Visitor Guide

CENTRAL ARKANSAS VETERANS HEALTHCARE SYSTEM

Eugene J. Towbin Healthcare Center

2200 Fort Roots Drive
North Little Rock, AR 72114
501-257-1000
800-224-8387 *toll free*

www.littlerock.va.gov
We are also on facebook
facebook.com/VACentralArkansas

Scan to visit
www.littlerock.va.gov/NRL_Visitor_Guide.pdf

Eugene J. Towbin Healthcare Center

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501-257-1000 *local* • 800-224-8387 *toll free* • www.littlerock.va.gov

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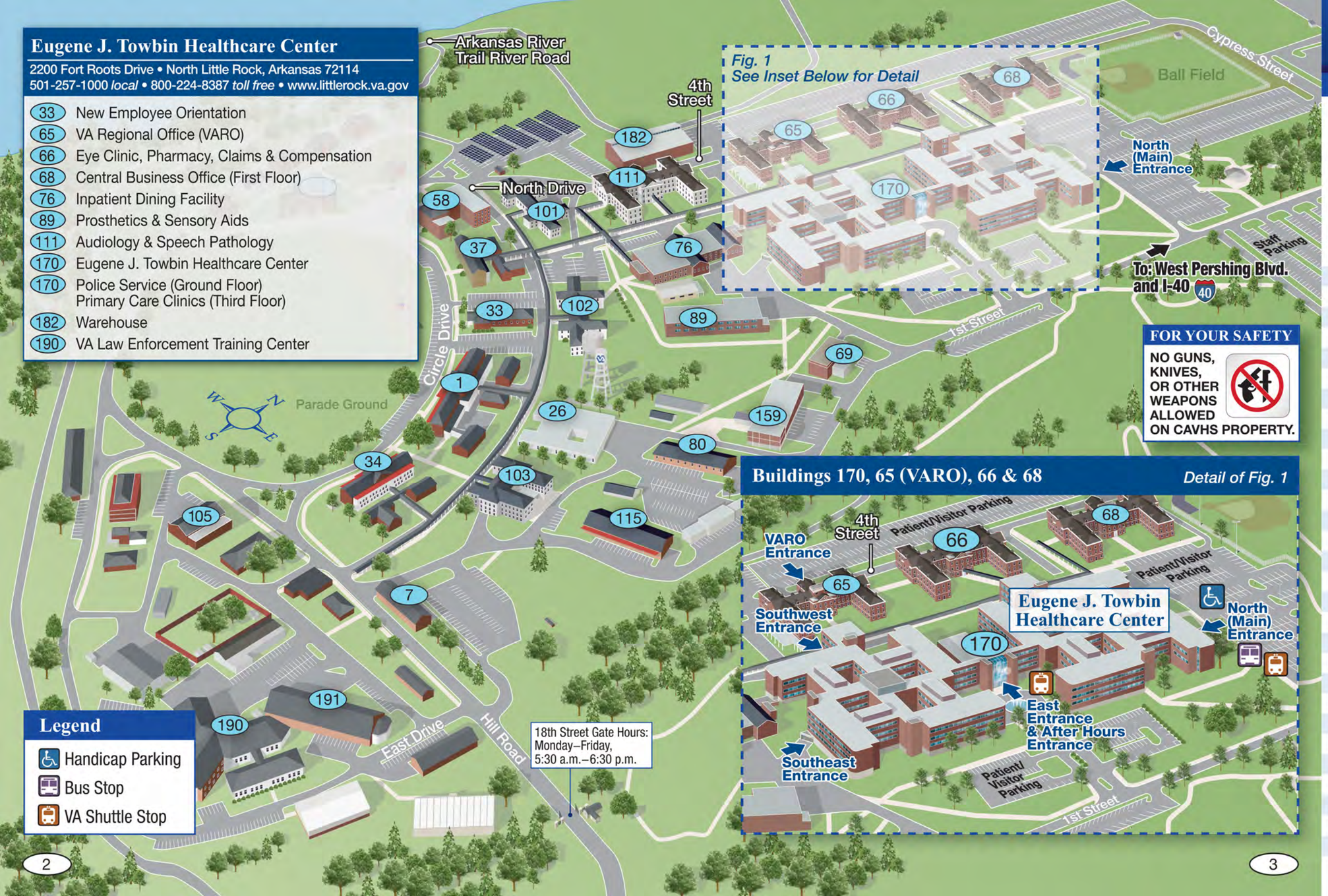


FOR YOUR SAFETY

NO GUNS, KNIVES, OR OTHER WEAPONS ALLOWED ON CAVHS PROPERTY.

