Jesse Brown VA
Medical Center
820 South Damen Avenue
Chicago, IL 60612
312-569-8387 (Operator)
312-569-7224/7602 (Waiting Room)
312-569-7225 (Cancellations)

Outpatient
Mental Health

HANDBOOK OF SERVICES
Jesse Brown VA Medical Center

- **Jesse Brown VA Medical Center**
  We are a primary healthcare facility in the heart of the Illinois Medical District located at 820 South Damen Avenue, Chicago, Illinois, on the city's west side.

- **MISSION**
  To honor America’s Veterans by providing exceptional health care that improves their health and well being.

- **VISION**
  To be a patient-centered, integrated health care organization for veterans providing excellent health care, research and education; an organization where people choose to work; an active community partner and a back up for National Emergencies.

Crisis Hot Line

www.suicidepreventionlifeline.org

**VETERANS CRISIS LINE**

» 1-800-273-TALK & Press 1
» 1-800-273-8255 & PRESS
Outpatient Mental Health Structure

Intake & Referrals:
- Psychiatric Assessment Clinic (PAC)
- Behavior Health Lab (BHL, Referrals from Medical Teams, located in primary care)
- Outpatient Psychiatry Clinics
  - Post Traumatic Stress Disorder (PTSD) Clinic
  - Affective Disorders Clinic (ADC)
  - Supportive Care Clinics
  - General Clinics
  - Injection Clinic
  - Clozaril Clinic
  - Sexual Health Clinic
  - Geropsychiatry Clinic

Chief of Outpatient Mental Health:
Steve Noronha MD
Room 6354, x57135 Fax: 312-569-6144
E Mail: Stephen.Noronha@va.gov

Chief of Psychology: Mark Zerwic, PhD
Rm 5343, x56955

Social Work Supervisor: LaWanda Aldridge LCSW
Rm 4313, x57654

Nursing Supervisor: Dee Hamilton MS, CNL, MSN/Ed, RN-BC,
Rm 8450, x57215

Patient Assignment to the Outpatient Psychiatry Clinic
- Each patient is assigned to a Team Psychiatrist and/or a Primary Therapist (a psychologist, social worker, or nurse).
- Your Team will coordinate all your mental health services.
- You will continue to participate in your Primary Care (PC/Medical) Clinic(s) for all other medical issues.

First Appointment
Please bring a copy of any pertinent medical records from outside providers.

Appointment Guide
Please report to Waiting Room 6310 (6th Floor Taylor Building) to check in with Clerks before all appointments.

Notify the clerk:
- Of any change in your phone number, address, or next of kin or to add a cell phone number
- If you are kept waiting more than 20 minutes
- If you have any questions at all. (There are no stupid questions!)
Cancellations, Rescheduling, Late Arrivals

1. **Cancellations/Rescheduling:** If you cannot make your appointment, please call as soon as possible as another veteran can be scheduled during that time. Call 312-569-7225.

2. **Late:** If you will be late, please alert your clinician or the Waiting Room Clerks as soon as possible at 312-569-7224/7602

### Discharge/Re-Enrollment

**Maximum Benefit/Treatment Plan Goals Met:**

- **Absence:** If you miss three (3) consecutive appointments or been absent from the clinic for several months (e.g., 3-6 months, based on circumstances), you may be discharged from the clinic.

- **Disruptive Behavior:** A safe, nonthreatening environment is required for all treatment. Disruptive, threatening, disrespectful behaviors may be cause for discharge.

- **Re-Enrollment after any type of Discharge:** You will need to be re-evaluated in PAC for clinic reassignment.

### Improving Your Mental Health

**Treatment Plan Development**

You and your assigned Primary Clinician and/or other Team Members will work together to develop an individualized Treatment Plan that will:

- Identify problem areas you would like to work on
- Goals you would like to achieve
- The kind(s) of services, therapy, resources, etc., that will help you achieve those goals
- Determine a time-frame within which to achieve your goals

**Your involvement in the treatment planning process is essential to your recovery!**

---

**SAFE ENVIRONMENT**

- A safe environment is necessary for treatment. To maintain a safe environment, we (and you) should not and cannot tolerate:
  - Violent or assaultive behavior
  - Behavior that is perceived as directly threatening to others
  - Repeated verbal threats
  - Abusive behavior
  - Behavior that results in the damage or destruction of property.
  - Possession of a weapon or dangerous object on VA grounds
  - Any criminal behavior on hospital grounds such as forgery, stealing, etc.
ADJUNCT/ADDITIONAL SERVICES
Not all may be available at all times. Some may have eligibility requirements. If you are interested in any services listed, please discuss with your Primary Care Provider.

