



## **Media Release**

**Carl R. Darnall Army Medical Center**

**Public Affairs Office**

**36000 Darnall Loop**

**Fort Hood, Texas, 76544**

**Telephone (254) 288-8005/286-7954**

**Web site: [www.crdamc.amedd.army.mil](http://www.crdamc.amedd.army.mil)**

**April 4, 2014**

### **Behavioral Health hotline established, many other resources always available**

FORT HOOD, Texas -- A behavioral health hotline has been established for anyone who has been affected by the April 2 shooting incident at Fort Hood and who requires assistance locating behavioral health assistance at Fort Hood or in the surrounding communities.

The newly established hotline number, 254-535-2748, is not for media queries or patient status updates. Family members can call the Family Assistance Center Hotline at (254) 288-7570 or (866) 836-2751 for updates.

Additionally urgent and routine behavioral health resources, that are normally only available for TRICARE beneficiaries, are now also being made available to all Army civilians and contractors who are associated with the shooting incident. For assistance proceed to R&R Triage Center.

The CRDAMC Department of Behavioral Health (DBH) is comprised of three major sub-departments: Outpatient Behavioral Health Services; Hospital and Administrative Psychiatry; and Social Work. Through these major sub-departments, CRDAMC DBH provides comprehensive behavioral healthcare through flexible, tailored services that support all phases of the ARFORGEN process.

These services include: acute/walk-in evaluations, individual therapy, group therapy, medication management, psychological testing, pre/post deployment screening, SRP evaluations, chapter and command-directed evaluations, command consultations, MEB evaluations, forensic (706) evaluations, inpatient care, virtual behavioral health (VBH), an Addiction Medicine Intensive Outpatient Program (AM IOP), the Warrior Combat Stress Reset Program (WCSR), an intensive outpatient program for the treatment of Posttraumatic Stress Disorder (PTSD), child/adolescent services, and marriage/couples and family therapy.

The Outpatient Behavioral Health Services provide behavioral health care for Soldiers and include the Resilience & Restoration Center, which provides scheduled routine care including individual therapy, group therapy, and medication management; the Urgent Care and Triage Clinic, for walk-ins, risk assessments, chapter evaluations, military-oriented evaluations, command-directed evaluations, and referrals for routine care; the Warrior Combat Stress Reset Program, an intensive outpatient treatment program for treatment of Posttraumatic Stress Disorder; and the Embedded Behavioral Health Teams, which provide full spectrum behavioral health care in the unit footprints which they serve.

Hospital and Administrative Psychiatry includes the Adult Inpatient Psychiatry Service, the Child and Adolescent Psychiatry Evaluation Service, Behavioral Health Case Management Services, the

Consultation-Liaison Service, the Psychiatry Medical Evaluation Board Clinic, and the Addiction Medicine Intensive Outpatient Program.

The Department of Social Work includes the Outpatient Social Work Service, the Medical Social Work Service, the Social Work Care Management Program, the Marriage/Couples and Family Therapy Clinic, and the Family Advocacy Program.

**The Urgent Care Triage Clinic** offers a walk-in service Soldiers may self-refer, or may be referred by commanders, providers, Chaplains, and Fort Hood agencies. Soldiers who walk in for care receive an initial assessment. Depending on their needs, Soldiers may be seen immediately or scheduled for an appointment at a later date. Soldiers with thoughts of harming themselves or others should go immediately to the Urgent Care Triage Clinic in Building 36009, phone number (254) 285-6881. Hours of Operation are Monday, Tuesday, Wednesday and Friday from 7:30 a.m. to 4 p.m. and Thursday from 7:30 a.m. to 12 p.m. (noon). (Patients must check in by 4 p.m.) For after hours care, go to Darnall Army Medical Center Emergency Department.

**Resilience and Restoration Center** provides medication assessment and management, adult individual therapy: Solution – focused short term treatment for anxiety, depression, emotional distress, combat stress and Post Traumatic Stress Disorder (PTSD), Nurse Case Management and Post-Hospitalization support, Biofeedback Therapy: Primarily used for treatment of anxiety: pain management; and non-pharmacological intervention for sleep disturbances, Psychological Testing and Post-Deployment Screening; Mental Status Evaluations (as required by regulation for specialized duties or schools)

•Command-Directed Referral for Mental Health Evaluation: Initiated by commanders according to Directive 6490.04 for chapter discharge, fitness for duty evaluations, security evaluations, and mental/emotional stability of Soldiers. Group Therapy is also offered for the following issues:

- Post Traumatic Stress Disorder (PTSD)
- Combat Stress
- Anger Control
- Sleep Hygiene
- Relationship and Communication Issues
- Stress Management

**Outpatient Social Work** provides an array of counseling services for certain behavioral health issues. The Sexual Assault Program is part of outpatient social work services.

