



## **Opioid Treatment Program**

Monday-Friday 6:00am-2:00pm

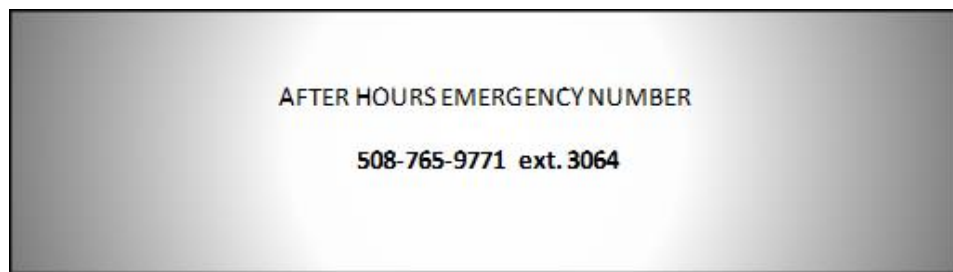
Saturday 6:00am-12:00pm

Closed Sundays

Medication Dispensing Monday-Saturday 6:00am-12:00pm

## **PATIENT HANDBOOK**

In case of a disaster or emergency preventing normal clinic operations, you can contact the after-hours number for instructions regarding dosing procedures.



340 Thompson Road, Webster, MA 01570

Phone: 508-949-8981

Fax: 508-943-2602

## AIC Patient Handbook

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## Welcome

Welcome to Addiction Immediate Care, an addiction treatment program that treats all substance use disorders including opioid addiction. We are pleased that you have selected us to be your treatment provider and we will strive to provide you with the highest quality of care. This handbook is provided to orient you to our treatment program.

**IT IS IMPERATIVE THAT YOU READ AND UNDERSTAND YOUR PATIENT HANDBOOK. YOU WILL BE ASKED TO SIGN A STATEMENT SAYING: "I HAVE RECEIVED THE HANDBOOK AND UNDERSTAND MY RESPONSIBILITIES."**

## The Nature of Opioid Use Disorder

Opiate addiction is a primary chronic disease of brain reward, motivation, memory, and related circuitry. It is characterized by inability to consistently abstain, impairment in behavioral control, cravings, diminished recognition of significant problems with one's behaviors and interpersonal relationships and a dysfunctional emotional response.

After using opioids for a long time, patients develop physiological dependence, and abrupt abstinence can cause severe withdrawal symptoms. Opiate dependency requires appropriate medical care and treatment. Medication-assisted treatment with therapy is an effective tool to assist with opiate addiction. AIC is proud to be involved in your treatment and recovery as you embark on the road to regain and rebuild your life.

## Program Overview

Addiction Immediate Care was born out of a need in the community. We are a rapid access program for those in need of treatment for substance use disorders.

All patients that come to AIC will be assessed for substance use disorders by a qualified medical provider and clinical provider to determine needs and develop a plan for appropriate treatment. Our treatment is based on the following beliefs and principles:

- The goal of treatment for opioid addiction or Opioid use Disorder is remission of the disorder leading to lasting recovery. Recovery is a process of change through which individuals improve their health and wellness, live self-directed lives and strive to reach their full potential.
- Addiction is a chronic, treatable illness and often requires continued care for effective treatment.
- Each patient will be treated with respect and dignity. We expect that staff will be treated with the same respect. Patients need to work with their treatment team to make informed decisions about their treatment needs, plans and goals. Positive changes will be supported, recognized, and encouraged. We realize that successful abstinence and recovery from addiction requires treating the whole person.

- No single treatment is appropriate for all individuals. Treatment should build on a patient's strengths and preferences. We encourage all patients to vocalize those preferences to their treatment team.
- Medication is a valuable tool in your treatment process. It helps to reduce the desire to use, to stabilize, to achieve the remission of symptoms and to engage in the recovery process.
- Clinical services that are crucial to successful recovery include individual and group counseling sessions. Counseling can provide the skills needed to prevent relapse, change lifestyles, reduce risks, improve health, and build new healthy relationships as your recovery progresses.
- We strive to provide excellent patient services and we value your input. You may submit your concerns and/or suggestions at any time to the Program Coordinator or other AIC team members.

