

Veterans Handbook

MENTAL HEALTH INTENSIVE CASE MANAGEMENT PROGRAM

**Veterans Health Care Center
40 Flatbush Avenue Extension
8th Floor
Brooklyn, NY 11201**

MHICM Telephone: 1-718-439-4338

OVERVIEW OF MHICM SERVICES

- Intensive Case management in your home or place of residence
- Supportive Case Management in your home or place of residence
- Coordination of Primary Medical and Mental Health Care
- Assistance with medication management.
- Crisis Management
- Information, referral and assistance in applying for needed benefits.
- Counseling regarding family issues, finances, housing alternatives, social skills, and activities of daily living.
- Access to Vocational Assessment and Counseling

Our Mission

The primary mission of the MHICM is to help veterans, who have had a history of mental illness, maintain themselves in the community to the best of their ability. Instead of relying on inpatient and emergency room care we help veterans improve their lives and help them utilize outpatient and clinic based services.

The MHICM Team

The MHICM team is composed of the MHICM coordinator, a psychiatric nurse practitioner, nursing staff, social workers, and a social work associate. These staff will work with your primary medical and mental health providers to coordinate your care. One member of the team will be assigned as your case manager.

Areas Served

The MHICM team can serve veterans who reside in Brooklyn, Manhattan, Queens, and Staten Island. If you move out of these areas, we will assist you in arranging for care at either another VA MHICM program, a VA healthcare facility, or at a non-VA facility.

HOURS OF OPERATION

The program staff, who are based at the Veterans Health Care Center (Chapel St.) in downtown Brooklyn, are available Monday through Friday, 8:00 AM to 4:30 PM. Staff are available for evening or other hours contact based on special arrangements. The program telephone number is (718)439-4338. If there are no staff in the office a message can be left on the voice mail machine.

Staff carry cell phones and veterans may be given access to these as appropriate. Staff will often contact veterans after hours and/or on weekends for support.

The VA medical centers in the greater NYC area offers a 7 day a week 24 hour Hotline that is staffed by registered nurses. If you need to speak with a health care professional after hours you can call 1-800-877-6976. A notice of that contact will then be transmitted to MHICM staff or your primary care provider on the next business day.

Getting Help in an Emergency

MHICM case managers always attempt to be available whenever crises arise in the community. We are not, however available 24 hours a day or ambulance equipped. If you think you are having a medical or psychiatric emergency in the community you should dial 911. There is a network of Psychiatric Mobile Crisis Teams located throughout NYC. You can ask your case manager for the team that is located closest to your home. You can also access the emergency rooms of our facility—the VA New York Harbor Healthcare System:

Brooklyn Campus, NY Harbor VA 800 Poly Place Brooklyn, NY 11209 (718) 836-6600	Manhattan Campus, NY Harbor VA 423 East 23 rd Street New York, NY 10010 (212) 686-7500
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Admission to MHICM

You have been referred to the MHICM program because a VA health care professional has recognized the fact that you have been struggling with a number of issues and felt that our staff might be able to help you. All veterans in the program suffer from mental illness and most have a history of long and/or frequent hospitalizations. It is our hope and goal that we can help you change dysfunctional patterns. In order to participate in the program you must agree to work with your case manager on issues that concern you, and allow them to visit you at your residence.

MHICM Services for Veterans

Your MHICM case manager can arrange for access to, and coordination of, the following services available in and outside the NY Harbor Health Care System:

Social Services

Your case manager can arrange for information, referral, and access to a range of VA and community social services.

Coordination of Medical Care

It is important for every veteran in the program to be followed by a primary care provider. If you do not have a primary care provider that you are familiar with, we will find one for you at any of the sites of the NYVA Harbor System and help coordinate your care.

Coordination of Psychiatric Care

It is important that all veterans in the program are working with a psychiatrist or psychiatric nurse practitioner. If you currently have a psychiatrist/nurse practitioner that you have been working with you can continue with that provider. You can also work with the psychiatric nurse practitioner who is part of our treatment team.

Pharmacy Consultation

Pharmacists are available at all campuses of the Harbor system. If you would like to speak with a pharmacist we can arrange an appointment for you.

Nutrition Counseling

Registered dietitians are available at all of the major campuses of the system. If you would like to see a dietitian we can arrange an appointment for you.

