



Memorandum

To: GI Rights Hotline participants
From: Howard Waitzkin
Date: 5/17/13
Re: Referrals and Research Program for GIs Seeking Medical and Mental Health Services (revised)

The Civilian Medical Resources Network (CMRN), as you may know, is a network of medical and mental health professionals located throughout the country. More information appears on our website: <http://www.civilianmedicalresources.net/>. CMRN has received referrals of GIs from the GI Rights Hotline (GIRH) since 2005.

In partnership with the University of New Mexico, the CMRN is conducting a study to better understand the reasons that active-duty military personnel seek medical and mental health services outside the military, and how to improve the quality of civilian services for them. The GI Rights Hotline is the primary source of referrals to the CMRN, and we want to be sure all Hotline counselors are aware of both the CMRN's services and this study.

When a GI needs medical and/or mental health services, such as evaluation, treatment, second opinions, letters of support, etc., a GI Rights Hotline counselor should refer to CMRN : <http://www.civilianmedicalresources.net/>. Once there, simply look at the left side of the main page, and click on the link "For Counselors." This will direct you to the counselors page with the GI Rights banner immediately visible. As you read through the directions for referral, you will see another link in the third line that says "send us the GIs contact information [here](#)." By clicking on "here," you will then be directed to the new client referral form titled "Request For Service Page."

On the "Request For Service Page," please include the following information regarding the client: 1) a brief description of the problem(s) to be addressed; 2) a statement about the urgency of response; 3) information about insurance and/or other financial resources that the client may have, if any (this information will help us arrange a suitable referral); and 4) date of the referral. Please also be sure to give us a contact phone number and email address for both the client and the G.I. Rights counselor so that we may be able to reach the client and begin working her/his case as soon as possible.

We highly encourage all of our associates to fill out the referral form completely, making sure that the referring counselor's email and phone number are listed as well as the contact information for the Servicemember client. Once this form is submitted to our secure database, CMRN will then locate a professional in the network who can

work with the client, either in person or over the phone depending on the circumstances.

If for whatever reason the “Request For Service Page” does not work, or the counselor encounters any technical difficulties in referring the client, please do not hesitate to contact Jeff Englehart, the CMRN coordinator, at (575) 613-0108 or at j.d.Englehart@gmail.com.

For the study, we will be inviting participation by GIs who are referred to the CMRN and are not in immediate or acute crisis. Participation will be completely voluntary. If a GI chooses not to participate in the study, he or she still will receive the full clinical services that the CMRN is able to provide.

We will give clients a brief description of the study and will ask them if they would be willing to participate. If they agree (provide oral consent), we will set up a time to contact them and will administer several instruments, including a brief demographic questionnaire, a PTSD checklist, and a “Patient Health Questionnaire” to help assess their needs. We will also schedule follow up interviews with the subjects to evaluate the effectiveness of any services they receive.

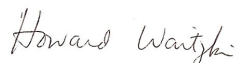
All information will be completely confidential. All data will be encrypted so that cannot be obtained or used in any way that identifies the client.

This study will help us to understand the effects that military service and combat have on GIs’ physical and mental health, and the barriers they face in seeking treatment within and outside the military. The results of the study will help us to improve the services we provide to GIs and will give us information to make policy recommendations regarding health care and mental health services for military personnel.

Your assistance is greatly appreciated, and we welcome any questions or feedback. Please contact Howard Waitzkin (waitzkin@unm.edu), director of the study, or Jeff Englehart (j.d.Englehart@gmail.com), network coordinator and Army veteran, with questions or comments.

Thanks for all you’re doing!

Sincerely,



Howard Waitzkin, MD, PhD
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Distinguished Professor Emeritus,
University of New Mexico