

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](http://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*

**WINTER EDITION**

**January—March**

**2018**

# Patient Handout and Resource Guide

**Winter Edition January - March**



## VA Long Beach Healthcare System

5901 E. 7th Street  
Long Beach, CA 90822  
(562) 826-8000





## 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**

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## 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%.

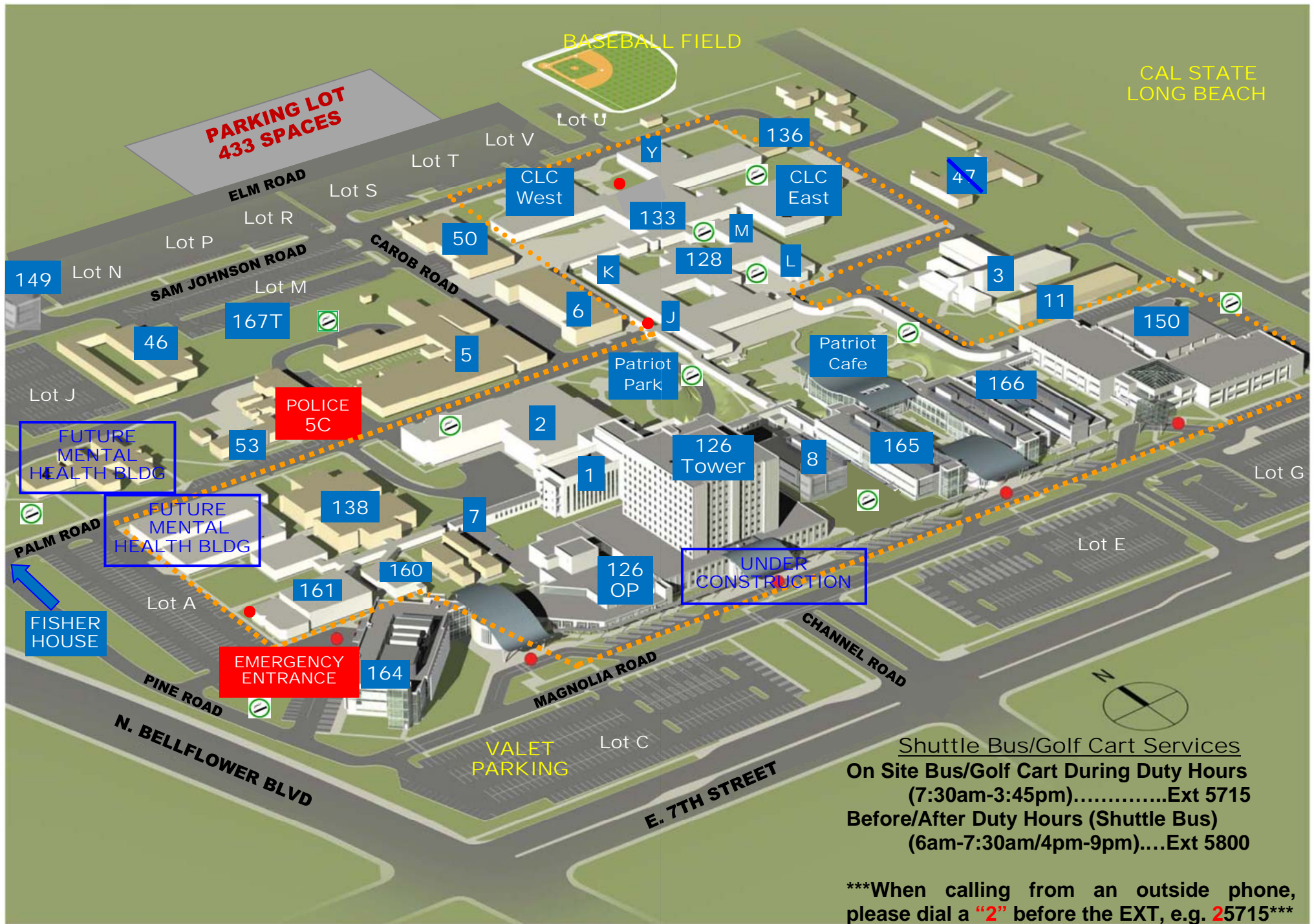
*This hard copy Patient Handout and Resource Guide receives frequent updates. For the most up to date contact information, please visit the VA Long Beach website at:*

<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.*



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\*\*\*

## VA Hospital—Must Know Facts

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**.

