resource guide will make getting to your destination easier. In this booklet you will find contact information and locations to clinics and departments as well as helpful resources that can be found outside the VA Long Beach. You will also find some useful hospital facts and a map of the facility. If you are new to the facility, please review the helpful hints below:

- If this is your first visit, please bring your DD214 or proof of military service to the Member Services Section (formerly known as the Patient Business Office) and verify enrollment eligibility. If eligible, we will take your photo in order to obtain a Veteran Healthcare Identification card which will be processed at a national center and sent to you by mail. We will also assist you with your initial doctor's appointment.
- If you are unable to schedule an initial appointment at the Member Services Section, you may contact the appointment desk at (562) 826-5151
- A Primary Care team will be assigned following your initial appointment and notification will be sent by mail.
- Means Testing will determine the co-payment for non-service connected Veterans, or those with a service connected disability of less than 50%.

This hard copy Patient Handout and Resource Guide receives frequent updates. For the most up to date contact information, please visit the VA Long Beach website at:

<http://www.longbeach.va.gov>

Under the "Contact Us" tab click on "Phone Directory".

******Currently in the process of being updated******

Please let us know if you discover a non-working or incorrect number by calling the Patient Centered Care Department at (562) 826-8000 Ext. 6501

VA Hospital—Must Know Facts

1. Departments can be reached by dialing the main hospital number at **562-826-8000** then the extension listed (unless otherwise noted).
2. Optometry and Ophthalmology are temporarily located in separate clinics; Optometry (Bldg. 166, 2nd floor) specializes in improving vision (glasses, contacts) whereas Ophthalmology (Bldg. 7, room 217, referred to as the “Eye Clinic”) specializes in eye diseases and surgical procedures (glaucoma, pink eye).
3. Specialty and Surgical clinics require a referral from your Primary Care Provider .
4. Compensation and Pension conducts medical evaluations by appointment only in support of the VA claims process.
5. The Veteran Service Organizations (VSO) offer many valuable resources, to include filing compensation and pension claims, submitting for disability increases, and answering benefits and individual claim questions. Please see “VSO” for in this guide for details.
6. The departments/services in Building 4 and 162 have been relocated due to construction.
7. The Fisher House program is currently under construction. It will offer a “comfort home” style lodging at no cost to family members whom reside outside of a 50 mile radius from the facility that wish to be close to a loved one undergoing medical treatment at VA Long Beach.
8. Primary Care hours are typically between 8:00am to 4:30pm but certain providers offer outside hours, to include Saturday appointments. Contact the appointment desk at Ext. 5151 for more information.
9. Patient Advocate Liaison Specialist (PALS) - Are designated staff members who assist with addressing immediate same-day concerns, at the point of service. Please ask for your PALS representative prior to visiting the Patient Advocate Office. If you have any questions about the PALS Program please contact us at Ext. 3069.

Department List (Alphabetical)

Acupuncture	
Bldg. OP126, Area OP132.....	Ext 2292/3664
Administrative Officer of the Day (AOD)	
Bldg. OP126A, Rm OP 110.....	Ext 3200
Agent Orange	
Bldg. 8, Rm 114 (Employee Health).....	Ext 2862
Allergy Clinic	
Bldg. 7 Rm 311.....	Ext 5485
Anesthesia Clinic	
Bldg. 165C Rm P28	Ext 5412
Anticoagulation Clinic	
Bldg. 126 Rm W228 (Lobby).....	Ext 3399
Army’s Wounded Warrior Program (AW2)	
Bldg. 126A Rm OP230.....	Ext 5193
Arthritis Clinic	
Bldg. OP126, Area OP132.....	Ext 2292/3430
Audiology	
Bldg. 2 Rm N159.....	Ext 5414
Beneficiary Travel	
Bldg. 7 Rm 105.....	Ext 5888
Billing Department	
Beneficiary Travel—Bldg. 7 Rm 105.....	Ext 5888
Non-VA Care (Fee Basis) —Bldg. 149 Rm 130-9.....	Ext 4704
General Billing.....	Ext 3115
Cashier—Bldg. 7 Rm 104.....	Ext 3671
Blind Rehab Patient Services Coordinator	
Bldg. 166 Rm F148	Ext 6037
Call Center.....	(562) 826-5151
Canteen/Patriot Store	
Bldg. 165.....	Ext 5442
Cardiology	
Bldg. OP126, Area OP132.....	Ext 2292/3430
Caregiver Support Program	
Bldg. 1 Rm 442.....	4764/4659/4985
Cat Scan	
Bldg. 126 Rm E159.....	Ext 5657
Cath. Lab	
Bldg. 1 Rm 314/321.....	Ext 5486/2001/2002

Champ VA
 Bldg. 126 (Patient Business Office).....Ext 5754
 Chaplain/Chapel
 Bldg. 2 Rm N240/244.....Ext 5418
 Cholesterol and Colon Clinic
 Bldg. 7 Rm. 328.....Ext 5847
 Combat Post Traumatic Stress Disorder (PTSD)
 Bldg. 128 Rm C100.....Ext 5308
 Community Living Center (CLC, See Inpatient Wards)
 Compensation & Pension
 Bldg. 126 Rm OP 245.....Ext 5845
 Dental
 Bldg. 126 Rm W223.....Ext 5407
 Dermatology
 Bldg. OP126 Rm W154.....Ext 3117
 Diabetic Clinic
 Bldg. OP126, Area OP132.....Ext 2292/3430
 Dialysis
 Bldg. 126 South 9.....Ext 5902
 Ear, Nose & Throat/Plastic Surgery
 Bldg. 2 Rm N105.....Ext 5558
 Echo Cardiology/Cardiogram Lab
 Bldg. 126 Rm 1050.....Ext 3877
 Electro-Encephalogram (EEG)
 Bldg. 126 Rm 1042.....Ext 3816
 Electro-Cardiogram (EKG)
 Bldg. 126 Rm 1006.....Ext 5065
 Eligibility and Enrollment Means Testing
 Bldg. OP126A Rm OP106.....Ext 5915
 Emergency Department
 Bldg. 164 Rm 158.....Ext 5438/3558
 Emergency Management
 Bldg. 5 Rm 100Y.....Ext 2359
 Endocrinology
 Bldg. OP126, Area OP132.....Ext 2292/3430
 Endoscopy/GI Lab
 Bldg. 126 Rm 951.....Ext 3186/5855
 Engineering Department
 Bldg. 5.....Ext 5410/3713/3714/3715
 Environmental Management Service (EMS)
 Bldg. 5 Rm 100X.....Ext 3421