Local Telephone Numbers

CAVHS Where Veterans Come First

Please dial the number to reach the desired department. For further assistance or information, please dial 501-257-1000 if outside of the campus, or '0' for the operator if on campus.

Department	Number
Main Hospital	**501-257-1000**
Mental Health Local Crisis Line	**501-257-3229**
To Make or Change an Appointment	**501-257-5656**
24 Hour Telecare	**866-722-4838**
Patient Advocate	**501-257-5410**
Police Service (Non-Emergency)	**501-257-3939**
Arkansas Department of Veteran Affairs	501-370-3820
Audiology & Speech Pathology	501-257-5250
Billing	501-257-2589
Chaplain Services	501-257-2151
Chronic Pain Management Program	501-257-6050
Compensation & Pension Scheduling	501-257-2620
Disabled American Veterans (DAV) Transportation	501-257-6991
Disabled American Veterans	501-370-3838
Eligibility & Enrollment	501-257-5681
Eye Clinic	501-257-6781
Little Rock Vet Center	501-324-6395
Mental Health Clinic	501-257-3131
Military Order of the Purple Heart	501-370-3862
Neurology Service	501-257-6050
North Little Rock Lost & Found *7:00 a.m.–3:30 p.m.*	501-257-5505
OIF/OEF/OND	501-257-5414
Paralyzed Veterans of America	501-370-3757
Physical Medicine & Rehabilitation Service	501-257-2992
Public Affairs Office (Media)	501-257-5393
Release of Information	501-257-5696
Telecare	501-257-5656
Veteran Day Treatment Center	501-244-1900
Veterans Identification Cards	501-257-5681
Voluntary Services	501-257-3288
Women Veterans Health Program	501-257-5662

Ground Floor

Building 170

Ground Floor Services

Department	Room
Barber Shop	GH-100
Bowling Alley	GJ-105
Chapel	GH-109
Chaplain	GH-104
Coffee Shop	
Credit Union	GH-114
Inpatient Therapy Clinic	GF-100
Kinesiotherapy Clinic	GN-102
Library	GL-103
Occupational Therapy	GN-108
Patriot Café	GL-103
Patriot Store	GL-108
Physical Therapy Check-In (PM & RS)	GE-100
Police Service	GK-111
Prayer Room	GH-104E
Recreation Center	GA-100
Voluntary Services	GH-127

Veteran Point of Service kiosks are conveniently located in all CAVHS clinics for quick Veteran check-in and information updates.

Legend

- Elevators
- Stairs
- Information Desk
- Waiting Room
- Food Court
- Vending
- Restrooms
- ATM
- Courtyard
- Restricted Access

Occupational therapists help Veterans regain their independence using specially designed equipment and innovative practices.

