**Phone Numbers & Other Helpful Information**

* **Anger Management**
	+ Anger Management groups offered through the MHC; 2 run concurrently, typically one is virtual and one is face-to-face. 10 week group. If veteran is court-ordered, 100% attendance is mandatory. Veteran does not have to be a MHC patient to enroll in an anger management group. Dr. Mary Kennedy leads the in-person anger management group and Ms. Cassandra Hines leads the VVC anger management group.
	+ Our House (LR nonprofit) offers an anger management group Mondays at 1PM 501-374-7383 302 E Roosevelt Road Little Rock AR 72206
* **Caregiver Support:**
	+ Caregiver Service: 501-257-1520
	+ POC: Lashona Smith
	+ Caregiver Support Line: 855-260-3274
* **Community Care:**
	+ CC Main Office: 501-257-2577
	+ If a veteran is seeking urgent CC (e.g., at a hospital, urgent care clinic, etc) and wants the VA to consider covering the care, they must call 1-844-724-7842 within 72 hours for VA to cover. Veterans can present to the VA ER at anytime and may go to Med Express up to 3 times a year without charge.
	+ MH CC requests: we enter the consult to the correct MHC with language indicating they are requesting community care consult and the reasons they qualify, then the respective MHC program leader submits and it gets either approved or denied. They typically alert us out of courtesy.
* **CPAP Clinic**:
	+ Walk-In Services Offered M-F 0800-1300. Needs appropriate for walk-in services include: difficulties with machine malfunctions, mask difficulties (e.g., need for a new mask, mask fittings, etc), and immediate supply needs (i.e., if a part breaks and the pt can't wait for it to arrive via mail).
	+ POC: Melanie Peters.
	+ Veterans can order supplies themselves through myhealthevet or call 303-273-6200
* **CVT**
	+ Steps to call a CVT machine from your VA Computer using a web camera:
		- In Google Chrome type in http://care.va.gov/dial (enter)
		- Enter your name
		- Click on the middle button VIDEO
		- In the “Search to call” box enter the #@evn.va.gov (enter)
* **Day Treatment Center:**
	+ 501-244-1900
* **Eligibility and Travel Pay:**
	+ 501-257-5656
* **Emergency Department (McLellan)**
	+ 501-257-4900
* **Enrollment:**
	+ VA Healthcare Enrollment: 1-(800)698-2411
* **Inpatient Psychiatric Hospitalization (3K)**
	+ if we are sending folks to 1L for possible 3K (inpatient psych) admission, they need to arrive by 2:30, otherwise we should send them to ER for eval. This all has to do with COVID tests and the lab's turnaround time (requirements for 3K admission).
* **Infomatics Team:**
	+ Can assist with deleting notes from medical records
	+ VHALITCIS@VA.GOV
	+ Tammy Reynolds, Lavern Esters, Melva Hobbs, Rachel Mitchell, JoEtta Powell
* **LGBTQ Care Coordinator:**
	+ Billy Hipp
	+ 501-257-3324
* **Medical Records:**
	+ 501-257-2562
	+ To request records maintained by CAVHS: Email: visn16foialittlerock@va.gov, Phone: 501-257-2972
* **Ketamine Clinic:**
	+ Referrals handled by the MHC.
	+ FYI: The veteran must have had 4 trials of antidepressants from 3 different classes of adequate dose and duration. Discontinuations of antidepressants due to side effects prior to reaching dose/duration do not count as adequate trials. Please note that only medications classified as antidepressants count as trials; others would be augmenting agents. Conditions that disqualify a veteran: active SUD, h/o ketamine abuse, uncontrolled hypertension (BP must be consistently <140/90), heart failure, dementia, delirium in the past 30 days, liver failure, seizure disorder, bladder ulcerations, significant irritability/lability. They must be willing to commit to treatment 2x weekly for a full morning for 4 weeks, then tapering to once every four weeks indefinitely. If they have a total of 3 no-call no-shows, they can be dismissed from the program. They must have a driver after infusion. Currently, there is a national shortage of ketamine, so they are not accepting new patients. If the patient wants esketamine, they must have all of the above plus two trials of augmentation medications of adequate dose/duration.
* **MHC Phone Numbers:**
	+ **NLR (1L):** 501-257-3131 Option 4
	+ **CBOCs:**
		- Conway 501-548-0500
		- El Dorado 870-875-5900
		- Hot Springs 501-520-6250
		- Mena 501-609-2700
		- Mt. Home 870-594-8387
		- Pine Bluff 870-541-9300
		- Russellville 479-880-5100 Ext 4.