Escort Service (Volunteer Services)
 Bldg. 126A Lobby.....Ext 2266
 Bldg. 164 Rm 108.....Ext 2748
 CLC Escort Bldg. 133.....Ext 4681
 SCI Escort Bldg. 150.....Ext 4680
 Eye Clinic (See Ophthalmology)
 External Discrimination Complaints Program
 Bldg. 1 Rm 411.....Ext 5652
 Family Assistance
 Bldg. 126 OP 110.....Ext 3200
 General Surgery—Bldg. 126
 General Surgery and Surgery Clinics Rm 654.....Ext 2100
 Surgery—Same Day Rm 615.....Ext 5871
 Surgery Pre-OP Rm 654.....Ext 4978
 Surgery (Vascular/Thoracic).....Ext 2100
 Urology Rm 654.....Ext 5434
 Gastrointestinal Clinic
 Bldg. 7, 3rd Floor, Rm 328.....Ext 5847
 Gastrointestinal Lab
 Bldg. 126 Rm 951.....Ext 5855
 Hazardous Wastes Disposal & Management
 Bldg. 5 Rm 100S.....Ext 3083
 Health Administration Service (HAS)
 Bldg. OP126 Rm OP145.....Ext 4516
 Hematology
 Bldg. OP126, Area OP132.....Ext 2639
 Hepatitis
 Bldg. OP126, Area OP132.....Ext 2944
 Home Based Primary Care (HBPC)
 Bldg. 133, Rm Y8.....Ext 5347
 Home Oxygen
 Bldg. 126 Rm 355.....Ext 5495
 Homemaker Home Health Aid
 Bldg. 133, Rm Y37.....Ext 4266/4750
 Hoptel
 Bldg. 128 Rm E227.....Ext 3200 (AOD)
 HUD-Veterans Affairs Supportive Housing (HUD-VASH)
 Bldg. 128 Rm K-132.....Ext 2054
 Human Resources
 Bldg. 165 Rm C132.....Ext 5651

Hyperbaric Oxygen
 Bldg. 150 Rm U125.....Ext 4641

Infusion Clinic
 Bldg. 126 Rm 907.....Ext 5851

Inpatient Wards
3rd Floor, Bldg. 126
 Intensive Care Unit (ICU).....Ext 5859
4th Floor, Bldg. 126
 Direct Observation Unit (DOU).....Ext 5827
 North 4.....Ext 5868
8th Floor, Bldg. 126
 South 8.....Ext 5848
10th Floor, Bldg. 126
 South 10 Telemetry.....Ext 5982
Community Living Center (CLC)—Bldg. 133
 CLC Hospice (Located in CLC West)
 CLC East (Z-Pod) — Rm Z33.....Ext 5733
 CLC West (X-Pod) — Rm X31.....Ext 5732
 Z-Pod R (Located in CLC East)
Inpatient Psychiatry —Bldg. 128
 L1 Acute Psychiatry.....Ext 5879
 M1 GeroPsychiatry.....Ext 4520
Spinal Cord Injury (SCI)—Bldg. 150
 V-1 Ward—Rm V1.....Ext 5472
 V-2 Ward—Rm V2.....Ext 5865
 T-1 Ward—Rm T1.....Ext 5864/3905
 T-2 Ward—Rm T2.....Ext 5862
 Cystoscopy—Rm U-106.....Ext 4639

IT Help Desk.....Ext 3606

Kinesiotherapy
 CLC—Bldg. 133 Rm W72.....Ext 4061
 Drivers Training—Bldg. 166 Rm 127 Rm F160.....Ext 2685
 General Medicine & Surgery—Bldg. 126 Rm 40A...Ext 4423
 KT Rehabilitation—Bldg. 126 (Basement).....Ext 4423
 Outpatient—Bldg. 150.....Ext 5570

Laboratory
 (Outpatient) Bldg. 126 Rm W231.....Ext 4125
 (Inpatient) Bldg. 126 2nd Floor, Rm E237.....Ext 4117

Library
 Bldg. 2 Rm 345.....Ext 5529

Liver/Renal Clinic
 Bldg. 7 Rm 328.....Ext 5847

Mammography
 Bldg. 126 1st Floor.....Ext 2100

Medical Media
 Bldg. 1 Basement, Rm B20.....Ext 5462

Medical Records—Release of Information
 Bldg. 126 Rm OP-28.....Ext 3344

Mental Health Intensive Case Management (MHICM)
 Bldg. 128 Rm A130.....(562) 340-1934

Mental Health Treatment Center (MHTC — Walk-in Clinic)
 Bldg. 126 Rm W128.....Ext 2304

Military Sexual Trauma (MST).....Ext 6381

Military Sick Call (Share and Agree)
 Bldg. 126 Rm OP106K (Patient Business Office).....Ext 5754

Million Veteran Program
 Bldg. 126 Rm OP151.....Ext 5212

MOVE Weight Management Program
 Bldg. 165 2nd Floor Rm C212C.....Ext 6571

MRI
 Bldg. 160 Rm 101.....Ext 5798

My HealthVet (Online Healthcare Resource Tool)
 Bldg. 165 2nd Floor.....Ext 2563

Neurology
 Bldg. OP126, Area OP132.....Ext 2292/3430

Non VA Care Coordination (NVCC) Processing Authorizations for
 Outside VA Care
 Bldg. 149 Rm 130-9.....Ext 4704

