



MATTERS

Medication for Addiction Treatment & Electronic Referrals

Frequently Asked Questions – New Hospitals

Q: What is the usual timeline for implementing the NY MATTERS electronic referral system?

A: The MATTERS network can be developed with as little as 1 hospital and ~2 clinics. A network can be built VERY quickly!

Q: What questions are asked on the referral form?

A: Please click [here](#) to view a walk-through of the referral process.

Q: What benefits are there for hospitals to participate in NY MATTERS?

A: Efficient process for EM providers (ZERO phone calls need to be made from the ED!), patients have the option to be linked to peer services, and uninsured patients automatically receive a voucher to cover up to 14 days of buprenorphine!

Q: How can hospitals participating in the NY MATTERS program ensure that treatment options are consistent across the network?

A: All NY MATTERS participating clinics agree to our [Mission, Vision, and Values](#) document.

Q: Who completes the referral with the patient?

A: Depends upon the hospital and how it best fits into their workflow. Possibilities include provider, nurse, drug and alcohol counselor, peer, etc.

Q: Who completes the referral with the patient?

A: Depends upon the hospital and how it best fits into their workflow. Possibilities include provider, nurse, drug and alcohol counselor, peer, etc.



MATTERS

Medication for Addiction Treatment & Electronic Referrals

Q: What if a patient keeps coming back to the ED requesting repeat prescriptions for buprenorphine?

A: If it is determined that a patient may be abusing the system, repeated prescriptions for buprenorphine may be limited. We will however continue to rapidly refer all patients with opioid use disorder to the appropriate clinic setting.

Q: Are providers bound to prescribe 8mg BID buprenorphine/naloxone?

A: Prescriptions should be based on provider discretion. Our [protocol](#) is simply a suggestion.

Q: What patients are eligible for the voucher program and how are vouchers redeemed?

A: Uninsured patients and those on Medicaid are eligible. The voucher will print to ED and be emailed to patient (if provided). The patient can redeem vouchers at any participating pharmacy. The list of participating pharmacies can be found [here](#).

Q: How is this going to affect our workflow?

A: The referral process should not impose any burden. The entirety of the referral takes less than 5 minutes to complete and ZERO phone calls need to be made in the ED!

Q: How do we train staff on the referral process?

A: We recommend sending out the referral process instructions electronically. Keep the folder with the iPad for easy access to instructions. You can also visit www.newyorkmatters.org to view demo video of the referral process.

Q: What if a patient doesn't have a cell phone?

A: Patients without a phone number/email can still be referred through the network; we recommend calling the treatment organization that the patient chose to confirm an appointment time or to ascertain walk-in hours for that clinic.