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

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

VA Long Beach Healthcare System
5901 E. 7th Street
Long Beach, CA 90822
(562) 826-8000
Welcome!

Thank you for choosing the VA Long Beach Healthcare System. Our main facility was renamed the Tibor Rubin VA Medical Center in Dec. 2016. 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 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 Patient Business Office (Bldg. 126 Rm OP106K) 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 Patient Business Office @ Ext. 25915 you may contact the Call Center 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.

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Shuttle Bus/Golf Cart Services
On Site Bus/Golf Cart During Duty Hours
(7:30am-3:45pm).............Ext 5715
Before/After Duty Hours (Shuttle Bus)
(6am-7:30am/4pm-9pm)....Ext 5800

***When calling from an outside phone, please dial a “2” before the EXT, e.g. 25715***
1. Departments can be reached by dialing the main hospital number at **562-826-8000** then the extension listed. You must dial a **2** before the FOUR digit Ext. when calling from a NON VALB phone.

2. Optometry and Ophthalmology are temporarily located in separate clinics; **Optometry (Bldg. 166, 2nd floor)** specializes in improving vision (glasses, contacts, low vision). **Ophthalmology (Bldg. 7, 2nd floor, 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 “Veteran Service Organizations” on page 15 for details.

6. The Fisher House is “a home away from home” for Veterans’ families who wish to be close while their loved one is receiving inpatient medical treatment at VA Long Beach. To be eligible to stay at the Fisher House family members must reside over 50 miles away from the facility.

7. Primary Care hours are typically between 8:00am to 4:30pm. Some clinics offer outside hours, to include Saturday appointments. Same day care is also available. Please contact the appointment desk at Ext. **25151** for more information.

8. 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 Ext **23069**.

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### Department List (Alphabetical)

<table>
<thead>
<tr>
<th>Department</th>
<th>Location</th>
<th>Ext Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acupuncture</td>
<td>Bldg. OP126, Area OP132</td>
<td>22292/23664</td>
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<tr>
<td>Administrative Officer of the Day (AOD)</td>
<td>Bldg. 8 Rm 210</td>
<td>23200/Cell (562) 577-6117</td>
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<tr>
<td>Agent Orange</td>
<td>Bldg. 8, Rm 114 (Employee Health)</td>
<td>22862</td>
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<tr>
<td>Allergy Clinic</td>
<td>Bldg. 7 Rm 311</td>
<td>25485</td>
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<tr>
<td>Anesthesia Clinic</td>
<td>Bldg. 165C Rm P28</td>
<td>25412/22100</td>
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<tr>
<td>Anticoagulation Clinic</td>
<td>Bldg. 126 Rm W228 (Lobby)</td>
<td>23399</td>
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<tr>
<td>Army’s Wounded Warrior Program (AW2)</td>
<td>Bldg. 126A Rm OP230</td>
<td>25193</td>
</tr>
<tr>
<td>Arthritis Clinic</td>
<td>Bldg. OP126, Area OP132</td>
<td>22292/23430</td>
</tr>
<tr>
<td>Audiology</td>
<td>Bldg. 2 Rm N159</td>
<td>25414</td>
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<tr>
<td>Barber Shop</td>
<td>Bldg. 2 Rm N119</td>
<td>(562) 338-9119</td>
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<tr>
<td>Beneficiary Travel</td>
<td>Bldg. 7 Rm 105</td>
<td>25888</td>
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<td>Billing (General)</td>
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<td>Blind Rehab Center (BRC)</td>
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<td>Caregiver Support Program</td>
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<tr>
<td>Canteen/Patriot Store</td>
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<tr>
<td>Cardiology</td>
<td>Bldg. OP126, Area OP132</td>
<td>22292/23430</td>
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<tr>
<td>Cashier</td>
<td>Bldg. 1 Rm 442</td>
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<td>CAT Scan</td>
<td>Bldg. 126 Rm E159</td>
<td>25657</td>
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<tr>
<td>Cath Lab</td>
<td>Bldg. 1 Rm 314/321</td>
<td>25486/22001/22002</td>
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<tr>
<td>Champ VA</td>
<td>Bldg. 126 Rm OP106K</td>
<td>25754</td>
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</tbody>
</table>