Nuclear Medicine
 Bldg. 126 Rm E116.....Ext 5565

Nutrition
 Bldg. 126 Rm W231N.....Ext 6571

Occupational Therapy
 Bldg. 150 Basement.....Ext 5512

Oncology
 Bldg. OP126, Area OP132.....Ext 2639

Optometry
 Bldg. 166 2nd Floor.....(844) 808-2020

Ophthalmology
 Bldg. 7 Rm 217.....Ext 7290

Orthopedic Clinic
 Bldg. 1 Rm 301.....Ext 5432
 Pacemaker
 Bldg. OP126, Area OP132.....Ext 2292/3430
 Pain Clinic
 Bldg. 2 Rm W228.....Ext 2043
 Pantages Theatre
 Bldg. 2, 2nd Floor.....Ext 3523
 Paralyzed Veterans Association Vocational Rehab Counselor
 Bldg. 150 Rm V234.....Ext 4607
 Pathology and Lab Medicine
 Bldg. 1 Rm 200.....Ext 4072
 Pathways Recovery Clinic
 Bldg. 128 Rm L-21.....Ext 4333
 Patient Advocate Office
 Bldg. 126 W169.....Ext 5467
 Patient Centered Care
 Bldg. 126 Rm W216.....Ext 3013
 Patient Education Resource Center (PERC)
 Bldg. 165 Rm C212.....Ext 2322
 Patient Safety
 Bldg. 126 Rm 137B.....Ext 2017
 Patriot Café
 Bldg. 165E, E103.....Ext 3783
 Pharmacy (Outpatient)
 Bldg. 164 1st Floor.....Ext 5503
 Physical Therapy
 Bldg. 150 Basement.....Ext 5555
 Peer Support
 Bldg. 128 Rm L212.....Ext 4006/4035/4874
 Personal Care Clinic
 Bldg. 150 Rm U131.....Ext 7038
 P.I.E.R. Center (Partnership In Effective Recovery)
 Bldg. 136.....Ext 3005
 Podiatry
 Bldg. 126 Rm W228 (Lobby).....Ext 5990
 Police Dispatch
 Bldg. 5C (Emergency).....Ext 5000
 (Non-Emergency).....Ext 5800
 PIV Badging—Bldg. 165 Rm C240...Ext 4436/4448

Primary Care (Patient Aligned Care Team - PACT)
 Alpha, Bravo, Charlie Clinic
 Bldg. 164 2nd Floor.....Ext 5151
 Delta, Eagle, Foxtrot Clinic
 Bldg. 164 3rd Floor.....Ext 5151
 Appointment Desk.....Ext 5144
 Prosthetics Clinic (walk-in only, 8:00am to 4:00pm M—F)
 Bldg. 150 Basement, Rm V1Ext 5660
 Psychiatry (Outpatient)
 Bldg. 1 Rm S101.....Ext 5603
 Psychology (Outpatient)
 Bldg. 128 Rm A200.....Ext 5604
 Psychology (General)
 Bldg. 128 Rm A200.....Ext 5604
 Public Affairs Office
 Bldg. 1 Rm 403.....Ext 5373
 Pulmonary Clinic
 Bldg. 7 Rm 328.....Ext 5847
 Pulmonary Function Lab
 Bldg. 126 Rm 355.....Ext 5842
 Quality Management
 Bldg. 126 Rm 1137/1137C.....Ext 5419
 Radiation Oncology
 Bldg. 161 Rm 103.....Ext 5606
 Radiology/X-Ray
 Bldg. 126, Rm E159 (Next to Tower Elevators).....Ext 5657
 Recovery Room
 Bldg. 126 Rm 532.....Ext 4206
 Recreational Therapy (SCI)
 Bldg. 150 2nd Floor, Rm U200.....Ext 3128
 Registration and Enrollment
 Bldg. 126 Rm. OP106.....Ext 5915
 Red Cross (M/W/F Only)
 Bldg. 1 Rm 222.....Ext 3733/4664/4465
 Rehabilitation Clinic
 Bldg. 150. Rm V1.....Ext 5554
 Research/Admin Offices
 Bldg. 11 Rm 201.....Ext 5801
 Respiratory
 Bldg. 126 Rm 359.....Ext 5843

Rheumatology
 Bldg. OP126, Area OP132.....Ext 2292/3430

Risk Management
 Bldg. 126 Rm 1107.....Ext 3170

Safety, Occupational Health & Environment (GEMS)
 Bldg. 5 Rm 100S.....Ext 5464

Shuttle Bus and Golf Cart Services
On Site Shuttle Bus/Golf Carts During Duty Hours
 (7:30am-3:45pm).....Ext 5715
Before/After Duty Hours (Shuttle Bus)
 (6:00am-7:30am and 4:00pm-9:00pm).....Ext 5800
 Access.....(800) 927-0829
 Home to VA (Scheduled 2 weeks/advance).....Ext 5796
 Secured.....Ext 5888

Sleep Lab
 Bldg. 126 Rm 1139.....Ext 4832/5837

Social Work Services
 Bldg. 1, 4th Floor, Rm 417.....Ext 3120

Specialty Clinics (Outpatient)
 Bldg. OP126, Area OP132.....Ext 2292/3430

Speech Pathology
 Bldg. 1 Rm S102.....Ext 5415

Spinal Cord Injury (SCI) Outpatient
 Bldg. 150, Rm V102.....Ext 5702

Substance Abuse Treatment Center (SATC)
 Bldg. 128 Rm J209.....Ext 5610

Suicide Awareness Prevention
 Bldg. 128 Rm K223.....Ext 4648

Surgery Clinics
 Bldg. 126 Rm 654.....Ext 2100/Pre-Op Ext. 4978

T.I.D.E.S. Clinic (Translating Initiatives for Depression into
 Effective Solutions)
 Bldg. 164 Rm 344.....Ext 5363

