



## Behavioral Health Hinesville CBOC

### Accessing Mental Health Care

Thank you for choosing to obtain your healthcare needs with our Mental Health Service. With our continued growth and expansion of services, we want to ensure that we can continue to provide timely available access, including same day services as needed in a manner consistent with the goals of the Department of Veterans Affairs.



### Appointments

#### *Making, Cancelling & Rescheduling*

All appointments are negotiated with you and scheduled with the aid of our Medical Support Assistants (MSAs). Make cancel and reschedule by calling locally during business hours at (912) 408-2903, (912) 408-2914, or (912) 408-2916 or any time through Charleston at (843) 789-7311 or 1-888-878-6884.

### My HealtheVet

#### *Manage your Health Care Online!*

Using My HealtheVet you can refill prescriptions, view scheduled appointments, and send secure messages to your mental health provider for non-urgent needs. You can also view lab and radiology results as well as VA progress notes.

Not signed up? Ask for more information at your next VA healthcare visit and complete the in-person authentication process. Our goal is to provide a response to your secure messages within two business days.

### New to Mental Health?

Same-day services are available for Veterans referred to Mental Health or those that walk-in without scheduling an appointment.

### Urgent Needs

#### *Medication*

Questions regarding medication refills or mild side effects, please call the VA Telephone Advice Program (TAP) at (843) 789-6400 or 1-888-878-6884, 24 hours a day/7 days a week. A nurse will take your information and forward it directly to your team. Your provider, and/or a member of the mental health team will get back to you to discuss your question/concern(s) within 24 hours.

#### *Therapy/Support Needs*

Whether you are new to behavioral health or already established we highly recommend attending Behavioral Health Orientation to learn about the wide range of services and programs available. Orientation occurs every Friday at 1pm and no appointment is needed. Same day access is available for those with an urgent need but is limited to urgencies. Recovery requires establishing a treatment plan with your team and veterans are encouraged to reach out to their team members for assistance. Drop in services for non-urgent needs are not available.

### Emergency Needs

Dial 911 and/or travel to your nearest emergency room. Emergency needs could include having thoughts of hurting yourself or others or severe side effects from a medication (i.e., difficulty breathing, dizzy spells, etc.).



The Veterans Crisis Line is available 24 hours a day, 7 days a week by calling **1-800-273-8255, then press 1.**

You can also send a **text message to 838255** to receive confidential support.

# Evidence-Based Psychotherapy (EBP) at the Hinesville CBOC

<b>Problem</b>	<b>Treatment Type</b>	<b>Treatment Focus</b>	<b>Timeline</b>
<b>Depression</b>	- Cognitive Behavioral Therapy for Depression (CBT-D)	Changing thoughts and behaviors that promote depression	14-16 wks.
	- Acceptance and Commitment Therapy for Depression (ACT-D)	Getting “unstuck” from depressive thoughts/feelings and increasing self-acceptance	12 wks.
	- Interpersonal Psychotherapy (IPT)	Improving relationships and social skills to decrease depression	16 wks.
<b>Anxiety</b>	- Cognitive Behavioral Therapy (CBT) for Panic Disorder	Changing thoughts about panic attacks and decreasing avoidance of panic symptoms	12 wks.
	- Cognitive Behavioral Therapy (CBT) for Generalized Anxiety Disorder	Changing thoughts and behaviors that promote anxiety and decreasing physical symptoms of anxiety	12-14 wks.
<b>Chronic Pain</b>	- Cognitive Behavioral Therapy (CBT) for Chronic Pain	Improving overall functioning and developing strategies to manage pain effectively	12 wks.
<b>Relationship conflict</b>	- Integrative Behavioral Couples Therapy (completed w/ partner)	Changing unhelpful relationship behaviors	8-12 wks.
<b>PTSD</b>	- Cognitive Processing Therapy (CPT)	Identifying how trauma changed beliefs about self, others, and the world and changing beliefs that are not helpful or accurate	12 wks.
	- Prolonged Exposure (PE)	Processing trauma memories and decreasing avoidance	12 wks.
	- Concurrent Treatment of PTSD and Substance Use Disorders Using Prolonged Exposure (COPE)	Decreasing substance abuse and processing trauma memories	12 wks.
<b>Insomnia</b>	- Cognitive Behavioral Therapy for Insomnia (CBT-I)	Improving sleep behaviors and changing unhelpful thoughts about sleep	4-6 wks.
<b>Overwhelming emotions/self-harm/suicidal ideation</b>	- Dialectical Behavior Therapy (DBT)	Learning strategies to better manage emotions and decrease harmful behaviors	Varies



