



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

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

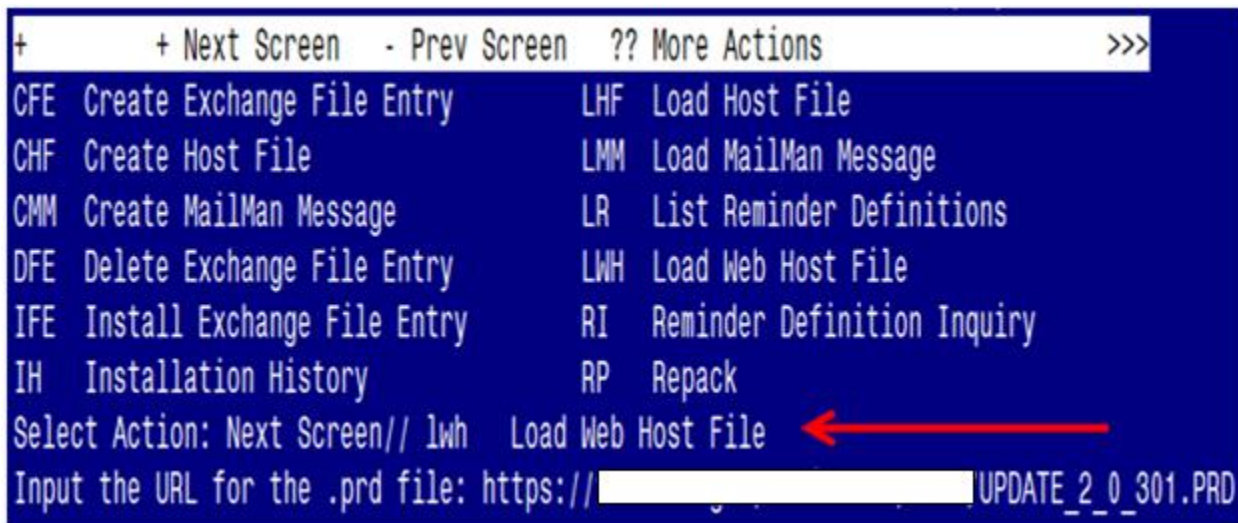
Installation:

=====

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

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

```
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// IA				

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// Q				

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|