National Program Telephone Numbers

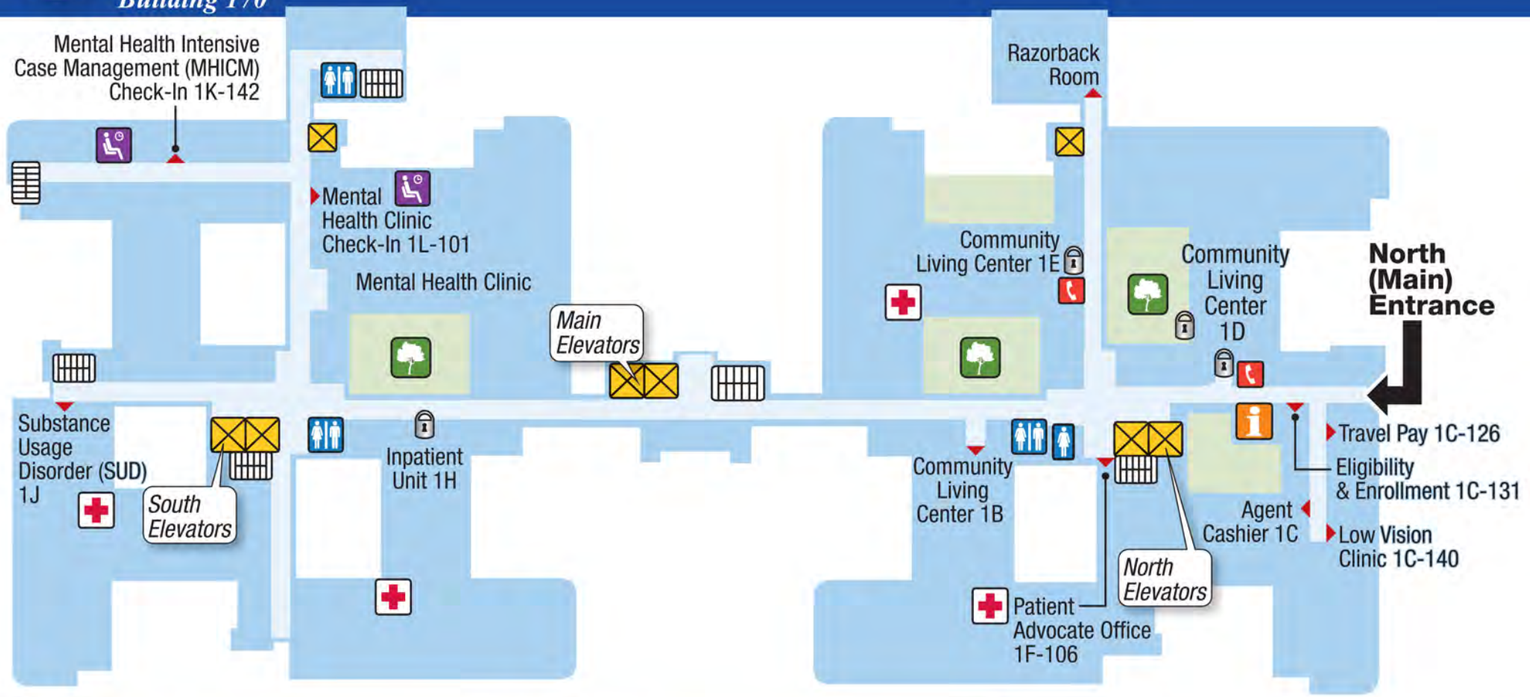
www.va.gov

Department	Number
Caregiver Support Line	1-855-260-3274
CHAMPVA	1-800-733-8387
Education (GI Bill)	1-888-442-4551
Enrolling in VA	1-877-222-8387
Health Resource Center	1-866-393-9132
Income Verification & Means Testing	1-800-929-8387
Life Insurance	1-800-669-8477
Mammography Helpline	1-888-492-7844
National Homeless Program	1-877-424-3838
Pharmacy - Medication Refill	1-800-209-7377
Returning Veterans (OEF/OIF/OND)	1-866-606-8216
Special Issues: Gulf War, Agent Orange, Project SHAD, Mustard Agents, and Lewisite/Ionizing Radiation	1-800-749-8387
Telecommunications Device for the Deaf (TDD)	1-800-829-4833
VA Benefits Office	1-800-827-1000
VA Facility Locator	1-877-222-8387
VBA Benefits	1-877-222-8387
Veterans Crisis Line	1-800-273-8255
Veterans Employment Coordination Service	1-866-606-6206
Women Veterans Hotline	1-855-829-6636

The prosthetics care provided at our facilities enables Veterans to lead fuller lives and improved overall well-being.

1st First Floor

Building 170



First Floor Services

Department	Room
Agent Cashier	1C
Community Living Center	1B
Community Living Center	1D
Community Living Center	1E
Eligibility & Enrollment	1C-131
Inpatient Unit	1H
Low Vision Clinic	1C-140
Mental Health Clinic	1L
Mental Health Clinic Check-In	1L-101
Mental Health Intensive Case Management (MHICM)	1K-142
Patient Advocate Office	1F-106
Razorback Room	
Substance Usage Disorder (SUD)	1J
Travel Pay	1C-126

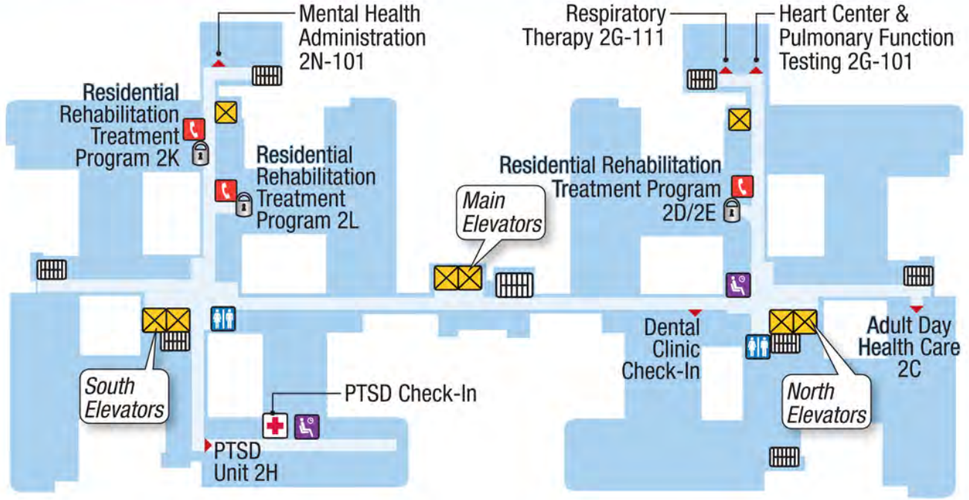
Legend

- Elevators
- Stairs
- Waiting Room
- Information Desk
- Nurses Station
- Restricted Area Access Telephone
- Restrooms
- Courtyard
- Restricted Access

Telehealth offers expanded health care capabilities to Veterans without the need to travel to a VA Facility for routine monitoring.