Transfer Coordinator
 Bldg. 1 Rm H5.....Ext 5038

Transition and Care Management Program (TCM)
 Bldg. 126 Rm OP267.....Ext 5353

Traumatic Brain Injury (TBI)
 Bldg. 150 Basement.....Ext. 4296

Treadmill
 Bldg. 126, 10th Floor Rm 1051.....Ext 3880

Tricare
 Bldg. 126 Rm OP106K (Patient Business Office).....Ext 5754

Ultrasound
 Bldg. 126 Rm E159.....Ext 5657

Urology (T/TH Only)
 Bldg. 126 Rm 654.....Ext 5434

Urology Administration
 Bldg. 126 Rm 629.....Ext 5562

VA Care in the Community (VACC) - Payments for Treatments
 Outside the VA
 Bldg. 149 Rm 130-8.....Ext 2995

VA Desert Pacific Credit Union
 Bldg. 2 Rm 117.....(562) 498-1250

Valet Parking Services
 Near Bldg. 164 Lot C.....Ext 3979

Veteran Choice Program Tri-West Line.....(866) 606-8198

Veteran Service Organizations (VSO)
 Bldg. 8 Rm 102 (Check-In)—room # will vary by service
 (Hours: 8:00AM-12:00PM and 1:00PM-3:00PM)
 American Legion (T, W, TH Only).....Ext 4986
 American Veterans (AMVETS, M-F, Appt. Only)
 (Bldg. 126 Rm W231H).....Ext 2011
 (Bldg. 8 Rm 105).....Ext 5709

Blinded Veterans Association (BVA)
 (Bldg. 166 Rm F127).....Ext 8015

California Department of Veterans Affairs (CDVA)
 (M, T, TH only).....Ext 4657

Disabled American Veterans (DAV, M-F).....Ext 5711

Disabled American Veterans Travel.....Ext 5796

Paralyzed Veterans of America, California Chapter
 Bldg. 150 Rm R201.....Ext 3774/5713

Military Order of the Purple Heart (MOPH, M-F)....Ext 5712

VSO (General).....Ext 4044

Vietnam Veterans of America (VVA, M-F).....Ext 5008

Veterans of Foreign Wars (VFW).....(310) 235-7129

Visual Impairment Services (Outpatient)
 Bldg. 7 Rm 217.....Ext 5696

Vocational Rehabilitation and Employment (VR&E)
 Bldg. 126, Basement, Rm OP21.....Ext 3036

Vocational Rehabilitation Therapy (VRT)
 Bldg. 50 Rm 108L.....Ext 5511/5593
 Voluntary Services
 Bldg. 50 Rm 100F.....Ext 5715
 Wheelchair Repair
 Bldg. 150 Rm V26.....Ext 5104
 Women's Mental Health
 Bldg. 128 Rm A116.....Ext 4919
 Women's Clinic
 Bldg. 126 Rm W131.....Ext 5791
 Women's Veteran Program
 Bldg. 126 Rm W213.....Ext 5617

Nearby VA Hospitals

VA West Los Angeles Medical Center
 11301 Wilshire Blvd.
 Los Angeles, CA 90073.....(310) 478-3711
 VA Loma Linda Medical Center
 11201 Benton St.
 Loma Linda, CA 90822.....(909) 825-7084
 VA San Diego Medical Center
 3350 La Jolla Village Dr.
 San Diego, CA 92161.....(858) 552-8585

Primary Care Outpatient Clinics (PCOC's)

a.k.a. Community-Based Outpatient Clinics, (CBOC's)

Anaheim Clinic
 2569 W. Woodland Dr.
 Anaheim, CA 92801.....(714) 763-5300
 Laguna Hills Clinic
 25292 McIntyre Rd.
 Laguna Hills, CA 92653.....(949) 587-3700
 Santa Ana Clinic
 1506 Brookhollow Dr.
 Santa Ana, CA 92705.....(714) 434-4600
 Villages at Cabrillo
 2001 River Ave, Bldg. 28
 Long Beach, CA 90806.....(562) 388-8000
 Whittier/Santa Fe Springs Clinic
 10210 Orr and Day Rd.
 Santa Fe Springs, CA 90607.....(562) 466-6080

Vet Centers

Vet Centers provide counseling, outreach, and referral services to combat Veterans and their families. Services for a Veteran may include individual and group counseling in areas such as Post Traumatic Stress Disorder (PTSD), alcohol and drug assessment, and suicide prevention referrals. All services are free of cost and are strictly confidential.

Call Center (National Line).....(877) WAR-VETS
 Corona Vet Center
 800 Magnolia Ave. Suite 110
 Corona, CA 92879.....(951) 734-0525
 East Los Angeles Vet Center
 5400 E. Olympic Blvd. Suite 140
 Commerce, CA 90022.....(323) 728-9966
 High Desert Vet Center
 15095 Amargosa Rd. Suite 107
 Victorville, CA 92394.....(760) 261-5925
 Los Angeles Vet Center
 1045 W. Redondo Beach Blvd. Suite 150
 Gardena, CA 90247.....(310) 767-1221
 North Orange County Vet Center
 12453 Lewis St. Suite 101
 Garden Grove, CA 92840.....(714) 776-0161
 San Bernardino Vet Center
 1325 E. Cooley Dr. Suite 101
 Colton, CA 92324.....(909) 801-5762
 San Diego Vet Center
 2790 Truxtun Road, Suite 130
 San Diego, CA 92106.....(858) 642-1500
 South Orange County Vet Center
 26431 Crown Valley Parkway, Suite 100
 Mission Viejo, CA 92691.....(949) 348-6700
 Temecula Vet Center
 40935 County Center Dr. Suite A
 Temecula, CA 92591.....(951) 302-4849
 West Los Angeles Vet Center
 5730 Uplander Way, Suite 100
 Culver City, CA 90230.....(310) 641-0326