Spiritual Counseling

Chaplains are available to meet with veterans for individual spiritual counseling at each of the major campuses of the system. You can approach a Chaplain directly for an appointment or get assistance from your case manager.

You and Your Case Manager

Every veteran in MHICM is assigned to a case manager. Within the next 30 days after your first meeting with your case manager, you and your case manager will develop a treatment plan that will focus on your goals and objectives to meet those goals. Your case manager is prepared to meet with you as frequently as needed to help you maintain your independence in the community. All questions and concerns regarding your participation in MHICM should be directed to your case manager.

Your Case Manager: _____

Phone: _____

Room: _____

Primary Care Provider (Medical): _____

Phone: _____

Room: _____

Psychiatric Provider: _____

Phone: _____

Room: _____

Transportation

Scheduled shuttle van service between the various NY Harbor VA campuses and the Health Care Center at 45 Flatbush Avenue Ext in downtown Brooklyn is available several times per day. ***Please see schedule at the end of this handbook*** and verify your pick-up location with clinic security or the information desks.

If you are not able to utilize public transportation, you may be eligible for VA assisted travel. Speak with your case manager about this issue.

The NYC Metropolitan Transit Authority has a special Para-transit transportation system for individuals who are not able to utilize public transportation (Access-A-Ride). Your caseworker can help you apply for this service.

EMERGENCY PREPAREDNESS

After the 911 attack on the World Trade Center and the flood in New Orleans, many citizens of NYC have become more sensitive to the threat of disasters. The staff of the MHICM program will work with you to design a personal disaster plan to make sure that you know what to do in case any unforeseen incident might occur.

(INSERT DISASTER PAMPHLET)

Bill of Rights for Patients

1. Patients have the right to considerate and respectful care.
2. Patients have the right to obtain from the treatment team complete, current information concerning their diagnosis, treatment, and prognosis in terms the patient can be reasonably expected to understand.
3. Patients have the right to receive from their treatment team information necessary to give informed consent prior to the start of any procedure and/or treatment.
4. Patients have the right to refuse treatment to the extent permitted by law, and to be informed of the medical consequences of their actions.
5. Patients have the right to every consideration of their privacy concerning their own medical/psychiatric care program.
6. Patients have the right to expect that all communications and records pertaining to their care should be treated as confidential.
7. Patients have the right to expect that, within its capacity, a health care center must make reasonable response to the request of a patient for services.
8. Patients have the right to obtain information as to any relationship of the hospital to other health care and educational institutions insofar as their care is concerned.
9. Patients have the right to be advised if the hospital proposes to engage in or perform experimentation affecting their care or treatment.
10. Patients have the right to expect reasonable continuity of care.
11. Patients have the right to know that hospital rules and regulations apply to their conduct as patients.

What If I Am Unhappy With My Care?

If you have a complaint or concern about the services you are receiving we want to know about it! You have several options:

- For concerns or complaints, please first see your assigned case manager.
- If you are unsatisfied or unable to address your issues with your case manager, you may request a meeting with the Program Coordinator.
- If you do not feel you received an appropriate or timely response from the Program Coordinator (within 5 working days), you may request a meeting with the Co-Chief, Community & Social Services.
- Finally, if you still feel your needs are not being addressed, we strongly encourage you to seek out the assistance of the VA's Patient Representative:

- At the Brooklyn Campus: (718) 630-3510, Room 1-208
- At the Manhattan Campus: (877) 845-3246, Room 3037W

Names You Should Know

James Farsetta

Director, Veterans Integrated Service Network (VISN) 3

John Donnellan, Jr.

Director, New York Harbor VA Health Care System

Steven Bailyn, MSW

Co-Chief, Community & Social Services

Stephen Koblick, MSW

Coordinator, MHICM
Chapel Street Clinic, Room 839

Discharge from MHICM

Veterans are discharged or can “graduate” from MHICM under the following circumstances:

1. You move out of our catchment area.
2. You and your case manager determine that you have obtained the full benefits of the program based on your goals, and you prefer to receive services from another part of the VA (outpatient clinic) or another agency outside of the VA system.
3. You decide that you do not want to use the services of the MHICM program.

At the time of discharge a discharge plan will be arranged with your case manager to address your ongoing needs after you leave the Program. For instance, if you are moving to another part

of the country we will make every effort to refer you to another MHICM or other VA program in the area that you will be living.

