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## Our Mission

VHA's mission is to "honor America's Veterans by providing exceptional health care that improves their health and well-being."

At the Chronic Pain & Wellness Center, our mission is to provide Veteran-centered, comprehensive care that empowers Veterans to live well with chronic pain through education, active self-management, and evidence-based interdisciplinary pain care.

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## Who Are We?

We work as a collaborative team that includes:

- Physicians and Nurse Practitioners
- Psychologists
- Clinical Social Worker
- Clinical Pharmacists
- Nurse Care Managers
- Whole Health Coaches
- Physical Therapist
- Acupuncturists

*See our description of Chronic Pain & Wellness Center services on [page 4](#) to find out how each team member can help!*

We also coordinate your care with:

- Primary Care
- Physical Medicine & Rehabilitation
- Interventional Pain Management
- Orthopedics
- Sleep Medicine
- Occupational Therapy
- Nutrition
- Recreation Therapy

## What To Expect

Following your orientation visit, you will select a care program based on the best fit for your needs (see [page 3](#)). As we get to know you, we can incorporate additional team members and/or specialty services as needed.

Most Veterans can expect to work with the Center for 6-12 months. Then your pain care will be transitioned back to Primary Care through close communication between our team and your Primary Care Provider (PCP).

The Chronic Pain & Wellness Center will not prescribe or recommend any treatments for you until you have been evaluated individually. Please follow up with your PCP for management of your chronic pain until you complete an intake visit with us.

## What We Expect

**Scheduling:** Make, change, or cancel any upcoming appointments by calling 720-723-3201.

- Please try to cancel any appointments as early as possible and at least 24 hours in advance.

**Refill requests:** Contact the VA pharmacy directly at least 10-14 days prior to running out of medication.

- Pharmacy: 303-399-8020, option 1 for pharmacy, then option 3 for a pharmacy service clerk (8a-4:30p, M-F). You can also request refills for non-controlled medications through [myhealth.va.gov](https://myhealth.va.gov).
- If you have a medication question or an urgent refill request, please reach out to our team via secure messaging for non-urgent questions or by phone for urgent refills.

**Laboratory testing:** We require regular urine drug screens for routine safe monitoring of Veterans taking controlled medications. We will let you know if you are due, and no appointment is needed for this testing.

### Communication guidelines:

- *Non-urgent chronic pain concerns:* Use secure messaging and we will reply within 72 business hours.
- *Semi-urgent chronic pain concerns:* Call our front desk at 720-723-3201.
- ***Urgent concerns or new/severe pain:*** Call the RMR nurse line at 303-399-8020, option 3, or go to your nearest emergency room or urgent care. To avoid delays in care, do not call us or send a secure message for urgent concerns.
- *Non-urgent health concerns not related to your chronic pain:* Contact your PCP through secure messaging or by calling 303-399-8020, option 2 for appointments, then option 2 for Primary Care.
- *Not sure?* Call the RMR nurse line at 303-399-8020, option 3.

**Please be respectful in all communication with our team.** We recommend writing down any questions that you may have before calling or sending a secure message to help collect your thoughts and focus the conversation.

- Disruptive or threatening language/behavior, inappropriate use of phone calls or secure messaging, or recording conversations will not be tolerated and may lead to limitation of secure messaging privileges and/or discharge from the Chronic Pain & Wellness Center.

### Contact us

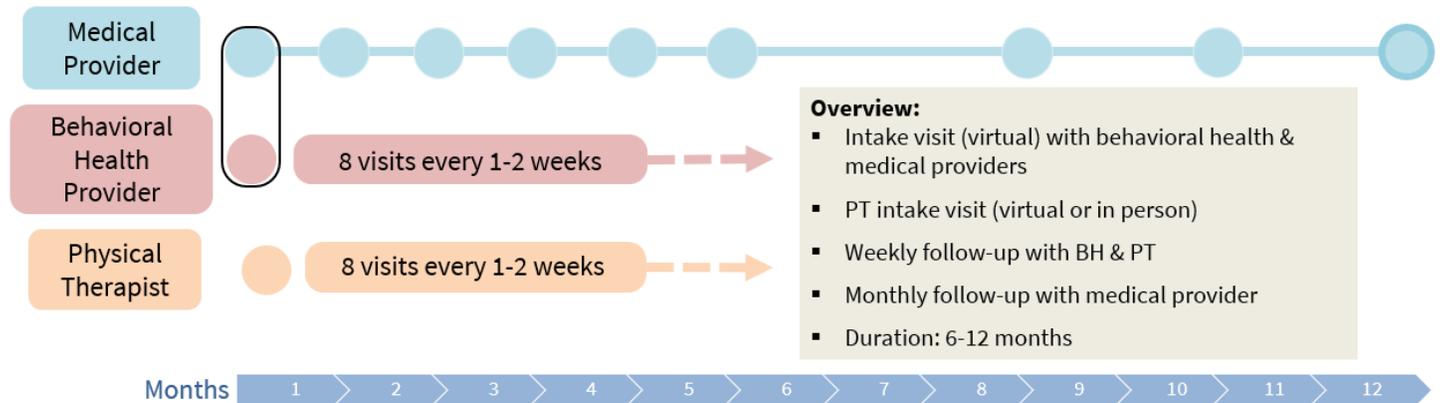
Rocky Mountain Regional VA Medical Center  
1700 North Wheeling Street, Building G, Floor 3  
Aurora, CO 80045  
303-399-8020  
[myhealth.va.gov](https://myhealth.va.gov)