### Continuum of Care

UMass Memorial- Harrington Behavioral Health consists of an entire continuum of care. This includes an inpatient co-occurring disorders unit, an inpatient psychiatric unit, outpatient psychiatric services, Co-occurring Disorders PHP (Partial Hospitalization Program), IOP (Intensive Outpatient Treatment) and a wide variety of outpatient therapy and groups. Patients may be referred to a more appropriate level of treatment based on needs, readiness to change and risk factors. It is possible that attendance to a more intensive program may be required if stabilization is not achieved through the services offered at AIC.

### Service Delivery Staff

Our qualified team consists of medical and clinical staff to ensure all patients' needs are met. This includes a Medical Director, Nurse Practitioners, Licensed Practical Nurses, Licensed and Master's Level Clinicians, Medical Assistants, support staff and public safety personnel.

### Types of Services

**Medication for Opiate Use Disorder** - Use of medication for treatment of opioid use disorder leads to sustained recovery. We utilize FDA approved medication for the treatment of substance use disorder. When properly implemented, medication is safe and effective and helps to facilitate engagement in recovery. It works best in conjunction with counseling and medical oversight.

**Medication Evaluation** - Patients will meet with medical professionals to discuss their active substance use and psychiatric problems. Their current medications and dosages will be reviewed. Signed releases of information for other providers is a requirement for AIC to provide the best and most comprehensive treatment.

**Medication Management** - Patients with substance use disorders who have co-occurring psychiatric disorders will have assessment of their psychiatric needs. If indicated, a referral to psychiatry services will be made. The psychiatric consultant will establish the diagnosis and, if appropriate, prescribe medication.

**Therapy** - Patients must meet with their clinicians 1-2 times monthly for at least thirty (30) minutes per session (more if clinically indicated). During these counseling sessions, short and long-term goals should be established and reviewed. Progress in treatment will also be addressed, as well as situations that impact the patients' recovery/treatment program or the patient's ability to reach their goals. Treatment plans will be completed at least annually or on an as needed basis.

**Group Counseling** - AIC offers group counseling conducted in small groups. Attendance is mandatory if you are referred and patients are expected to participate and contribute to the group discussion. Group is an expectation of the program and can enhance movement in program steps. Any excused absence must be approved by the patient's primary clinician.

**Scheduled Appointments** - Patients are required to attend all scheduled appointments, i.e. counseling sessions, group sessions and medical appointments, as requested by program staff. If patients do not meet program expectations the treatment plan will be developed to mitigate absences. The treatment plan may include possible suspension from the program.

### Hours of Program Operation

Program is staffed Monday-Friday 6:00 AM - 2:00 PM, Saturday 6:00 AM - 12:00 PM and closed on Sunday. Medication is dispensed Monday-Saturday 6:00 AM - 12:00 PM.

**Please note that AIC is closed on Sundays. All eligible patients will be provided with a take home bottle on Saturdays to dose on Sundays. If you are deemed ineligible for a take home dose by the Medical Director, arrangements will be made for you to receive your dose.**

### Orientation Materials

Upon admission to AIC all patients will receive the following orientation materials which will be discussed in group:

- Patient Handbook
- Confidentiality /HIPAA Policy
- HIV and Overdose Prevention Literature
- Consents to communicate with family/agencies
- Lighthouse Central Registry paperwork to be discussed at initial evaluation

### Payment Options

AIC accepts insurance reimbursement for payment.

### Delinquent Accounts

An important aspect of your recovery is to accept the financial responsibility of paying your account in a timely manner. We cannot allow patients to maintain an outstanding balance. Non-payment of fees may result in administrative action.

### Fee Policy

Most insurances are accepted. Co-pays will be collected at time of service. All patients will have access to the hospital's financial services team to aid with obtaining insurance if desired. Patients may call our hospital financial counselors at 508-765-3180 to enroll in health insurance. The only third-party funding received by Addiction Immediate Care is from insurance companies.

