



Commonwealth of Massachusetts
Department of Public Health

Helping People Lead Healthy Lives In Healthy Communities

VALOR II

An Act Relative to Veterans' Allowances , Labor, Outreach and Recognition Identification and Referral of Veterans by Health Care Providers

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Public Health Council

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Section 30 of Chapter 62 of the Acts of 2014

- (a) The department of public health shall issue to the department of veterans' services guidance for acute hospitals and ambulance service providers in order to establish the systematic identification of veterans and military service members following clinical care to assist in appropriate referrals and to enable and promote access to all available resources, supports and benefits; provided, however, that such guidance shall be consistent with the privacy protections offered by federal and state laws.
- (b) The department of veterans' services shall submit quarterly aggregate data reports on all referrals to the department of public health.



Identification and Referral of Veterans: Objectives

1. Establish an efficient process to identify veterans and military service members.
2. Establish guidance notification to acute care hospitals and ambulance providers to provide veterans and military service members with relevant, available resources and benefits.
3. Establish an efficient reporting process to enable the Division of Veterans' Services to provide quarterly reports to the Department of Public Health on referrals of veterans and military service members.



Identification and Referral of Veterans: Identification

- Anytime a patient presents him or herself for care, an acute care hospital, or ambulance provider in the case of an emergency call, shall undertake to determine whether the patient is a Veteran.
- “Have you ever served in the military?”
 - This is the most widely accepted and culturally appropriate method to identify individuals with a history of military service.
 - The American Academy of Nursing has developed a web-based service, which includes information outlining relevant questions that should be asked to determine military history, a list of general areas of concern for all Veterans, common military health risks, and suicide risks.



- Discharge planning is for hospitals only
 - Ambulance Services must pass information to admitting hospitals or provide information to patients who refuse transport.
- Standard Discharge Planning
 - All identified Veterans must receive, at discharge, information related to programs judged to be appropriate by the treating or discharging provider.
- Enhanced Discharge Planning
 - If, in a provider's clinical judgement, an identified Veteran requires more significant intervention, particularly an acute need for suicide prevention, drug or alcohol treatment or homelessness response, an enhanced referral plan, including a referral to SAVE, must be communicated prior to discharge.



Identification and Referral of Veterans: Resources

Mass VetsAdvisor
A free, confidential service

ATTENTION VETERANS AND FAMILY MEMBERS

GET HELP WITH INFORMATION ABOUT:

- Treatment
- Hearing
- Medication
- Health benefits
- Secondary services
- Services

As soon as we identify you, we'll notify you of your rights to our services.

www.MassVetsAdvisor.org **GO**

Mass VetsAdvisor
A free, confidential service

www.MassVetsAdvisor.org **GO**

WE'VE GOT SERVICES FROM OUR MISSION BEGINS.

SAVE VETERANS

STATEWIDE ADVOCACY

WE OWE YOU

RESPECT AND SERVICE



Enhanced Discharge Planning: Referral to SAVE

- If enhanced discharge planning is warranted, the discharging authority may, with the patient's permission, confidentially contact SAVE on behalf of the patient by calling 617-210-5743 in the patient's presence.
- Regardless whether such call is made on the patient's behalf, the acute care hospital or ambulance provider must provide the patient with information to contact SAVE upon discharge.



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Identification and Referral of Veterans: Reporting

The Division of Veterans' Services will submit quarterly reports to the Department of Public Health of the Veterans and Military service members referred to the Division through this program.





Thank you for the opportunity to present this information today.

For more information on the identification and referral of Veterans by Acute Hospitals and Ambulance Services, please find the relevant statutory language and the full current guidance here:

<https://malegislature.gov/Laws/SessionLaws/Acts/2014/Chapter62>

<http://www.mass.gov/eohhs/docs/dph/quality/hcq-circular-letters/2015/dhcq-646.pdf>

Please direct any questions relative to the requirements of this law to:

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