Additional Benefits / Entitlements Information

VA Regional Office

For assistance with claims and VA benefit payments.
 245 West Houston Street (corner of Varick Street)
 New York, NY 10014
 In New York: (212) 807-7229
 Toll Free: **(800) 827-1000**

Directions:

- By train - #9 train and exit at Houston Street
- By bus - #10 bus (when headed downtown, the bus destination reads “Battery Park City”)
- By car – no free parking and limited amount of handicapped spaces. Parking is expensive and driving to this area of Manhattan is discouraged.

NY Harbor VA Health Care System Shuttle Vans

Shuttle pick-up is at the bus stop in front of the new Ambulatory Care Center of the Brooklyn Campus.	
LEAVES BROOKLYN	ARRIVES NEW YORK
8:15am	9:00am
9:30am	10:15am
10:45am	11:20am
11:40am	12:15pm
1:45pm	2:25pm
3:15pm	4:00pm
4:15pm	5:00pm
Shuttle pick-up is at the main entrance ramp of the NY Campus on E 23rd Street.	
LEAVES NEW YORK	ARRIVES BROOKLYN
8:00am	9:00am (via Chapel Street)
10:35am	11:15am
11:20am	12:05pm
12:00pm	12:45pm
1:00pm	1:45pm
2:30pm	3:15pm
3:15pm	4:00pm
4:00pm	4:45pm
4:30pm	5:10pm

Shuttle pick-up is at the bus stop in the front of the main building (Bldg. #1) of the Brooklyn Campus.

LEAVES BROOKLYN	ARRIVES ST. ALBANS
8:00am	8:45am
9:30am	10:15am
10:30am	11:15am
11:45am	12:30pm
2:00pm	2:45pm
4:00pm	4:45pm
4:15pm	5:00pm

Shuttle pick-up is at the bus stop OPC entry ramp in the rear of building #88 of the St. Albans Campus.

LEAVES ST. ALBANS	ARRIVES BROOKLYN
7:15am	8:00am
8:00am	8:45am
9:00am	9:45am
10:30am	11:15am
12:30pm	1:15pm
1:45pm	2:30pm
3:15pm	4:00pm

Shuttle pick-up is at the bus stop in the front of the main building (Bldg. #1) of the Brooklyn Campus.

LEAVES BROOKLYN	ARRIVES CHAPEL STREET
8:15am	9:00am
10:45am	11:30am
12:45pm	1:30pm
1:00pm	1:40pm
2:15pm	3:00pm
3:00pm	3:45pm

Shuttle pick-up is in the front of the Chapel Street building.

LEAVES CHAPEL STREET	ARRIVES BROOKLYN
8:30am	9:00am
9:45pm	10:15am
10:00am	10:30am
12:00pm	12:30pm
2:15pm	2:45pm
3:15pm	3:45pm
3:30pm	4:00pm

Shuttle pick-up is at the main entrance ramp of the NY Campus on E 23rd Street.

LEAVES NEW YORK	ARRIVES CHAPEL STREET:
8:00am	8:25am
9:15am	9:40am

3:00pm	3:20pm
Shuttle pick-up is in the front of the Chapel Street building.	
LEAVES CHAPEL STREET	ARRIVES NEW YORK
1:45pm	2:25pm
3:45pm	4:15pm
Shuttle pick-up is at the bus stop OPC entry ramp in the rear of building #88 of the St. Albans Campus.	
LEAVES ST. ALBANS	ARRIVES NEW YORK
8:15am	9:30am
11:15am	12:00pm
1:45pm	2:30pm
Shuttle pick-up is at the main entrance ramp of the NY Campus on E 23rd Street.	
LEAVES NEW YORK	ARRIVES ST. ALBANS
10:00am	11:00am
12:45am	1:30pm

REGIONAL OFFICE (Houston Street) to NEW YORK CAMPUS Daily Shuttle Schedule
For questions about this schedule, contact Richard Marshall, Transportation/Warehouse, at 212-686-7500 x7939.

LEAVES NY CAMPUS	LEAVES HOUSTON ST.	LEAVES 16th ST.
8:00am	8:40am	9:30am
10:10am	10:30am	11:00am
11:30am	11:50am	12:30pm
1:10pm	1:50pm	no time
2:30pm	3:00pm	3:30pm