Department of  
Veterans Affairs



**HUD-VA SUPPORTIVE HOUSING PROGRAM**

*Are you a Homeless Veteran?*

**HUD/VASH**

**Walk-In Clinic**

**MONDAY – THURSDAY**

**9:00 am to 11:00 am**

*EXCLUDING HOLIDAYS*

**Hinesville Primary Care Clinic**

**500 E. Oglethorpe Highway**

**Hinesville, GA 31313**

**(912) 408-2900**

Find out if you qualify for HUD/VASH, a VA program designed to move Veterans and their families from homelessness to stable housing. HUD/VASH is supported with VA case management and clinical services.

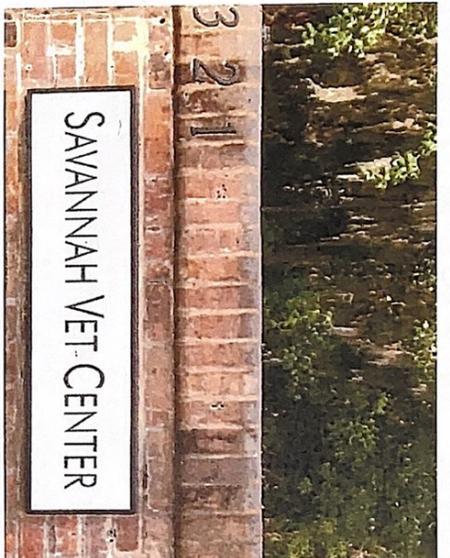
**CALL**

**Mrs. Jane Stevens, LISW-S 912-408-2950**

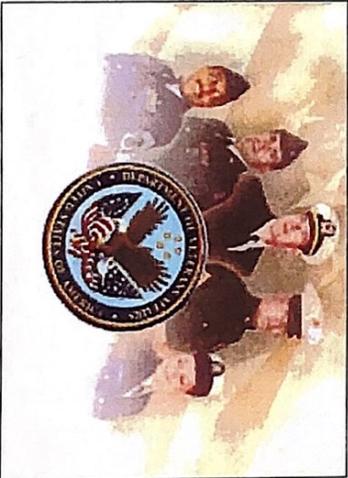
### *Transition and Communication Skills*

Congratulations! You made it through a very difficult and trying time. The transitioning back to civilian life, especially after a deployment, is a time of reunion and reintegration. This can be such a relief, but many times, Veterans and their families experience difficulty when gone for so long. Do not worry, you are not alone. The intent of the group is to improve basic relationship and communication skills. Communication goes far beyond the actual words that you say. More importantly, it's how you say it and the way that you act while you're saying it. The impact of your message depends on the other person's view as to how they interpret your message. The goal is to build trust in relationships and to begin to share your thoughts and feelings with others in an open manner. This leads to better communication and ultimately builds on your already proven abilities to adapt. The group is all about improving your readjustment skills for transitioning back to civilian life and assisting you to be able to communicate effectively with loved ones, friends and co-workers.

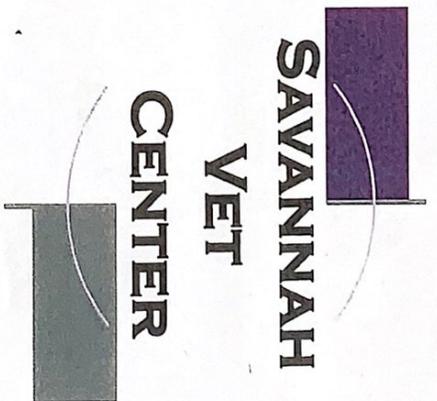
**Guided Imagery & Relaxation Therapy-** Imagery has been found to be very effective for the treatment of stress. Imagery is at the center of relaxation techniques designed to release brain chemicals that act as your body's natural brain tranquilizers, lowering blood pressure, heart rate and anxiety levels. By and large, researchers find that these techniques work. Because imagery relaxes the body, doctors specializing in imagery often recommend it for stress-related conditions such as headaches, chronic pain in the neck and back and high blood pressure.



