



**Department
of Health**

Expansion of the New York Medication Assisted Treatment and Emergency Referrals (MATTERS) Program

Objectives

- Provide an overview of the New York Medication Assisted Treatment and Emergency Referrals (MATTERS) web-based referral platform
- Describe how NY MATTERS can increase linkages to care with health care providers and health care systems to increase low-barrier, low-threshold access to buprenorphine in emergency department settings.

Vital Point of Intercept

- Optimal setting for screening and intervention for opioid use disorder (OUD) due to high volumes of patients and the potential for staff to leverage patients' motivation to change
- Can provide access to buprenorphine to treat those presenting with OUD and serve as a bridge to evidence-based services in the community
- Adding a medication for opioid use disorder (MOUD) component to regular screening protocols, patients can decrease illicit opioid use more immediately and avoid negative health consequences such as overdose that could occur during the delay between referral and treatment engagement
- The window of time between referral and appointment attendance may result in loss of motivation to stop using opioids and provide more opportunity for a patient to experience consequences of drug use (e.g., overdose or incarceration)

“Governor Cuomo has launched initiatives to aggressively expand access and directed the NYSDOH to require all hospitals statewide to develop protocols for their EDs to address OUD based on the standard of care for treatment or referral for treatment.”

<https://www.governor.ny.gov/news/governor-cuomo-unveils-2nd-proposal-2020-state-state-banning-fentanyl-analogs-further-combat>



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Emergency Departments Buprenorphine Initiation

Yale School of Medicine

- 329 participants with OUD served through the ED
- Initiated with buprenorphine in the ED and linked to the hospital's primary care center for continued treatment (10 weeks)
- Those started on buprenorphine:
 - ❑ **Increased** engagement in treatment
 - ❑ **Reduced** self-reported illicit opioid use
 - ❑ **Decreased** use of inpatient treatment services



* D'Onofrio, G., McCormack, R. P., & Hawk, K. (2018). Emergency Departments — A 24/7/365 Option for Combating the Opioid Crisis. *New England Journal of Medicine*, 379(26), 2487–2490. doi: 10.1056/nejmp1811988



NEW YORK
MATTERS

Medication Assisted Treatment & Emergency Referrals



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STREAMLINED PROTOCOLS...

NO ABSOLUTE CONTRAINDICATIONS...

SINGLE DOSE IN ED

STANDARDIZED PRESCRIPTION

STREAMLINED APPOINTMENT SCHEDULING

Hospital Process

• Patient arrives
• Hospital screening exam performed
• Standard Medical Care given

Provider Identifies Opiate Use Disorder

Patient is offered Referral Network and ED Intervention

Declines Referral Network and ED Intervention

Accepts Referral Network, Declines ED intervention

Declines Referral Network, Seeks ED intervention

Declines Referral Network, Seeks ED intervention

Patient in acute withdrawal

Patient NOT in withdrawal

Prescription Buprenorphine in Emergency Department

- Prescription given Buprenorphine not to exceed 8mg
- Naloxone kit offered

If patient does not accept assistance, Voucher Process initiated.

Patient completes screening form and selects clinic of choice

- Referral line called
- Appointment date and location set

Clinic contacts patient to set exact time of appointment



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MATTERS Components





NEW YORK
MATTERS
Medication Assisted Treatment & Emergency Referrals

PROTOCOL

Regional Treatment Network

Mission

Regional hospital systems, through the Medication Assisted Treatment and Emergency Referrals (MATTERS) network are partnering with community-based substance use treatment programs to reduce inappropriate controlled substance prescribing, increase access to medication assisted treatment (MAT), and provide rapid access to substance use treatment programs.

Vision

- To aid our shared patients in initiating and continuing successful opioid and overall substance use disorder treatment.
- To reduce morbidity and mortality associated with opiate and substance use disorder.
- To provide a best practice model for Hospital and Emergency Department Initiated Buprenorphine Programs that others can emulate.
- To provide the same high level of care to patients suffering from opiate use disorder that we would for any other emergency medical condition.



