

WORKFLOW FOR Samaritan Behavioral Health (SBH) Opioid Intervention Service (OIS) NURSE/PEER IN THE MVH ED

- ED staff refers to MVH Social Worker (SW) as they currently do (Additional education will be provided to bedside nursing staff to ask patient's presenting with overdose or other opiate related complaint: Would you like to talk to someone about getting help? If yes, Social Services consult will be placed)
- MVH Social Worker becomes aware of patient's need for AOD services.
- SW then obtains verbal consent for OIS RN to speak with patient.
 - Consent will be documented in SW note.
 - Opiate intervention Services (OIS) RN will need info on vitals/UDS
 - OIS is given basic patient information: Name, DOB, confirmation that verbal consent is documented, room number
- If the Social Worker deems that the patient is appropriate for OIS services the Social Worker will refer directly to the OIS nurse in lieu of a Social Work consult. The OIS will obtain consent from the patient prior to beginning interview. Consent will be documented in the EPIC notes section using smart phrase.
- OIS RN access patient information on EPIC to obtain health history, UDS results, vitals, etc.
 - OIS RN and Peer (if present) meets with patient and explains programs available. If patient is interested in services, OIS RN will register patient in CareLogic (consents, ROIs), complete OIS RN assessment, BH Data and set necessary appointments for patient's treatment plan.
 - If patient is requesting transfer to inpatient services after SBHI/OIS registration is complete. OIS RN will notify MVH staff of the request, check on availability for inpatient bed. Patient may be transported by cab to SBHI while waiting for inpatient bed if time constraints are identified. OIS will communicate with the provider, social worker and bedside nurse about plan.
- For patient's not appropriate for inpatient services: OIS RN will give patient resource packet, and appointment card. OIS RN will notify patient that there will be a follow-up phone-call and possible home visit within the next week to address any challenges the patient may have with the referral.

On days and times the OIS nurse is not at the ED, the ED Social Worker could call the OIS nurse directly (503-2009) on the patient's room phone and give the phone to the patient. The nurse will talk to the patient directly to facilitate linkage to services. The OIS nurse will obtain the MVH Social Workers contact information at the beginning of the call. After speaking with the patient, the OIS RN will contact social worker to inform them of the plan for the patient.

Go Live: September 12th

