

PROCEDURE NO. 1
VA National Suicide Hotline
Canandaigua VA Medical Center
Canandaigua, NY 14424
January 22, 2010

WARM TRANSFER
VA National Suicide Prevention Hotline
and
VA Clinical Science Research & Development Service

I. PURPOSE:

To establish warm transfer guidelines between VA National Suicide Prevention Hotline and Clinical Science Research & Development Service.

II. SCOPE:

- A. VA National Suicide Hotline, Canandaigua, NY
- B. Clinical Science Research & Development Service (CSRD), for research studies funded via any mechanism and to include Cooperative Studies Program

III. KEY POINTS:

- A. Warm transfer is defined as transferring a call and giving the referring party an opportunity to share information over the phone prior to the call transfer. A warm transfer also allows for all three parties to be on the line at the same time if needed.
- B. The VA National Suicide Prevention Hotline staff will provide Mental Health Crisis telephone care services to Veterans in crisis referred from a CSRD research study. **The warm transfer telephone number for the VA National Suicide Prevention Hotline is (585) 393-7938.**
- C. If the referral involves an active duty member, the VA National Suicide Prevention Hotline staff will warm transfer, to the DCoE Outreach Center, any active duty military person calling the VA National Suicide Prevention Hotline who may require additional resources, information, and referral to services outside of the VA healthcare system. This also applies to family members, significant others and friends of the active duty military person. The warm transfer telephone number for the DCoE Outreach Center is (866) 966-1020.

- D. If the referral involves a non-Veteran or individual not related to a Veteran (spouse or family member), then the National Suicide Hotline should be used: 1-800-273-TALK (8255).

IV. PROCEDURE:

- A. The VA National Suicide Hotline staff will receive, upon warm transfer, from the CSRD research study personnel (which may include contractors), the caller's name, telephone number, and last four digits of the Social Security or as much information that is known at the time of warm transfer. In addition to the caller's name the next most important information to convey is the caller's telephone number.
- B. If the VA National Suicide Hotline warm transfer telephone number is busy, CSRD research personnel should call 1-800-273-TALK (8255) and press 1 to be routed to the VA National Suicide Hotline.
- C. Upon Transfer to the DCoE Outreach Center, the VA National Suicide Prevention Hotline staff will provide the DCoE Outreach Center staff with the caller's name, telephone number, and last four digits of the Social Security or as much information that is known at the time of warm transfer.
- D. If the DCoE Outreach Center warm transfer telephone number is busy, the VA National Suicide Hotline staff will continue to call the DCOE Outreach Center's warm transfer line until their call is answered by a DCOE Outreach Center employee.

V. RESPONSIBILITIES:

- A. The VA National Suicide Hotline Program Manager will have the overall responsibility for the distribution of this policy.
- B. The VA National Suicide Hotline shift supervisors will be responsible for assuring that the procedures outlined herein are implemented.
- C. All VA National Suicide Hotline staff will be responsible for ensuring warm transfers occur as outlined in this policy.

V. EXPIRATION DATE: February 1, 2015

VI. FOLLOW-UP RESPONSIBILITY: National Suicide Prevention Coordinator