

# Veteran's Town Hall Newsletter

Eureka VA

Community Based Outpatient Clinic (CBOC)



Produced by the Veterans and Staff of the Eureka VA Town Hall and Newsletter Committee

**Summer Edition 2015**

## **TO: Staff and Veterans of the Eureka VA Community Based Outpatient Clinic:**

You are holding the first edition of the Veterans Town Hall Newsletter. It is our hope that this Quarterly Newsletter will facilitate and improve communication and understanding of VA programs/processes as well as address Veteran concerns, questions and comments. The mission of both the Newsletter and Town Hall meetings is to foster an environment of transparency and teamwork in order to improve care, trust and communication. This will support the delivery of the best possible service and care to you, our valued local veteran.

This Committee, comprised of Veteran and staff volunteers, will hold the Quarterly Town Hall Meetings; the first is scheduled **September 1, 2015 at 4:30 PM** at the Clinic. More importantly, the questions and requests of Veterans can be aired in a spirit of mutual cooperation. The newsletter and Town Hall Meetings are/will not “be run by VA”, but rather co-chaired by the veterans and staff who have volunteered to take part in improving communication between VA and our veterans.

## **Current Members of the Veterans Town Hall and Newsletter Committee:**

### **Staff**

Mr. Rogan Rice, Clinic Director, RN, RNFA and CNOR, U.S. Army Veteran  
Ms. Debby Brown, Mental Health Director, LCSW (Licensed Clinical Social Worker)  
Ms. Darcy Fisher, Acting Administrative Officer  
Ms. Sheryl (Sherrie) Sample, Lead MSA (Lead Medical Support Assistant)  
Ms. Kelly Stephens, Member Services, U.S. Navy, 2001-2004, OIF (Operation Iraqi Freedom)

### **Humboldt County Veteran Volunteers**

Mr. John Mitchell, Veteran Advocate, USN, 1967-'69, USS Pueblo, P.O.W.  
Mr. David Douglas, U.S. Army 2003-2009, Iraq, Korea, Egypt  
Mr. Bryan Furman, U.S. Army, 1966-'69, Vietnam  
Ms. Rhonnda (Ronnie) Pellegrini, U.S.M.C., 1983-1987

## Patient Aligned Care Team (PACT)

Do you know you have a 4 person Patient Aligned Care Team (PACT) at the Eureka V.A. Clinic?

Each Pact Team consists of your Doctor/Provider, Registered Nurse (RN), Licensed Vocational Nurse (LVN) and Medical Support Assistant (MSA). You can contact your MSA to make or cancel or reschedule appointments or ask other questions.

<b>TEAM A</b>		<b>TEAM D</b>	
PROVIDER	Dr. Rodriguez	Provider	Dr. Pai
RN	Rick Ross	RN	Steve Ross
LVN	Robert Koeppel	LVN	
LEAD MSA (707)269-7524	Sheryl Sample	MSA (707)269-7523	Vanessa Christiansen
<b>TEAM B</b>		<b>TEAM E</b>	
PROVIDER	Rebecca Morris, FNP	PROVIDER	Dr. Francisco
RN	Tiffany Morais	RN	Pamela Runyon
LVN	Millie Crummett	LVN	Renee Dias
MSA (707)269-7522	Mandy Leonhardt	MSA (707)269-7525	Amber Zeller
<b>TEAM C</b>		<b>TEAM F</b>	
PROVIDER	Margery Young, FNP	PROVIDER	Dr. Kangath
RN	Suellen Lowry	RN	Scott Morrison
LVN		LVN	
MSA (707)269-7521	Diamond Driscoll	MSA (707)269-2802	Melissa Mansfield

Front Desk Medical Support Staff: Bob Cowan, Lori Lara, Trina Morais, and Allie Isaacson

### Please Welcome our New Permanent Providers Dr. Kangath and Dr. Pai to the Eureka VA

#### Raghesh Varot Kangath, MD

Completed his residency in Internal Medicine from University of Connecticut and Infectious Disease Fellowship from Texas A & M. He is certified in American Board of Infectious Disease and Internal Medicine. Areas of expertise include skin and soft tissue infections, surgical site infections, osteomyelitis. Hobbies include traveling (holds physician licenses in United Kingdom and Australia) and spending time with family. Wife, Pai, is also a staff physician at Eureka CBOC and they have a three year old daughter.

