

# Opioid Care Coordination after Opioid Misuse

	<u>ACTIVITIES</u>	<u>GOALS</u>
Individual is referred to Opioid Care Coordination	Individuals are referred through partnerships with health providers, emergency personnel or law enforcement. Releases of information will be gathered as needed.	- Establish connection with individual
Opioid Care Coordinator makes initial call and individual agrees to program	If individual declines services the Opioid Care Coordinator will offer referrals, including print information, toll free number and texting support.  5 attempts at calls will be made.  Individual is given program outline, release of information, and initial recovery goals and barriers are defined.  Call schedule is outlined with Individual.	- Offer Support via Hotline or Texting - 1-800-920-4343 - Text 'opioid' to 898211  - Encourage participation with Face It Together peer coaching.  - Listening and building trust  - Individual and Coordinator agree to call schedule.
Regular calls until individual chooses treatment or recovery options	Individual and coordinator will work to identify goals, set up assessment and safety planning.  Individual will be assessed for depression and suicide risk on each call.  Coordinator will connect the individual with additional services as needed.	-Connecting individual with treatment and support options  -Maintaining safety  -Advocating phone calls to assist in securing treatment
Individual is involved in recovery or treatment plan	<b>Self-guided, Peer Coach led or Physician Guided-</b> Coordinator and individual will agree on communication schedule for adequate support.  <b>Outpatient-</b> In conjunction with outpatient case manager agree on call frequency and duration.  <b>Inpatient-</b> Support inpatient case manager and resume calls after duration or completion	-Work with physician to connect individual with counseling and support networks.  -Have release of information with case manager to support inpatient or outpatient program goals.
Calls continue at set intervals after treatment is completed	If the individual finishes treatment, coordinator will support aftercare plan created by facility or MAT program and will schedule calls at regular intervals until at least the 12 month mark.  If individual leaves treatment or relapses, they will be offered to reengage with program assessments and resources.	-Maintain relationship with Individual for at least first year of sobriety.  -Offer a safe place to try again.

**If you need assistance, have questions, or concerns call 1-800-920-4343 or email [ops@helplinecenter.org](mailto:ops@helplinecenter.org) for additional information.**

