

Protocol for Vulnerable Veterans

Please follow the steps below should you determine a veteran is suicidal or a veteran becomes violent.

Step 1: Ask for Help. Inform the provider or another team member of the situation.

Step 2: The Provider will need to determine the level of threat, High acute risk, Intermediate Acute Risk, Low Acute Risk or Not elevated, No Risk.

Step 3: Determine your resource.

FOR HIGH RISK: If the patient is in emergency need, the Provider needs to call the local emergency line/911 for help.

Next, call the PSA Line at 844-782-7783 and option 1 for SI/HI ideation
Offer the Veteran Crisis line to the patient, and if possible, call them to advise of the patient's expressed concern.

To Report An Incident (Violent or Rude Behavior) - Call the PSA line to file an incident report.

If the patient becomes violent the Provider needs to take action and call local authorities when the situation dictates.

For Acute Risk: Contact VA Crisis Hotline To report At-Risk Vulnerable Veterans
988 or 1-800-273-8255 or text to 838255

If low acute, document case notes, and offer Veteran Crisis Line to the patient.

For QTC, the Provider needs to report these incidents via the Provider Portal

Providers go Under the CONTACT page
Select the link below "RHRP Incident/VAERS Reporting"