Update_2_0_301

Clinical Reminders

VA-VCL Update

Install Guide

August 2022

Product Development
Office of Information Technology
Department of Veterans Affairs

Table of Contents

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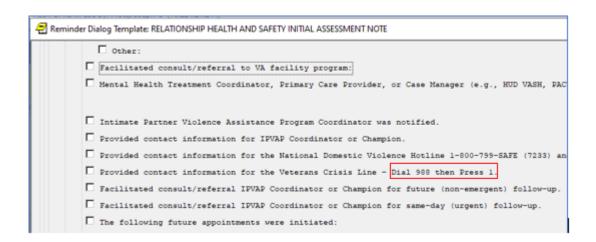
This update includes national reminder dialog groups and elements that contain text for the Veterans Crisis Line (VCL). Each group and element have been updated with the new VCL contact (i.e. Dial 988 then Press 1). A PDF containing the list of each updated reminder dialog is available in the link below.

REDACTED URL

One item (example) from the PDF is below:

Reminder ELEMENT: <mark>VA-EL RH&S - VETERANS CRISIS LINE</mark>
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.

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

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://vaww.va.gov/reminders/docs/UPDATE_2_0_301.PRD
 You should see a message at the top of your screen that the file 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                               01/26/2018@04:12
       CONTINGENCY MANAGEMENT
  348  UPDATE_2_0_33 MISC UPDATE 4                       07/07/2017@12:39
  349  UPDATE_2_0_34 VA-WH PAP SMEAR                     07/05/2019@10:55
       SCREENING
  350  UPDATE_2_0_34 VA-WH PAP SMEAR                     09/11/2019@11:39
       SCREENING
+          + 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                          group
            Finding: *NONE*

  2   10 VA-CSP GP INTERVIEW ACCESS TO CRISIS LINE        group      X
            Finding: *NONE*

  3   20 VA-EL RH&S - VETERANS CRISIS LINE                element    X
            Finding: VA-IPVAP/A - PROVIDED CRISIS NUMBER (HEALTH FACTOR)  X

  4   30 VA-GP COVID-19 INVENTORY-SUICIDE SCREEN HOTLINE  element    X
            Finding: *NONE*

  5   40 VA-GP CSP INTIAL ASSESSMENT CAREGIVER CRISIS     group      X
            Finding: *NONE*
  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

```
Packed reminder dialog: VA-GP VCL UPDATE AUG 22 [NATIONAL DIALOG]
VA-GP VCL UPDATE AUG 22 (group) installed from exchange file.
Item  Seq. Dialog Findings                               Type    Exists
  1      VA-GP VCL UPDATE AUG 22                          group      X
            Finding: *NONE*

  2   10 VA-CSP GP INTERVIEW ACCESS TO CRISIS LINE        group      X
            Finding: *NONE*

  3   20 VA-EL RH&S - VETERANS CRISIS LINE                element    X
            Finding: VA-IPVAP/A - PROVIDED CRISIS NUMBER (HEALTH FACTOR)  X

  4   30 VA-GP COVID-19 INVENTORY-SUICIDE SCREEN HOTLINE  element    X
            Finding: *NONE*

  5   40 VA-GP CSP INTIAL ASSESSMENT CAREGIVER CRISIS     group      X
            Finding: *NONE*
  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
```
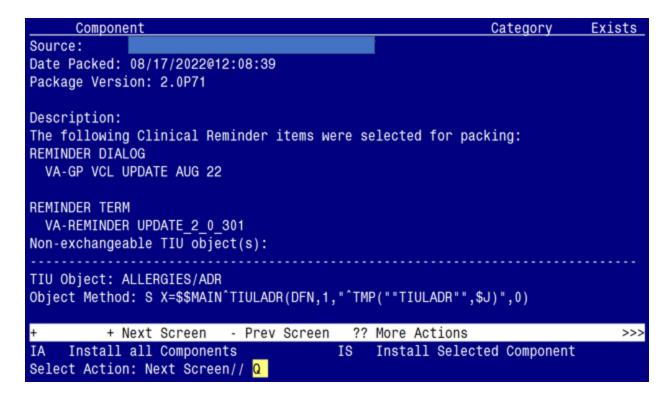
When the dialog has completed installation, you will then be returned to this screen. At the
Select Action prompt, type **Q.**

```
     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: <mark>VAL-TELE URGENT DEMOGRAPHICS</mark>

         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|==