Chronic Pain & Wellness Center scheduling: 720-723-3201

## Chronic Pain & Wellness Center Programs

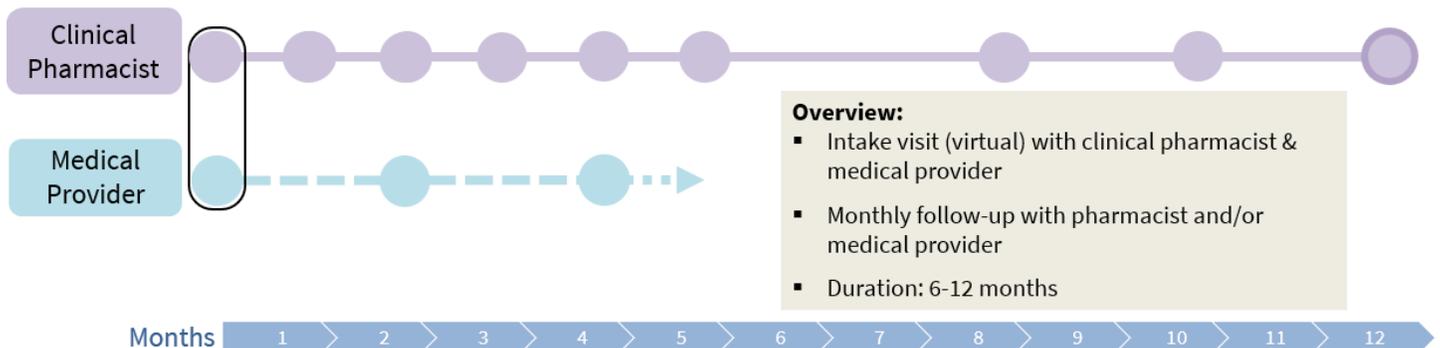
### Active Management of Pain (AMP) Program

Veterans in this program work closely with a behavioral health provider (licensed psychologist or clinical social worker) and a physical therapist while also collaborating with a medical provider (physician or nurse practitioner). This team will teach you active, science-backed strategies for managing pain to improve your daily functioning and quality of life. By “active,” we mean that the treatment is performed BY you, rather than TO you. We emphasize the importance of movement, and you will work with your team to determine the right type and amount of movement for you.



### Medication Management Program

In this program, Veterans work most closely with a clinical pharmacist and medical provider to make sure their medications for chronic pain are as safe and effective as possible. If you take opioids regularly, we recommend you start here. Even if you start with this program, we strongly recommend you engage with active strategies for pain management (for example, PT and/or Behavioral Health or Whole Health groups).



## Chronic Pain & Wellness Center Services

### Behavioral Health for Chronic Pain

Licensed psychologists and clinical social workers provide individual and group sessions to teach behavioral strategies for managing chronic pain.

#### ➤ Group offerings

- **Brief Cognitive Behavioral Therapy for Chronic Pain (BCBT-CP) (virtual):** 4-week group focusing on four main strategies for actively managing chronic pain. This group is an "introduction" to behavioral health treatment for pain and is recommended for Veterans who have never worked with a psychologist or therapist on managing chronic pain.
- **Women's Chronic Pain Group (virtual):** 9-week group for Veterans who identify as female, focusing on building acceptance of thoughts, emotions, and physical sensations (pain).
- **Mindfulness-Based Cognitive Behavioral Therapy for Chronic Pain (CBT-CP) (virtual):** Drop-in group that includes weekly mindfulness practice to help Veterans notice their pain in the moment and other factors, such as thoughts and feelings, related to it.

