

# 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.

## Late Arrival Policy

*Late appointment protocols are the same for all STAR clinics and reflect Primary Care appointment policies at Heartland Health Outreach. These policies include the request that participants arrive 15 minutes prior to their appointment time and the tetrising of appointments. All attempts will be made to offer the participant an appointment later during the session if there are open slots with a STAR provider.*

The following late arrival protocols have been created to ensure that the STAR Team is helping to create an environment that is focused on reducing harm, timely service, delivery of safe care, and participant accountability.

When a participant arrives late to an appointment with their prescribing provider by 15 minutes or more the following workflows are to be utilized:

- PES staff will alert STAR BH team members that the participant has arrived late.
- The participant will be offered an appointment later during the same session if appointments are available. The PES staff will let participant know they may have to wait.
  - If the participant is able to wait, then the visit follows normal workflow.
  - If the participant is not able to wait, or if there is no available appointment, then:
    - STAR BH team member will see the participant, complete a BH assessment note and get a rapid urine drug screen.
    - STAR BH team member will look for the next open STAR follow up visit.
    - STAR BH team member will discuss the rapid UDS, any clinical updates, and the next available appointment with the prescribing provider
    - The prescribing provider will provide a “bridge” prescription until the next available appointment (anywhere from 1 day to 1 week of medication)
- Once the participant returns for their routine appointment with their prescribing provider, the participant will get their prescriptions at the original frequency.
- Participants can receive two “bridge” prescriptions from a STAR team member
- If a participant is late three times to their appointment, an individualized Recovery Plan will be created for them. This may include an increase in frequency of visits to ensure we are able to better understand the participant’s needs. It could also include assistance with transportation benefits through their insurance, changing the day/time of the clinic visits (esp if there are work conflicts), or alternative plans based on the participant’s circumstances. If the Recovery Plan is not successfully followed we will help identify another program that can better meet their needs and support a transfer of care as appropriate.