

Standard Work Instructions	Author: Rev Date: May 4, 2020
Purpose: Access to Mental Health and Addictions Outpatient Withdrawal Management Clinics (WZ Only) during COVID-19.	Process: Outpatient WM will continue to be offered in the WZ with modifications outlined below to safely deliver care during COVID-19.

Seq. No	Task Description:	Key Point / Image / Measure (what does good look like?)	Who	Task Time mm:ss
1.	<p>Preferred access to Outpatient Withdrawal Management (OWM) is via phone. Walk-ins will be accommodated, as needed (see step 6).</p> <p>If MHA Intake receives the call initially, and it is determined the primary purpose of the call is related to withdrawal management need, Intake will do a warm handover ASAP to the OWM Unit staff. If unable to do a warm handover, Intake staff will call OWM staff and provide individual's name and phone number in addition to giving the calling individual the OWM Unit phone number.</p> <p>The client will be screened for COVID-19 via telephone. Refer to MH & A Outpatient COVID-19 Screening Guide</p>	<p>Access for clients preferred via phone.</p> <p>MHA Intake will do a warm handover to the OWM Unit</p> <p>Clients screened by phone for COVID-19 prior to scheduling in-person appointments.</p>	<p>Client</p> <p>MHA Intake / OWM Staff</p>	
2.	<p>If OWM is indicated and client screens negative for COVID-19, an arrangement will be made with the client to come to the local OWM Unit. OWM Unit will inform the client they will be screened for COVID-19 upon their arrival.</p> <p>OWM Unit staff will advise the Front Door Screeners that a client is expected to arrive.</p> <p>When the client arrives, Front Door Screeners will call the OWM Unit to inform them of the client's arrival.</p> <p>The OWM Unit staff will complete the NSHA COVID-19 Risk Assessment Form with the client upon arrival.</p> <p>Clients will not be permitted to leave the Unit for the duration of their treatment visit.</p> <p>Should the presence of COVID risk symptoms present during the client's treatment duration, the risk assessment protocols will be followed, as per above FORM.</p>	<p>If negative screen, an appointment will be provided.</p> <p>Client informed of screening upon arrival</p> <p>OWM Unit advises front door of expected client</p> <p>OWM informed upon client's arrival</p> <p>COVID-19 Risk Assessment form Completed</p> <p>Client to remain on OWM Unit throughout treatment.</p>	<p>OWM Staff</p> <p>Facility Reception / Front Desk</p> <p>OWM Staff</p>	

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3.	<p>If OWM is indicated and client screens positive for COVID-19, OWM Unit staff will direct the client to the nearest WZ Regional Emergency Department (South Shore, Valley, and Yarmouth Regional Hospitals) for assessment.</p> <p>As information allows, OWM Unit will contact the Emergency Department to inform them of a client who is enroute and potentially requiring withdrawal management.</p>	<p>If positive screen, client directed to nearest Regional ED.</p> <p>ED informed of client's arrival.</p>	OWM Staff	
4.	<p>Emergency Department will triage the client and determine needs for withdrawal management.</p> <p>If client requires withdrawal management, and is medically cleared (as per policy), Emergency Department will contact area Inpatient Mental Health Unit (IMHU) Psychiatrist to discuss client disposition from the ED and possible unit admission.</p> <p>If client is not medically cleared, Emergency Department will proceed as required. This circumstance may still require consultation with the IPMHU Psychiatrist.</p>	<p>If there is an indication for withdrawal management by ED Staff, and client is medically cleared, ED to contact nearest IMHU Psychiatrist.</p>	ED Staff	
5.	<p>If client is admitted to IMHU, transfer is facilitated in accordance with infection control protocols.</p> <p>IMHU Psychiatrist will assess and assume care for the client as indicated. Consultative support is available through:</p> <p>WZ OWM physicians/prescribers (Psychiatry):</p> <p>Yarmouth Regional Hospital:</p> <p style="padding-left: 40px;">Dr. R. Hemani 902-742-4222</p> <p style="padding-left: 40px;">Dr. J. Oguntade 902-742-4222</p> <p>Soldier's Memorial Hospital: Susan Hamilton NP 902-670-6044</p> <p style="padding-left: 40px;">Dr. Jennifer Johnson MD 902-595-0478</p> <p>Or, if above unavailable, the Physician Lead for Addictions Medicine (Dr. Samuel Hickcox)</p> <p>Contact: 902-220-8238</p> <p>Note: the IMHU Psychiatrist is the client's most responsible physician.</p>	<p>If an admission to IMHU is indicated, client will be transferred.</p> <p>IMHU Psychiatrist will assume care and can contact for consultative support re: withdrawal management.</p>	IMHU Psychiatry	

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6.	<p>If walk-in client presents at front entrance of OWM facility:</p> <ul style="list-style-type: none"> - Front Door Screeners will conduct COVID-19 screening. - Entrance staff will inform the OWM Unit staff that there is a client seeking withdrawal management. - OWM Unit staff will meet client at entrance (with PPE donned, in the case of a positive screen) and undertake a brief triage. 	<p>** need to communicate this to front desk staff, do not just send them up</p> <p>Entrance staff notify OWM Unit of client.</p> <p>OWM Unit staff will meet client at entrance for brief triage.</p>	<p>Facility Reception / Front Door staff</p> <p>OWM Staff</p>	
7.	<p>If walk-in client screens negative for COVID-19, and there is indication for OWM service, OWM Unit staff proceed with treatment on the OWM unit as per standard practice.</p>	<p>If walk-in client screens negative for COVID-19, proceed as usual.</p>	OWM Staff	
8.	<p>If walk-in client requesting withdrawal management services, (or if there is a presenting clinical indication of this need) arrives at an Outpatient Withdrawal Management site (Fisherman's Memorial, Soldier's Memorial or Yarmouth Regional Hospital) and screens positive for COVID-19, they will be provided a mask, asked to wash their hands, and be directed to the WZ Emergency Department for assessment and next steps.</p> <p>See OWM pathway document, for options#1-3.</p>	<p>If walk- client screens positive for COVID-19, direct to nearest ED.</p>	Front Door Staff & OWM Staff	