



*Committed to a Successful transition  
for our Combat Veterans ...*

## **Practitioner Guidelines 2012**

**To Become a VIP Practitioner you must be currently licensed as a:**

Psychiatrist  
Psychologist/Marriage and Family Therapist  
Acupuncturist  
Hyperbaric Oxygen Therapy clinic  
Hypnotherapist  
Yoga Instructor  
Personal Trainer

### **Follow the steps below to become a VIP Practitioner:**

1. Submit an application form by email.
2. Attach a photocopy of your license, malpractice insurance and a brief summary of your education and training.
3. Once we have completed our screening process, you will be notified by email as to your acceptance status.
4. Upon acceptance you will be required to email updated licensing and insurance status.

### **VIP patient procedures for all Practitioners:**

Assignments of patients will depend upon the closest geographic. Our number of referrals varies.

We are closely tracking our VIP results. ALL referrals and treatment of VIP participants ***must*** be made through our system. DO NOT give out the name of any VIP Practitioner to any patient or prospective VIP participant. If you have a current patient you think qualifies for VIP, have that client call our office to begin the qualification process. When your patient is enrolled in VIP your patient will be "assigned" to you through VIP for continued treatment.

Each enrollee is assigned a "VIP squad Advisor" to assist him/her in attending all scheduled treatment appointments and other non-medical tasks involved in their healing. Along with notification of a VIP referral, you will receive a consent form signed

by the enrollee giving you permission to contact/discuss appointment times and location(s) only with his/her “VIP squad” Advisor and the Advisors’ name and phone number. Call the VIP enrollee to introduce yourself and schedule an appointment. Ask the enrollee if they have been assigned a “VIP squad Advisor” to assist them in their treatment program. If they say yes verify the Advisors’ name and contact information. Discuss with the client that the **VIP** Advisor is going to assist them in attending their appointments. Instruct the **VIP** enrollee to call his squad member with the scheduled appointment information. If they say no they haven’t been assigned an Advisor please give you new client their Advisors’ name and contact information.

Although **VIP** squad Advisors do not participate in treatment appointments they will assist the client in attending his/her scheduled appointments. **VIP** squad Advisors are Vets themselves and are a valuable asset to both the client and you, as they serve as a point of contact in regards to helping your client.

Especially with the first appointment, be very clear about the appointment time and place. The day following the scheduling of the first appointment with the **VIP** enrollee, contact their assigned **VIP** Squad member and confirm the enrollee contacted them. If not, the squad member will now contact the enrollee.

#### **Guidelines for Practitioners:**

1. The type of therapy we want the Enrollee to receive involves listening to the soldiers’ concerns with special attention to their suicide risk. Successful treatment requires the development of a trusting relationship. We believe that the therapeutic bond is of prime importance in the healing process. Your patient will be receiving other forms of medical and non-medicated treatments such as hypnotherapy, acupuncture, meditation yoga, massage to lower their anxiety in addition to therapy. Your client may be on medications. They will also be receiving Hyperbaric Oxygen therapy for TBI several times a week over several months.
2. Never charge VIP enrollees for therapy.
3. Our Providers agree to see their patients for “as long as is necessary” not setting a limits on the number of appointments. The length and frequency of appointments is mutually agreed upon as treatment progresses.
4. If the patient turns out to be an inappropriate referral – too disturbed, or has needs that you are not trained to work with, call us. We can reassign this person or refer the person elsewhere.
5. If you do not wish to see the VIP referral for “as long as is necessary” call us, we will reassign the Veteran.
6. **CONFIDENTIALITY.** Be extra careful about confidentiality. The military seems huge but it is really like a small town. Remember that anyone at an **Operation: I.V.** event meeting/fundraiser could also be a **VIP** enrollee.

7. VIP Enrollee's are assigned a participant number so that we may track our program results without violating confidentiality. You will receive for your files a consent form from the **VIP** enrollee listing what information you may release from his/her file:

1. 1<sup>st</sup> visit -his/her a baseline evaluation his/her emotional and cognitive states. Do not include any session details
2. Every following appointment – Progress notes citing improvement from the baseline or lack there of although you will not be include session details, specific examples will be necessary to substantiate progress, or lack there of.

Do not describe any individual patients in any public talks – anywhere. The world is just too small. When you speak use composites. Tell the audience that you are doing this. Remember that even if you are speaking to a group of therapists, patients and people related to patients may be present. Psychotherapy notes and treatment records should meet the standards for your profession both individual and group therapy sessions. All media requests must be approved by **Operation: I.V.**

## **Other Practitioners:**

### **Medication: (Psychiatrists)**

Our general approach is to suggest the use of medication cautiously but responsibly. If you believe that there is a good reason for the patient to on medication then prescribe it. Keep in mind that if your patient is on active duty, taking medication may affect his/her ability to do his/her job, and s/he will have to inform the Command.

### **Emergencies:**

Call 911 and handle the emergency. Once the client is being helped call us at the office: 855-887-4376

### **Traumatic Brain Injury:**

As you see your patients, keep in mind that all service members who have been in a combat zone should be questioned about their exposure to explosions of any kind (even if they do not think they have been injured!). You should inquire about automobile and/or motorcycle accidents, falls, fights and sports played as well.

Please note that TBI's interfere with "executive functioning" – the ability to make and keep appointments, prioritize when things go awry and solve unexpected problems – the person you are there to see is not there, the business is closed, ect. You must keep this in mind when dealing with your VIP client. This is where your client's VIP Advisor will help to fill the gap.

## **What you should know about the VA and Active duty physicians**

These systems are a problematic maze for most recipients, ending with a good number of Veterans and Service Personnel not receiving the help they need. Suicides are at an all time high of our returning Soldier's, including Active Duty, more than 1

per day. Operation: I.V. is here to fill the gap and you are an important part of our team!

Do not refer **VIP** enrollees to the VA office for help for disability or otherwise. Instruct them to ask their **VIP** squad Advisor for any assistance they may need with **anything** that is the Advisors' purpose – to shoulder some of their fellow Soldier's responsibility of getting daily things done.