- Anger Management Group
- Addiction Treatment Programs:
  - Alcohol Treatment Program (ATP)
  - Drug Dependency Treatment Center (DDTC)
  - Dual Diagnosis Engagement Group Program (DDEPG)
  - Long-Acting Methadone Treatment (LAMAT)
  - Substance Abuse Residential Rehabilitation Treatment Program (SARRTP)
- Biofeedback/Neurofeedback
- Blind Rehabilitation Services (BRS)
- Care Coordination Home Telehealth (CHT)
  - For certain Medical Problems
  - For certain Psychiatric Problems
- Care Giver Support Program
- Chaplain Services
- Compensated Work Therapy (CWT) and Supported Employment (SE)
- Computer Classes
- Coping With Medical Problems Group
- Couples Enrichment Group (4 weeks series)
- Driver Rehabilitation Center (Hines)
- Grief Group
- Home services:
  - Home Base Health Care (HBPC)
  - Homemaker
  - Nursing care
- Homeless Veterans Services
  - Housing & Urban Development Department/Veterans Administration Supported Housing (HUD/VA)
  - Supported Housing (SE)
  - Transitional Housing
- Hypnosis
- Incarcerated Veteran Program
- Insomnia Treatment Group (8 week series)
- Marriage and Couples Counseling
- Meditation Group
- Military Sexual Trauma (MST) Treatment
- MultiFamily PsychoEducational Group
- Neuropsychological evaluation
- Wellness Programs
- Nutrition Services
  - Weight Loss
  - Wellness
  - MOVE!
  - Recreation Therapy
- TeleMOVE!
- Pain Clinic/Education
- Psychosocial Recovery Programs (PRRC)
  - PRRC
  - Day Hospital Program (DHP/Partial Hospitalization)
- Psychological Testing
- Recreation and Occupational Therapy
  - NUMEROUS Sports-related programs, ask for brochure!
- Recovery Program
  - Work Therapies
    - Supported Employment
    - Transitional Work Experience
    - Volunteering
- Seeking Safety
- Smoking/Tobacco Cessation Programs
- Social Skills Group
- Telemental Health (Only available at this time to limited situations/treatments)
- Vet2Vet Mental Health Education & Support Meeting (Peer Counseling)
- Women’s Support Group
Community Based Outpatient Clinics (CBOC)

- **Adam Benjamin Jr. (ABJ)**
  - 9330 S. Broadway
  - Crown Point, IN
  - (219) 662-5000

- **Auburn-Gresham (ABG)**
  - 7731 S. Halstead St
  - Chicago, IL
  - (773) 962-3700

- **Chicago Heights (CH)**
  - 30 E. 15th Street (ste. 207)
  - Chicago Heights, IL
  - (708) 754-8880

- **Lakeside (LS)**
  - 211 E. Ontario, 12th Floor
  - Chicago, IL
  - (312) 569-8387

---

**Patient Rights and Responsibilities**

Veterans Health Administration (VHA) employees will respect and support your rights as a patient. We are pleased you have selected us to provide your health care. We plan to make your visit or stay as pleasant for you as possible. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

You will be treated with dignity, compassion and respect. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values. Treatment providers will respect your personal freedoms.

**COMPLAINTS**

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints.
- You will be given understandable information about the complaint process.
- You may complain verbally or in writing, without fear of retaliation.
- Complaint can be referred to the Service or Facility Patient Advocate.