Mental Health Group Therapy List

Acceptance & Commitment Therapy (ACT)	
Bldg. 164, Rm A228.....	Ext 2915
ACT & DBT Tx Modules (alternating) for SMI & Psychosis	
Bldg. 128, Rm L209.....	Ext 7336
Alcoholics Anonymous	
Multiple Locations.....	Ext 5610
Amputee Support Group	
Community Living Center, Rm W46.....	Ext 5924
Anderson HUD-VASH Recovery/Support Group	
Bldg. 128, Rm C202 (K2).....	Ext 4669
Anger Management Group	
Bldg. 128, Rm A126.....	Ext 8173
Anxiety & Depression Graduate Group	
Bldg. 128 Rm C100 E.....	Ext 3218
Art & Self Expression	
Bldg. 128, Rm A116.....	Ext 4919
Bariatric Surgery Support Group	
Bldg. 8, Rm 102.....	Ext 5604
Benedict Group	
Bldg. 128, Multiple Rooms.....	Ext 4157
B.O.O.S.T. Graduate Group	
Bldg. 128, Rm A115 A.....	Ext 7646
Briscoe Group (Substance Abuse Treatment Group)	
Bldg. 128 Rm J218.....	Ext 3989
Buprenorphine Groups	
Bldg. 128, Multiple Rooms.....	Ext 3456
Capone Group	
Bldg. 128, Multiple Rooms.....	Ext 4322
CBASP (Cognitive Behavioral Analysis System of Psychotherapy)	
Bldg. 1, OPP Rm S101 M.....	Ext 3472
Chronic Pain Management	
Bldg. 128, Rm C100.....	Ext 4394/2698
Cognitive Processing Therapy	
Bldg. 128, Rm A115 A.....	Ext 2751/4540
Combat Medics Group (Peer Led)	
Bldg. 128, Room C100 E.....	Friday 9:00 am -10:00 am
Combat PTSD Support Group	
Bldg. 128, Rm A126.....	Ext 4194

Mental Health Group Therapy List

Combat PTSD 12-Step Recovery	
Bldg. 128, Rm A126.....	Ext 4384
Combat PTSD Group	
Bldg. 128, Rm A126.....	Ext 2336/5758
Combat Stress—Graduate Group (By Referral)	
Bldg. 128, Rm K102	
Combat PTSD Stress Reduction	
Bldg. 128, Rm K102.....	Ext 3414
Couples Skills—Building Group.....	Ext 2939/4210
CPT for PTSD—Graduate Group	
Bldg. 128, Rm K102.....	Ext 5308
Depression & Bipolar Support—Alliance Support Group	
Bldg. 128, Rm J216.....	(562) 295-0055
Depression (Tides) Education Class	
Library Conference Rm, 3rd FL.....	Ext 3631/3469/3772
Diabetes Self-Management Group	
Bldg. 126, Rm 328.....	Ext 4303
Double Trudgers—DTC/PRRC	
Bldg. 128, Rm L215.....	Ext 5602
Drop-in Primary Care Relaxation/Meditation Group	
Bldg. 164, Rm 228.....	Ext 7967
Drum Circle for Combat Veterans	
Restaurant/Patriot Park (Friday).....	Ext 4384
Dual Dx Addictions Track Group	
Bldg. 128, Rm L209.....	Ext 5602
Dual Recovery Anonymous	
VVRC.....	Ext 8474
Evaluation & Stabilization	
Bldg. 128, Rm J216.....	Ext 5610
Family Support Group	
Bldg. 128 Rm A227.....	Ext 2939/4392/4372
Friendship/Relationship Class	
Bldg. 128, Rm L209.....	Ext 5602
Gonzalez Group	
Bldg. 128, Multiple Rooms.....	Ext 4334
Grief/Bereavement Group	
Bldg. 164, 3rd FL Group Rm.....	Ext 2161
Harm Reduction Group	
Bldg. 164, 3rd FL Conference Room.....	Ext 4338/2295

Mental Health Group Therapy List

Healing Touch	
Bldg. 126, PT Clinic — Basement.....	Ext 6729
Health & Wellness Management Class	
Bldg. 128, Rm L209.....	Ext 5602
Healthy Living Workshop	
Bldg. 8, Rm 119.....	Ext 5602
Interpersonal Psychotherapy Group	
Bldg. 128, Rm L209.....	Ext 5602
Interpersonal Skills	
Bldg. 128, Rm A115 A.....	Ext 4540
LGBTQ Veteran's Support Group.....	Ext 3409/4271/2751/2753
L.I.F.E. Sexual Trauma Treatment Program	
Bldg. 128, Rm A115 A.....	Ext 2751
Mantram Repetition for Rapid Relaxation (PTSD)	
Bldg. 128, Rm C100.....	Ext 7578/2914/3486
Men's Support Group	
Bldg. 128, Rm C100.....	Ext 2750
MCHICM Healthy Living Group	
Bldg. 128, Rm A130.....	Ext 4823/4685
MH Illness Management Recovery & Stress Management Group	
Bldg. 128, Rm L209.....	Ext 5602
MH Pathways to Recovery Class	
Bldg. 128, Rm L209.....	Ext 5602
Mindful Living with Chronic Illness	
Bldg. 164, Rm 228.....	(562) 708-7969
Mood Group (Anxiety & Depression) (Women)	
Bldg. 128, Rm A115 A.....	Ext 2751
NAMI—Family to Family Education Program	
Bldg. 128, Rm A227.....	Ext 6781
Narcotic Anonymous	
Bldg. 1, Rm H5.....	Ext 5610
Neuropsychology Services and Traumatic Brain Injury	
Bldg. 128, Rm A227.....	Ext 4271
Non-Combat PTSD (Trauma Recovery Group)	
Bldg. 1, Rm S101 M.....	Ext 3427
Non-Combat PTSD (Trauma Recovery Group) - Graduate Group	
Bldg. 128, Rm K102.....	Ext 3218
Nutrition Class	
Bldg. 128, Rm C206.....	Ext 5602