2nd Second Floor

Building 170



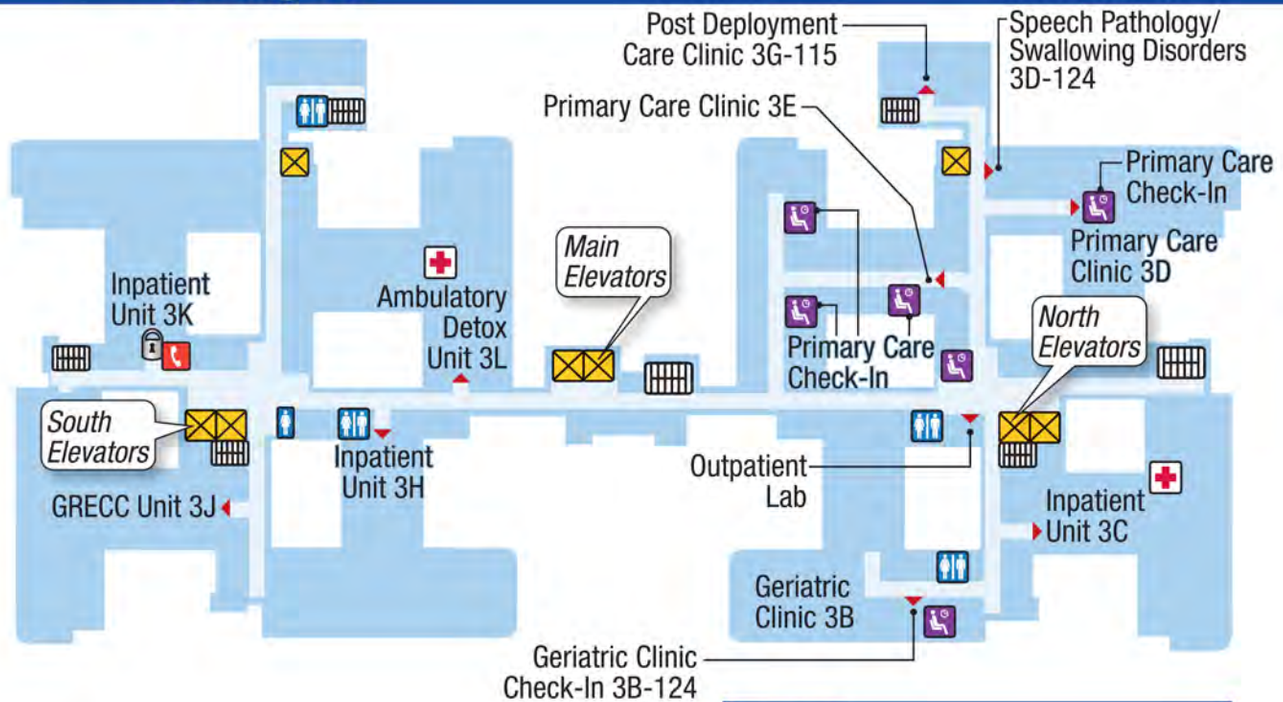
Second Floor Services

Department	Room	Department	Room
Adult Day Health Care	2C	Residential Rehabilitation Treatment Program	2D/2E
Dental Clinic Check-in		Residential Rehabilitation Treatment Program	2K
Heart Center & Pulmonary Function Testing	2G-101	Residential Rehabilitation Treatment Program	2L
Mental Health Administration	2n-101	Respiratory Therapy	2G-111
Post Traumatic Stress Disorder (PTSD) Unit	2H		

The Geriatric Research Education and Clinical Center (GRECC) utilizes advanced video technology to meet the challenges of our aging Veterans.

