



Military OneSource Adverse Events, Duty to Warn and Mandated Reporting

This guide provides high-level information on Adverse Events/Duty to Warn/Mandated Reporting including definitions, reportable scenarios, escalation guidance and how to report incidents to Military OneSource for Network Providers.

Definitions

Adverse Events: Include a range of events and situations that may cause harm or injury to a Participant or have the potential to reflect negatively on the Military OneSource program, including but not limited to the following:

- Suicide
- Homicide
- Serious harm or injury
- Breach of confidentiality or privacy
- Any other event or situation that may reflect negatively on the Military OneSource Program

Duty to Warn: Refers to the legal obligation to act immediately when a participant expresses suicidal thoughts/intent, threats of harm to self or others, or discloses abuse or illegal activity.

Mandated Reporting: Is the legal requirement to report suspected abuse, neglect, violence, sexual assault, or domestic violence, and safety threats.

Reportable Scenarios

Domestic Abuse

- Physical violence, sexual violence, stalking, and psychological aggression (including coercive acts) by a current or former intimate partner and/or co-parent relationship.

Child Abuse/Neglect



- Any recent act or failure to act on the part of a parent or caretaker which results in death, serious physical or emotional harm, sexual abuse or exploitation or an act or failure to act which prevents an imminent risk of serious harm.

Sexual Assault

- Sexual conduct or behavior that occurs without explicit consent of the victim.

Suicidal or Homicidal Risk

- Intention and plan and/or meant to cause death or serious harm of self or others.

Illegal Activity

- Participant reports sexually assaulting another; committed a recent crime or ongoing criminal activity (e.g., AWOL status).

Breach of Confidentiality/privacy

- These are considered adverse events that are also reportable

Escalation Guidance & How to Report

| Type of Risk | Reporting Requirement |
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| Imminent Risk (immediate danger); Elevated/Moderate Risk (e.g. expressing suicidal thoughts, recent attempt) | <p>Licensed Clinicians must immediately ensure the participant is safe and comply with state and federal reporting requirements for incidents as mandated by their licensure.</p> <p>Once the participant is safe, Licensed Clinicians will call Triage Consultants to report the incident.</p> |



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| Non – Imminent Risk (no immediate risk) | <p>Licensed Clinician will assess if, due to their clinical licensure, there is a state or federal requirement report for that scenario.</p> <ul style="list-style-type: none"> • If yes, they must first report and comply with state and federal reporting requirements for incidents as mandated by their licensure. Once complete, they will call Triage Consultants to report the incident. • If there is no state or federal reporting requirement per their licensure, they will warm connect directly to a Triage Consultant to support participant needs and ensure all Military OneSource reporting protocols are followed. |
| International or On-Base | <p>For participants located on a military base or outside of a US state or territory, perform a warm connect to a Triage Consultant immediately to support participant's needs, safety and mandatory reporting requirements aligned to the participant's location.</p> |

Handling Participant Disconnections

- If a participant disconnects prior to the warm connection, call the Triage Consultant to report the incident.

Reporting the Incident

- Call Triage Consultant using the Military OneSource toll-free phone number at **1-800-342-9647**.

Have the following information ready for Triage Consultant:

| Identifying Information | Situation Details |
|--|---|
| <ul style="list-style-type: none"> • Name of caller • Relationship to Service Member • Service Member Name • Service Member DOB • Service Member duty station • Service Member rank • Service Member unit | <ul style="list-style-type: none"> • Specific details of the incident • Police or other agency involvement • Name/title of person who took report • Assessment of safety • Details of safety plan • Resources offered • Follow up information or actions taken • Date report was made |



Note: If you are unable to obtain all the information listed above due to the situation, share any information you have with the Triage Consultant.

Documentation

Please see documentation standards within the SDS and CAR Form Resource Guide.