



**Update\_2\_0\_301**

**Clinical Reminders**

**VA-VCL Update**

**Install Guide**

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Product Development  
Office of Information Technology  
Department of Veterans Affairs

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# Introduction

Guidance from the SECVA was released to update the Veterans Crisis Line (VCL) contact information (see screenshot excerpt below).

1. The Department of Veterans Affairs (VA) administers the Veterans Crisis Line (VCL) through the National Suicide Prevention Lifeline (Lifeline) national network. Veterans can currently reach VCL by calling the 10-digit Lifeline phone number, (1-800-273-8255), and then pressing 1 to be connected to responders trained to understand the unique needs and challenges of Veterans.
2. The National Suicide Hotline Designation Act, signed into law in 2020 authorized 988 as the new three-digit number for the Lifeline. Because of VA's partnership with the Lifeline, VCL is affected by this transition to a new number.
3. All telephone service providers in the U.S. must activate 988 no later than July 16, 2022. However, many providers have chosen to implement the service sooner. Once a Veteran's telephone service provider makes 988 available, Veterans can use this new option by dialing 988, then pressing 1 to contact VCL. After the "Dial 988 then Press 1" activation, Veterans can still use the 10-digit number and Press 1 to reach VCL.

This update includes national reminder dialog groups and elements that contain text for the Veterans Crisis Line (VCL). Each group and element have been updated with the new VCL contact (i.e. Dial 988 then Press 1). A PDF containing the list of each updated reminder dialog is available in the link below.

## REDACTED URL

### One item (example) from the PDF is below:

Reminder ELEMENT: **VA-EL RH&S - VETERANS CRISIS LINE**

Change Made: Veterans Crisis Line reference number changed to "Dial 988 then Press 1".

Resides in the VA-RELATIONSHIP HEALTH AND SAFETY ASSESSMENT reminder dialog.

Reminder Dialog Template: RELATIONSHIP HEALTH AND SAFETY INITIAL ASSESSMENT NOTE

- Other:
- Facilitated consult/referral to VA facility program:
- Mental Health Treatment Coordinator, Primary Care Provider, or Case Manager (e.g., HUD VASH, PAC
- Intimate Partner Violence Assistance Program Coordinator was notified.
- Provided contact information for IPVAP Coordinator or Champion.
- Provided contact information for the National Domestic Violence Hotline 1-800-799-SAFE (7233) an
- Provided contact information for the Veterans Crisis Line - **Dial 988 then Press 1**
- Facilitated consult/referral IPVAP Coordinator or Champion for future (non-emergent) follow-up.
- Facilitated consult/referral IPVAP Coordinator or Champion for same-day (urgent) follow-up.
- The following future appointments were initiated:

**UPDATE\_2\_0\_301 contains 1 Reminder Exchange entry:**  
UPDATE\_2\_0\_301 VA-VCL UPDATE

**The exchange file contains the following components:**

**REMINDER GENERAL FINDINGS**

VIEW PROGRESS NOTE TEXT

**TIU TEMPLATE FIELD**

VA-SAH IA HEAD INJURY TEXT  
YES -OR- NO  
GEN WORD PROCESSING  
VA-SAH IA CURRENT MH TX  
EDIT 60  
VA-ONC OTHERS PRESENT  
VA-ONC VVC VERBAL  
BLANK TEXT FIELD FOR DIALOGS  
WORD PROCESSING 10-2-02  
VA-TELE URGENT CRISIS LINE  
VA SP EB25  
VA SP EB30 IND  
VA SP CITY ST  
VA SP EB40  
VA SP CRISIS CHAT  
VA SP 3 LINES  
VA-OSP SAFETY PLAN BLANK CLINICIAN  
VA-OSP SAFETY PLAN BLANK

**HEALTH FACTORS**

VA-REMINDER UPDATES [C]  
VA-UPDATE\_2\_0\_301  
VA-SUICIDE RISK ASSESSMENT [C]  
VA-SUICIDE ACTION PROVIDE CRISISLINE  
TELE URGENT CARE [C]  
TELE URGENT TYPE CHAT HF  
TELE URGENT TYPE PHONE HF  
TELE URGENT TYPE VIDEO HF  
TELE URGENT PLAN NEAREST ER HF  
TELE URGENT PLAN URGENT CARE HF  
TELE URGENT PLAN LESS THAN 72 HRS HF  
TELE URGENT PLAN PACT HF  
TELE URGENT PLAN TELE URGENT HF  
TELE URGENT RFR OTHER HF  
TELE URGENT RFR EYE HF  
TELE URGENT RFR CV HF  
TELE URGENT RFR NEURO HF