#### Rajasree Pai Ramachandra Pai, MD

Completed her residency in Internal Medicine from University of Connecticut and Fellowship in Endocrinology from Texas A & M University. Certified in American Board of Endocrinology and Metabolism and American Board of Internal Medicine. Areas of expertise include complicated Diabetes Mellitus and Metabolic Syndromes, lipid disorders, osteoporosis, thyroid disorders, pituitary neoplasms and weight management. Serves as guest writer for Endocrinology section of MedPage Today. Her hobbies include writing public health articles for journals and newspapers, gardening and she enjoys spending time with family.

## Mental Health Services Eureka VA Clinic

People who serve in the military and veterans can face unique challenges. There are many emotions involved with being at war, separated from loved ones, as well as the stressors that are inherent in multiple and extended deployments. The stress encountered in service can also play a role in mental health issues, including anxiety, depression, posttraumatic stress disorder (PTSD), and substance abuse.

Here at the Eureka VA Medical Clinic we have a full staff of mental health professionals that serve veterans. Our **MISSION:** *to support you as you improve your daily functioning and quality of life.*

### ***What is good mental health?***

Good mental health is a sense of wellbeing, confidence and self-esteem. It enables us to fully enjoy and appreciate other people, day-to-day life and our environment. When we are mentally healthy we can:

- ✚ form positive relationships
- ✚ use our abilities to reach our potential
- ✚ deal with life's challenges

In our efforts to support you and your recovery to good mental health we offer the following services:

### **Services Offered:**

- ✚ Counseling — Individual, Couple, Group, Family
- ✚ Psychiatric Medicine Management
- ✚ Peer Support Specialist Services
- ✚ Tele-Mental Health Services
- ✚ Mindfulness Meditation Instruction
- ✚ Walk-in Mental Health Assessment
- ✚ Suboxone Clinic for Opioid Dependence
- ✚ Psychological Testing

### **Your Mental Health Team**



Left to Right:

Dr. Villasenor Dr. Tracie Rivera,  
Dr. Linda Ravetti, Ms. Forest Harpham.  
Ms. Debby Brown, Dr. Tanya Tom,  
Mr. Roberto Rodriguez, Mr. David Grigg  
Not Pictured: Mr. Doug Rose-Noble



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**Debby Brown, LCSW**

Mental Health Director and licensed therapist who works with individuals, families, couples and group therapy.

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**David Villasenor, MD**

Dr. Villasenor is a psychiatrist who prescribes medication to alleviate and/or resolve symptoms interfering with good mental health. He runs the Eureka Opiate Recovery Treatment program and is the lead psychiatrist for the Rural Interdisciplinary Pain Clinic team.

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**Linda Ravetti, DNP**

Dr. Ravetti is a licensed Psychiatric Nurse Practitioner. She is a medication prescriber as well as facilitates the Whole Health class. Linda participates in shared appointments with the diabetes team and consults with the liver clinic.

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**Tracie Rivera, MD**

Dr. Rivera is a Psychiatrist and medication prescriber. Her role is integrated with primary care to increase access and to better manage patients receiving psychiatric care within the primary care system.

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**Tanya Tom, PhD**

Dr. Tom is our psychologist that works .6 of the time with mental health and .4 with Home Based Primary Care. She performs psychological/memory testing, provides individual/couple therapy, conducts care provider in home assessments and facilitates the Cognitive Behavioral Therapy Group for the treatment of Insomnia. .

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**Doug Rose-Noble, LCSW**

Doug is a licensed therapist with over 40 years of experience in the mental health field. He sees individuals, couples, families and facilitates the Addiction Recovery Group, Seeking Safety and PTSD 101.

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**Roberto Rodriguez, Peer Support Specialist**

Roberto is our peer support specialist who works with veterans to support mental health recovery. Roberto is an Army OIF/OEF veteran who previously worked as an assistant office manager at the Redwood Vets Center. He provides peer support services as well as facilitates the Recovery Support Group and Reading for Recovery.

