

# Internal Medicine Wellness Resources

Residency can be one of the most stressful times in your life; if you need help, check out the resources below. Don't forget, you are ALWAYS welcome to talk to us as well!

## Important Contact Info:

### SAFE (Safety, Equity & Fairness) Committee

*Resident Safety, Fairness, & Equity. Options for reporting in an anonymous and/or confidential manner include*

#### Dr. Lawrence Opas, Designated Institutional Official

Phone: 323-409-6931

Pager: 213-919-7720

Cell: 818-269-7839

#### Dr. Tamara Chambers, Assistant DIO for SAFE oversight

Phone: 323-683-0715

#### Dr. Tobi Fishel, Director of Resident Wellness

Office: 323-409-6925

Cell: 615-218-6020

#### Dr. Laura Mosqueda, Dean, Keck School of Medicine

Office- 323-442-1900

#### Dr. Brad Spellberg, Chief Medical Officer

Phone: 310-489-0586

#### USC Office of Professionalism & Ethics:

<http://report.usc.edu>

Phone: 800-348-7454

#### LAC+USC Safety Intelligence System

<https://safetyintelligence.lacounty.gov/DH/>

#### ACGME Office of Resident Affairs

<http://www.acgme.org/residents-and-fellows/report-an-issue>

**GME Office:** 323-409-6931

**GME 24/7 Emergency/Anonymous Hotline:** 323-409-5463

#### Eric Hsieh, IM Program Director

Cell: 213-394-2585

#### Nancy Shepherd, Medicine Director of Educational Affairs

Office: 323-442-5314/323-409-6280

#### Krystle Santos, IM Residency Coordinator

Office: 323-442-5321/323-409-6771

Cell: 323-250-3466

#### Jessica Alvarez, IM Asst. Residency Coordinator

Office: 323-409-7676

#### IM Chief Residents:

Office: 323-409-6625

Cell: 213-375-4455

**Internal Medicine Residency Office:** 323-409-7556

**LAC+USC Human Resources:** 323-409-2300

**USC 24/7 Help & Hotline:** 213-740-2500 / 800-348-7454

**USC Student Health:** 213-740-9355

**USC Office of Equity and Diversity:** 213-740-5086

**USC Department of Public Service (DPS):** 213- 740-4321

**LAC+USC Sheriff:** 323-226-3333

#### LAC+USC H3 Team Peer Support:

For "routine" requests, submit an online request to the H3 Team for Team support. The link to the online request can be found on the LAC+USC Intranet. Click "LAC+USC Wellness" along the left-hand bar to access the H3 Wellness website. For "urgent" requests within 4 hours or "routine" requests after hours, contact the ANO On-duty (323) 409-4445.

#### Debriefs at LAC+USC:

Need a mental health specialist to mediate an ad-hoc debrief of an adverse event or traumatizing case?

ANO On-duty: (323) 409-4445

Clinical Social Work (323) 409-5253

Psychiatry On-Call (323) 409-1665

#### GME Director of Wellness- Free & Confidential Meetings:

Clinical Health Psychologist: Dr. Tobi Fishel (323) 409-6925 or (615) 218-6020

[Tfishel@usc.edu](mailto:Tfishel@usc.edu)

#### GME Clinician- Free & Confidential Meetings:

Melanie Drane: drane@usc.edu; 310-944-2906

#### County of Los Angeles Employee Assistance Program (EAP)

<http://ceo.lacounty.gov/EAP/default.htm>

3333 Wilshire Boulevard, Suite 1000

Los Angeles, CA 90010

(213) 738-4200

#### National Resources:

[Medically Induced Trauma Support Services \(MITSS\)](http://www.mitss.org/index.html)

<http://www.mitss.org/index.html>

(888) 366-4877 (confidential telephone support)

National Suicide Prevention Lifeline

(800) 273-TALK (8255) (confidential telephone support)

Text: START to 741-741 ([www.crisistextline.org](http://www.crisistextline.org))

[Black Bile](http://www.black-bile.com/index.html) (website dedicated to physicians suffering from depression)

<http://www.black-bile.com/index.html>

[Center for Patient Safety](http://www.centerforpatientsafety.org/second-victims/)

<http://www.centerforpatientsafety.org/second-victims/>

[University of Missouri forYOU team](http://www.muhealth.org/about/quality-of-care/office-of-clinical-effectiveness/foryou-team/caring-for-caregivers)

<http://www.muhealth.org/about/quality-of-care/office-of-clinical-effectiveness/foryou-team/caring-for-caregivers>

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## Teletherapy Options

### Genen Group

<https://happierliving.com/services/live-video-therapy/>

- Also has in-person option (West Hollywood, Newport Beach, Brentwood)
- Easy online scheduling
- Evenings and weekends available

Insurances accepted: Aetna/ Anthem Blue Cross/ Blue Shield of CA/ Cigna/Humana/Medicare/Optum/ United Healthcare

### Pacific Coast Psychiatric Associates

<https://www.pcpasf.com/new-patients>

- Also has in-person option (Los Angeles Mid-Wilshire, SF Bay Area)
- Easy online scheduling
- Psychotherapy and psychiatry both available
- M-F 8-5 pm only

Insurances accepted: Aetna/ Anthem Blue Cross/ Blue Shield (If mental health benefits are covered by Magellan or United Behavioral Health)/ Cigna/MHN/Optum/United Behavioral Health (UBH)/SutterSelect/Magellan

### Access Healing Counseling

<http://ahcounseling.com/>

- Also has in-person option (Culver City)
- Easy online scheduling
- Sliding scale / low fee option (beneficial if you have Kaiser, MediCal, or are on your parents' insurance but have privacy concerns)
- Evenings and weekends available

Insurances accepted: Aetna PPO/ Anthem Blue Cross PPO.Blue Shield PPO (only)/CIGNA/Cigna EAP/Magellan PPO (only)/Magellan EAP/ Longer list accepted for in-person services

### If you have the Aetna student health insurance:

- You need an Aetna psychotherapy "referral" through Eric Cohen Student Health in order to utilize private therapy. You can ask your provider for a referral if you have had a counseling intake, psychiatrist appointment, or Keck Check within the past year.
- Otherwise please call and ask for a 30-minute phone consult with Dr. Juliani or any Eric Cohen clinician in order to get a referral generated.
- You can reach Eric Cohen at 323-442-5631.

### Regardless of what insurance you have:

- You will owe a small "co-pay" for every teletherapy session which is usually \$15 if you have Aetna. The

co-pay amount may be more or less with other types of insurance.

- If you have something other than the Aetna student health insurance, you may or may not have a "yearly deductible" which is an amount that you (or your family) have to pay out of pocket before your insurance starts working. This can range from \$0 to as much as \$1000 depending on your plan.
- To be safe, you should call number on the back of your insurance card to ask how much your yearly deductible and co-pays are for mental health. You should also verify that your mental health benefits would apply specifically to teletherapy.

## Wellness Events & Programs

**Contact GME office- 323-409-6931**

***Tfjshel@usc.edu***

- Wellness Champions for Resident & Fellow Peer Group Support
- Monthly Mindfulness in Medicine Classes
- Resident-Partner Evening Workshops, 2 per year
- Sports Teams around town: Clubwaka, Zogsports, UrbansportsLA
- Mind Body/Stress Management Activities
- Free Yoga: Keck- 5pm-6pm Contact [Elizabeth.otoole@med.usc.edu](mailto:Elizabeth.otoole@med.usc.edu)
- Mindful USC App: Free to download
- Resident/Fellow Appreciation Week in March