Regional Treatment Network

Values

Hospital partners will follow these values:

- We will prescribe buprenorphine for patients when appropriate based on our guidelines.
- We will not automatically disqualify patients from receiving buprenorphine if they engage in polysubstance abuse (especially benzodiazepines and/or alcohol).
- We will refer patients to the most appropriate follow up possible based on their unique needs.
- We will inform patients of the referral program's expectations.
- We will continuously evaluate our program and share our lessons learned with others.

Community-based substance abuse treatment programs that embody these values:

- They will accept and work with patients regardless of insurance status.
- They will accept patients who have not been prescribed buprenorphine or MAT in the past.
- They will offer timely appointments to patients referred from the hospital and emergency department.
- They will accept referred patients even if previously discharged from a treatment program.
- They will not automatically disqualify patients from receiving medication assisted treatment if they engage in polysubstance abuse (especially benzodiazepines and/or alcohol).
- They will not place undue financial burden on the patient.
- They will provide care that is culturally appropriate for the target population of patients with substance use disorder.
- They will provide feedback referring providers regarding the disposition of referred patients to improve processes.



Electronic Referral System

health.ny.gov/matters/protected-page?destination=/matters/form&protected_page=3



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Login with HCS



Protected Page -- Enter password

The page you are trying to view is password protected. Please enter the password below to proceed.

Enter Password*

.....

Authenticate

Add Event

Clinic Dashboard



Welcome to the New York State Medication Assisted Treatment and Emergency Referrals (MATTERS) system. You will be asked to provide some basic information about yourself along with your medical and substance use history. You will then be able to select which clinic location you desire to be seen at after discharge. Once you select the clinic location, you will receive a confirmation of your selection via email (if you provide an email address). In the next day or two, you you will receive a call from the clinic to solidify a time for your appointment. It is very important that you provide accurate phone contact information.

Opioid Dependence Screening Form

Patient Information

First Name

Last Name

E-mail

Date of Birth

Month

Day

Year

Phone #1

Alt Phone #2

Street Address

City/Town

Zip

Insurance

☐ Independent Health

☐ Univera

☐ Blue Cross

☐ Medicare

☐ Medicaid

☐ United

☐ Tricare

☐ None

☐ Other...

In the past month have you used any of the following? (check all that apply)

☐ Prescription Opiates that were prescribed to you

☐ Prescription Opiates that were NOT prescribed to you

☐ Illegal Opiates (such as heroin)

☐ Alcohol

☐ Benzodiazepines that were prescribed to you

☐ Benzodiazepines that were NOT prescribed to you

☐ Crack or Cocaine

☐ Other drugs (specify)

Do you have any history of mental health issues? (check all that apply)

☐ Anxiety

☐ Depression

☐ Bipolar

☐ Schizophrenia

☐ Prior Suicide Attempts

☐ Other (specify)

Do you have any of the following medical problems? (check all that apply)

☐ Coronary Artery Disease

☐ Asthma/COPD

☐ Currently Pregnant

☐ Hepatitis

☐ Hypertension

☐ Diabetes

☐ Other (specify)

Do you have any history of mental health issues? (check all that apply)*

☐ Anxiety ☐ Depression ☐ Bipolar ☐ Schizophrenia ☐ Prior Suicide Attempts ☐ Other (specify)

Do you have any of the following medical problems? (check all that apply)*

☐ Coronary Artery Disease ☐ Asthma/COPD ☐ Currently Pregnant ☐ Hepatitis ☐ Hypertension ☐ Diabetes ☐ Other (specify)

Have you ever undergone any of the following treatments for opiate dependence in the past? (check all that apply)*

☐ Outpatient Treatment ☐ Inpatient Treatment ☐ Buprenorphine (Suboxone) ☐ Methadone ☐ Vivitrol

Would you like to be contacted by the peer support hub*

☐ Yes
☐ No

Select the Hospital ED you are being discharged from*

Select Hospital*

- ✓ - Select -
- Bertrand Chaffee Hospital
- Bradford Regional Medical Center
- Brooks Memorial Hospital
- Brooks-TLC Health Systems
- Buffalo General Hospital. MRI
- Cuba Memorial Hospital Inc
- DeGraff Memorial Hospital
- Eastern Niagara Hospital
- Erie County Medical Center Emergency Room
- Kenmore Mercy Hospital
- Medina Memorial Hospital
- Mercy Ambulatory Care Center
- Mercy Hospital of Buffalo
- Millard Fillmore Suburban Hospital
- Mount St. Marv's Hospital



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TO BE COMPLETED BY HEALTHCARE PROFESSIONALS ONLY

Name of the prescribing provider

Referral Settings

- None -



Was buprenorphine given prior to discharge?