## Department List (Alphabetical)

Acupuncture	
Bldg. OP126, Area OP132.....	Ext <b>22292/23664</b>
Administrative Officer of the Day (AOD)	
Bldg. 8 Rm 210.....	Ext <b>23200/Cell (562) 577-6117</b>
Agent Orange	
Bldg. 8, Rm 114 (Employee Health).....	Ext <b>22862</b>
Allergy Clinic	
Bldg. 7 Rm 311.....	Ext <b>25485</b>
Anesthesia Clinic	
Bldg. 165C Rm P28 .....	Ext <b>25412/22100</b>
Anticoagulation Clinic	
Bldg. 126 Rm W228 (Lobby).....	Ext <b>23399</b>
Army’s Wounded Warrior Program (AW2)	
Bldg. 126A Rm OP230.....	Ext <b>25193</b>
Arthritis Clinic	
Bldg. OP126, Area OP132.....	Ext <b>22292/23430</b>
Audiology	
Bldg. 2 Rm N159.....	Ext <b>25414</b>
Barber Shop	
Bldg. 2 Rm N119.....	(562) 338-9119
Beneficiary Travel	
Bldg. 7 Rm 105.....	Ext <b>25888</b>
Billing (General) .....	Ext <b>23115</b>
Blind Rehab Center (BRC), Patient Services & VIST Coordinator	
Bldg. 166 Rm F148 .....	Ext <b>26037</b>
Canteen/Patriot Store	
Bldg. 165.....	Ext <b>25442</b>
Cardiology	
Bldg. OP126, Area OP132.....	Ext <b>22292/23430</b>
Caregiver Support Program	
Bldg. 1 Rm 442.....	<b>24764/24659/24985</b>
Cashier	
Bldg. 7 Rm 104.....	Ext <b>23671</b>
CAT Scan	
Bldg. 126 Rm E159.....	Ext <b>25657</b>
Cath Lab	
Bldg. 1 Rm 314/321.....	Ext <b>25486/22001/22002</b>
Champ VA	
Bldg. 126 Rm OP106K .....	Ext <b>25754</b>

*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

Diabetic Clinic  
 Bldg. OP126, Area OP132.....Ext 22292/23430

Dialysis  
 Bldg. 126 South 9.....Ext 25902

Ear, Nose & Throat/Plastic Surgery  
 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.....Ext 25016

Gastrointestinal Clinic  
 Bldg. 7, 3rd Floor, Rm 328.....Ext 25847

Gastrointestinal Lab  
 Bldg. 126 Rm 951.....Ext 25855

Geriatrics .....Ext 25869

Geriatrics and Extended Management (GEM Clinic).....Ext 22554

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  
 Bldg. OP126, Area OP132.....Ext 22944

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

Infusion Clinic  
 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 Health@Vet (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**

Pantages Theatre  
 Bldg. 2, 2nd Floor.....Ext 23523

Pathology and Lab Medicine  
 Bldg. 1 Rm 200.....Ext 24072

Pathways Recovery Clinic  
 Bldg. 128 Rm L-21.....Ext 24333

Patient Advocate Office  
 Bldg. 126 Rm E170.....Ext 25467

Patient Business Office  
 Bldg. OP126A Rm OP106.....Ext 25915

Patient Centered Care  
 Bldg. 8 Rm 224.....Ext 23013

Patient Education Resource Center (PERC)  
 Bldg. 165 Rm C212.....Ext 22322

Patient Safety  
 Bldg. 126 Rm 1137B.....Ext 22017

Patriot Café  
 Bldg. 165E, E103.....Ext 23783

Pharmacy (Outpatient)  
 Bldg. 164 1st Floor.....Ext 25503

Physical Therapy  
 Bldg. 150 Basement.....Ext 25555

Peer Support  
 Bldg. 128 Rm L212.....Ext 24006/24035/24874

Personal Care Clinic  
 Bldg. 150 Rm U131.....Ext 27038

P.I.E.R. Center (Partnership In Effective Recovery)  
 Bldg. 136.....Ext 23005

Podiatry  
 Bldg. 126 Rm W228 (Lobby).....Ext 25990

Police Dispatch  
 Bldg. 5C (Emergency).....Ext 25000  
 (Non-Emergency).....Ext 25800  
 PIV Badge—Bldg. 165 Rm C240....Ext 24436/24448

