



**RELEASE NOTES  
CONSULTS PATCH  
GMRC\*3\*57**

**SUICIDE HOTLINE CONSULT SETUP**

August 2007

Department of Veterans Affairs  
Health Provider Systems  
Computerized Patient Record System Product Line

# Overview

The National Suicide Hotline Interfacility Consult process starts on August 15, 2007 and is headquartered at the Canandaigua VAMC using the VISN2 VistA database. Hotline call handlers will order Interfacility Consults (IFCs) to send hotline information to the appropriate location where the caller can receive care.

This patch installs an entry in every VistA database file #123.5 REQUEST SERVICES, called SUICIDE HOTLINE. The entry is populated with the NAME (.01) of SUICIDE HOTLINE, SERVICE USAGE (2) of TRACKING ONLY and the IFC SENDING FACILITY (134,.01) of UPSTATE NEW YORK HCS. "Tracking Only" is set to prevent this consult service from being ordered directly—it must only be used as an IFC consult generated from the National Suicide Hotline. After the entry is automatically created, it is added to the ALL SERVICES entry as an item in the SUB-SERVICE (10) multiple. Additionally, an entry corresponding to SUICIDE HOTLINE is added to the ORDERABLE ITEMS file (101.43).



**Note:** It is extremely critical that the NAME of this service never be changed or edited. For that reason the patch modifies the data dictionary for file 123.5 and the input template used when creating or editing a consult service to prevent deletion and/or editing of this entry. **Do not** circumvent these precautions.

For the IFC process to work efficiently, the service needs to always be SUICIDE HOTLINE unless changed nationally by a subsequent patch. After the entry is created via the patch installation process, the associated fields for local consult service tracking and management should be populated with local users, teams, user classes, printers, etc. as with other consult services. Also after the patch is installed, the SUICIDE HOTLINE service can be moved to another location within the site's consult hierarchy system to make local administration more efficient. For example, if sites need to move the SUICIDE HOTLINE service from ALL SERVICES to a grouper for Mental Health or Social Work Service, add SUICIDE HOTLINE as a SUB-SERVICE to the appropriate grouper and remove from the SUB-SERVICE field under ALL SERVICES.



**CAUTION: Do not** remove the SUICIDE HOTLINE from the consult hierarchy!

## Example of local set up.

This is an example indicating (with arrows) fields that local sites may need to set up according to the needs of the site. The local site may determine that not all fields require an entry but it is important to set up notifications to appropriate staff and to identify those who are authorized to complete this consult.

Use option GMRC MGR, Consult Management, to access, GMRC SETUP REQUEST SERVICES, Set up Consult Services menu option. Select SUICIDE HOTLINE as the service to edit.



**Note:** Never change or edit the name of this service!

The entries in the following screen print must be filled in at each site:

```
SERVICE NAME: SUICIDE HOTLINE
ABBREVIATED PRINT NAME (Optional):
INTERNAL NAME:
Select SYNONYM:
SERVICE USAGE:
SERVICE PRINTER: ←
NOTIFY SERVICE ON DC:
REPRINT 513 ON DC:
PREREQUISITE:
  No existing text
  Edit? NO//
PROVISIONAL DX PROMPT:
PROVISIONAL DX INPUT:
DEFAULT REASON FOR REQUEST:
  No existing text
  Edit? NO//
RESTRICT DEFAULT REASON EDIT:

Inter-facility information
IFC SENDING SITE:  UPSTATE NEW YORK HCS

SERVICE INDIVIDUAL TO NOTIFY: ←
Select SERVICE TEAM TO NOTIFY: ←
Select NOTIFICATION BY PT LOCATION:
PROCESS PARENTS FOR NOTIFS:
Select UPDATE USERS W/O NOTIFICATIONS: ←
Select UPDATE TEAMS W/O NOTIFICATIONS: ←
Select UPDATE USER CLASS W/O NOTIFS: ←
Select ADMINISTRATIVE UPDATE USER: ←
  NOTIFICATION RECIPIENT: ←
Select ADMINISTRATIVE UPDATE USER: ←
Select ADMINISTRATIVE UPDATE TEAM: ←
PROCESS PARENTS FOR UPDATES:

SPECIAL UPDATES INDIVIDUAL: ←
RESULT MGMT USER CLASS: ←
UNRESTRICTED ACCESS:
Select SUB-SERVICE/SPECIALTY:
```