*If you’re unable to reach desired clinic, dial “0” for the operator.*
Chaplain/Chapel
   Bldg. 2 Rm N240/244.........................................................Ext 25418
Cholesterol and Colon Clinic
   Bldg. 7 Rm. 328...............................................................Ext 25847
Community Living Center (CLC, See Inpatient Wards)
Compensation & Pension
   Bldg. 126 Rm OP 245..........................................................Ext 25845
Dental
   Bldg. 126 Rm W223.............................................................Ext 25407
Dermatology
   Bldg. OP126 Rm W154..........................................................Ext 23117
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Dialysis
   Bldg. 126 South 9.................................................................Ext 25902
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   Bldg. 2 Rm N105.................................................................Ext 25558
Echo Cardiology/Cardiogram Lab
   Bldg. 126 Rm 1050...............................................................Ext 23877
Electro-Encephalogram (EEG)
   Bldg. 126 Rm 1042...............................................................Ext 23816
Electro-Cardiogram (EKG)
   Bldg. 126 Rm 1006...............................................................Ext 25065
Eligibility, Enrollment/Means Testing (See Patient Business Office)
Emergency Department
   Bldg. 164 Rm 158.................................................................Ext 25438/23558
Emergency Management
   Bldg. 5 Rm 100Y.................................................................Ext 22359
Endocrinology
   Bldg. OP126, Area OP132.........................................................Ext 22292/23430
Endoscopy/GI Lab
   Bldg. 126 Rm 951.................................................................Ext 23186/25855
Engineering Department
   Bldg. 5.................................................................Ext 25410/23713/23714/23715
Environmental Management Service (EMS)
   Bldg. 5 Rm 100X.................................................................Ext 23421
Escort Service (Volunteer Services)
   Bldg. 126 (Out of Service Due to Construction)
   Bldg. 164 Rm 108.................................................................Ext 22748
   CLC Escort Bldg. 133..........................................................Ext 24681
   SCI Escort Bldg. 150..........................................................Ext 24680
Ethics Officer.................................................................Ext 22781
External Discrimination Complaints Program
   Bldg. 1 Rm 411.................................................................Ext 25652
Eye Clinic (Ophthalmology)
   Bldg. 7 Rm 217.................................................................Ext 27290
Family Assistance
   Bldg. 126 OP 110...............................................................Ext 23200
Fisher House
   Bldg. 126 Rm 951...............................................................Ext 25855
Gastrointestinal Clinic
   Bldg. 7, 3rd Floor, Rm 328.....................................................Ext 25847
Gastrointestinal Lab
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Geriatrics
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Hazardous Wastes Disposal & Management
   Bldg. 5 Rm 100S.................................................................Ext 23083
Health Administration Service (HAS)
   Bldg. OP126 Rm OP145.........................................................Ext 24516
   HAS Ward Administration Office........................................Ext 23727/27554
Hematology
   Bldg. OP126, Area OP132.........................................................Ext 22639
Hepatitis
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Home Based Primary Care (HBPC)
   Bldg. 133, Rm Y8...............................................................Ext 25347
Home Oxygen
   Bldg. 126 Rm 355...............................................................Ext 25495
Homemaker Home Health Aid
   Bldg. 133, Rm Y37...............................................................Ext 24266/24750
Hoptel
   Bldg. 128 Rm E227...............................................................Ext 23200 (AOD)
Hospice (See Inpatient Wards)
HUD-Veterans Affairs Supportive Housing (HUD-VASH)
   Bldg. 128 Rm K-132.............................................................Ext 22054
Human Resources
   Bldg. 165 Rm C132.............................................................Ext 25651
Hyperbaric Oxygen
   Bldg. 150 Rm U125.............................................................Ext 24641
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   Bldg. 126 Rm 907...............................................................Ext 25851
Inpatient Wards

3rd Floor, Bldg. 126
- Intensive Care Unit (ICU) .................. Ext 25859

4th Floor, Bldg. 126
- Direct Observation Unit (DOU) ........ Ext 25827
- North 4 ..................................... Ext 25868

8th Floor, Bldg. 126
- South 8 ..................................... Ext 25848

10th Floor, Bldg. 126
- South 10 ................................... Ext 25982

Community Living Center (CLC)—Bldg. 133
- CLC Hospice (Located in CLC West) 
- CLC East (Z-Pod) — Rm Z33 .... Ext 25733
- CLC West (X-Pod) — Rm X31 ........ Ext 25732
- Z-Pod Rehab (Located in CLC East)

Inpatient Psychiatry —Bldg. 128
- L1 Acute Psychiatry ........................ Ext 25879
- M1 Gero Psychiatry ........................ Ext 24520

Spinal Cord Injury (SCI)—Bldg. 150
- V1 Ward .................................... Ext 25472
- V2 Ward .................................... Ext 25865
- T1 Ward (Long-term Care) .............. Ext 25864/23905
- T2 Ward .................................... Ext 25862
- Outpatient SCI .............................. Ext 25702
- Cystoscopy—Rm U-106 .................. Ext 24639

IT Help Desk .................................. Ext 23606

Kinesiotherapy
- CLC—Bldg. 133 Rm W72 ................. Ext 24061
- Drivers Training—Bldg. 166 Rm 127 Rm F160 .. Ext 22685
- General Medicine & Surgery—Bldg. 126 Rm 40A.. Ext 24423
- KT Rehabilitation—Bldg. 126 (Basement) .... Ext 24423
- SCI—Bldg. 150 ............................. Ext 25570

Laboratory
- (Outpatient) Bldg. 126 Rm W231 .......... Ext 24125
- (Inpatient) Bldg. 126 2nd Floor, Rm E237 .... Ext 24117

Library
- Bldg. 2 Rm 345 ............................. Ext 25529

Liver Clinic
- Bldg. 7 Rm 328 ............................. Ext 25847

Mammography
- Bldg. 126 1st Floor (Radiology) ........ Ext 22100

Medical Media
- Bldg. 1 Basement, Rm B20 .................. Ext 25462

Medical Records—Release of Information
- Bldg. 8 Rm 207 ............................. Ext 23344

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

Mental Health Treatment Center (MHTC—Walk-in Clinic)
- Bldg. 126 Rm W128L ........................ (562) 826-5145 or Ext 22304