Primary Care (Patient Aligned Care Team - PACT)  
 Bldg. 164 2nd & 3rd Floor (Alpha— Foxtrot).....Ext 25151  
 Appointment Desk.....Ext 25151/25144

Privacy Officer  
 Bldg. OP126, Rm OP170.....Ext 22650

Prosthetics Clinic (walk-in only, 8:00am to 4:00pm M—F)  
 Bldg. 150 Basement, Rm V1 .....Ext 25660

Psychiatry (Outpatient)  
 Bldg. 1 Rm S101.....Ext 25603

Psychology (Outpatient and General)  
 Bldg. 128 Rm A200.....Ext 25604

Public Affairs Office  
 Bldg. 1 Rm 403.....Ext 25373

Pulmonary Clinic  
 Bldg. 7 Rm 328.....Ext 25847

Pulmonary Function Lab  
 Bldg. 126 Rm 355.....Ext 25842

Quality Management  
 Bldg. 126 Rm 1137/1137C.....Ext 25419

Radiation Oncology  
 Bldg. 161 Rm 103.....Ext 25606

Radiology/X-Ray  
 Bldg. 126, Rm E159 (Next to Tower Elevators).....Ext 25657

Recovery Room  
 Bldg. 126 Rm 532.....Ext 24206

Recreational Therapy (Spinal Cord Injury)  
 Bldg. 150 2nd Floor, Rm U200.....Ext 23128

Red Cross (M/W/F Only)  
 Bldg. 1 Rm 222.....Ext 23733/24664/24465

Rehabilitation Clinic  
 Bldg. 150 V1.....Ext 25554

Renal Clinic (See Liver Clinic)

Research/Admin Offices  
 Bldg. 11 Rm 201.....Ext 25801

Respiratory  
 Bldg. 126 Rm 359.....Ext 25843

Rheumatology  
 Bldg. OP126, Area OP132.....Ext 22292/23430

Risk Management  
 Bldg. 126 Rm 1136.....Ext 23170

Safety, Occupational Health & Environment (GEMS)  
 Bldg. 5 Rm 100S.....Ext 25464

Shuttle Bus and Golf Cart Services  
*On Site Shuttle Bus/Golf Carts During Duty Hours*  
 (7:30am-3:45pm).....Ext 25715  
*Before/After Duty Hours (Shuttle Bus)*  
 (6:00am-7:30am and 4:00pm-9:00pm).....Ext 25800

Sleep Lab  
 Bldg. 126 Rm 1139.....Ext **24832/25837**

Social Work Services  
 Bldg. 1, 4th Floor, Rm 417.....Ext **23120**

Specialty Clinics (Outpatient)  
 Bldg. OP126, Area OP132.....Ext **22292/23430**

Speech Pathology  
 Bldg. 1 Rm S102.....Ext **25415**

Spinal Cord Injury (SCI) Outpatient  
 Bldg. 150, Rm V102.....Ext **25702**

Substance Abuse Treatment Center (SATC)  
 Bldg. 128 Rm J209.....Ext **25610**

Suicide Awareness Prevention  
 Bldg. 128 Rm K223.....Ext **24648**

Surgery—Bldg. 126  
 General Surgery and Surgery Clinics Rm 654.....Ext **22100**  
 Surgery—Pre-OP Rm 654.....Ext **24978**  
 Surgery—Same Day Rm 615.....Ext **25871**

T.I.D.E.S. Clinic (Translating Initiatives for Depression into  
 Effective Solutions)  
 Bldg. 164 Rm 344.....Ext **25363**