3rd Third Floor

Building 170



NORTH

Third Floor Services

Department	Room
Ambulatory Detox Unit	3L
Geriatric Clinic	3B
Geriatric Clinic Check-In	3B-124
Geriatric Research Education & Clinical Center (GRECC)	3J
Inpatient Unit	3H, 3K, 3C
Outpatient Lab	
Post Deployment Care Clinic	3G-115
Primary Care Clinic	3D
Primary Care Clinic	3E
Speech Pathology/Swallowing Disorders	3D-124

Legend

- Elevators
- Restricted Area Access Telephone
- Stairs
- Restrooms
- Waiting Room
- Vending
- Nurses Station
- Restricted Access

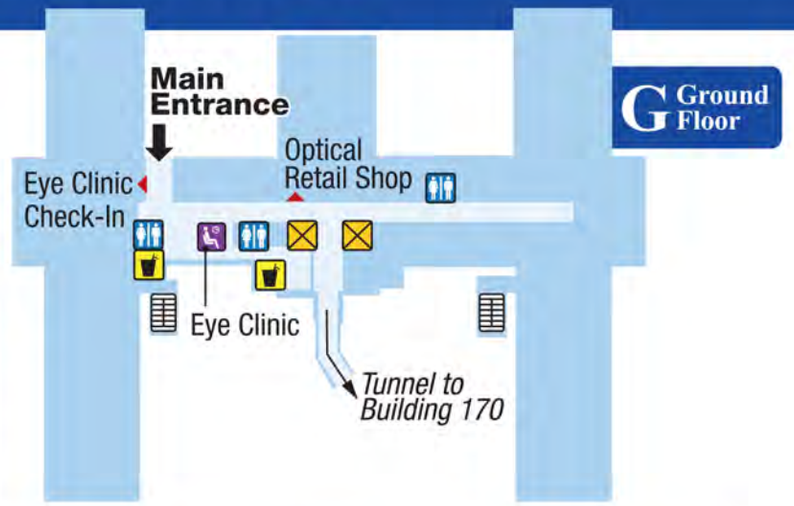
CAVHS nurses build individual relationships with Veterans to improve the overall health care experience and create a personalized, proactive strategy to optimize health outcomes.

Ground, First & Second Floors

Building 66

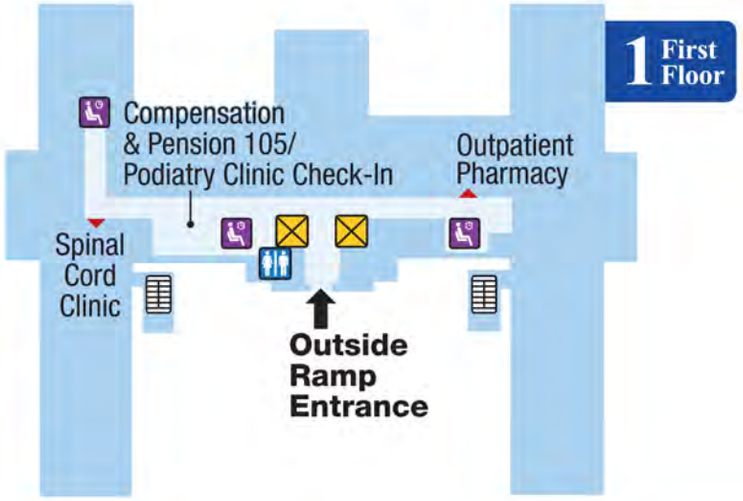
Ground Floor Services

Department
Eye Clinic Check-In
Eye Clinic Waiting Room
Optical Retail Shop



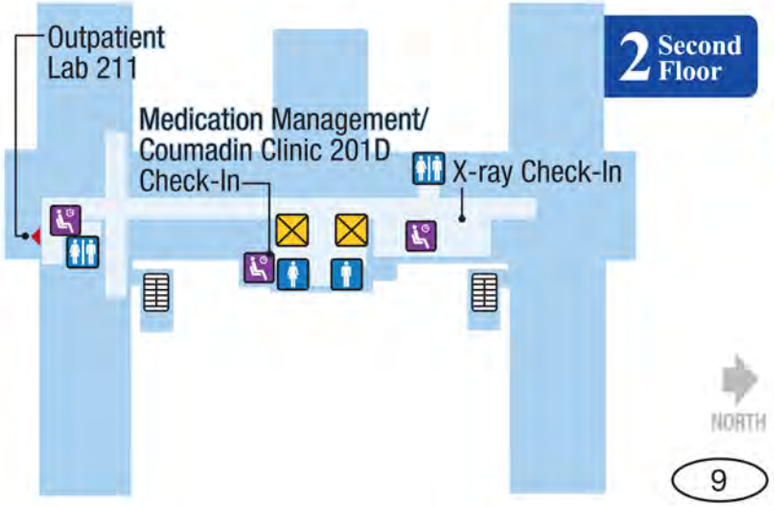
First Floor Services

Department	Room
Compensation & Pension	105
Outpatient Pharmacy	
Podiatry Clinic Check-In	
Spinal Cord Clinic	