Military Sexual Trauma (MST) ............. Ext 26381

Military Sick Call (Share and Agree)
- Bldg. 126 Rm OP106K ........................ Ext 25754

Million Veteran Program
- Bldg. 126 Rm OP151 ........................ Ext 25212

MOVE Weight Management Program
- Bldg. 165 2nd Floor Rm C212C ........ Ext 26571

MRI
- Bldg. 160 Rm 101 .......................... Ext 25798

My HealthVet (Online Healthcare Resource Tool)
- Bldg. 165 2nd Floor ........................ Ext 22563

Neurology
- Bldg. OP126, Area OP132 .................. Ext 22292/23430

Non VA Care Coordination (NVCC)
- Bldg. 149 Rm 130-9 ........................ Ext 24704

Nuclear Medicine
- Bldg. 126 Rm E116 ........................ Ext 25565

Nutrition
- Bldg. 126 Rm W231N ....................... Ext 26571

Occupational Health (Employee Health)
- Bldg. 8 Rm 119 ............................. Ext 25450

Occupational Therapy
- Bldg. 150 Basement ........................ Ext 25512

Oncology
- Bldg. OP126, Area OP132 .................. Ext 22639

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

Orthopedic Clinic
- Bldg. 1 Rm 301 ............................. Ext 25432

Pacemaker
- Bldg. OP126, Area OP132 ................. Ext 22292/23430

Pain Clinic
- Bldg. 2 Rm W228 .......................... Ext 27237/22043
<table>
<thead>
<tr>
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<tr>
<td>Pantages Theatre</td>
<td>Bldg. 2, 2nd Floor</td>
<td>23523</td>
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<td>Pathology and Lab Medicine</td>
<td>Bldg. 1 Rm 200</td>
<td>24072</td>
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<td>Pathways Recovery Clinic</td>
<td>Bldg. 128 Rm L-21</td>
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<td>Patient Advocate Office</td>
<td>Bldg. 126 Rm E170</td>
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<td>Patient Business Office</td>
<td>Bldg. OP126A Rm OP106</td>
<td>25915</td>
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<td>Patient Centered Care</td>
<td>Bldg. 8 Rm 224</td>
<td>23013</td>
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<td>Patient Education Resource Center (PERC)</td>
<td>Bldg. 165 Rm C212</td>
<td>22322</td>
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<td>Patient Safety</td>
<td>Bldg. 126 Rm 1137B</td>
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<td>Patriot Café</td>
<td>Bldg. 165E, E103</td>
<td>23783</td>
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<td>Pharmacy (Outpatient)</td>
<td>Bldg. 164 1st Floor</td>
<td>25503</td>
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<td>Physical Therapy</td>
<td>Bldg. 150 Basement</td>
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<td>Peer Support</td>
<td>Bldg. 128 Rm L212</td>
<td>24006/24035/24874</td>
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<td>Personal Care Clinic</td>
<td>Bldg. 150 Rm U131</td>
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<td>P.I.E.R. Center (Partnership In Effective Recovery)</td>
<td>Bldg. 136</td>
<td>23005</td>
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<td>Podiatry</td>
<td>Bldg. 126 Rm W228 (Lobby)</td>
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<td>Police Dispatch</td>
<td>Bldg. 5C (Emergency)</td>
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<td>(Non-Emergency)</td>
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<td>PIV Badge—Bldg. 165 Rm C240</td>
<td>24436/24448</td>
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<tr>
<td>Primary Care (Patient Aligned Care Team - PACT)</td>
<td>Bldg. 164 2nd &amp; 3rd Floor (Alpha– Foxtrot)</td>
<td>25151</td>
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<td>Appointment Desk</td>
<td>25151/25144</td>
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<tr>
<td>Privacy Officer</td>
<td>Bldg. OP126, Rm OP170</td>
<td>22650</td>
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<tr>
<td>Prosthetics Clinic (walk-in only, 8:00am to 4:00pm M—F)</td>
<td>Bldg. 150 Basement, Rm V1</td>
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<td>Psychiatry (Outpatient)</td>
<td>Bldg. 1 Rm S101</td>
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<td>Psychology (Outpatient and General)</td>
<td>Bldg. 128 Rm A200</td>
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<td>Public Affairs Office</td>
<td>Bldg. 1 Rm 403</td>
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<td>Pulmonary Clinic</td>
<td>Bldg. 7 Rm 328</td>
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<td>Pulmonary Function Lab</td>
<td>Bldg. 126 Rm 355</td>
<td>25842</td>
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<tr>
<td>Quality Management</td>
<td>Bldg. 126 Rm 1137/1137C</td>
<td>25419</td>
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<tr>
<td>Radiation Oncology</td>
<td>Bldg. 161 Rm 103</td>
<td>25606</td>
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<tr>
<td>Radiology/X-Ray</td>
<td>Bldg. 126, Rm E159 (Next to Tower Elevators)</td>
<td>25657</td>
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<td>Recovery Room</td>
<td>Bldg. 126 Rm 532</td>
<td>24206</td>
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<td>Recreational Therapy (Spinal Cord Injury)</td>
<td>Bldg. 150 2nd Floor, Rm U200</td>
<td>23128</td>
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<td>Red Cross (M/W/F Only)</td>
<td>Bldg. 1 Rm 222</td>
<td>23733/24664/24465</td>
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<td>Rehabilitation Clinic</td>
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<td>Renal Clinic (See Liver Clinic)</td>
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<td>Respiratory</td>
<td>Bldg. 126 Rm 359</td>
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<td>Rheumatology</td>
<td>Bldg. OP126, Area OP132</td>
<td>22922/23430</td>
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<td>Risk Management</td>
<td>Bldg. 126 Rm 1136</td>
<td>23170</td>
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<td>Safety, Occupational Health &amp; Environment (GEMS)</td>
<td>Bldg. 5 Rm 100S</td>
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<td>Shuttle Bus and Golf Cart Services</td>
<td>On Site Shuttle Bus/Golf Carts During Duty Hours (7:30am-3:45pm)</td>
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<td>Before/After Duty Hours (Shuttle Bus) (6:00am-7:30am and 4:00pm-9:00pm)</td>
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VA Care in the Community (VACC) - Payments for Treatments
Outside the VA
Bldg. 149 Rm 130-8.............................................. Ext 22995