Services include:

- Individual Counseling
- Group Counseling
- Groups related to current Soldier & Family Issues
- Referral and consultation services
- Victim management services

Other Sexual Assault Services:

- Care Coordination for all Sexual Assault Victims
- Intensive therapeutic counseling services for Sexual Assault Victims
- Resource coordination
- Support Group for Victims of Sexual Assault
- Victim Advocacy services

**Couples/Marriage and Family Therapy Program** provides counseling services aimed at improving healthy relationships in couples and families. Therapists work with couples and families to decrease stress within the home, improve communication, identify parenting conflicts, role conflicts, infidelity issues, and to help resolve conflicts concerning deployments.

Services include:

- Couples and family counseling
- Parent Education (how to listen and talk to children; types of appropriate discipline).
- Group counseling services
- Unit/Command Briefings on how to help Families promote resiliency and learn effective coping skills during stressful deployments.
- Work with individuals on interpersonal relationships with others (this is not marital/couples counseling)

**Embedded Behavioral Health Team** provides multidisciplinary behavioral health care to Soldiers close to their unit area and in coordination with unit leaders to maximize diagnostic accuracy, remove barriers to care and improve treatment outcomes. The EBH team delivers on the promise of safe and effective medical care through evidence-based treatments for Soldiers and expert consultation for combat leaders, spearheading the Army's effort to increase resilience and reduce morbidity from psychiatric disease.

**Family Advocacy Program (FAP)** identifies, prevents and treats incidents of spouse abuse and child abuse and neglect. Services include treatment for both victims and offenders. Individual and group counseling is available. Specific groups provided are conflict resolution, anger management, therapeutic parenting, men's groups; and women's groups. Case management, safety planning, risk management, resource coordination, referral services and coordination of Victim Advocacy Services are also available. In addition, the Department of Social work provides state accredited Batterers Intervention and prevention groups (BIPP) This is the first ever in the Army and Department of Defense. The BIPP Program is a 21 week program that is designed to hold offenders accountable for their actions and teach them skills to avoid future incidents of violence

The **Addiction Medicine Intensive Outpatient Program** is a four-week day-treatment program that provides evidenced-based intensive therapy for substance abuse and co-morbid behavioral health conditions. Treatment modalities include individual and group psychotherapy with the use of Eye Movement Desensitization Reprocessing (EMDR) as necessary, Acudetox (Ear Acupuncture), psychoeducation, and medication management as indicated. Eligibility criteria includes enrollment in the Army Substance Abuse Program and command approval.

Referrals may be made by your Primary Care Manager (PCM), other behavioral health clinics or your Chain of Command.

The **Warrior Combat Stress Reset Program** is an 11–week intensive outpatient treatment program incorporating mind/body and complementary alternative medicine (CAM) approaches for the treatment of moderate to severe combat–related Post Traumatic Stress symptoms. The program consists of a three-week “jump-start” treatment program during which Soldiers report to the WCSRP for duty each day, followed by eight weeks of individualized follow up therapy. This is a time–intensive program; therefore support from participant’s chain of command is critical.

The **Telepsychiatry Clinic** connects active-duty Soldiers to psychiatric resources at military treatment facilities across the country via video-teleconferencing equipment which is able to provide talk therapy, psychopharmacotherapy, and forensic services.

Other resources include:

Military OneSource Crisis Intervention Line  
(800) 342-9647

Military OneSource  
<http://www.militaryonesource.com>

Army Strong Bonds program  
<http://www.strongbonds.org>

Armed Services Blood Program Office  
[www.militaryblood.dod.mil](http://www.militaryblood.dod.mil)

Suicide Prevention Office  
<http://www.armyg1.army.mil/hr/suicide/>

Behavioral Health Website  
<http://www.behavioralhealth.army.mil/>