## Eligibility for Services and Needs Assessment

Eligibility is based on a full biopsychosocial assessment with a medical provider followed by a full assessment with a clinician. The type of treatment and need for medication will be based on the results of those assessments and initial lab findings.

## Admission to Program Requirements

The intake process to AIC consists of a medical assessment, a clinical evaluation, and a physical exam. As part of the physical exam, blood is collected for lab testing and any other tests deemed necessary. A urine sample is required of all patients at admission to verify substance use. The evaluating provider determines if an individual is a candidate for medication for the treatment of addiction.

**Please note that if you are prescribed other controlled substances by outside providers, AIC requires a signed Release of Information for the provider. If you refuse to sign a release, we retain the right to deny treatment for safety reasons.**

## Central Registry

All Opioid Treatment Programs in Massachusetts are required to participate in the Central Registry System. Upon admission, patients will be required to sign consent for participation in the Central Registry in order to prevent simultaneous enrollment in more than one treatment program, allow access to treatment during emergencies throughout the state and ensure accurate dispensing of medication in accordance with state and federal regulations.

## Restrictive Criteria for Receipt of Specific Services

The medical provider may restrict certain services based on the medical assessment. This may include dose changes and the eligibility for take-home doses especially in patients using certain illicit substances or are prescribed certain medications.

## Aftercare and Follow Up

Prior to discharge from AIC patients will work closely with their treatment team to develop an aftercare plan. Aftercare plans may include:

- Community-based self-help such as AA and NA, SMART Recovery
- Encouragement to obtain a sponsor and work on self-discovery, personal change, and growth
- Safety planning
- Relapse prevention planning
- Developing a recovery support network in addition to sponsor
- Developing post discharge contact plan in conjunction with patient desire

## Family Support Options

All interested parties will be given information on social and educational materials for family support services by their clinician. This includes, but is not limited to:

- Family addiction support group – see clinician for details
- Learn to Cope – learn2cope.org
- Al-Anon – al-anon.org
- Family Therapy – see clinician for details
- Alcoholics Anonymous – AAWorcester.org for AA meeting directory
- Narcotics Anonymous – NA.org
- Pregnancy/Parenthood

**All pregnant patients**, as well as new parents, will have the following materials available to them as well as additional applicable education on the following topics:

- Parenting skills
- Reproductive health
- Neonatal care and a list of providers that can provide neonatal care, if desired
- Parenting support groups

## **Metadone**

### **Dosing Rules**

When you arrive at the clinic, you must check-in at the kiosk, via the Engage app on your personal device or at the reception window. Do not bring any water bottles, beverages, or any other portable containers into the dispensing area. Children, family, or other guests are not permitted in the clinic unless medically necessary.

After taking your dose, you must speak with the dosing person prior to leaving the dispensing area to assure that all medication has been swallowed. After your dose, you must promptly leave the premises. All patients should be medically fit for dosing. This includes but is not limited to zero intoxication from alcohol or other drugs. You may be asked to take a breathalyzer or give a urine sample at any time, or on any day of the month, including Saturdays. Failure to do so jeopardizes your enrollment in AIC programs.

You may not leave the facility after you have been requested to submit a urine specimen. If you leave the facility before giving your sample, you will not be administered your dose for that day.

### **Vomiting Your Dose**

Due to federal and/or state regulations, we may not be able to replace a vomited dose. If you are nauseated, consult with the nursing staff, and do not leave the lobby. Doses vomited outside the clinic, or at home, cannot be replaced. Please notify medical staff if this occurs. If you vomit your medication at the clinic in the presence of a staff member, a partial or full dose may be replaced with the Medical Director's approval.

## Missed Doses

Consistent dosing is a necessary part of your treatment, therefore missing any dosing day is discouraged. Missed dosing will result in a clinical team review and your dose may be decreased at any time.

