Analysis of veterans crisis line data: Temporal factors associated with the initiation of emergency dispatches

Patterns in calls to the Veteran Crisis Line (VCL) were examined in 1,437,543 VCL callers in 2019-2020.

Calls that resulted in emergency dispatches (call to 9-1-1 or other emergency services) or categorized as moderate-, or high-risk for suicide were examined.

- Emergency dispatches were highest on Labor Day and Independence Day.
- Moderate- and high-risk contacts were highest on Memorial Day.
- Emergency dispatches were highest on Saturdays.
- Moderate -and high-risk callers were highest on Sundays.
- Emergency dispatches were highest from 6pm to 11:59pm.
- Moderate- and high-risk callers were highest from midnight to 5:59pm.

This information can be helpful in determining how to allocate public health resources; however, additional research is needed for generalizability.