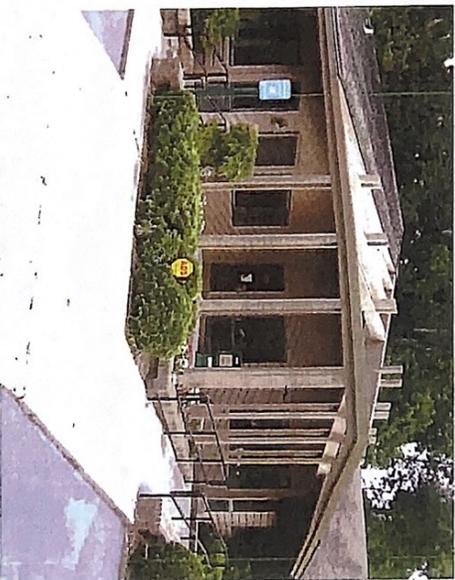
**Savannah Vet Center  
Readjustment Counseling**  
321 Commercial Drive  
Savannah, GA 31406  
Phone: (912) 961-5800  
Fax: (912) 692-0250  
Website:  
<http://www.vetcenter.va.gov/>



**Department of Veterans  
Affairs**



**Operational Hours:**  
**Monday thru Thursday**  
8:00 am-7:00 pm  
**Friday**  
8:00 am-4:30 pm  
**2nd Saturday of Month**  
8:00 am-4:30 pm  
**After-Hours**  
Available by appointment



**Readjustment Counseling  
Service**

## Mission Statement

At the Savannah Vet Center, we strive to provide you with the highest quality of care. Through a combination of compassion, knowledge and respect we work to encourage personal growth and development. Whether struggling with readjustment issues, PTSD, Family relational problems, or any number of other difficulties, it is our goal to assist you in fulfilling your goals and improving your quality of life. At some point in our lives each of us needs assistance and someone with whom to talk. We have chosen to be that "Someone" to assist you on your journey toward a happier and healthier transition back home.

## Center Services Offered

Individual Adjustment Counseling  
Group Adjustment Counseling  
Marital and Family Counseling  
Sexual Trauma Counseling  
Substance Abuse Information and Referral  
Employment Counseling  
Post Deployment Briefings  
Community Education and Liaison  
Benefits Assistance Referral

## Walk-In Procedures

New Veteran and Family Member "walk-ins" are accepted from 8:00 am to 4:00 pm Monday through Friday. After this initial visit you will be scheduled for continuous follow up care with one of our counselors. Veterans who are already receiving care, but feel they must be seen before their scheduled appointment due to an emergency, may do so during regular walk-in hours. Emergencies should be reserved for those individuals who are experiencing thoughts of harming themselves or others. We understand that emotions can run high so if you feel the need to be seen before your next scheduled appointment, please contact our office to inquire about an earlier appointment.

## Welcome to the

### Savannah Vet Center

We would like to take a moment to welcome you to the Vet Center. We strive to provide a safe and healthy environment for all Veterans and their families who are experiencing a variety of readjustment difficulties from deployment issues.

The first step in your visit to the center will involve meeting with one of our counselors. During this visit information will be gathering information to better assist the counselor in developing readjustment plans and options. Our goal for your first visit is to identify your needs and how we can best assist you. Please understand that what you choose to talk about is your decision. However, a limited amount of time is available. Regardless of your thoughts, emotions or experiences, we are here to listen, to help, and to support you.

## Groups

*Veterans Readjustment and Resiliency*- The concept of readjustment and resilience- the ability of human beings to "bounce back" and rise above their circumstances- is a source of great hope and wonder. It helps us understand the fact that so many people have survived and succeeded in spite of adversity, yet it always remains a little mysterious. Far less mysterious is the fact that some painful life experiences and circumstances can raise our vulnerability to trauma, substance abuse problems and other challenges, yet we must always remember resiliency. The focus of this group is to help you become aware of the impact of past experiences which are causing distress and work to resolve them. The group counselor will make every effort to understand experiences from your point of view. You, the counselor and the group will work together to explore these experiences, come to a better understanding of them and learn how to readjust. The fact that Veterans develop post-deployment stress is a widely accepted idea. Veterans are also known to be strong and resilient in many ways. These qualities may have contributed to your ability to manage these past experiences and their effects. Our goals is to build on these qualities with the group experience and to create an environment that fosters lasting success.

