

Santa Cruz County Health Services Agency
MAT WEEKLY FOLLOW-UPS

1. Case Manager will continue to call patients every week to check on patients:
 - a. Check in should be on topics such as:
 - Medication checks: does patient have enough, are they running out?
 - How are patients coping with the current COVID19 situation?
 - MAT COVID19 handout to patient by paper or text.
 - Going over Tier promotion packet with patients that qualify we can do them officially once we get back to normal program.
 - Helping patient create a Resume.
 - Checking in on patient Treatment Goals.
 - How's Triggers and cravings and what are they doing?
 - How's their current support system (HTF list)?
 - Online support meetings, etc.
 - Use SMA check in.
 - Do they need Narcan?
 - Do they need to see a provider?
 - Do they need to speak to IBH therapist or Psychiatrist then connect them.
 - Do you need to update their Social Determinants of Health?
 - Any resources or referrals needed?
 - Any SUD counseling and case management needed?

2. Documentation: When doing your telephone encounter make sure you are using the appropriate note. Most of your telephone encounters should be 1x1's because that what's you would have been doing in the office if there was no COVID19.

Click on any of the following:

- Intake- If you are doing an intake over the phone
- 1x1 – if you are doing a 1x1 over the phone, this includes checking in
- BUP Refill – if you are doing a Bup refill and routing it to prescriber
- MAT Group – You won't be using this one at this time
- Case Management (non-MAT patient) – If you are doing this with a non-MAT patient
- CCN (Case Conference Note) – if you're doing a case conference note
- CC (Care Coordination for all non-face to face encounters) – if you're contacting pharmacies, Janus, programs, social security, Medi-Cal, any outside resource, etc. Without the patient with you, your contacting resources for the patient to help coordinate care.
- Phone – this should only be used if there is voicemails, text, and quick communications not 1x1's, not intakes, not Bup refill's
- ER Referral – If you get a referral from the ER