If you have take-homes and do not present to the clinic for dosing on your scheduled pick-up day, you will be contacted by the clinical and medical team, receive a withdrawal assessment, be required to submit a urine drug screen, and the Medical Director will be consulted regarding your continued take-home eligibility.

## Late Dosing

You must check in at the clinic at least 15 minutes before medication dispensing hours end. Should an emergency arise, you need to call the clinic. **Calling the clinic does not guarantee you will be dosed, but consideration may be given to your situation.** On rare occasions, the clinic will dose patients up to 30 minutes after normal dosing hours end. Documentation of your circumstances is necessary for the Medical Director to approve your request.

Situations that will be considered for late dosing are:

- Mechanical malfunction of an automobile
- A medical emergency or appointment
- Law enforcement related delays (i.e. traffic ticket)

\*Proof of these various situations can be requested by clinic staff

## Guest Dosing

AIC does allow for guest dosing. Please consult with AIC staff about the clinic's policy.

## Dosing and Dose Changes

If eligible for MAT with methadone, a starting dose will be determined by a prescriber. Any dose increases up to 80 mg may be requested through nursing or clinical staff. Any dose changes beyond 80 mg must be requested through clinical staff. If patients are deemed eligible for doses of 120 mgs or more, they must meet with a prescriber to determine any further dose increases and complete necessary lab work.

## Flags

All AIC staff can flag patients. You will be able to view the flag when you check in for dosing. Reasons for being flagged may be to relay a message, stop check-in to schedule a clinical appointment or to request that you speak with a provider before you dose for a variety of reasons.



## Treatment Phases

AIC is committed to assisting patients with their recovery. All patients entering treatment will develop goals for a patient centered plan to determine the necessary length of treatment for each individual.

Patients entering treatment will receive a clinical assessment that considers the history of addiction as altered by time and treatment. Therefore, treatment tasks are determined in relation to the patient's stage as they enter the program.

- 1.) Initial treatment: This phase of treatment is more intensive with more frequent medical and counseling assessments/interventions. May require group attendance. Patients will receive take-home doses at the discretion of clinical staff.
- 2.) Early stabilization: This phase includes the induction phase and can last up to 6 months. Can build on receiving more take-home doses.
- 3.) Long-term treatment: continued maintenance in the program on a stable dose, for any length of time
- 4.) Medically supervised withdrawal (taper): happens slowly at the discretion of medical staff

## Take-Home Medications

**The following criteria will be considered in order to be eligible for take-home medication doses:**

1. Absence of active substance use disorders, other physical or behavioral health conditions that increase the risk of patient harm as it relates to the potential for overdose, or the ability to function safely.
2. Regularity of attendance for supervised medication administration.
3. The absence of serious behavioral health problems that endanger the patient, the public, or others.
4. The absence of known recent diversion activity.
5. Confirmation that take home medication can be safely transported and stored.
6. Any other criteria that the medical director or medical practitioner considers relevant to the patient's safety and the public's health.

**An annual patient take-home agreement form will be completed and entered into the patient's record.**

### Revocation of Take-Home Medications

Take-home privileges may be revoked or suspended if the patient does not maintain the behaviors which supported the take home privileges. Suspension or revocations of take-home privileges are NOT subject to appeal with the Department of Public Health. Revocations or suspensions may be appealed to the Clinic Director by written request to schedule an appointment within 72 hours.

## Locked Storage Containers

All patients prescribed methadone are required, within 72 hours of initiation, to bring in a locked storage container to AIC. The container will be reviewed and approved by dosing staff and is to be saved in the event of take-home approval, severe weather, or emergency closings.

## Call Backs

Individuals granted the privilege of having take-home dosing should be aware that they can be called in at any point for a random bottle check. If this occurs, individuals have 24-48 hours to present.

## Fundamental Rules of the Program

AIC has a responsibility to provide a safe workplace and therapeutic environment for staff, patients, visitors, and other consumers. There are certain situations which threaten the safety and well-being of individuals within the clinic. Violation of any of the following fundamental rules will result in an IMMEDIATE DISCHARGE from AIC. In the event a violation occurs, staff will take immediate action towards discharge and to secure the safety of staff and other patients.