Yes

No

Was an outpatient prescription for buprenorphine given?

Yes

No

Was the patient/family provided a naloxone kit?

Yes

No

Reason for visit

Overdose

Acute Withdrawal

Neither Overdose nor Acute
Withdrawal

Detox

Other

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Make a follow-up appointment with the Clinic

List

Enter an address to filter results. 267 found

Search

Reset





Make a follow-up appointment with the Clinic

List

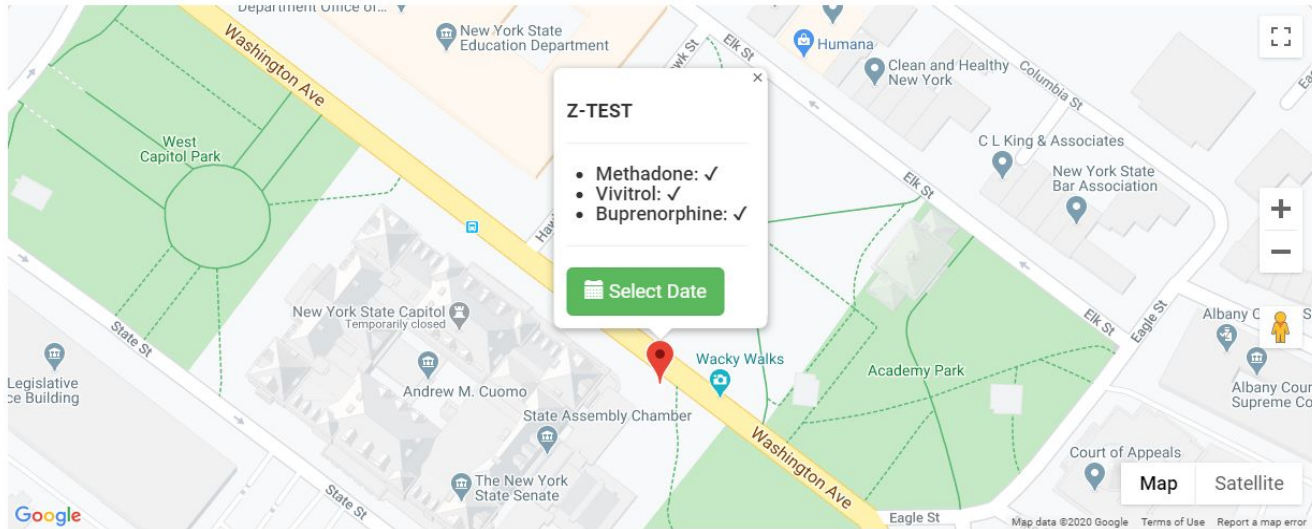
Enter an address to filter results. 267 found

12205

10

Search

Reset



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Make a follow-up appointment with the Clinic

Map

Enter an address to filter results. **269 found**

Search

Reset

Appointment Date	Clinic	Methadone	Vivitrol	Buprenorphine	Distance	
06/16/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
06/19/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
06/23/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
06/26/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
06/30/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/03/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/07/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/10/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/14/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/17/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/21/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/24/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
07/28/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
08/04/2020	Z-TEST	✓	✓	✓	6.13 miles	Select
08/11/2020	Z-TEST	✓	✓	✓	6.13 miles	Select



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**NEW YORK
MATTERS**
Medication Assisted Treatment & Emergency Referrals

Email sent to: 7168472715@fax.ny.gov

Thank you for registering for a follow up appointment.