Mental Health Group Therapy List

OIF/OEF Transitions Group	
Bldg. 128, Rm C100.....	Ext 4384
Orientation to Women's Mental Health Center	
Bldg. 128, Rm A116.....	Ext 4919
Pain Management	
Bldg. 128, Rm A115 A.....	Ext 2996
Perez Evening Group	
Bldg. 128, Rm J216.....	Ext 4337
Progressive Tinnitus Management	
Bldg. 2, Rm N159 (Check-in).....	Ext 5698
Recovery Support Group	
Santa Ana PCOC.....	Ext 2915
Relaxation/Meditation Group (Women)	
Bldg. 128, Rm A126.....	Ext 5604/4394
Relaxation and Self Insight (iRest) (Women)	
Bldg. 128, Rm A115 A.....	Ext 4919/2996
Seeking Safety (PTSD & Substance Abuse)	
Bldg. 128, Rm A115 A.....	Ext 7578
Self Awareness/Self Esteem Group	
Bldg. 128, Rm L209.....	Ext 5602
Sleep Class	
VAMC Primary Care.....	Ext 2698
Social Anxiety Recovery (SoAR)	
Bldg. 128, Rm C202.....	Ext 4236
Social Skills Training Class	
Bldg. 128, Rm L209.....	Ext 2911
The ROLLS Group	
Bldg. 150, T2 Conference Rm.....	Ext 3837
Thoughts, Feelings and Behavior Therapy Group	
Bldg. 128, Rm C100 E.....	Ext 2750
Tobacco Cessation Program	
Bldg. 8, Rm 102.....	Ext 3841
Tobacco Support Group (Relapse Prevention)	
Bldg. 165, Rm C209 B.....	Ext 5604
Transitions Group II	
Bldg. 128, Rm A126.....	Ext 4384
Trauma and Health Sexuality	
Bldg. 128, Rm A115 A.....	Ext 2753

Mental Health Group Therapy List

Treatment for Combat PTSD & Substance Use Disorders	
Bldg. 128, Rm K102.....	Ext 5066
Vet to Vet	
Bldg. 128, Rm A126.....	Ext 5308
Veterans Health and Wellness Group	
Bldg. 128, Rm A126.....	Ext 5067
Veteran Mental Health Family Support Group	
Bldg. 128, Rm A227.....	Ext 4372/4392
VVRC Continuing Care Group	
VVRC.....	Ext 8480
Wellness, Health and Motherhood (WHAM)	
Bldg. 164, Rm 228.....	Ext 4236
Women's Combat Support Group	
Bldg. 128, Rm A116.....	Ext 4919
Women's Empowerment	
Bldg. 128, Rm A116.....	Ext 4919
Women's Group	
Bldg. 128, Rm C206.....	Ext 5602
Women's Saturday Skills Training Group	
Bldg. 128, Rm A116.....	Ext 4919
Working the Body: Motivate the Warrior	
Bldg. 128, Rm K102.....	Ext 4746
WWII/Korean War PTSD	
Bldg. 128, Rm K102.....	Ext 2750
Yes You Can	
Bldg. 150, V2 Conference Rm.....	Ext 2713/3837
Yoga (Women)	
Bldg. 128, Rm A114.....	Ext 4919/2996
Young Morning Group	
Bldg. 128, Rm J216.....	Ext 4338

Santa Ana Mental Health Group Therapy List

Abstinence-Based Treatment.....	(714) 434-5066
Attitude Adjustment.....	(714) 434-5603
Beyond The Blues.....	(714) 434-4626
Cognition Class.....	(714) 706-0740
CBT-I for Insomnia.....	(714) 434-4626
CPAP Class.....	(714) 434-4626
Scream Free Parenting.....	(714) 434-2592
Secure Foundation.....	(714) 434-2939

Veterans Health Education Classes/ Groups Primary Care:

Anger Management

Anger Management Group.....	Ext 8173
OEF/OIF/OND Anger Management Class.....	Ext 3567

Anxiety or Stress Management; Depression

Acceptance and Commitment Therapy (ACT)	
ACT on Life!	Ext 7336
ACT for Depression.....	Ext 2915
Anxiety and Depression Graduate Group.....	Ext 3218
CBT for Depression.....	Ext 6334
Depression & Bipolar Support Group.....	(562) 295-7316
Grief Support Group.....	562-708-7969
Thoughts, Feelings, and Behavior Therapy Group....	Ext 2750

Cancer Support Group.....

Complementary Medicine

Drum Circle.....	Ext 4384/8173
Mantram Repetition at Santa Ana PCOC.....	Ext 3218
Mantram Repetition for Rapid Relaxation.....	Ext 5527/5528
Mantram Repetition for Rapid Relaxation-PTSD.....	Ext 3486
Mind Training for Inner Resilience.....	831-600-6029
Mindful Living w/Chronic Illness.....	(562) 708-7969
Relaxation and Meditation Group.....	(562) 708-0365
Tai Chi.....	Ext 4446
Yoga and Meditation for Improved Sleep.....	Ext 5144
Yoga and Meditation to Alleviate Pain.....	Ext 2996

Couples/Relationship

Individual/Family/Couple /Group Therapy.....	Ext 4818
Scream-Free Parenting.....	Ext 4592
Secure Foundations – Couples Growing Together....	Ext 2939

