



# LEADERSHIP FACT SHEET

## Building Trust and Resilience Through Access to Care

The Air Force is committed to supporting “Airmen over Institution,” fostering and promoting resilience among our Airmen. As leaders, you must be prepared to support and care for your Airmen through a variety of life-changing and challenging situations. This Leadership Fact Sheet features available care-seeking resources to be used and shared with your Airmen.

## QUICK REFERENCE GUIDE

<b>Types of Care</b> How urgently is care required?	<b>Emergency Care</b> <b>Immediately</b> (e.g., heart attack, suicidal ideation or thoughts)	<b>Same Day, Walk-In Care</b> <b>Within 24 hours</b> (e.g., severe flu, severe anxiety)	<b>Routine Care</b> <b>Within 7 days</b> (e.g., common cold, trouble sleeping)
<b>Situations</b> What are some example cases?	Airman expressing suicidal ideations, threatening violence, or constituting a life-threatening emergency requires immediate medical assistance. Also applies to victims of sexual assault or domestic violence.	Airman reporting Traumatic Brain Injury (TBI) symptoms such as feeling anxious, experiencing fatigue, and having a sensitivity to light requires an examination as soon as possible but does not represent a life-threatening emergency.	Airman seeking mental health counseling for themselves or their family. Unless the situation escalates, this request does not demand immediate care however should be addressed during a regular mental health appointment.
<b>Reaction Steps</b> What actions should a leader take to provide support for their Airmen?  <b>ACE PRINCIPLES</b> <b>Ask your Wingman:</b> Stay calm and have the courage to say, “I am worried about you. Tell me what is going on.”  <b>Care for your Wingman:</b> Calmly control the situation, do not force, actively listen, and remove any means that could be used for self-injury.  <b>Escort your Wingman:</b> Never leave your Airman alone. Call 911 or the Military Crisis Line (800-273-8255) and escort your Airman to a hospital.	<b>Call 911</b> or appropriate emergency medical response personnel. Provide an <b>in-person</b> escort to a hospital.  Reach out to the emergency contact designated by the Airman to coordinate support for the Airman during and after treatment.  Based on the Airman’s condition, the Primary Mental Health Provider will provide notification of any duty or mobility restrictions.	Discuss the symptoms with the Airman. Commanders own operational risk, and based upon the situation, will need to identify the most appropriate type of care.  Coordinate transportation for the Airman to the nearest Military Treatment Facility (MTF) or emergency room, which can be found at <a href="http://www.tricare.mil/mtf">www.tricare.mil/mtf</a> .  Care must be provided <b>within 24 hours</b> of an Airman requesting a same day, walk-in appointment.	Discuss available resources, including the 24/7 Military Crisis Hotline, in case the symptoms deteriorate quickly. Maintain awareness of the situation and continually follow-up in-person with the Airman throughout the treatment.  Assist the Airman with scheduling an appointment through the TRICARE website at <a href="http://www.tricare.mil">www.tricare.mil</a> .  Care must be provided <b>within 7 days</b> or less of an Airman requesting a routine medical healthcare appointment.
<b>AFI References</b> What policy outlines associated guidance?	<a href="#">AFI 44-172, Mental Health</a> 2.3, Access to Care 2.8, No Show/Noncompliance with Treatment 3.1, Transporting Patients in Crisis	<a href="#">AFI 44-176, Access to the Care Continuum</a> 5.4 Simplified Appointing 11.5 Mental Health ATC Management	<a href="#">AFI 44-176, Access to the Care Continuum</a> 5.4 Simplified Appointing 11.5 Mental Health ATC Management

## Confidentiality and Career Concerns

- Medical and mental health providers are required to adhere to Health Insurance Portability and Accountability Act (HIPAA) requirements; under those requirements, your health information is protected from unauthorized disclosures
- For military members, authorized disclosures to command include situations where there is serious risk of self-harm, harm to others or the mission, or acute medical conditions interfering with duty. For more information, refer to [DoDI 6490.08, Command Notification Requirements to Dispel Stigma in Providing Mental Health Care to Service Members](#)
- When disclosure to command is required, providers release the minimum amount of information necessary
- Officers and Enlisted Airmen may request non-rated periods of performance evaluations due to medical circumstances. Airmen should discuss the implications with their leadership. For more information, refer to [AFI 36-2406, Officer and Enlisted Evaluation Systems](#)