**Patient Advocates**

**Jesse Brown VAMC**

Phone: (312) 569-7959
Room: 1410

**Clinic-Lakeside**

Phone: (312) 569-3095
1st floor, Room 157

**Clinic-Crown Point**

Phone: (219) 662-5120
1st floor, Room 190
Important Facts

• Prescription medication refills: Effective 4/1/12 ALL MEDICATION REFILLS WILL BE MAILED
To avoid delays: 1) Keep your address current with the VA
2) Order at least 14 days in advance
   – Call 1-888-878-6888, press #2
   – Mail your refill slips to the return address on the prescription label
   – Order Online: http://www.myhealth.va.gov/ (Registration Required)
   – Place medication refill slips in drop box outside Pharmacy

• Parking Validation
   – Parking is free if you are here to see someone on your treatment team.
   – Please provide your ticket to the Outpatient Mental Health clerk at check-out.

• Travel Payment or Reimbursement*
   – Check in with Transportation and Travel Dept
     • Room 1414, 312-569-7583
   – To register and, if/when they determine eligibility, arrange a payment method of either:
     – Direct Deposit to your bank or
     – Mailed to your residence

• Lost & Found Room 7450, ext. 56299

• Information Desk, Main Lobby, Damen Entry
  • Ext. 56338
  • (312) 569-6338

• Veteran's Benefits Counselor
  – Room 1485, ext. 56231, 1-800-827-1000

* Please be aware that your clinician cannot hurry along payments. Transportation & Travel controls all aspects and currently payments are made approximately 2x/month.

Important Phone Numbers

<table>
<thead>
<tr>
<th>Department</th>
<th>Extension</th>
<th>Direct Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admission</td>
<td>56177</td>
<td>(312) 569-6177</td>
</tr>
<tr>
<td>Agent Cashier</td>
<td>57536</td>
<td>(312) 569-7536</td>
</tr>
<tr>
<td>Appointment Scheduling</td>
<td>57225</td>
<td>(312) 569-7225</td>
</tr>
<tr>
<td>Canteen-Retail Store</td>
<td>56111</td>
<td>(312) 569-6111</td>
</tr>
<tr>
<td>Chaplains Service</td>
<td>56328</td>
<td>(312) 569-6328</td>
</tr>
<tr>
<td>Compensation &amp; Pension</td>
<td>57372</td>
<td>(312) 569-7372</td>
</tr>
<tr>
<td>Dental Care</td>
<td>56669</td>
<td>(312) 569-6669</td>
</tr>
<tr>
<td>Eligibility-Enrollment</td>
<td>56275</td>
<td>(312) 569-6275</td>
</tr>
<tr>
<td>Eye Clinic</td>
<td>57502</td>
<td>(312) 569-7502</td>
</tr>
<tr>
<td>Patient Travel</td>
<td>57583</td>
<td>(312) 569-7583</td>
</tr>
<tr>
<td>Pharmacy – Patient Refill</td>
<td>58810</td>
<td>(312) 569-8810</td>
</tr>
<tr>
<td>Release of Information</td>
<td>57401</td>
<td>(312) 569-7401</td>
</tr>
<tr>
<td>Service Org-American Legion</td>
<td>56233</td>
<td>(312) 569-6233</td>
</tr>
<tr>
<td>Social Work Service</td>
<td>56509</td>
<td>(312) 569-6509</td>
</tr>
<tr>
<td>Telephone Care; Speak with a nurse 24/7</td>
<td>(800) 591-4815, press 2</td>
<td></td>
</tr>
<tr>
<td>Voluntary Service</td>
<td>56109</td>
<td>(312) 569-6109</td>
</tr>
</tbody>
</table>
STAFF

OutPatient Psychiatry Clinic Teams (Team Leader, also usually your medicating psychiatrist)
Affective Disorders Clinic (ADC)
Waylon Smith LCSW, Rm 6330, x56547
Robert Derden PhD, Rm 6329, x57137
*Donald Kozol MD, Rm 6337, x57203
Debbie Patter MS, RN, PMHCS BC, Rm 6331, x57217

General Clinic (Deutsch)
*Jacqueline Deutsch, DO, Rm 6336, x56544
Michael Flynn PhD, Rm 6326, x56876
Shondale Deloach PhD, Rm 6334, x56983
Merle Pray, MS, RN, Rm 6332, x57173

General Clinic (Polsby)
Andy Lehman PhD, Rm 6377, x7223
Ed Landreth Psy.D, Rm 6369, Tel (708) 4923956
Susan Napolillo LCSW, Rm 6373, x57212
*Lisa Polsby MD, Rm 6375, x56548
Gregory Schenck, LCSW, Rm 6369, x56133