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**David Grigg, ASW**

David is part of our Post-Masters Social Work Fellowship in Rural Mental Health program. David has a master's degree from Boise State University and has been serving in this 1 year appointed position since Sept 2014. He provides individual, couple and group therapy as well as mental health triage. He is currently running PTSD 101 and co-facilitating Addiction Recovery Group.

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**Forest Harpham, ASW**

Forest is our other Post-Masters Social Work Fellow. She has a master's degree from Humboldt State University. She currently provides individual, couple, group therapy and mental health triage. She is running 2 mindfulness groups and Seeking Safety. She too has been with our clinic since Sept 2014 in a 1 year appointed position.

## Member Services



The Eureka VA Clinic has one member services representative. Her name is Kelly Stephens. Kelly has been at the Eureka VA Clinic since October of 2012. You may remember Kelly from the front desk as her role as a Medical Support Assistant. In September of 2014 Kelly was transitioned to the member services/business services side of the clinic to better service veterans and their growing need for this type of support.

Kelly is a Navy veteran and comes to the Eureka VA Clinic with a vast knowledge of the VA health system and works closely with our outside veteran resources such as the Veterans Service Office, College of the Redwoods Veterans, Resource Center, Redwood Vets Center, North Coast Veterans Resource Center and much more.

Here are just a few things that you might need member services for:

- Annual Means Test updates
- Insurance updates
- Co-payments/VA billing issues
- New or replacement VHA identification card
- Enrollment
- Next of kin or emergency contact updates

If you are in need of any of these above items, please just drop in at the Eureka VA Clinic. Please check in at the front desk to make sure it is something that member services can assist you with. You will then be asked to sign in at the security desk. Please keep in mind, Member Services are a walk-in service and does not schedule appointments to see her. If you are driving from a long distance please call the clinic to make sure Kelly is in the office for the day. You can also contact Kelly in the Eureka VA Clinic by phone at (707)269-7549. If you need immediate assistance please do not hesitate to contact the San Francisco VA Medical Center Member Services at (415)221-4810, press “0” and ask the operator for Member Services.

### Some things that you may not know about Veteran Choice Program

Enrolled Veterans, have the option to receive care by a non-VA health care provider closer to home rather than waiting for a VA appointment or traveling long distance to a VA facility. The VA Choice Program temporarily authorizes you to receive health care from non-VA providers.

You can enjoy the benefits, if these conditions apply to you:

- Enrolled in the VA health care system before August 1, 2014
- Wait times for VA care exceed 30 days from the desired care date or the date medically determined by your physician
- Non-VA care is prescribed by a VA provider
- Live more than 40 miles from to the nearest VA care site – VAMC, community-based outpatient clinic (CBOC), etc
- Live in a state without full-service VA medical facilities that provides hospital care, emergency service and surgical care, and reside more than 20 miles from such facility.
- **If you choose to use the Choice Card, please coordinate your pre-approved care by calling 1-866-606-8198**



**Eureka VA Outpatient Clinic Services**

- Primary Medical Care (707) 269-7500
- Pharmacy (707)269-7546
- Pharmacy (Auto Fill) 1-415-750 -2233
- Laboratory Tests
- Social Work Services
- Podiatry
- Prosthetics
- Optometry (Optometrist coming soon)
- Optician (for glasses)- Ken Jones  
(707) 269-7574
- Health Care for Homeless Vets
- SFVA Medical Center 1-415-222 -4810
- MyHealthVet 1-877-327-0022
- Telephone Linked Care 1-800-733-0502
- Veterans Choice Card 1-866-606-8198
- Home Based Primary Care (by referral)  
(707)269-2800
- X-Rays
- Telemedicine
- VA Enrollment Assistance (707) 269-7549
- Audiology (707) 269-7534
- Nutrition (707)269-7529
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- Physical Therapy
- Occupational Therapy
- Mental Health Services
  
- Psychiatric Medication Evaluations and Follow up
- Telemental Health Services
- Individual and Group Counseling
- Group treatments available: Substance Abuse, Mood Management, Anger Management, Creating Healthy Relationships, Seeking Safety, Symptom Management for PTSD, and Managing Anxiety.