Second Floor Services

Department	Room
Medication Management/ Coumadin Clinic Check-In	201D
Outpatient Lab	211
X-ray Check-In	



NORTH

North Little Rock Campus
Veteran Information & Services

Chaplain & Pastoral Care
The Chapel is located on the Ground Floor in room GH-109. The Prayer Room is open for prayer and meditation Monday–Friday from 8:00 a.m.–4:30 p.m. Please contact one of the VA Chaplains at 501-257-2151 for spiritual needs.

Disabled American Veterans (DAV) Van Network*
The volunteer DAV Van network is a **FREE** transportation service operated by our Voluntary Service. Take advantage of the free transportation to and from Central Arkansas VA facilities. For more information please contact Voluntary Services at 501-257-3288.

**To ride the van, Veterans should call their local respective County Veteran Service Officer (VCSO) for a van appointment.*

Emergency & Disaster Response
During natural disasters and other emergencies, Veterans and their families may call 1-800-507-4571 (toll-free) for information and assistance about VA facilities. For local information, please visit our website www.littlerock.va.gov or dial 501-257-1000 for additional information.

Eligibility & Enrollment
All Veterans honorably discharged from military service are eligible to apply for VA health care. To enroll and find out more information, please visit Eligibility & Enrollment located near the North Entrance of Building 170, on the First Floor in room 1C-131 or call 1-877-222-8387 (toll-free). You can learn more about eligibility and health benefits online at www.va.gov/healthbenefits.

Lost & Found
For lost items, please contact Lost & Found at 501-257-2629. Hours of operation are:
Monday–Friday, 8:00 a.m.–4:00 p.m.

For after-hours inquiries, call VA Police at 501-257-3939.

Parking
Veteran/visitor parking is available on North and East sides of Building 170 and on the West side of 4th Street across from Building 66. Parking signs are located throughout the parking lot for eligible Handicap parking. Most of the handicap parking for Building 170 is located on the North side of the building. Parking is prohibited in fire lanes or reserved areas as indicated by signs or curb coloring. For questions about parking, please call the VA Police at (501) 257-3939.

Patient Education
Patient education materials are located in the Library, room GH-103, Building 170. There are reference books, videos, models and charts to answer common patient and consumer questions. Internet-access computers are also available. For more information about patient education, please call the Patient Education Resource Center (PERC) at 501-257-4504.

Patient Travel/Agent Cashier/EFT
Patient Travel and the Agent Cashier are located near the North Entrance of Building 170, on the First Floor in room 1C-126. Eligible Veterans should present a Veteran Identification Card to receive benefits. Sign-up for Electronic Funds Transfers/Direct Deposits (EFT) at the Agent Cashier window for reimbursement of beneficiary travel expenses.

Smoking Areas
Smoking is only permitted in designated smoking areas. The designated smoking areas around Building 170 are found near the North Entrance; under the East Overhang adjacent to Voluntary Services (as posted); in courtyards except as posted; near the Southwest Entrance; and near the Ground Floor dock.

Shuttle Information
Take advantage of the free transportation to and from local CAVHS facilities for your appointments. Shuttle rides are available Monday-Friday. For more information on shuttle schedule, visit our helpful information desks near the North and East Entrances of Building 170.

Veterans Canteen Service Operating Hours
Dining, snacks and retail store are located near the East Entrance on the Ground Floor. Vending areas are available throughout Building 170.

Patriot Café:	Monday–Friday	6:30 a.m.–3:00 p.m.
	Saturday/Sunday	8:30 a.m.–2:00 p.m.
Patriot Store:	Monday–Friday	7:00 a.m.–4:30 p.m.
	Saturday/Sunday	8:30 a.m.–3:00 p.m.
Coffee Shop:	Monday–Friday	6:30 a.m.–4:00 p.m.
	Saturday/Sunday	Closed
Barber Shop:	Monday–Friday	9:00 a.m.–3:00 p.m.
	Saturday/Sunday	Closed

Visiting a Veteran
Family and friends are encouraged to visit anytime for emotional support during the course of a Veteran's hospitalization. Visitors may be asked to interrupt or delay visitation for brief periods when medical evaluations or procedures are in progress.

Women Veterans Program
Our Staff is committed to meeting the unique needs of women Veterans by delivering the highest quality health care to each woman, while offering her the privacy, dignity, and sensitivity to gender-specific needs that she deserves. For more information, please contact our Women Veterans Program Manager at 501-257-5662.