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

Valet Parking Services
Near Bldg. 164 Lot C.................................................. Ext 23979

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

Veteran Service Organizations (VSO) Closes at Noon on Fri.
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 24986
American Veterans (AMVETS, M-F, Appt. Only)
(Bldg. 126 Rm W231H)........................................... Ext 22011
(Bldg. 8 Rm 105)....................................................... Ext 25709
Blinded Veterans Association (BVA)
(Bldg. 166 Rm F127)................................................ Ext 28015

California Department of Veterans Affairs (CDVA)
(M, T, TH only)....................................................... Ext 24657

Disabled American Veterans (DAV, M-F).................. Ext 25711

Disabled American Veterans Travel........................ Ext 25796

Military Order of the Purple Heart (MOPH, M-F)....... Ext 23982

Paralyzed Veterans Association Vocational Rehab Counselor
Bldg. 150 Rm V234................................................... Ext 24607

Paralyzed Veterans of America, California Chapter
Bldg. 150 Rm R201................................................... Ext 23774/25713

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

Vietnam Veterans of America (VVA, M-F)............... Ext 25008

VSO (General)........................................................ Ext 23079

Veterans Transportation Service Office
Bldg. 8, Rm 211....................................................... Ext 24899/22237

Visual Impairment Services (Outpatient)
Bldg. 7 Rm 217....................................................... Ext 25696

Vocational Rehabilitation & Employment (VR&E).....(310) 235-7722

Vocational Rehabilitation Therapy (VRT)
Bldg. 50 Rm 108L................................................... Ext 25511/25593

Voluntary Services
Bldg. 50 Rm 100F.................................................... Ext 25715

Wheelchair Repair
Bldg. 150 Rm V26................................................... Ext 25104
Women’s Health Clinic
Bldg. 126 Rm W131..............................................Ext 25791
Maternity Coordinator..........................................................Ext 24726
Women’s Mental Health
Bldg. 128 Rm A116......................................................Ext 24919
Women’s Veteran Program
Bldg. 126 Rm W213..........................................................Ext 25617

Nearby VA Hospitals
VA West Los Angeles Medical Center (32.8 miles)
11301 Wilshire Blvd.
Los Angeles, CA 90073..............................................(310) 478-3711
VA Loma Linda Medical Center (68.9 miles)
11201 Benton St.
Loma Linda, CA 90822..............................................(909) 825-7084
VA San Diego Medical Center (89.9 miles)
3350 La Jolla Village Dr.
San Diego, CA 92161..............................................(858) 552-8585

Community-Based Outpatient Clinics, (CBOC)
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
*NEW location and number*
10330 Pioneer Blvd.
Santa Fe Springs, CA 90670.................................(562) 347-2200

