

Tele-Behavioral Health Crisis Protocol

Veteran name: _____

DOB: _____ **Last 4 of SSN:** _____

Phone number: _____

VA Internal Crisis Contact Number (located on the consult):

Clinical Staff or "Patient Support Person" contact information:

Local Police/Sherriff Department (for every location used):

Local hospital emergency room:

Local psychiatric hospitalization facility:

Client family/support contact information:

Crisis Contact Step-by-Step:

1. De-escalate the Veteran if at all possible. If unable to do so, please contact the appropriate police department immediately making sure to give them the emergency contact information and mentioning any unsecured weapons, if any. If you have front end staff, I would suggest creating an internal messaging system to notify them when the police need to be called, so that you may remain on the call with the Veteran. Many of our providers use a messaging system with a quick code word and the last 4 of the SSN. That way the provider doesn't appear distracted and the office staff can begin calling.
2. Once the police have been contacted –
 - a. If you are still on the call with the Veteran, keep them engaged until the police arrive and the Veteran is secured. Move to step 3.
 - b. If you are NOT on the call with the Veteran and are unable to get them on the phone, move to step 3.
3. Contact the VA's Internal Crisis Contact to let them know what occurred. The VA will begin preparations to house the Veteran in an inpatient situation or take any additional steps. Please give them the emergency contact information.
4. Contact the Veteran's emergency contact to let them know that the Veteran had a crisis situation and that the police and VA had to be called. Do not release sensitive information unless the Veteran has given you permission to do so. You may give them the police department's telephone number so that they can locate the Veteran quickly.
5. Please email Hallena Hinkle (hhinkle@TriWest.com) a summary of events once you have a moment. She will notate the Veteran's profile and alert the VA through our system.