# ITEMS TO DISCUSS WITH YOUR AIRMEN

## Behavioral Health Optimization Program (BHOP)

Integrates behavioral health personnel within primary care clinics and provides Airmen with an entry point for services in addition to traditional mental health appointments. BHOP treatment can help with depression, stress, anxiety, and anger and sleep problems through solution-focused behavior change plans. Appointments last 20-30 minutes and patients receive same-day intervention.

To schedule a BHOP appointment, call the central appointments number at your nearest MTF.

## “No-Show” Protocol

If an Airman does not attend a scheduled appointment or cancels within two hours, the appointment is designated a no-show. As long as treatment is voluntary and the Airman is not at-risk of suicide, providers have the option to close an Airman’s case after three contact attempts. For additional information, refer to [AFI 44-172, Mental Health](#) and [AFI 44-176, Access to the Care Continuum](#).

If an Airman on the High Interest List skips an appointment without notice and contact is not established within one hour, the Commander will be notified. For additional information, refer to [AFI 44-172, Mental Health](#) and contact the base mental health clinic.

### Local Mental Health Clinic



# ADDITIONAL INFORMATION

- **24/7 Military Crisis Line:** Connect with the hotline by dialing 800-273-8255, press 1, texting 838255, or live chatting at [www.veteranscrisisline.net/get-help/military-crisis-line](http://www.veteranscrisisline.net/get-help/military-crisis-line)
- **Chaplains:** Provides 24/7 crisis intervention or confidential counseling to Airmen and their families (regardless of religious beliefs)
- **Military and Family Life Counseling (MFLC) Program:** On-base resource in the Airman & Family Readiness Center (A&FRC) for confidential short-term counseling to Airmen and their families
- **Air Force Wounded Warrior (AFW2):** Resources and benefits to support injured Airmen at [www.woundedwarrior.af.mil](http://www.woundedwarrior.af.mil)

# ESSENTIAL LEADER ENGAGEMENTS

## High-Interest List

Any Airman identified as requiring heightened monitoring for risk of harm to self or others will be added to the High-Interest List. When an Airman is added to the list, certified medical staff will notify the Commander or First Sergeant. For additional information refer to [AFI 44-172, Mental Health, 3.3 High-Interest List, 6.6 Limits of Confidentiality](#).

Within seven days of High-Interest List designation or discharge from the hospital, an Airman will be scheduled for an in-person meeting with the Primary Mental Health Provider and Commander or First Sergeant to discuss treatment. If an in-person meeting is not possible, a telephone or video teleconference can be used. For additional information refer to [AFI 44-172, Mental Health, 3.3 High-Interest List](#) and contact the base mental health clinic.

## Operational Support Teams (OST)

OSTs are base-level teams aligned to the Air Force Medical Service (AFMS) that support the Air Force mission. The teams are comprised of multidisciplinary medical professionals focused on optimizing the physical and mental performance of Airmen through targeted, evidence-based interventions that mitigate risks and stressors within their workplaces.

Leaders are encouraged to consult their local OST, if available, to identify additional resources available to Airmen seeking medical care.

- **Invisible Wounds Initiative:** Resources and information on invisible wounds at [www.readyairmen.com](http://www.readyairmen.com)
- **Military OneSource:** Comprehensive DoD resource for health and wellness resources available at 800-342-9647 or online via live chat at [www.militaryonesource.mil](http://www.militaryonesource.mil)
- **Vet Centers:** Community-based counseling centers for Airmen and their families available at 877-927-8387 or [www.vetcenter.va.gov](http://www.vetcenter.va.gov)

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PHYSICALLY FIT.  
MISSION READY.

