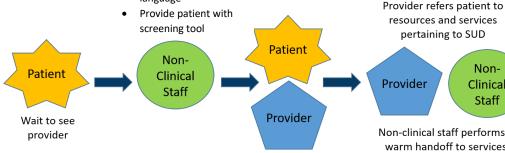
Warm Handoff Workflow

Option 1: Using Non-Clinical Staff

- Welcome patients
- Conduct PDPM search
- Use patient-first language



resources and services pertaining to SUD

Non-Provider Clinical Staff

Non-clinical staff performs a warm handoff to services and connect the patient to necessary resources

Option 1 Advantages:

- · Providing the screening tool before the visit allows the patient to answer the questions and gives the provider awareness of red flags to review with the patient
- · The PDMP search being conducted prior to the visit is a time-saver and identifies areas for additional review and inquiry

Option 2: Using Clinical Staff



During patient/provider visit:

and PDMP search Identify next steps and

Review screening results

need for further testing

and/or a referral for assessment appropriate

- prior to visit
- room
- reconciliation
- Screen patient for SUD
- Ask about substance use when gathering information on the patient's social history using
- Incorporate openended questions as needed to gain accurate response
- or red flags with provider
- and if further referral for an
- steps with patient testing and/or a assessment is necessary
- Screening for SUD and asking questions about social history in the

Option 2

Advantages:

- exam room allows for privacy and personalized discussion
- · Share gathered information with the provider to determine next steps



Watch the warm handoff workflow video.



Learn how to obtain naloxone on the PA DOH website.



Find your county Drug and Alcohol Office, which is the single county authority.