

## Connecting with Care

### Eligibility & Establishing Care

For information about eligibility for VA Mental Health Services, visit the Enrollment & Eligibility Offices at ALM or FTOPC or call 210-949-3981.

Once enrolled, call 210-949-3994 to schedule an initial primary care visit.

*Note: Individuals with Other Than Honorable discharge statuses may be eligible for some mental health services.*

### Referral Process

In most cases, Veterans can access mental health services through their Primary Care Providers. This brochure highlights some of the programs that Veterans can request referrals to, depending on their needs.

Once engaged in mental health care, Veterans can request referrals to other programs through their assigned Mental Health Treatment Coordinator.

### Same Day Services

All Mental Health and Primary Care clinics are able to provide Same Day Services, meaning that Veterans with a need for care right away will have it addressed the same day or, if after hours, by the next day.

## Clinic Locations & Numbers

**Scheduling: 1-877-537-7348**

### Audie L. Murphy Memorial VA Hospital (ALM)

(210) 617-5300 // 7400 Merton Minter, San Antonio

### Balcones Heights VA Clinic (BHOPC)

(210) 732-1802 // 4522 Fredericksburg Rd, San Antonio

### Frank Tejada Outpatient Clinic (FTOPC)

(210) 699-2100 // 5788 Eckhert Rd, San Antonio

### North Bexar Outpatient Clinic (NBOPC)

(210) 967-2800 // 16019 Nacogdoches Rd, San Antonio

### North Central Federal Clinic (NCFC)

(210) 483-2900 // 17440 Henderson Pass, San Antonio

### Shavano Park Outpatient Clinic (SPOPC)

(210) 949-3773 // 4350 Lockhill-Selma Rd, San Antonio

### South Bexar Outpatient Clinic (SBOPC)

(210) 648-1491 // 4610 E Southcross Blvd, San Antonio

### Villa Serena

(210) 321-2700 // 4455 Horizon Hill Blvd, San Antonio

### Kerrville VA Medical Center (KMC)

(830) 896-2020 // 3600 Memorial Blvd, Kerrville

### Victoria Outpatient Clinic (VOPC)

(361) 582-7700 // 1908 North Laurent Street, Victoria

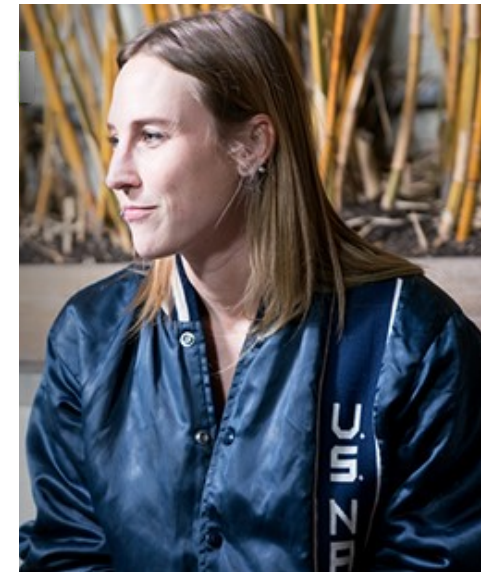


VA



U.S. Department of Veterans Affairs  
Veterans Health Administration  
South Texas Veterans Health Care System

## South Texas Veterans Health Care System



## MENTAL HEALTH & RECOVERY SERVICES



## VA Approach to Services

We believe that **recovery** from mental health and substance use problems **is possible** and that treatment can be an important part of this process for many Veterans.

We offer treatment options that are based on the **latest research**. Most of our clinics are structured into **interdisciplinary teams** that work together to serve Veterans and their families. Our approach to care puts our **Veterans at the center** of their care and strives to treat each Veteran as a **whole person**—incorporating their strengths, preferences, and life goals into their treatment process.

Many Veterans find that they only need mental health services for limited periods of time, or **episodes of care**, to overcome specific obstacles and get back on track towards their goals. Veterans are always welcome to return for additional services in the future as needed.

### Primary Care - Mental Health Integration (PCMHI)

Mental health clinicians located at Primary Care clinics who provide brief therapy for mild to moderate concerns and facilitate connection with other mental health services.

*Located in most Primary Care clinics . Access through Primary Care Provider (PCP) at visit; no scheduled appointment necessary for initial visit.*

### PTSD Clinical Team (PCT)

Specialty outpatient treatment for PTSD related to military trauma (combat, non-combat, military sexual trauma). Involves time-limited, recovery-focused individual and/or group therapy.

*Located at FTOPC. Access through consult from PCP or mental health provider.*

**(210) 699-2139**

### PRIME Clinic

Specialty outpatient services for more intensive mental health concerns (ex: severe mood disorder, psychotic disorders) involving medication management, therapy, and case management.

*Located at ALM. Access through consult from mental health provider.*

**(210) 949-9794**

### Emergency & Inpatient Psychiatric Services

Emergency and inpatient services for acute psychiatric concerns.

*Located at ALM (Emergency Department, GLA, & GLB units). Walk-in access available through Emergency Department.*

**Emergency Dept: (210) 617-5300 x14009**  
**Inpatient MH: (210) 617-5300 x14204**

## Continuum of Mental Health & Recovery Services

### Behavioral Health Interdisciplinary Program (BHIP)

General outpatient mental health services including medication management and individual and/or group therapy.

*Located at most outpatient clinics listed here. Access through PCP consult.*

**Scheduling: 1-877-537-7348**

### Substance Use Disorder (SUD) Program

Specialty treatment for substance use:

- Twice-weekly outpatient groups
- Intensive outpatient group program
- Residential program at Villa Serena

*Access through consult from PCP or mental health provider.*

**Outpt: (210) 617-5300 x16475**  
**Villa Serena: (210) 321-2700**

### Psychosocial Rehabilitation & Recovery Center (PRRC)

Specialty outpatient group-based programs:

- STARR: two-week intensive outpatient program for all mental health concerns
- Stepping Stones: promotes recovery from serious mental illness (ex: schizophrenia, bipolar disorder)

*Located at Balcones Heights VA Clinic (A-100). Access through consult from mental health provider.*

**(210) 617-5300 x61974**

### Intensive Community Mental Health Recovery (ICMHR)

Community-based services to support recovery from serious mental illness (ex: schizophrenia, bipolar disorder) involving weekly home visits from an interdisciplinary team.

*Access through consult from mental health provider.*

**(210) 949-9794**

## ADDITIONAL RECOVERY PROGRAMS

### VHA Vocational Rehabilitation Service (formerly Compensated Work Therapy)

Various levels of support for employment.  
*Access through consult from PCP or mental health provider. Requires clearance to work from PCP.*

**(210) 949-9010**

### Domiciliary Care for Homeless Veterans **\*\*ON HOLD DUE TO COVID-19\*\***

90+ day residential homelessness & employment program at Villa Serena.

*Access through consult from PCP or mental health provider.*

**(210) 321-2700**

### Neuropsychology

Assessments and groups for dementia & cognitive concerns (incl. caregivers).

*Located at ALM (1E). Access through consult from PCP or mental health provider.*

**(210) 949-9791**

Assessment and rehabilitative services for Traumatic Brain Injury (TBI).

*Access through consult from PCP to Polytrauma System of Care.*