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
<table>
<thead>
<tr>
<th>Group Name</th>
<th>Location</th>
<th>Extension</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Acceptance &amp; Commitment Therapy (ACT)</td>
<td>Bldg. 164, Rm A228</td>
<td>Ext 22915</td>
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<tr>
<td>ACT &amp; DBT Tx Modules (alternating) for SMI &amp; Psychosis</td>
<td>Bldg. 128, Rm L209</td>
<td>Ext 27336</td>
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<td>Alcoholics Anonymous</td>
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<td>Ext 25610</td>
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<td>Amputee Support Group</td>
<td>Community Living Center, Rm W46</td>
<td>Ext 25924</td>
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<td>Anderson HUD-VASH Recovery/Support Group</td>
<td>Bldg. 128, Rm C202 (K2)</td>
<td>Ext 24669</td>
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<td>Anger Management Group</td>
<td>Bldg. 128, Rm A126</td>
<td>Ext 28173</td>
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<tr>
<td>Anger Management OEF/OIF/OND 8-Week Class, Pre-screening Required</td>
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<td>Ext 23567</td>
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<td>Art &amp; Self Expression</td>
<td>Bldg. 128, Rm A116</td>
<td>Ext 24919</td>
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<td>Bariatric Surgery Support Group</td>
<td>Bldg. 8, Rm 102</td>
<td>Ext 25604</td>
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<td>Benedict Group</td>
<td>Bldg. 128, Multiple Rooms</td>
<td>Ext 24157</td>
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<tr>
<td>B.O.O.S.T. Graduate Group</td>
<td>Bldg. 128, Rm A115 A</td>
<td>Ext 27646</td>
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<tr>
<td>Briscoe Group (Substance Abuse Treatment Group)</td>
<td>Bldg. 128, Rm J218</td>
<td>Ext 23989</td>
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<tr>
<td>Buprenorphine Group</td>
<td>Bldg. 128, Rm A226B</td>
<td>Ext 23456</td>
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<tr>
<td>Capone Group</td>
<td>Bldg. 128, Multiple Rooms</td>
<td>Ext 24322</td>
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<tr>
<td>CBASP (Cognitive Behavioral Analysis System of Psychotherapy)</td>
<td>Bldg. 1, OPP Rm S101 M</td>
<td>Ext 23472</td>
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<tr>
<td>Chronic Pain Management</td>
<td>Bldg. 128, Rm C100</td>
<td>Ext 24394/22698</td>
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<tr>
<td>Cognitive Behavioral Therapy for Depression</td>
<td>Bldg. 164 Rm 228</td>
<td>Ext 26334</td>
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<tr>
<td>Cognitive Processing Therapy</td>
<td>Bldg. 128, Rm A115 A</td>
<td>Ext 22751/24540</td>
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<td>Combat Medics Group (Peer Led)</td>
<td>Bldg. 128, Room C100 E</td>
<td>Ext 22751/24540</td>
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<tr>
<td>Combat PTSD Support Group</td>
<td>Bldg. 128, Rm A126</td>
<td>Ext 24194</td>
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Mental Health Group Therapy List

Healthy Living Workshop
Bldg. 8, Rm 119.........................................................Ext 25602

Interpersonal Psychotherapy Group
Bldg. 128, Rm L209.....................................................Ext 25602

Interpersonal Skills
Bldg. 128, Rm A115 A..................................................Ext 24540

LGBTQ Veteran’s Support Group....Ext 23409/24271/22751/22753

L.I.F.E. Sexual Trauma Treatment Program
Bldg. 128, Rm A115 A..................................................Ext 22751

Mantram Repetition for Rapid Relaxation (PTSD)
Bldg. 128, Rm C100.....................................................Ext 27578/22914/23486

Men’s Support Group
Bldg. 128, Rm C100.....................................................Ext 22750

MHICM Healthy Living Group
Bldg. 128, Rm A130.....................................................Ext 24823/24685

MH Illness Management Recovery & Stress Management Group
Bldg. 128, Rm L209.....................................................Ext 25602

MH Pathways to Recovery Class
Bldg. 128, Rm L209.....................................................Ext 25602

Mindful Living with Chronic Illness
Bldg. 164, Rm 228.........................................................(562) 708-7969

Mood Group (Anxiety & Depression) (Women)
Bldg. 128, Rm A115 A..................................................Ext 22751

NAMI—Family to Family Education Program
Bldg. 128, Rm A227.....................................................Ext 26781

Narcotic Anonymous
Bldg. 2, Pantages Theatre.............................................Ext 25610

Neuropsychology Services and Traumatic Brain Injury
Bldg. 128, Rm A227.....................................................Ext 24271

Non-Combat PTSD (Trauma Recovery Group)
Bldg. 1, Rm S101 M.......................................................Ext 23427

Non-Combat PTSD (Trauma Recovery Group) - Graduate Group
Bldg. 128, Rm K102.....................................................Ext 23218

Nutrition Class
Bldg. 128, Rm C206.....................................................Ext 25602

OIF/OEF/OND Transitions Group
Bldg. 128, Rm C100.....................................................Ext 24384

Orientation to Women’s Mental Health Center
Bldg. 128, Rm A116.....................................................Ext 24919

Pain Management
Bldg. 128, Rm A115 A..................................................Ext 22996

Perez Evening Group
Bldg. 128, Rm J216.....................................................Ext 24337

Progressive Tinnitus Management
Bldg. 2, Rm N159 (Check-in).......................................Ext 25698

Recovery Support Group
Bldg. 128, Rm A115 A..................................................Ext 22915

Relaxation/Meditation Group (Women)
Bldg. 128, Rm A126.....................................................Ext 25604/24394

Relaxation and Self Insight (iRest) (Women)
Bldg. 128, Rm A115 A..................................................Ext 24919/22996

Seeking Safety (PTSD & Substance Abuse)
Bldg. 128, Rm A115 A..................................................Ext 27578

Self Awareness/Self Esteem Group
Bldg. 128, Rm L209.....................................................Ext 25602

Sleep Class
Bldg. 128, Rm L209.....................................................Ext 25602

VAMC Primary Care....................................................Ext 22698

Social Anxiety Recovery (SOAR)
Bldg. 128, Rm C202.....................................................Ext 24236

Social Skills Training Class
Bldg. 128, Rm L209.....................................................Ext 22911

The ROLLS Group
Bldg. 150, T2 Conference Rm......................................Ext 23837

Thoughts, Feelings and Behavior Therapy Group
Bldg. 128, Rm C100 E..................................................Ext 22750

Tobacco Cessation Program
Bldg. 8, Rm 102.........................................................Ext 23841

Tobacco Support Group (Relapse Prevention)
Bldg. 165, Rm C209 B..................................................Ext 25604