TELE URGENT RFR URINARY HF  
TELE URGENT RFR GI HF  
TELE URGENT RFR SKIN HF  
TELE URGENT RFR ENT HF  
TELE URGENT RFR MUSCULO HF  
VA-SUICIDE BEHAVIOR AND OVERDOSE REPORT [C]  
VA-SBOR OD EDUCATION TO CAREGIVER/OTHER  
VA-SBOR OD EDUCATION TO PATIENT  
DOMESTIC/INTERPERSONAL VIOLENCE SCREEN [C]  
VA-IPVAP/A - PROVIDED CRISIS NUMBER

**REMINDER SPONSOR**

MENTAL HEALTH SERVICES

**REMINDER TERM**

VA-REMINDER UPDATE\_2\_0\_301

**TIU DOCUMENT DEFINITION**

VA-WRIISC ACTIVE PROBLEMS  
ALLERGIES/ADR

**REMINDER DIALOG**

VA-GP VCL UPDATE AUG 22

## **Pre-Installation**

Prior to installing this Update:

1. Check Reminder Exchange Install History (IH) and ensure your facility has installed the following (previously released) Updates:
  - UPDATE\_2\_0\_249 VA-STRENGTH AT HOME TEMPLATES
2. From the Reminder Dialog Management menu, Inquire/Print (INQ) and capture/save the following ELEMENT:

Identify data objects mapped to the dialog text. Re-mapping steps of these data objects are outlined in the Post-Installation steps.

- Element: VAL-TELE URGENT DEMOGRAPHICS

## Install Details

This update is being distributed as a web host file. The address for the host file is:

**[https://REDACTED/UPDATE\\_2\\_0\\_301.PRD](https://REDACTED/UPDATE_2_0_301.PRD)**

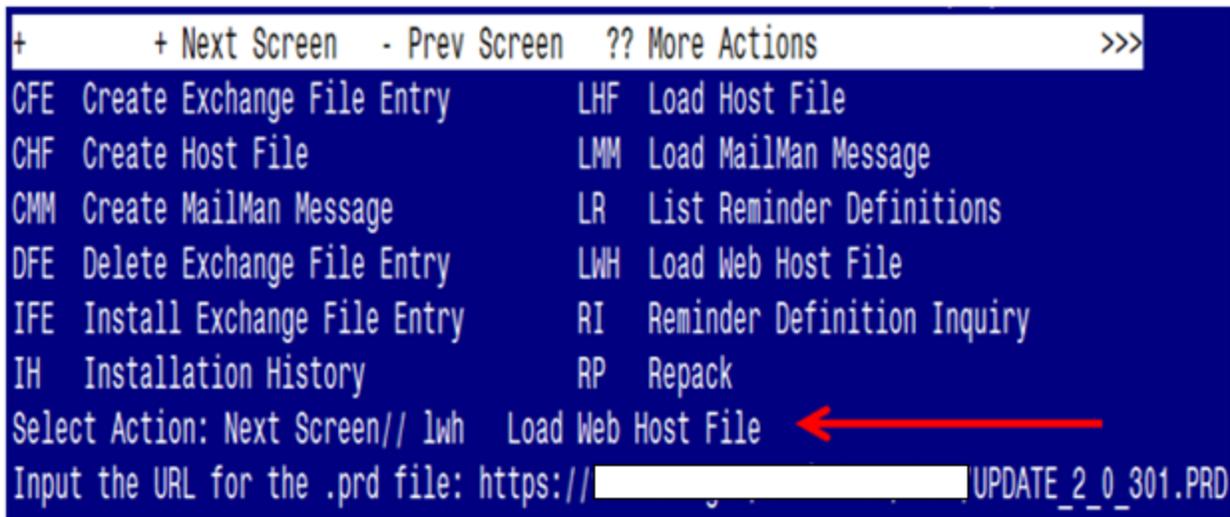
The file will be installed using Reminder Exchange, programmer access is not required.