Remember that you have selected a clinic location and date for your follow up. It is very important that you provided accurate contact information so the clinic can call you to determine the exact time of your follow up appointment.



EMAIL TO PATIENT**FAX TO CLINIC****FAX TO ED****EMAIL TO PEERS**

Found in Important Mailbox

**Rapid Assessment and Hospital Initiated Buprenorphine System**

Appointment confirmation

July 1, 2019 at 10:29 AM



To: Joshua Lynch

Your follow up appointment is scheduled at **Brooks-TLC - 33 N Main St, Cassadaga** on 07/21/2019.**Hospital Initiated Buprenorphine Program Discharge Instructions****About Buprenorphine**

You have been prescribed buprenorphine while in the hospital/emergency department. Buprenorphine is used to treat the symptoms of opiate withdrawal in order to facilitate treatment of opiate use disorder. This medication acts on opiate receptors. The medication should be placed under your tongue where it will dissolve and be absorbed directly into your blood stream. If you swallow the medication it will not work as well.

You should not take any opiates or sedatives (including those prescribed by a doctor) while taking Buprenorphine. If you drink alcohol or use benzodiazepines, talk to your provider. Taking buprenorphine with alcohol or benzodiazepines may put you at an increased risk for overdose.

You are being prescribed a 4mg dose of buprenorphine twice daily for a few days until you can be seen at the clinic. If deemed appropriate, the clinic will refill your buprenorphine prescribe at the same, a higher or a lower dose.

First Dose in the Hospital

If you received a first dose of Buprenorphine in the hospital/emergency department, you should take you next dose 12 hour later, and then continue to take one dose every 12 hours.

First Dose at Home:

If you were not given a dose in the hospital/emergency department, it probably means you were not yet having enough withdrawal symptoms. If you take buprenorphine before you are in moderate withdrawal, the medication can cause withdrawal symptoms, and make you feel really bad. You should wait until you have at least 3 of the following symptoms before taking your first dose:

- Feeling Sick
- Stomach Cramps
- Spontaneous Twitching
- Feelings of Coldness
- Heart Pounding
- Muscular Tension
- Aches and pains
- Yawning
- Runny Eyes
- Insomnia

Once you have taken your first dose at home, you should take you next dose 12 hours later, and then continue to take one dose every 12 hours.

You will receive your clinic appointment information via email/in hospital before discharge.

Your Clinic Appointment

You have either been given an appointment slot at a particular clinic, or information on how to obtain one. The clinic will call you in the next 1-2 days to arrange your specific appointment time. Once you are given an appointment, a time slot will be held specially for you. If for any reason you cannot make that appointment, please call the clinic as soon as possible. Some clinics have a 2-step prescribing process, so you may not necessarily be given a new script for buprenorphine at your first appointment. Buprenorphine is one component of substance abuse disorder treatment. You may be expected to attend frequent counseling sessions based on the policies of the clinic.



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Voucher: XXXXXX

Please redeem voucher at one of the participating pharmacies below:

- ALL Walgreens locations in NYS
- ALL Wegmans locations in NYS
- Buffalo Pharmacies- 1479 Kensington Ave., Buffalo, NY 14215
- Buffalo Pharmacies- 6035 Transit Road, East Amherst, NY, 14051
- Black Rock Pharmacy- 411 Tonawanda St., Buffalo, NY, 14207
- Community Medical Pharmacy- 928 Michigan Ave., Niagara Falls, NY, 14305
- Wellness Park Pharmacy- 8672 Buffalo Ave., Niagara Falls, NY, 14304
- Attica Pharmacy- 2 Market Street, Attica, NY, 14011
- Brooks Pharmacy- 4481 Lakeshore Road, Hamburg, NY, 14075
- Niagara Apothecary- 8745 Niagara Falls Blvd, Niagara Falls, NY, 14304
- Alden Pharmacy- 13203 Broadway St., Alden, NY 14004
- Transit Hill Pharmacy- 6344 Transit Road, Depew, NY, 14043
- Wurlitzer Family Pharmacy- 5211 Division St., North Tonawanda, NY 14120
- Middleport Family Health Center- 81 Rochester Road, Middleport, NY, 14105
- Alberty Drugs- 81 Main St., Batavia, NY, 14020
- Mead Square Pharmacy- 53 W. Main Street, Victor, NY, 14564
- Tile Pharmacy- 1081 Cleveland Dr., Cheektowaga, NY 14225
- Sinclair Pharmacy- 75 N. Main St., Warsaw, NY, 14569
- Wanakah Pharmacy- 4923 Lakeshore Rd., Hamburg, NY, 14075
- Cy's Elma Pharmacy- 2317 Bowers Rd., Elma, NY, 14059
- Kenmore RX Center- 2818 Delaware Ave., Kenmore, NY, 14217
- Vic Viena Pharmacy- 1322 W. State Street, Olean, NY, 14760