Transitions Group II
Bldg. 128, Rm A126.....................................................Ext 24384

Trauma and Health Sexuality
Bldg. 128, Rm A115 A..................................................Ext 22753

Trauma and Health Sexuality
Bldg. 128, Rm A115 A..................................................Ext 22753

Veterans Health and Wellness Group
Bldg. 128, Rm A126.....................................................Ext 25066

Vet to Vet
Bldg. 128, Rm A126.....................................................Ext 25308

Veterans Health and Wellness Group
Bldg. 128, Rm A126.....................................................Ext 25067
**Mental Health Group Therapy List**

Veteran Mental Health Family Support Group  
Bldg. 128, Rm A227…………………………….….Ext 24372/24392  
VVRC Continuing Care Group  
VVRC…………………………………………………………...…Ext 28480  
Wellness, Health and Motherhood (WHAM)  
Bldg. 164, Rm 228…………………………….….Ext 24236  
Women’s Combat Support Group  
Bldg. 128, Rm A116…………………………….….Ext 24919  
Women’s Empowerment  
Bldg. 128, Rm A116…………………………….….Ext 24919  
Women’s Group  
Bldg. 128, Rm C206…………………………….….Ext 25602  
Women’s Saturday Skills Training Group  
Bldg. 128, Rm A116…………………………….….Ext 24919  
Working the Body: Motivate the Warrior  
Bldg. 128, Rm K102…………………………….….Ext 24746  
WWII/Korean War PTSD  
Bldg. 128, Rm K102…………………………….….Ext 22750  
Yes You Can  
Bldg. 150, V2 Conference Rm…………………..Ext 22713/23837  
Yoga (Women)  
Bldg. 128, Rm A114…………………………….….Ext 24919/22996  
Young Morning Group  
Bldg. 128, Rm J216…………………………….….Ext 24338

**Santa Ana Mental Health Group Therapy List**

Beyond The Blues…………………………………………………..(714) 434-4626  
CBT-I for Insomnia…………………………………………………..(714) 434-4626  
CPAP Class……………………………………………………………..(714) 434-4626  
Mantram Repetition…………………………………………………..Ext 23218  
Recovery Support Group…………………………………………………..Ext 22915  
Substance Use Disorder Education Group……………………………………………………………..Ext 25610

**Veterans Health Education Classes/Groups Primary Care:**

**Anger Management**  
Anger Management Group…………………………………………………..Ext 28173  
OEF/OIF/OND Anger Management Class…………………………………………………..Ext 23567

**Anxiety or Stress Management; Depression**  
Acceptance and Commitment Therapy (ACT)  
ACT on Life! ……………………………………………………..Ext 27336  
ACT for Depression…………………………………………………..Ext 29195  
CBT for Depression………………………………………………………..Ext 26328  
Depression & Bipolar Support Group……………………………..…….Ext (562) 295-7316  
Grief Support Group………………………………………………………..Ext (562) 708-7969  
Thoughts, Feelings, and Behavior Therapy Group…………………………………………………..Ext 22750

**Complementary Medicine**  
Drawing Out the Artist in You (Art Class)……………………………..Ext 24289  
Drum Circle………………………………………………………..Ext 24384/28173  
Healing Touch………………………………………………………..Ext 23122  
Mantram Repetition (Santa Ana CBOC)……………………………..Ext 23218  
Mantram Repetition for Rapid Relaxation……………………………..Ext 25527/25528  
Mantram Repetition for Rapid Relaxation-PTSD……………………………..Ext 23486  
Mind Training for Inner Resilience……………………………..………..(831) 600-6029  
Mindful Living w/Chronic Illness………………………………………..Ext (562) 708-7969  
Relaxation and Meditation Group……………………………..………..(562) 708-0365  
Tai Chi………………………………………………………..Ext 24446  
Yoga and Meditation for Improved Sleep……………………………..Ext 25144  
Yoga and Meditation to Alleviate Pain……………………………..Ext 22996

**Couples/Relationship**  
Individual/Family/Couple/Group Therapy……………………………..Ext 24818  
Scream-Free Parenting………………………………………………………..Ext 24592  
Secure Foundations–Couples Growing Together……………………………..Ext 22939

**Diabetes (Some Classes Require Consult from Provider)**  
Diabetes Basic Training Class, Living Low Carb, Pre-Diabetes/  
Diabetes Prevention Class………………………………………………………..Ext 24303

**Dual Diagnosis (Substance Use Disorder and Mental Health Issues**  
Abstinence-Based Treatment for Combat PTSD &  
Substance Use Disorders………………………………………………………..Ext 25066  
Seeking Safety for PTSD & Substance Disorders……………………………..Ext 27875

**Families Dealing w. Mental Illness**  
Family Support Group (Family Only)……………………………..Ext 22939

**Heart Failure (CHF)**  
Living Successfully with Heart Failure……………………………..Ext 22005

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**Santa Ana Mental Health Group Therapy List**

Beyond The Blues…………………………………………………..(714) 434-4626  
CBT-I for Insomnia…………………………………………………..(714) 434-4626  
CPAP Class……………………………………………………………..(714) 434-4626  
Mantram Repetition…………………………………………………..(714) 434-4626  
Recovery Support Group…………………………………………………..Ext 22915  
Substance Use Disorder Education Group……………………………………………………………..Ext 25610