Diabetes

Carbohydrate Counting Class.....	Ext 2045
Diabetes Basic Training Class.....	Ext 3530/2045
Eating to Control Weight, Diabetes, Blood Pressure and Cholesterol Class.....	Ext 3530/2045
Living Low Carb.....	Ext 4303
Pre-Diabetes/Diabetes Prevention Class (Requires Consult from Provider)	

Dual Diagnosis (Substance Use Disorder and Mental Health Issues)

Abstinence-Based Treatment for Combat PTSD & Substance Use Disorders.....	Ext 5066
Seeking Safety for PTSD & Substance Disorders	Ext 7875

Veterans Health Education Classes/ Groups Primary Care:

Families Dealing w. Mental Illness

Family Support Group (Family Only).....Ext 2939

Heart Failure (CHF)

Living Successfully with Heart Failure.....Ext 2005

Homelessness

Homeless Outreach Team.....Ext 3525

Intake Information.....(562) 388-7989

US Vets Program Director.....(562) 388-8001

Mental Health

Addiction Groups.....Ext 5603

Alcoholics Anonymous.....Ext 5610

Narcotics Anonymous.....Ext 5610

Memory, Concentration and Thinking Skills

Cognition Class.....(562) 706-0740

Other Classes and Groups

Blind Rehabilitation.....Ext 5696

Caregiver Support Line.....(855) 260-3274

Caregiver Support Program.....Ext 4764/4985

College Connection Study Skills Workshop.....Ext 5415

LGBTQ Veterans Support Group.....Ext 2751/2753/4236

OIF/OEF/OND Transitions Group.....Ext 3567

OIF/OEF Returning Veterans Program
(By Referral from Provider)

Progressive Tinnitus Management.....Ext 5698

Pulmonary Rehabilitation and Home O2.....Ext 5833

Spinal Cord Injury/D.....Ext 4398/2713

Stroke Support Group.....Ext 3288/3280

Vocational Rehab Groups/Programs.....Ext 5593

Other Primary Care Classes and Groups

Creative Art Expression Workshop.....Ext 5353/5568

Coping with Physical Illness.....Ext 6334

Healthy Living Workshop.....Ext 5512

Living w/Hepatitis C.....Ext 2944

Relaxation/Meditation Group....562-708-0365/562-708-7969

Stress Management & Relaxation Group.....Ext 2698

Substance Use Disorder Support Group.....Ext 4338

Pain/Chronic Pain

Chronic Pain Management Class.....Ext 2698

Chronic Pain Coping Skills Group.....Ext 2553

Healing Touch for Chronic Pain.....Ext 6729

Veterans Health Education Classes/ Groups Primary Care:

PTSD

PTSD for Combat Trauma.....Ask for Referral from Provider

PTSD for Non-Combat Trauma.....3218/3247

Sexual Trauma

Counseling at Vet Centers for Military Sexual Trauma

(See *Veteran Centers pg. 17*)

Men's Military Sexual Trauma Group.....Ext 2750

Women w/Military Sexual Trauma (MST).....Ext 4919

Severe Mental Health Conditions (Schizophrenia, Bipolar, Etc.)

Pathways Recovery Center.....Ext 5602

Social Skill Training.....Ext 2911

Sleep Problems

CBI-I for Insomnia.....Ext 7578

Sleep Class.....Ext 2698

Tobacco Cessation

Tobacco Cessation Group.....Ext 3841

Tobacco Cessation by Phone, Text, and Online:

Toll Free.....1 (855) 784-8838 (Quit VET)

Text.....Text "VET" to 47848 (SmokefreeVET)

Online.....www.smokefree.gov/VET

www.publichealth.va.gov/smoking

Weight Management

Bariatric Surgery Support Group (2nd Thurs per month,
2:30-3:30PM, Bldg. 8, Rm 102).....Ext 5604

Meal Planning: In the Kitchen w/Nutrition....Ext 3530/2045

MOVE! Weight Management-Intro.....Ext 2980/3543

MOVE! 7 Week Class.....Ext 2980/3543

MOVE! Support Group (2nd Thurs per month,
1:00-2:00PM, Bldg. 165 Rm C212C).....Ext 2980/3543

Weight Management Psychology Group.....Ext 2295

Women's Mental Health Issues (Female Veterans ONLY)

Coping With Fibromyalgia.....Ext 6381

Female Veterans Group (Located at North Orange County
Vet Center).....(714) 776-0161

Seeking Safety (PTSD and Substance Abuse, Requires
Provider Referral).....Ext 4919

Women's Healthy Eating Group.....Ext 4381/4792

Online Resources

Employment and Career Opportunities

<http://www.USAJobs.gov>

For Veteran benefit information, such as:

- Payment history
- Pension/Education/Compensation/Home Loan
- Status updates
- VA Medical Records
- Prescription refills
- Military record/DD214
- VA Letters
- Eligibility

Please visit— <http://www.eBenefits.va.gov>

For access to your medical information, such as:

- Refill requests
- Doctor/patient communication
- Vitals and readings
- Test results
- Tricare
- Tips for healthier living

Please visit— <http://www.myhealth.va.gov>

Additional Health Care Information:

<http://www.longbeach.va.gov/>

Home Loan Information:

<http://www.benefits.va.gov/homeloans>

Public Health and Exposure to Chemicals

<http://www.publichealth.va.gov/exposures/>

Vet Center Program

<http://www.vetcenter.va.gov/>

Additional Resources

Agent Orange Helpline.....	(800) 749-8387
Alcoholics Anonymous.....	(562) 989-7697
American Red Cross 3150 East 29th Street Long Beach, CA 90807.....	(562) 595-6341
Chemical Exposure Helpline.....	(800) 749-8387
Education Benefits and Services.....	(888) 442-4551
Homeless Veterans.....	(877) 424-3838
Home Loans.....	(888) 244-6711
Legal Aid Foundation.....	(562) 435-3501
Life Insurance.....	(800) 669-8477
Long Beach Career Transition Center 3447 Atlantic Avenue Long Beach, CA 90807.....	(562) 570-3700
Long Beach Rescue Mission 1335 Pacific Avenue Long Beach, CA 90813.....	(562) 591-1292
Long Beach Senior Center 1150 East 4th Street Long Beach, CA 90802.....	(562) 570-3500
Military Sexual Trauma (MST).....	(562) 826-8000 Ext 6381
National Cemetery Administration Burials and Benefits.....	(800) 535-1117
Substance Abuse Foundation 3125 E. 7th Street Long Beach, CA 90804.....	(562) 439-7755
Suicide Prevention Hotline (24/7).....	(800) 784-2433
Telecare Nurse Advice Line (24/7).....	(877) 252-4866
VA Benefits Regional Office Compensation & Pension, Claims, Disability, Education, Voc. Rehab, Direct Deposit, Home Loan.....	(800) 827-1000
VA Facility Locator.....	(877) 222-8387
Vet Center Call Center.....	(877) WAR-VETS
Veteran Crisis Line (24/7).....	(800) 273-8255 (Press "1")

What is the Veterans Choice Program?

The Veterans Choice Program is designed to assist Veterans in getting appointments in a timely manner by sending Veterans to outside providers/specialists for services needed. If there are no appointments available for more than 30 days from the Veteran desired or clinically indicated date; the Veteran is eligible to use the Veterans Choice Program.

Q: Once I have an appointment through the Veterans Choice Program, will my VA appointment be cancelled?

A: Yes. Once you have opted in and accepted an appointment through the Veterans Choice Program your VA appointment will be cancelled to accommodate other Veterans who wish to receive treatment at their local VA Facility.

Q: I accepted the Veterans Choice Program and now I am receiving bills from the outside provider. What can I do to ensure I am not charged for services?

A: The outside provider is supposed to bill Tri-west Veterans Choice Program directly for payment; and not the Veteran at all. Veterans experiencing inappropriate billing can call **1-877-881-7618** for assistance. Providers should submit their claims along with medical documentation to:

**WPS-VACAA
P.O. BOX 9816465
EL PASO, TX 79998-1646**

Q: My outside provider wrote a prescription for me. Am I eligible for reimbursement through VA if I fill this prescription outside the Long Beach VA?

A: Prescriptions written by an outside provider must be filled here at the Long Beach VA. You are NOT eligible for reimbursement through VA if you pay out of pocket and have your prescription filled anywhere else.

*****Medical services NOT covered under the Choice Program*****

Hospice, dental care, durable medical equipment (e.g. glasses, CPAP machine), non-urgent/non-emergent medications, compensation and pension (C&P) examinations, and more.

Voice of the **VETERAN**

A How to Guide,

“Compliments and Concerns”

If you are a Veteran or visitor and would like to acknowledge a team member for providing exceptional care, please use the other side of this form to share your feedback.

Please refer to the following steps to address your concern

While utilizing the chain of command, most concerns can be resolved at the point of care. Our goal is to provide immediate service recovery.

Step 1: Service Area Accountability

Please attempt to address and resolve the question or concern with staff members at the location where the *concern* began.

Step 2: Patient Advocate Liaison Specialist (PALS)

Please ask a staff member in the area of concern to speak with a PALS representative. PALS representatives partner with the Patient Advocate Office to address concerns when and where they occur. PALS provide immediate service recovery for their designated area.

If a PALS member is not available in your area proceed to Step 3

Step 3: Contact Supervisor or Manager

Please request to speak with the supervisor or manager.

Step 4: Contact the Patient Advocate Office

If you have completed steps 1-2-3 and are still unsatisfied with the outcome, then the Patient Advocate Office may be able to further assist. Please visit the Patient Advocate Office located in bldg. 126 room W169 Monday — Friday 8:00 a.m. – 3:30 p.m.

Affirming the Commitment COMPLIMENTS

If you have a staff member or volunteer that you would like to recognize for providing “exceptional care” please complete the information below.

Today’s date: _____

What clinic/service did you visit today: _____

Who would you like to recognize? _____

Please share why or how we provided “exceptional care”

Last Name _____ Last4 _____

Telephone _____

Please return this completed form to the front desk personnel or the Patient Advocate office, located in **Bldg.126 Rm. W169**

Thank you for taking the time to acknowledge our staff!



Upcoming VA Long Beach Events

- June 14th** -Veterans Town Hall
6PM-8PM in Bldg. 165 Rm D101 (Learning Center/Egg)
- June 15th** -LGBT Pride Month
1130AM-1PM @ Bestaaurant/Patriot Park
- July 4th** -4th of July Picnic
10Am-2Pm @ Bestaaurant/Patriot Park

Recurring Events

- Expungement Workshop** — 1st Tues. Every *Other* Month
1PM-3PM in Bldg. 50 Rm 108J (Ext 5593)
- Government career Workshop** — 3rd Tues. Every Month
10AM-12PM in Bldg. 133 Rm Y-3 (Ext 5593)
- Legal Clinic** — 2nd Tues. Every Month
930AM-1130AM @ Pantages Theatre
- Social Security Benefits Workshop** — 1st Tues. Every *Other* Month, 1PM-3PM in Bldg. 50 Rm 108J (Ext 5593)
- Social Work Services/Homeless Veterans Program**
Consumer Advisory Council — Last Mon. Every *Other* Month, 6PM-7PM in Bldg. 128 Rm C202 (Ext 4720)
- Veterans Social Connection** — Last Fri Every Month
830AM-1030AM @ Patio Area Outside of Cafeteria
- Veterans Town Hall** — Quarterly
6PM-8PM in Bldg. 165 Rm D101 (Learning Center/Egg)
- Walk with a Doc** — 2nd and 4th Friday Every Month
12PM in front of Bldg. 165
- Walk with the Director** — 1st and 3rd Friday Every Month
12PM in front of Bldg. 165

Event dates, times, and locations are subject to change