Transfer Coordinator  
 Bldg. 1 Rm H5.....Ext **25038**

Transition and Care Management Program (TCM)  
 Bldg. 126 Rm OP267.....Ext **25353**

Transportation Services  
 Access.....(800) 927-0829  
 Home to VA (Scheduled 2 weeks/advance).....Ext **25796**  
 Secure.....Ext **25888**

Traumatic Brain Injury (TBI)  
 Bldg. 150 Basement.....Ext. **24296**

Treadmill  
 Bldg. 126, 10th Floor Rm 1051.....Ext **23880**

Tricare  
 Bldg. 126 Rm OP106K .....Ext **25754**

Ultrasound  
 Bldg. 126 Rm E159.....Ext **25657**

Urology (T/TH Only)  
 Bldg. 126 Rm 654.....Ext **25434**

Urology Administration  
 Bldg. 126 Rm 629.....Ext **25562**

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

### **Mental Health Group Therapy List**

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

### **Mental Health Group Therapy List**

Combat PTSD 12-Step Recovery	
Bldg. 128, Rm A126.....	Ext 24384
Combat PTSD Group	
Bldg. 128, Rm A126.....	Ext 22336/25758
Combat Stress—Graduate Group (By Referral)	
Bldg. 128, Rm K102	
Combat PTSD Stress Reduction	
Bldg. 128, Rm K102.....	Ext 23414
Couples Skills—Building Group.....	Ext 22939/24210
CPT for PTSD—Graduate Group	
Bldg. 128, Rm K102.....	Ext 25308
Depression & Bipolar Support—Alliance Support Group	
Bldg. 128, Rm J216.....	(562) 295-0055
Double Trudgers—DTC/PRRC	
Bldg. 128, Rm L215.....	Ext 25602
Drop-in Primary Care Relaxation/Meditation Group	
Bldg. 164, Rm 228.....	Ext 27967
Drum Circle for Combat Veterans	
Restaurant/Patriot Park (Friday).....	Ext 24384
Dual Dx Addictions Track Group	
Bldg. 128, Rm L209.....	Ext 25602
Dual Recovery Anonymous	
VVRC.....	Ext 28474
Evaluation & Stabilization	
Bldg. 128, Rm J216.....	Ext 25610
Family Support Group	
Bldg. 128 Rm A227.....	Ext 22939/24392/24372
Friendship/Relationship Class	
Bldg. 128, Rm L209.....	Ext 25602
Gonzalez Group	
Bldg. 128, Multiple Rooms.....	Ext 24334
Grief/Bereavement Group	
Bldg. 164, Rm 228.....	(562)-708-7969 or Ext 22161
Harm Reduction Group	
Bldg. 164, 3rd FL Conference Room.....	Ext 24338/22295
Healing Touch	
Bldg. 164, 3rd FL, Foxtrot Clinic.....	Ext 23122
Health & Wellness Management Class	
Bldg. 128, Rm L209.....	Ext 25602

## **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

## **Mental Health Group Therapy List**

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	
Santa Ana CBOC.....	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	
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
Treatment for Combat PTSD & Substance Use Disorders	
Bldg. 128, Rm K102.....	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 **22915**
- Anxiety and Depression Graduate Group.....Ext **23218**
- CBT for Depression.....Ext **26334**
- Depression & Bipolar Support Group.....(562) 295-7316
- Grief Support Group.....(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.....(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**

## **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)  
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.....Text "VET" to 47848 (SmokefreeVET)  
Online.....[www.smokefree.gov/VET](http://www.smokefree.gov/VET)  
[www.publichealth.va.gov/smoking](http://www.publichealth.va.gov/smoking)

### **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**

<https://myva.va.gov/improving-the-lives-of-veterans-with-myva-311/>

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](http://www.va.gov/healthbenefits)

Public Health and Exposure to Chemicals:

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

Records: [www.archives.gov/st-louis/military-personnel](http://www.archives.gov/st-louis/military-personnel)

VA Forms: [www.va.gov/vaforms/](http://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  
Holiday Schedule—3rd Fri of Month (Nov 16th, Dec 21st)

**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\***