### Violent Acts

Any violent act or aggressive behavior toward another person or that results in the destruction of property (hitting, kicking, punching, throwing things, grabbing, slapping, pushing, physically threatening someone, etc.) may also result in notification of law enforcement.

### Weapons

Weapons of any kind (knives, firearms, or any other objects for which the intended purpose is to cause bodily harm) are not permitted on the premises at any time, under any circumstance.

### Drug Dealing

Any suspicion or observation of drug dealing on the premises, including the diverting or selling of methadone and any other medications is prohibited. Drug dealing violations may also result in notification of law enforcement.

### Unacceptable Behaviors

The following behaviors are unacceptable, and all violations will result in consequences, up to and including immediate discharge from the clinic:

- **Communicating a Threat** - Verbal threats, blatant or implied, communicated to staff or other patients.
- **Prohibited Acts** - Crimes committed on the premises, including stealing, vandalism, breaking and entering, Medicaid Fraud, etc. Any crime committed will be reported to law enforcement.
- **Harassment** - Harassment of any kind will not be tolerated. If a patient feels that he or she is being harassed, they should inform their counselor concerning the situation.

- **Over the Counter Drugs** - Distributing or sharing any medication with others is prohibited. All medications should be in their original container.
- **Confidentiality** - Treatment is a private matter and what is said in a group is not to be discussed with anyone you see in the group or in the AIC clinic. Due to confidentiality concerns, cell phone use is not permitted while in the clinic.
- **Under the Influence** - Participation in treatment services while under the influence of drugs or alcohol is not permitted. Law enforcement will be notified if someone leaves the premises under the influence and is driving a motor vehicle.
- **Passing of Items** - The passing or exchanging of ANY items (money, cigarettes, etc.) on AIC property is prohibited.
- **Lock Boxes** - The sharing of lock boxes is not permitted.
- **Appearance** - Any clothing that advertises substance abuse or other offensive, vulgar, or abusive content or clothing that reveals the back, chest, stomach, or undergarments is not AIC appropriate dress.

### Loitering Policy

Loitering is defined as remaining on the premises for more than 15 minutes without a scheduled appointment or legitimate reason for being on the premises. The premises include the clinic, landscaped areas and parking lot. AIC patients will schedule their appointments in such a way that they do not require long wait times in between appointments. If this is unavoidable, patients will be expected to leave the premises and return at their scheduled appointment times.

### Tobacco

AIC is a tobacco-free environment. We recognize that the use of tobacco products adversely affects the health of its consumers. We also recognize that nicotine is a chemical with highly addictive properties. The use of tobacco on AIC property is prohibited. AIC staff will be happy to provide you education on smoking cessation if you are interested in quitting.

## Warnings/Behavioral Contracts/Termination

### Warnings and Behavior Contracts

Please note that any patient not participating in the required treatment will be issued warnings for termination. If patients receive 2 warnings within a 90-day period, a behavior contract may be considered. Behavior Contracts will indicate what is required for patients to continue treatment through AIC. If a behavior contract does not assist with ensuring participation, a termination notice will be issued. Involuntary Termination is discussed later in the handbook.

### Complaints and Grievances

Any complaints or grievances against AIC will be addressed within 2 business days. All verbal complaints should be referred to the Quality department at UMass Memorial Health- Harrington (508)765-3046 (select option 2). Written complaints or grievances may also be mailed to UMass Memorial Health- Harrington at 100 South Street, Southbridge MA, 01550. The Bureau of Substance Addiction Services may also be contacted at (617) 624-5171.

## **Involuntary Termination**

Patients who receive written notice of involuntary termination and would like to appeal must do so in writing within 2 business days of receiving the written notice at the AIC clinic. Written requests for a hearing may be left at the AIC reception desk or at the dosing window. All received responses will be reviewed daily and patients will be scheduled for a hearing within 10 business days. In the event the patient would like to request an appeal to a hearing outcome the outcome form may be directly faxed to BSAS at (617)-624-5395.

