

# HEARTLAND ALLIANCE HEALTH

HEARTLAND HEALTH OUTREACH, INC

## Supportive Treatment for Addiction and Recovery (STAR)

### *Policies and Procedures for Medications for Addiction Treatment at Heartland Alliance Health*

Updated October 2019

#### Acronyms/Definitions:

AODC: Alcohol and Other Drug Counselors are certified to provide addiction-related counseling services.

BH: Behavioral Health- the Behavioral Health team includes LCSW/LCPCs, AODCs, and Peer Recovery Support Specialists/Recovery Coaches

HAH: Heartland Alliance Health- An FQHC (330H) that services people experiencing homelessness in Chicago, IL

LCSW/LCPC: Licensed Clinical Social Worker/Licensed Clinical Professional Counselors

MA: Medical Assistants room patients, complete vital signs, complete all screening questions in Centricity and schedule follow up visits

Medical Provider: Includes physicians, nurse practitioners, physician assistants

MAT: Medication for Addiction Treatment

STAR: Supportive Treatment for Addiction and Recovery- This HAH team includes all members providing substance use disorder treatment, including counseling, therapy, group sessions, and medication management and monitoring.

The following policies, procedures, and workflows apply to HHO participants who are being assessed for or receiving medications for addiction treatment (MAT) for opioid use disorder (OUD.) This document will be updated every 12 months or more frequently as needed.

## **Referrals to STAR**

### **Internal referrals:**

Each location has one point of contact (and one backup when that individual is out/on leave) who conducts phone screening and sets up intake appointments. When possible, internal referrals should be managed by contacting the site point of contact by phone at the time of the request for services. If the STAR team member does not answer the phone, flag that person in Centricity and include information on how they can reach the participant.

### **Haymarket referrals:**

At James West, Haymarket staff have direct access to provider schedules and will schedule new referrals in new participant slots. STAR leadership will communicate the management of new participant slots with Haymarket team. A new intake packet is sent over by Haymarket by the day of the intake visit. If a provider working at James West identifies someone they think might be appropriate for the STAR team, it is important to talk to the STAR point of contact for James West, who will then communicate with Haymarket to determine appropriateness based on Haymarket's plan.

### **External and self-referrals:**

Each location has one point of contact (and one backup when that individual is out/on leave) who conducts phone screening and sets up intake appointments. Many of our external partners already have this point of contact's phone number. If someone calls the main phone line, the person should be directly linked to the STAR point of contact for that site, or a flag should be sent to that individual.