

HBPC Incoming Telephone Call CPRS Alert Notification Guide

NOTE: Patients/caretakers may no longer leave messages just stating, "I need to talk to the Provider."

Further information needs to be obtained. If the RN feels the Provider needs to address the issues, they will notify the Provider.

Issues that Need IMMEDIATE ATTENTION:

Send to HBPC Triage RN

- **Shortness of Breath**
- **One-sided weakness**
- **Passed out/Fainted**
- **Worse Headache Ever**
- **Uncontrolled Bleeding**
- **Changes in Mental Status**
- **Calf Swelling/Pain**
- **Nausea, Vomiting, Diarrhea, and/or Flu-like Symptoms**
- **Involved in an Accident/Injury**
- **Sudden Weakness, Dizziness, or Drowsiness**
- **Chest Pain**
- **Slurred Speech**
- **Broken Bone**
- **Hit Head**
- **Severe Abdominal Pain**
- **Seizure**
- **Medication Reaction**

Psychologist/
Psychiatrist



- Mental Health Issues
- **If a Crisis (Suicidal/Homicidal): STAY ON THE PHONE WITH THE PATIENT UNTIL PSYCHOLOGY/PSYCHIATRIST/SW CAN TAKE OVER OWNERSHIP OF THE PHONE CALL (see Veterans Crisis Line attachment)**

Provider



- Controlled Substance Requests
- Medication Renewals (if no refills available)
- All Other Needs are Forwarded to RN Care Manager first

Social
Worker



- Advanced Directives
- Benefits
- Billing Questions
- Caregiver Issues
- Community Resource Requests
- Homemaker Issues
- Transportation Assistance
- Respite Request

Clinical
Pharmacy
Specialists



- Anticoagulation/INR (lab results for warfarin/Coumadin therapy)
- General Medicine Questions/Refills
- Pharmacy Managed Conditions, such as Congestive Heart Failure (CHF), Diabetes & Hypertension (HTN)

Central
Pharmacy



Medication Refill Requests WITH Refills Remaining: Ext. 7221

Occupational
Therapist



- Equipment Needs or Issues
- Falls

Dietician



- Nutrition Supplements
- Tube Feeding Issues
- Swallowing Issues

RN Care
Manager



Any Issue NOT Listed Above to be Forwarded to RN Care Manager

TRANSFERRING A CALL TO THE VETERANS CRISIS LINE (VCL)



TRANSFERRING A CALL TO THE VETERANS CRISIS LINE (VCL)

1. Determine if the caller is in distress.
 - a. Remain calm and listen.

b. **Ask the question:** "Sometimes when people are (upset/angry/in pain/etc.) they will think about suicide. Are you thinking about killing yourself or someone else?"

Signs of Distress:

- Emotional (crying, loud, yelling)
- Making concerning statements like:
 - My family would be better off if I wasn't here.
 - I can't go on like this,
 - No one can help me.

YES
Suicidal, homicidal, or in crisis

NO
Not suicidal, homicidal, or in crisis

Route caller to appropriate local resources.

2. Assess if caller is at **imminent risk** (has already hurt self/others **or** has immediate plan to harm self/others and has access to means).
 - a. Notify your supervisor (or other staff) of the situation.
 - b. Try to obtain Veteran's information (phone number, name, last four digits of Social Security number, location).
 - c. Have supervisor (or other staff) immediately contact 911 for safety check.
 - d. Remain on the phone with caller until emergency personnel arrive.
3. If call is **not** at imminent risk, collect information:
 - a. Caller's **phone number** (caller ID or **ask** for their phone number)
 - b. Veteran's **name**
 - c. Veteran's **Social Security number** (or last four digits of SSN)
 - d. Veteran's current **location**
4. Transfer call:
 - a. **Explain** that you will conference a VCL staff member into the call.
 - b. **Call 1-800-273-8255, Press 1**
 - c. **Complete a warm transfer:** When the VCL responder answers, identify yourself and the office you are calling from. Explain what is going on and provide the information that you collected about the caller before bringing the caller on the line.
 - d. **Inform caller** that you will hang up and he/she is in good hands with the VCL responder.
 - e. **Make sure** the caller is on the call with the VCL responder before hanging up.
 - f. **Document** the initial call and warm transfer to VCL in a CPRS administrative progress note or Report of Contact (VA Form 119), as required locally. Notify your supervisor, per facility procedure or protocol.

For more information about the Veterans Crisis Line, visit VeteransCrisisLine.net
For more information about VA's mental health resources, visit www.mentalhealth.va.gov