Touch Points for people who use drugs with established connections to the Bridge

START:
Patient or clinician direct call/page/email to SUN

Key questions?
How does the community of people who use drugs discover the SUNs as a resource? (example 1-800- GET-BUPE ENTER PHONE NUMBER HERE)

How do they communicate?
How does the SUN catalyze and facilitate harm reduction and treatment?

What existing healthcare structures can be used to promote outreach? What is the role of SUNs with county access lines?

What non-healthcare social networks can be used to promote outreach? Needle exchanges? Churches? etc...

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Substance Use Navigator
Monday through Friday 9-5

SUN Engages patient over the phone or Audio-visual Tele

Is within system Tele-registration available?*

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NO

External system registration

Schedule Tele visit with external MD

MD Televisit
- MD calls patient
- EHR encounter
- Documented and billed - E-prescribe medications

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YES

Tele Patient Registration Within system

Schedule Tele visit with MD

MD Televisit
- MD calls patient
- EHR encounter
- Documented and billed - E-prescribe medications

Staff inform SUN on schedule and procedures

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Substance Use Navigator
Continues engagement
Supports primary treatment team
Troubleshoots insurance and pharmacy issues

SUN documentation of outreach and initial conversations that may not be billable or may with patients without any healthsystem enrollment

* Within system means registering the patient in the same system that the SUN is an employee of.