About Eugene J. Towbin Healthcare Center

Photo of Building 1 Prior to 1900

History
In 1893, the U.S. Army chose Big Rock Mountain in North Little Rock, Arkansas, as the location for one of its new military posts. **Fort Logan H. Roots**, as it was later named, served as an important military training facility in the late nineteenth and early twentieth centuries. In 1921, Fort Roots was transferred to the Public Health Service and became a Veterans' hospital.

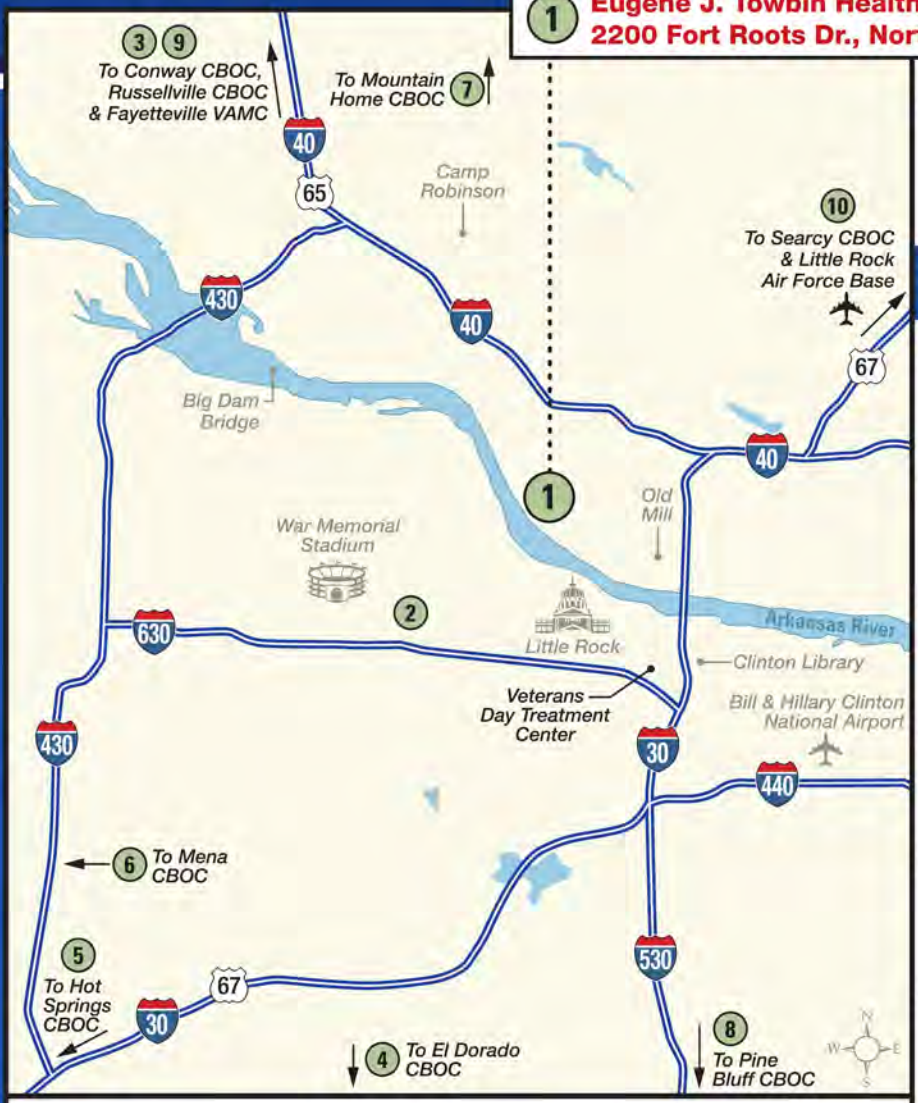
On April 29, 1922, Executive Order No. 3669 placed Fort Roots under the control of the newly established Veterans Bureau. Today, Fort Roots remains an important part of the U.S. Department of Veteran Affairs, serving Veterans in Arkansas and surrounding states. The Fort Logan H. Roots Military Post Historic District was listed on the National Register of Historic Places on Sept. 4, 1974.