Geropsychiatry/Clozapine
*Steve Noronha MD, Rm 6354, x57135
Dana Frank Pharm.D, Rm 1217, x57940
Carolyn Smith BSN, RN, Rm 6381, x58084
Kevin Foss LCSW, Rm 6380, x56362

Injection Clinic
Carolyn Smith BSN, RN, Rm 6381, x58084

PTSD-NONCombat-related; Anxiety/Trauma & Personality Disorders
*Mary Walsh MD, Rm 6312, x56545
George Spalek LCSW, Rm 6316, x56537
David Eisenberg PhD, Rm 6318, x57229

STAFF cont’d

Sexual Health and/or Couples Therapy
Jeff Albaugh PhD, APRN,CVNCS, Rm 6287, x57206

Supportive Care (Circle)
*Sybil Circle, MD, Rm 6379, x56542
Joanne Doyle, PsyD, Rm 6374, x57230
Rosemarie Dubiel, LCSW, Rm 6376, x57172

Supportive Care (Lipman)
*Laurie Lipman MD, Rm 6378, x57211
Ivan Budisin PhD, Rm 6371, x57207
Kevin Foss LCSW, Rm 6380, x56362

Vesting Clinic:
Murrie Davis RN, MS, ANP-C, Rm 6383, x57889
Please be sure to see your Medical Doctor and/or Psychiatrist at least once every year.

Inpatient Liaison: To help you transition more smoothly from inpatient to outpatient care.
Michelle Williams, Supervisor, Rm 6338, x57450
James Dickey, Mental Health Technician Rm 6339, x58377
Oscar Kinslow, Health Technician, Rm 6339, x56930

Patient Administrative Support/Clerical Staff:
Barbara Holloway, Rm 6349, x57232
Gloria Willett, Rm 6310, x58255
Cynthia Small, Rm 6310, x57602

Secretary: Rosebud Howard, Rm 6352, x57210

Behavioral Health Lab (Referrals from Primary Care/PC Medical to Psychiatry)
Nalla Durai MD, Rm 1182, x57703
Daniel Luchins MD, Rm 1182, x57703
Matthew Barrett MD (Fellow), Rm 1182, x57703
Natasha Condon LCSW, Rm 1200B, x57343
STAFF cont’d

PAC
Zvezdana Djuric MD (Chief PAC), Rm 1492, x56268
Edward Butler PsyD, RN (Coordinator), Rm 1496, x56271
Robert Walters PhD, Rm 1492, x56269
Pamela Lawson LCSW, Rm 1453, x58351
Megan Flaherty LCSW, Rm 1451, x56879
Kay Hail, Clerk, Rm 1492, x56269
Ann Lindgren, Addiction Therapist, Room 1492, x56269

Post Traumatic Stress Disorders (PTSD-Combat Related) Clinic
Joseph Yount PhD (Coordinator), Rm 2301, x57231
Cheryl Gaines MD, Rm 2302, x57204
Christian Stepansky MD, Rm 2305, x58201
Laura Kordon MD, Rm 2303, x56541
Sheila McNulty MSN, RN, CNS-BC, Rm 2300, x57202
Eric Glessner LCSW, Rm 2338, x56539
Eric Proescher PsyD, Rm 10405, x57255
Leah Paskar PhD, Rm 6328, x56939
Holly Hunley PhD, Rm 8473B, S8067
Jonathan Beyer PhD, Rm 6333, x57209 (MST coordinator)
Evelyn Harris (clerk), Rm 2304, x57136

Mental Health Intensive Case Management (MHICM)
Rebecca Dundavey LCSW (Coordinator), Rm 6298, x58085
Sybil Circle MD, Rm 6379, x56542
Alan Day LCSW, Auburn Greshom (AG)/1478, x53733
Shirley Campbell RN, MSN, Auburn Greshom (AG)/146, x53733
Delores Brown LPN, Rm 6299, x57341
Colleen Kelley RN BC, Rm 6297, x58548
Edmond Stewart MHT, Rm 6296, x58158
Genesse Gamble MHT, Auburn Greshom (AG)/152, x52754
Rodney Williams Program Specialist Rm 6296, x58087