*Women's Group*- The Women's group is an open group that aims to provide a forum to those who may feel more comfortable with women only or may have issues specifically related to gender. Some of the topics discussed in this group include: sexual trauma, sexual harassment/assault/abuse/ domestic violence, women and deployment trauma, balancing life and gender roles, nutrition and body image, motherhood, workplace issues and physical/spiritual/ mental wellness.



## *Keeping the Promise*

## Group Telehealth Agreement

### 1. Confidentiality

I understand the laws that protect the confidentiality of my medical information also apply to telehealth, including group treatment conducted over video telehealth. I understand that the VA has instituted procedures and policies to protect my privacy and confidentiality. The provider will lock the virtual medical room to ensure no unauthorized person will enter the session or listen. I understand that everything said and done in group is confidential. I agree to protect the group confidentiality, by not revealing the names of other members of the group, nor what is said and done in the group. I understand that if I violate this confidentiality, I will be removed from the group. I understand that there is an exception to this confidentiality that applies to the group provider. The one exception to confidentiality is when the provider believes that I may be a threat to myself or others.

### 2. Risks and Consequences

The VA does not record telehealth sessions, including group telehealth sessions, without prior approval. I understand that I will not audio or video record any portion of the treatment session. I acknowledge that while this session will not be audio or video recorded by the VA, there is a risk that the session could be audio or video recorded and disseminated by a group member without knowledge or approval from VA or other group members. The consequence for any member audio or video recording any portion of the treatment session will be the removal from the group for violating confidentiality, as well as referral for prosecution to the full extent of federal and local laws. Applicable local laws may include the location of the provider and all members.

### 3. Privacy

Participation in this group is voluntary, and I have the right to withdraw from the group at any time without affecting my right to future care or treatment or risking the loss or withdrawal of any program benefits to which I am otherwise entitled. No group member is ever required to answer any question, to participate in any activity, or to say anything. If I am asked questions or asked to participate in an activity that makes me feel uncomfortable, I understand that I have the right to decline, and I agree not to pressure any other group member to participate if they are uncomfortable. I agree to be in a quiet, private location during my session.

### 4. Dignity

I agree that I will be tolerant, respectful, and supportive of other group members. I will avoid language that stereotypes or is derogatory to others and will provide only helpful feedback. I will be considerate of others who are talking, will give others a chance to talk, and will not engage in side conversations.

### 5. Behavior

Safety is of the utmost importance. Violence or intimidation toward other group members is not tolerated. Gossip and grudges can be very destructive in a group. I agree that if I have something to say to another group member, I will say it to the member directly and in a respectful way rather than talk about him or her with others. I understand that if the provider believes that I am under the influence of alcohol or other drugs, I will be asked to leave the group.

I have read the agreement for group sessions and agree to follow it. The provider will note in my medical record that I have received, read and acknowledged this agreement



# VA Video Connect

## Getting Started: A Step-By-Step Guide

You have scheduled a VA Video Connect visit with your health care provider. Now what? Follow these steps to get familiar with the technology *before* your appointment.



### 1 Visit the website.

- Go to the VA Video Connect page on the VA App Store website at [mobile.va.gov/app/va-video-connect](http://mobile.va.gov/app/va-video-connect).
- Review the helpful resources on this page, including the Quick Start Guides and Frequently Asked Questions.

### 2 Get set up.

- **For Android or Windows mobile devices and personal computers:** No app download is needed. VA Video Connect will open automatically when you select your appointment link.
- **For Apple mobile devices (iPhone, iPad, or iPod Touch):** Search for and download the "VA Video Connect" app from the Apple App Store.

### 3 Test your device.

- Open an internet browser and go to [mobile.va.gov/app/va-video-connect](http://mobile.va.gov/app/va-video-connect). Once on the page, select "visit the VA Video Connect test site" to make sure your device's camera and microphone are fully functioning.
- If you would like to practice using the app before your appointment, ask your VA care team for a practice session.

### 4 Join your visit.

- A few minutes before your video visit, find the appointment email from "donotreply@mobilehealth.va.gov" and select the appointment link to join your session. In some cases, you will be directed to a virtual waiting room before your session begins.
- Having technical difficulty? Contact the National Telehealth Technology Help Desk.

The National Telehealth Technology Help Desk is available to help you get started and troubleshoot technical problems!  
Call 866-651-3180 or 703-234-4483, Monday through Saturday, 7 a.m. – 11 p.m. Eastern time.



U.S. Department  
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