Installation:

This update can be loaded with users on the system. Installation will take less than 15 minutes.

## Install Example

To Load the Web Host File. Navigate to Reminder exchange in Vista



```
+      + Next Screen  - Prev Screen  ?? More Actions      >>>
CFE  Create Exchange File Entry      LHF  Load Host File
CHF  Create Host File                 LMM  Load MailMan Message
CMM  Create MailMan Message           LR   List Reminder Definitions
DFE  Delete Exchange File Entry       LWH  Load Web Host File
IFE  Install Exchange File Entry      RI   Reminder Definition Inquiry
IH   Installation History              RP   Repack
Select Action: Next Screen// lwh  Load Web Host File ←
Input the URL for the .prd file: https://[REDACTED]UPDATE_2_0_301.PRD
```

At the **Select Action:** prompt, enter **LWH** for Load Web Host File

At the **Input the url for the .prd file:** prompt, type the following web address:

**[https://redacted/UPDATE\\_2\\_0\\_301.PRD](https://redacted/UPDATE_2_0_301.PRD)**

You should see a message at the top of your screen that the file successfully loaded.

**[https://\[REDACTED\]/UPDATE\\_2\\_0\\_301.PRD](https://[REDACTED]/UPDATE_2_0_301.PRD) successfully loaded.**

Search for and locate the reminder exchange entry titled UPDATE\_2\_0\_301 VA-VCL UPDATE.

+Item	Entry	Source	Date Packed
344	UPDATE_2_0_301 VA-VCL UPDATE		08/17/2022@12:08
345	UPDATE_2_0_31 VA-REACH		06/15/2017@07:55
346	UPDATE_2_0_31 VA-REACH		07/05/2017@07:55
347	UPDATE_2_0_32 VA-MH CONTINGENCY MANAGEMENT		01/26/2018@04:12
348	UPDATE_2_0_33 MISC UPDATE 4		07/07/2017@12:39
349	UPDATE_2_0_34 VA-WH PAP SMEAR SCREENING		07/05/2019@10:55
350	UPDATE_2_0_34 VA-WH PAP SMEAR SCREENING		09/11/2019@11:39

+	Next Screen	- Prev Screen	?? More Actions	>>>
CFE	Create Exchange File Entry	LHF	Load Host File	
CHF	Create Host File	LMM	Load MailMan Message	
CMM	Create MailMan Message	LR	List Reminder Definitions	
DFE	Delete Exchange File Entry	LWH	Load Web Host File	
IFE	Install Exchange File Entry	RI	Reminder Definition Inquiry	
IH	Installation History	RP	Repack	
Select Action: Next Screen// IFE Install Exchange File Entry				
Enter a list or range of numbers (1-545): 344				

At the **Select Action** prompt, enter **IFE** for Install Exchange File Entry  
 Enter the number that corresponds with your entry titled **UPDATE\_2\_0\_301 VA-VCL UPDATE** (in this example it is entry 344, it will vary by site). The exchange file date should be 08/17/2022@12:08.

Component	Category	Exists
Source:		
Date Packed: 08/17/2022@12:08:39		
Package Version: 2.0P71		
Description:		
The following Clinical Reminder items were selected for packing:		
REMINDER DIALOG		
VA-GP VCL UPDATE AUG 22		
REMINDER TERM		
VA-REMINDER UPDATE_2_0_301		
Non-exchangeable TIU object(s):		
-----		
TIU Object: ALLERGIES/ADR		
Object Method: S X=\$\$MAIN^TIULADR(DFN,1,"^TMP("TIULADR",\$J)",0)		
+ Enter ?? for more actions >>>		
IA	Install all Components	IS Install Selected Component
Select Action: Next Screen// IA		

At the **Select Action** prompt, type **IA** for Install all Components and hit enter.  
 Select Action: Next Screen// **IA Install all Components**

**You will see several prompts:**

- 1** - For all new components, choose **I to Install**
- 2** - For existing components, choose **O to Overwrite.**