		- Searcy- 501-207-4700 x34754
		- Fayetteville Clinic- 501-246-1695
* **MHTCs:**
	+ **NLR (1L)**
	+ **CBOCs:**
		- Conway (CON): Bliss Parker, RN
		- El Dorado (ELD): Sarah Star, RN
		- Hot Springs (HSP): Patrick Cox, RN
		- Mena: Tammy Sue Hughes RN
		- Mountain Home (MTH): Tammy Doebler, RN
		- Pine Bluff (PBL): Belinda Smothers, RN
		- Russellville (RUS): Audrey Duvall, RN
		- Searcy (SEA): Luke Gower, RN
* **My HealtheVet**
	+ 501-257-5627
	+ POC: Jana O’Cain
* **No insurance:**
	+ [**https://uamshealth.com/ar-connectnow/**](https://uamshealth.com/ar-connectnow/)
* **Patient Advocate:**
	+ 501-257-5410
* **PCT (PTSD Clinical Team)**
	+ 501-257-3225
	+ Consults require a detailed PTSD eval.
	+ Treatments offered: PE, CPT, EMDR, CBT-I, Seeking Safety/COPE, yoga group, CBCT (couples), relaxation and mindfulness group, STAIR group, trauma and sexuality group
* **Pharmacy (NLR):**
	+ 501-257-2900; Building 66
	+ Pharmacy Help Line: 501-257-6152
	+ If a veteran needs meds while traveling, can enter a temp address: put a start and end date. If veteran needs to go past that date they will need to call Pharmacy and extend it; otherwise the system will resort back to the previous address after the end date. If veteran will be gone for a lengthy time, they may want to enroll at a local VA. Another option is the veteran can take their empty bottles to a local pharmacy and most will let them purchase a short supply; if all else fails the veteran should be able to go to the ER of a VA nearby and they should be able to prescribe a short supply of meds
* **Privacy Officer:** James Davis, James.Davis1979@va.gov
* **Prosthetics:**
	+ 501-257-1610, 121/NLR
	+ POC: Eunice Biddle Davis (Chief, Prosthetics and Sensory Aids Service), Marlene Wright (Supervisor)
* **Schedule A Letters**:
	+ PACT has a process for Schedule A letters for physical disabilities. Veterans complete a form on 3G and then a physician reviews it to determine whether they are eligible. They are then notified of eligibility by letter.
* **Sleep Clinic:**
	+ 501-257-6082, press 1
* **SUD/3L/nicotine:**
	+ 501-257-2846
	+ If veteran needs detox, send to ED.
	+ If unsure of needs present to 3L as a SUD walk-in for evaluation and SUD reccs.
	+ Walk-ins M-F 0900-1300.
* **TBI Clinic**
	+ 501-257-2991 (within physical med & rehab clinic)
* **Traveling Veteran Consult**
	+ POC: Johnette Cathey (Traveling Vet Coordinator)
* **VA Police:**
	+ 501-257-6550
* **VBA (Veteran Benefits Administration):**
	+ VBA Liaison: 1 (800) 827-1000
	+ NLR bldg 111: Services by appt only M 12-4 and W 8-12. Call to schedule 501-370-3829.
	+ McClellan: walk-ins T 8-12 and Th 12-4.
	+ <https://www.benefits.va.gov/littlerock/>
	+ PCBH does not complete evals for benefits purposes. Veteran’s need to go through VBA for those evaluations. They have specific VBA providers who conduct those forensic evaluations. Veteran’s can request a DBQ form to be evaluated by a private provider or be evaluated as part of the C&P exam.
* **Vet Center:**
	+ NLR Vet Center 501-918-1800
	+ Couples Counseling: LR Vet's Center, Ms. Heather R. Murrow, Director of the Vet Center in LR. At 501-324-6395. Offers virtual.
* **Vocational Rehab:**
	+ 501-257-1649
* **Welfare Check:**
	+ To initiate a welfare check, contact the VA police at 501-257-6550. They will coordinate the welfare check with local law enforcement agencies. After initiating a welfare check (or making any disclosure of private information), email the privacy officer James Davis at James.Davis1979@va.gov
* **Whole Health**
	+ 501-257-3441
	+ Clinical Hypnosis for chronic pain and/or GI issues conducted by Dr. Croes-Orf (in person or VVC)
	+ Battlefield acupuncture, massage services also offered