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**Veterans Health Education Classes/Groups Primary Care:**

**Anger Management**  
Anger Management Group…………………………………………………..Ext 28173  
OEF/OIF/OND Anger Management Class…………………………………………………..Ext 23567

**Anxiety or Stress Management; Depression**  
Acceptance and Commitment Therapy (ACT)  
ACT on Life! ……………………………………………………..Ext 27336  
ACT for Depression…………………………………………………..Ext 29195  
CBT for Depression………………………………………………………..Ext 26328  
Depression & Bipolar Support Group……………………………..…….Ext (562) 295-7316  
Grief Support Group………………………………………………………..Ext (562) 708-7969  
Thoughts, Feelings, and Behavior Therapy Group…………………………………………………..Ext 22750

**Complementary Medicine**  
Drawing Out the Artist in You (Art Class)……………………………..Ext 24289  
Drum Circle………………………………………………………..Ext 24384/28173  
Healing Touch………………………………………………………..Ext 23122  
Mantram Repetition (Santa Ana CBOC)……………………………..Ext 23218  
Mantram Repetition for Rapid Relaxation……………………………..Ext 25527/25528  
Mantram Repetition for Rapid Relaxation-PTSD……………………………..Ext 23486  
Mind Training for Inner Resilience……………………………..………..(831) 600-6029  
Mindful Living w/Chronic Illness……………………………..………..Ext (562) 708-7969  
Relaxation and Meditation Group……………………………..………..Ext (562) 708-0365  
Tai Chi………………………………………………………..Ext 24446  
Yoga and Meditation for Improved Sleep……………………………..Ext 25144  
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Substance Use Disorders………………………………………………………..Ext 25066  
Seeking Safety for PTSD & Substance Disorders……………………………..Ext 27875

**Families Dealing w. Mental Illness**  
Family Support Group (Family Only)……………………………..Ext 22939

**Heart Failure (CHF)**  
Living Successfully with Heart Failure……………………………..Ext 22005
Veterans Health Education Classes/Groups Primary Care:

**Homelessness**
- Homeless Outreach Team: Ext 23525
- Intake Information: (562) 388-7989
- US Vets Program Director: (562) 388-8001

**Mental Health**
- Addiction Groups: Ext 25603
- Alcoholics Anonymous: Ext 25610
- Narcotics Anonymous: Ext 25610

**Memory, Concentration and Thinking Skills**
- Cognition Class: (562) 706-0740

**Other Classes and Groups**
- Blind Rehabilitation: Ext 25696
- Cancer Support Group: Ext 27647
- Caregiver Support Line: (855) 260-3274
- Caregiver Support Program: Ext 24764/24985
- College Connection Study Skills Workshop: Ext 25415
- Coping with Physical Illness: Ext 26334
- Creative Art Expression Workshop: Ext 25353/25568
- Healthy Living Workshop: Ext 25512
- LGBTQ Veterans Support Group: Ext 22751/22753/24236
- Living w/Hepatitis C: Ext 22944
- OIF/OEF/OND Transitions Group: Ext 23567
- OIF/OEF/OND Returning Veterans Program (By Referral from Provider): Ext 22010
- Old Guys Rule, Life’s Transitions & Losses: Ext 22010
- Progressive Tinnitus Management: Ext 25698
- Pulmonary Rehabilitation and Home O2: Ext 25833
- Relaxation/Meditation/Chronic Illness: (562) 708-0365/7969
- Spinal Cord Injury/D: Ext 24398/22713
- Stress Management & Relaxation Group: Ext 22698
- Stroke Support Group: Ext 23288/23280
- Substance Use Disorder Support Group: Ext 24338
- Vocational Rehab Groups/Programs: Ext 25593

**Pain/Chronic Pain**
- Chronic Pain Management Class: Ext 22698
- Chronic Pain Coping Skills Group: Ext 22553
- Healing Touch for Chronic Pain: Ext 26729

**PTSD**
- Combat Trauma: Ask for Referral from Provider
- For Non-Combat Trauma: 23218/23247

**Veterans Health Education Classes/Groups Primary Care:**

**Sexual Trauma**
- Counseling at Vet Centers for Military Sexual Trauma
  (See Veteran Centers pg. 17)
- Men’s Military Sexual Trauma Group (MST): Ext 22750
- Women w/Military Sexual Trauma (MST): Ext 26381/24919

**Severe Mental Health Conditions (Schizophrenia, Bipolar, Etc.)**
- Pathways Recovery Center: Ext 25602
- Social Skill Training: Ext 22911

**Sleep Problems**
- CBI-I for Insomnia: Ext 27578
- Sleep Class: Ext 22698
- Sleep: Santa Ana CBOC (CPAP/CBT-I): (714) 434-4626

**Tobacco Cessation**
- Tobacco Cessation Group: Ext 23841
- Tobacco Cessation by Phone, Text, and Online:
  - Toll Free: 1 (855) 784-8838 (Quit VET)
  - Text: “VET” to 47848 (SmokefreeVET)
  - Online: www.smokefree.gov/VET