**You will be prompted to install the dialog component:**

Item	Seq.	Dialog Findings	Type	Exists
1		VA-GP VCL UPDATE AUG 22 Finding: *NONE*	group	
2	10	VA-CSP GP INTERVIEW ACCESS TO CRISIS LINE Finding: *NONE*	group	X
3	20	VA-EL RH&S - VETERANS CRISIS LINE Finding: VA-IPVAP/A - PROVIDED CRISIS NUMBER (HEALTH FACTOR)	element	X
4	30	VA-GP COVID-19 INVENTORY-SUICIDE SCREEN HOTLINE Finding: *NONE*	element	X
5	40	VA-GP CSP INTIAL ASSESSMENT CAREGIVER CRISIS Finding: *NONE*	group	X
6	40.5	VA-CSP INTIAL ASSESSMENT CAREGIVER CRISIS YES	element	X
+ + Next Screen - Prev Screen ?? More Actions				
DD	Dialog Details	DT	Dialog Text	IS Install Selected
DF	Dialog Findings	DU	Dialog Usage	QU Quit
DS	Dialog Summary	IA	Install All	
Select Action: Next Screen// <b>IA</b>				

At the **Select Action** prompt, type **IA** to install the dialog – **VA-GP VCL UPDATE AUG 22**

Select Action: Next Screen// **IA Install All**

Install reminder dialog and all components with no further changes: **Y// ES**

Item	Seq.	Dialog Findings	Type	Exists
Packed reminder dialog: VA-GP VCL UPDATE AUG 22 [NATIONAL DIALOG] VA-GP VCL UPDATE AUG 22 (group) installed from exchange file.				
1		VA-GP VCL UPDATE AUG 22 Finding: *NONE*	group	X
2	10	VA-CSP GP INTERVIEW ACCESS TO CRISIS LINE Finding: *NONE*	group	X
3	20	VA-EL RH&S - VETERANS CRISIS LINE Finding: VA-IPVAP/A - PROVIDED CRISIS NUMBER (HEALTH FACTOR)	element	X
4	30	VA-GP COVID-19 INVENTORY-SUICIDE SCREEN HOTLINE Finding: *NONE*	element	X
5	40	VA-GP CSP INTIAL ASSESSMENT CAREGIVER CRISIS Finding: *NONE*	group	X
6	40.5	VA-CSP INTIAL ASSESSMENT CAREGIVER CRISIS YES	element	X
+ + Next Screen - Prev Screen ?? More Actions				
DD	Dialog Details	DT	Dialog Text	IS Install Selected
DF	Dialog Findings	DU	Dialog Usage	QU Quit
DS	Dialog Summary	IA	Install All	
Select Action: Next Screen// <b>Q</b>				

When the dialog has completed installation, you will then be returned to this screen. At the **Select Action** prompt, type **Q**.

```

Component                                     Category      Exists
Source:
Date Packed: 08/17/2022@12:08:39
Package Version: 2.0P71

Description:
The following Clinical Reminder items were selected for packing:
REMINDER DIALOG
  VA-GP VCL UPDATE AUG 22

REMINDER TERM
  VA-REMINDER UPDATE_2_0_301
Non-exchangeable TIU object(s):
-----
TIU Object: ALLERGIES/ADR
Object Method: S X=$$MAIN^TIULADR(DFN,1,"^TMP("TIULADR",$J)",0)

+      + Next Screen  - Prev Screen  ?? More Actions      >>>
IA  Install all Components      IS  Install Selected Component
Select Action: Next Screen// Q

```

You will be returned to this screen. Type Q to quit.

Install Completed

## **Post Installation**

1. Refer to the Inquire/Print (INQ) you saved during the Pre-Installation steps for the following ELEMENT:

Re-map the address, phone number data objects to the following element:

Element: **VAL-TELE URGENT DEMOGRAPHICS**

Text: Patient's current address \*\*insert data object here for address

Patient's Phone Number: \*\*insert data object here for phone  
 \*\*insert data object here for cell phone

\*\*insert data object here for patient emergency contact

2. Confirm the **highlighted** data objects are mapped to the dialog text in the following ELEMENTS:

Element: VAL-TELE URGENT PROBLEM LIST

Text:

\*\*\*\*\*

ACTIVE PROBLEMS: |VA-WRIISC ACTIVE PROBLEMS|

Element: VAL-TELE URGENT ALLERGIES

Text:

\*\*\*\*\*

ALLERGIES/ADR: |ALLERGIES/ADR|

Element: VAL-TELE URGENT ACTIVE MEDS

Text:

\*\*\*\*\*

|ACTIVE MEDS COMBINED|