Voucher Redemption Instructions

FOR PHARMACY USE ONLY: entering your voucher number will INVAIDATE your voucher

1. Visit <http://matters.health.ny.gov/matters/voucher/>
2. Enter voucher number to verify
3. Once verified, complete remaining questions to initiate prompt reimbursement

All Walgreens Pharmacies in NY accept this voucher!

Insurance Authorization: Points is not eligible. Verify whether the applicant has insurance. If they don't, the entire cost of the Rx is added to the vaccine program. If they have insurance, then bill the vaccine as 0.00 for copay.

- Locate the pattern in IC* → Select "Pattern Information" → Select "Find/Replace Pattern"
- Enter the pattern before you hit the pattern information
- **Pattern:** **TNNNNNN**
- **Replace:** **N** Pattern **DOESN'T** match **TTTTTTTTTTTT** and first two initials of first & last names
- **Global:** **EX** **TNNNNNN** is listed directly to **TNNNN** and **TTTTTTTTTTTT** listed as **TTTT**
- **2015/10/26**
- **2015 - TNNNN**

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Pharmazie, Pharmazie News • 55 (2000) 4 • 101

Wegmans

ALL WEISMANS PHARMACIES IN NY ACCEPT THIS VOUCHER!

Wageningen Institute of Technology

2004-2005
2004-2005

TP Code: DTHMSATLFC

Tip Name: **SAFTERS - MPF ONLY**

Telemedicine Integration

1. Local, “Originating” Provider without DATA-2000 waiver to prescribe buprenorphine DEA Waiver identifies patient suitable for buprenorphine. The originating provider is either a DEA-registered clinician or the patient is in care and originating provider are in a DEA-registered facility.
2. Originating Provider discusses buprenorphine with patient and, if patient is agreeable, continues to next steps.
3. Originating Provider and patient complete electronic referral and request a telemedicine consult.
4. Originating Provider provides a first dose of buprenorphine in the emergency department if indicated (waiver not required).
5. Telemedicine, “Remote” Provider with DATA-2000 waiver is alerted to a request for a consultation.
6. During operational hours, Remote Provider responds within a goal of 30 minutes and performs telemedicine consultation with patient and provider. (During non-operational hours, the Originating Provider may elect to provide a referral through the web-based system with or without a single dose of buprenorphine if the patient is in an ED).
7. Remote Provider performs check of IStop/Prescription Drug Monitoring Program.
8. Remote Provider electronically prescribes buprenorphine if indicated.



Walgreens
Wegmans
NETWORK
PHARMACIES



50
CLINICS



20
HOSPITALS



BUFFALO
MATTERS
Medication Assisted Treatment & Emergency Services



ACROSS
8
COUNTIES



GREATER THAN
200
WEEKLY
APPOINTMENTS

APPROXIMATELY
400,000
EMERGENCY PATIENTS
SCREENED ANNUALLY



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Discussion Questions

- What strategies would assist evaluating that individuals are still engaged in care with this program?
- What are some strategies to regional treatment network of providers to uphold values, ex.
Low-threshold/low-barrier provision of buprenorphine?
- Considering many individuals do not wish to be transported to ED post-OD reversal, should buprenorphine be offered by EMS/Paramedics?

Thank You!

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buprenorphine@health.ny.gov