**Weight Management**
- Bariatric Surgery Support Group (2nd Thurs per month, 2:30-3:30pm, Bldg. 165 Rm C214): Ext 25604
- Carbohydrate Counting Class: Ext 22045
- Eating to Control Weight, Diabetes, Blood Pressure and Cholesterol Class: Ext 23530/22045
- Meal Planning-In the Kitchen w/Nutrition: Ext 23530/22045
- MOVE! Weight Management-Intro: Ext 22980/23543
- MOVE! 7 Week Class: Ext 22980/23543
- MOVE! Support Group (2nd Thurs per month, 1:00-2:00PM Bldg. 8 Rm 102): Ext 22980/23543
- Weight Management Psychology Group: Ext 22295

**Women’s Mental Health Issues (Female Veterans ONLY)**
- Coping With Fibromyalgia: Ext 26381
- Female Veterans Group (Located at North Orange County Vet Center): (714) 776-0161
- Seeking Safety (PTSD and Substance Abuse, Requires Provider Referral): Ext 24919
- Women’s Healthy Eating Group: Ext 24381/24792
Online Resources
My VA NEWS Putting Veterans First

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

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

Additional Health Care Information: http://www.longbeach.va.gov/
Employment and Career Opportunities: http://www.USAJobs.gov
Home Loan Information: http://www.benefits.va.gov/homeloans
Homeless Veterans: http://www.va.gov/homeless
Health Care Eligibility: www.va.gov/healthbenefits
Public Health and Exposure to Chemicals:
http://www.publichealth.va.gov/exposures/
Records: www.archives.gov/st-louis/military-personnel
VA Forms: www.va.gov/vaforms/
Vet Center Program: http://www.vetcenter.va.gov/

Additional Resources
What’s the one phone number you should know for Veterans? It’s 1-844-MyVA311 (1-844-698-2311). Now instead of having to keep track of multiple VA numbers, Veterans can call a single number to get routed to the VA service and assistance they need.

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 26381
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. Call Ext. 24704 for more information.

COMPLAINTS
Please use the chain of command for all complaints—just like in the military.

HOW TO:
Step 1: Service Area Accountability
Attempt to resolve issue in the area where it began.

  Unsatisfied? Go to step 2.

Step 2: Patient Advocate Liaison Specialist (PALS)
Ask to speak to a PALS Representative. They are trained to provide immediate service recovery.

  If a PALS member is not available in your area, go to step 3.

Step 3: Ask to speak with a Supervisor or Manager
Unsatisfied? Go to step 4.

Step 4: The Patient Advocate Office
After completing steps 1, 2, & 3 and you are still unsatisfied, the Patient Advocate Office may be able to assist you.

The Patient Advocate Office is located in Bldg. 126 Rm E170
Phone: 562-826-8000 ext. 25467
All complaints must be in writing.
Thank you!
COMPLIMENTS
Affirming the Commitment

If there is a staff member or volunteer that provided you with exceptional care please complete the information below.

Today’s date:______________

What clinic/service did you visit today? _________________

Who would you like to recognize? _________________________

Please check the appropriate box below to share your experience.

☐ Customer Service: Provided exceptional customer service by being personable, treated you with respect and kindness showed that you are important.

☐ Care Beyond the Call of Duty: Exceeded the basic expectations of care by showing compassion, listened to your needs, went above and beyond in showing you we care.

☐ Other: (Please explain)

Last Name___________________________Last4______________

Telephone______________________________________________

The Patient Advocate office in Bldg.126 Rm. E170
Phone: 562-826-8000 Ext 25467
Thank you!

Recurring Events

Expungement Workshop — 1st Tues. Every Other Month
1pm-3pm in Bldg. 50 Rm 108J (Ext 25593)

Government Career Workshop — 3rd Tues. Every Month
10pm-12pm in Bldg. 133 Rm Y-3 (Ext 25593)

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 25593)

Social Work Services/Homeless Veterans Program

Consumer Advisory Council — Last Mon. Every Other Month, 6pm-7pm in Bldg. 128 Rm C202 (Ext 24720)

Veterans Social Connection — Last Fri Every Month
830am-1030am Patio Area Outside of Cafeteria

Social Security Benefits Workshop — 1st Tues. Every Other Month, 1pm-3pm in Bldg. 50 Rm 108J (Ext 25593)

Veterans Town Hall — Quarterly
6pm-8pm in Bldg. 165 Rm D101 (Learning Center/Egg)

Veterans Social Connection — Last Fri Every Month
830am-1030am Patio Area Outside of Cafeteria

Social Security Benefits Workshop — 1st Tues. Every Other Month, 1pm-3pm in Bldg. 50 Rm 108J (Ext 25593)

Social Work Services/Homeless Veterans Program

Consumer Advisory Council — Last Mon. Every Other Month, 6pm-7pm in Bldg. 128 Rm C202 (Ext 24720)

Veterans Social Connection — Last Fri Every Month
830am-1030am Patio Area Outside of Cafeteria

Social Security Benefits Workshop — 1st Tues. Every Other Month, 1pm-3pm in Bldg. 50 Rm 108J (Ext 25593)

Social Work Services/Homeless Veterans Program

Consumer Advisory Council — Last Mon. Every Other Month, 6pm-7pm in Bldg. 128 Rm C202 (Ext 24720)

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

*Event dates, times, and locations are subject to change*