



MATTERS[®]

Medication for Addiction Treatment & Electronic Referrals

Frequently Asked Questions –Clinics

Q: When will we receive the fax with referral information?

A: Faxes are received in real time. Clinics will receive the fax while the patient is still with the provider (possibly in the ED).

Q: How soon is a patient able to schedule an appointment for?

A: Patients will be able to select an appointment as soon as the next business day.

Q: When should we reach out to the patient?

A: We encourage clinics to reach out to patients in a timely manner. Patients can choose an appointment date as soon as the next business day.

Q: What if we are unable to reach the patient?

A: We ask that clinics reach out to patients as deemed appropriate. The program coordinator for the region and a peer (if applicable) will also be following up with the patient on a routine basis.

Q: What if the patient does not show for their appointment?

A: If possible, we ask that clinics report this back to the region's coordinator. The coordinator can then assist the patient in rescheduling an appointment. If you're unsure who your regional coordinator is, please contact us at mattersnetwork.org/contact-us.

Q: How soon should referred patients be seen by a prescribing provider?

A: We encourage outpatient clinics to prioritize getting MATTERS patients in to see a prescriber as soon as possible, while working within the framework of their workflow. Some patients are discharged without a bridge MOUD prescription, and should therefore be evaluated for a prescription as soon as possible.

Q: Why doesn't the patient pick an exact time of appointment?

A: All available appointment slots are not filled each week. We found it was best for both the patient and the clinic to determine a time together once a date is selected.