### Whole Health

Whole Health recognizes you as a whole person. It goes beyond your illnesses, injuries, or disabilities. It focuses on health and well-being and includes self-care and complementary therapies such as acupuncture, massage, and yoga along with your medical care. In Whole Health care, you are a more active partner with your health care team. We offer one-on-one Whole Health coaching as well as Whole Health classes.

#### ➤ Whole Health classes

- **Introduction to Whole Health (virtual):** A one session class that introduces the concepts of Whole Health and invites you to set personal goals around your health and well-being.
- **Taking Charge of My Life & Health (virtual):** Weekly 9-week class that takes a deeper look into Whole Health. Learn the practice of mindful awareness and explore your life mission, aspiration, and purpose.

### Physical Therapy

Even if you have previously been through physical therapy, we encourage you to try it here. Through in-person or virtual appointments every 1-2 weeks, our physical therapist will apply the most up-to-date pain science to help you better manage your unique pain experience by determining an appropriate starting dose and type of movement and gradually increasing activity as your function improves.

### Clinical Pharmacists

Clinical pharmacist practitioners collaborate individually with veterans to set functional and medication goals.

### Care Management

Our registered nurse care managers will be in contact with you to assess and monitor any changes in medication management, assist with coordination of care, and/or conduct any other assessments requested by other members of your care team.

## Chronic Pain & Wellness Center Services (continued)

### Acupuncture

A form of complementary medicine that originated in traditional Chinese medicine several thousand years ago. It involves placing very small needles at specific points on your body to help relieve pain. This is a passive treatment that generally offers short-term pain relief and is best used alongside active therapies for chronic pain. We offer weekly Battlefield Acupuncture groups as well as individual acupuncture sessions.

- **Battlefield Acupuncture:** A procedure in which small needles placed in the ear can help reduce pain in other parts of the body. We offer Battlefield Acupuncture group visits Mondays at 1pm.

### Research Studies

The Chronic Pain and & Wellness Center strives to advance the science of chronic pain treatment and provide access to the most current treatments available. You may be eligible to participate in a research trial – please ask us if you are interested in learning more.

### Additional Resources

- Veterans Health Library – [www.veteranshealthlibrary.va.gov/DiseasesConditions/ChronicPain/](http://www.veteranshealthlibrary.va.gov/DiseasesConditions/ChronicPain/)
- Whole Health for Veterans with Chronic Pain Podcast – [www.spreaker.com/show/whole-health-for-veterans-with-chronic](http://www.spreaker.com/show/whole-health-for-veterans-with-chronic)
- University of Michigan Pain Guide – [painguide.com](http://painguide.com)
- Chronic Pain Journey Map – [nam.edu/programs/action-collaborative-on-counteracting-the-u-s-opioid-epidemic/chronic-pain-journey-map/](http://nam.edu/programs/action-collaborative-on-counteracting-the-u-s-opioid-epidemic/chronic-pain-journey-map/)
- Understanding Pain (video) – <https://vimeo.com/137163303>
- Tame the Beast – It's Time to Rethink Persistent Pain (video) – <https://www.youtube.com/watch?v=ikUzvSph7Z4www.tamethebeast.org>
- Proactive Pain Management: 10 Ways to Manage Your Chronic Pain – [www.publichealth.va.gov/exposures/publications/gulf-war/gulf-war-spring-2015/chronic-pain-management.asp](http://www.publichealth.va.gov/exposures/publications/gulf-war/gulf-war-spring-2015/chronic-pain-management.asp)
- VA Acupressure Self-Care Videos
  - Low back pain: [www.youtube.com/watch?v=ijclWX702mU](http://www.youtube.com/watch?v=ijclWX702mU)
  - Sleep: [www.youtube.com/watch?v=2yu4GPwMrF0](http://www.youtube.com/watch?v=2yu4GPwMrF0)
  - Headaches: [www.youtube.com/watch?v=Ngq-Y1JH-QA](http://www.youtube.com/watch?v=Ngq-Y1JH-QA)
  - Neck pain: [www.youtube.com/watch?v=BCqGsDdH1g0](http://www.youtube.com/watch?v=BCqGsDdH1g0)
- Comeback Yoga (free online and in-person yoga for Veterans) – <http://comebackyoga.org/>