Eugene Jonas Towbin, M.D., PhD. was a Veteran who served in the U.S. Army from November 1952 through November 1954. Following completion of his internal medicine residency, he was commissioned into the U.S. Army as a first lieutenant and was stationed at Walter Reed Hospital. After Dr. Towbin was discharged from the army, he accepted a position with the Little Rock Veterans Administration (VA) Hospital. He became associate chief of staff for research and education beginning in 1960. He was promoted to chief of staff of the Little Rock VA Hospital in 1968, as well as associate dean of the University of Arkansas, College of Medicine. Dr. Towbin was a pioneer in the field of geriatric medicine, and his influence brought the first Geriatric Research Education and Clinical Center (GRECC) in the country to Arkansas. The Central Arkansas Veterans Healthcare System (CAVHS) main hospital building on the North Little Rock campus was formally named the Eugene J. Towbin Healthcare Center in May 1996 in honor of Eugene J. Towbin, M.D., Ph.D., in recognition of his 40-year career at Central Arkansas Veterans Healthcare System.

About Central Arkansas Veterans Healthcare System (CAVHS)

Dr. Eugene J. Towbin

The Central Arkansas Veterans Healthcare System (CAVHS) is a Department of Veterans Affairs (VA) healthcare provider. CAVHS is one of the largest and busiest VA medical centers in the country and was recognized nationally in 2010 with the Robert W. Carey Trophy Award – the highest honor a VA facility can receive for quality achievement and service excellence. Its two hospitals, **John L. McClellan Memorial Veterans Hospital** in Little Rock and **Eugene J. Towbin Healthcare Center** in North Little Rock, use advanced technology to provide a broad spectrum of inpatient and outpatient healthcare services, ranging from disease prevention and primary care to complex surgical procedures and extended rehabilitative care. Comprehensive healthcare is provided through primary, tertiary, and long-term care in areas of medicine, surgery, mental health, physical medicine and rehabilitation, neurology, dentistry, ophthalmology, geriatrics and extended care, and women's health. CAVHS has 280 operating hospital beds on both campuses as well as a 119-bed Domiciliary Residential Rehabilitation Treatment Unit that provides long-term rehabilitative care and a 152-bed Community Living Center (formally Nursing Home Care Unit) on its North Little Rock campus. CAVHS reaches out to Veterans across central Arkansas through its eight **Community-Based Outpatient Clinics** (CBOCs) in Conway, Hot Springs, El Dorado, Mountain Home, Mena, Pine Bluff, Russellville and Searcy, Arkansas. A Veterans Day Treatment Center is operated in downtown Little Rock, a Home Health Care Service Center is based in Hot Springs and a Vet Center is located in North Little Rock. CAVHS serves as a teaching facility for more than 1,500 students and residents enrolled in more than 65 educational programs; its principal affiliate is the University of Arkansas for Medical Sciences. CAVHS is accredited by many independent organizations to include: the Joint Commission for Accreditation of Healthcare Organizations, the American Heart Association, the Commission on Cancer, and the American College of Radiology Committee on Mammography.



2 John L. McClellan Memorial Veterans Hospital
4300 West 7th Street
Little Rock, AR 72205
501-257-1000

Community Based Outpatient Clinics (CBOC)

3 Conway CBOC
1520 East Dave Ward Drive
Conway, AR 72032
501-548-0500

4 El Dorado CBOC
460 West Oak Street
El Dorado, AR 71730
870-862-2489

5 Hot Springs CBOC
177 Sawtooth Oak Street
Hot Springs, AR 71901
501-520-6250

6 Mena CBOC
1706 U.S. 71
Mena, AR 71953
479-394-4800

7 Mountain Home CBOC
405 Buttercup Drive
Mountain Home, AR 72653
870-425-3030

8 Pine Bluff CBOC
4747 Dusty Lake Dr., Suite 203
Pine Bluff, AR 71603
870-541-9300

9 Russellville CBOC
3106 West 2nd Court
Russellville, AR 72801
479-880-5100

10 Searcy CBOC
1120 S. Main Street
Searcy, AR 72143
501-207-4700

Driving Directions to Eugene J. Towbin Healthcare Center

From I-40: Take I-40 toward Little Rock. Take Exit 152 for AR-365 South/MacArthur Dr. toward Pike Ave. Turn right onto MacArthur Dr. and continue for .6 miles. Turn right onto W. Pershing Blvd. and continue for 1.2 miles. Continue straight onto 1st St. The Veteran/visitor parking is on the north side of the Healthcare Center, Building 170 or the west side of the campus off of 4th Street.

Please Remember...

- Arrive early for your appointment (15-30 minutes).
- Call your clinic if you cannot make your appointment.
- Don't be a "No-Show" – another Veteran can use your time slot.
- Please bring a list of medications you are taking.
- Don't wait until you run out of medication to order a refill. You can always plan ahead and order refills through 1-800-209-7377 or www.myhealth.va.gov. Contact your primary care team when you receive the last refill on your prescription.
- Always ask your providers questions about your care.

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