## **Procedures Regulating Access to Patient Records**

Patient specific information is confidential and shall be made available only in conformity with all applicable state and federal laws and regulations regarding the confidentiality of patient records, including but not limited to, 42 CFR Part 2, and 45 CFR Parts 160 and 164 (HIPAA Privacy and security rules) if applicable. Patient records will also be made available upon patient request with all applicable releases signed.

## **General Information**

### **Transportation**

Patients are responsible for their own transportation. AIC can also help with arranging PT1 requests for individuals who have Mass Health for insurance.

### **General Medical Care**

Routine medical care is not included as part of your treatment at AIC. Please see your primary care provider for your general medical care. To find a primary care provider or specialty physician currently accepting patients within UMass Harrington Hospital, please call (508)-765-3145.

### **Hospitalization**

If you require hospitalization, your daily dose of MAT may be provided to you by the hospital. Notify the hospital personnel that you are an AIC patient and sign a consent form to release information so AIC can confirm your enrollment and daily dose. If you have take-homes, you will need to alert the medical staff. You are not authorized to self-administer take-home medication while under the hospital's care.

### **Incarceration**

If you are incarcerated at any point during your treatment, your case will be kept open, and you may be re-evaluated upon your release to ensure the safety and efficacy of continued medication administration.

### **Psychiatric Care**

If you need to see the AIC Medical Director or Nurse Practitioner, please coordinate the appointment with your counselor. When you make an appointment that time is reserved for you, so it is important to keep that appointment or call at least 24 hours in advance to change it. If you see a private psychiatrist or primary care doctor, you must sign a consent to release information to AIC, and the Medical Director must verify and approve all medications.

## **Infection Control**

Patients that have an infectious illness (i.e., productive cough, fever of 100 or above, a wound, skin discharge, etc.) should ask to be evaluated by a nurse. All patients are encouraged to wash their hands after using the bathroom facilities and to practice “Universal Precautions.” Patients should wear gloves if they come in contact with blood or bodily fluids. Patients are to be mindful of items that carry the red biohazard labels. The labels are placed on canisters and devices that have potentially infectious materials. Patients should never attempt to open such devices or place any objects within those devices.

## **Policies Practices & Procedures for Disabled Patients**

No patient will be refused services based on age, gender, race/ethnicity, religion, bariatric status, sexual orientation, disability or socioeconomic status. Addiction Immediate Care is ADA compliant and has accommodation for every age and disability.

Access assistance or alternative settings will be provided to those with complex medical needs who cannot be accommodated in the clinic setting. All patients must be able to enter the clinic or alternative setting to receive treatment by AIC.

## **AIC Closing Procedures for Severe Weather, Holiday and Facility Issues**

In the event that AIC is closed for severe weather, holiday or facility issues all patients will be notified as quickly as possible with a minimum lead time of one day prior to clinic closing. Patients will be notified by written notification at the AIC clinic, email notifications to all patients via patient portal, and verbal notification at the dosing window. Those scheduled to dose will also receive a phone call from AIC staff one day before closing. AIC is prepared for all disasters including a pandemic.

Observed Holidays include New Year’s Day, Martin Luther King Day, Presidents Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas.

## **Handbook**

The Handbook is available as a paper copy which the program can give you. An electronic version of the handbook is available at [www.harringtonhospital.org/aic](http://www.harringtonhospital.org/aic)

## **Handbook Acknowledgement**

I have been offered and received a hardcopy or electronic version of the Patient Handbook.

I agree to abide by and follow the program requirements outlined in the Patient Handbook and consent to be treated at Harrington's Addiction Immediate Care clinic.

Patient Name \_\_\_\_\_ Date of Birth \_\_\_\_\_

Signature of Patient \_\_\_\_\_ Date/Time \_\_\_\_\_

Witness \_\_\_\_\_ Date/Time \_\_\_\_\_

Thank you again for choosing AIC to help you with your recovery process.