# SB 5195 SAMPLE WORKFLOW BHAs

Below is a sample workflow. This will look different depending on your agency’s specific policies and procedures. The example below is of a workflow of a BHA that uses a combination of mail order pharmacy to deliver naloxone to the clinic and limited grant funded naloxone. This is the universal screening and distribution process at Intake.

## Intake:

### Screen for OUD or overdose risk

Negative Screen 🡪 no action needed

Positive Screen 🡪 inform and screen

### Inform and Screen: Assuming client is clinically appropriate based on provider judgement

**Inform** client about naloxone and its availability

**Ask** if the client already possesses naloxone

**Positive**🡪 document exception (*see sample smart phrases for sample documentation*), no further action required

A client possessing naloxone is an exception to distribution under SB 5195. Although your agency does not need to facilitate the distribution of naloxone under this circumstance, it is a clinical opportunity to inform treatment planning as well as highlight the client’s positive behavior for already taking steps toward staying healthier by having a life-saving medication.

**Negative**🡪 inform client that your agency can help facilitate naloxone distribution

It might make to integrate a way to inform clients of the naloxone distribution process and any logistical considerations at this point based on your agency’s distribution channel/process. Some examples may include wait times or distribution timelines, possibility of co-payments, etc.)

**Client declines** naloxone distribution 🡪document. No further action required\*

Depending on why the client declines naloxone (not interested, bad experience with naloxone in the past, does not agree with assessed risk profile or utility, financial🡪 staff can still offer resources and education and inform the client that if they ever change their mind or want naloxone, your agency can help.

**Client consents** to naloxone distribution🡪 see below

## Initiate naloxone distribution protocol

Using grant funded naloxone 🡪 *client is unstably housed and unable to receive mail order directly or is not scheduled to come back on site for care*

**Retrieve** naloxone kit and required educational materials in appropriate languages for teaching (HCA Opioid Overdose and Directions for Naloxone Use & HCA Harm Reduction & MOUD trifold). Review the DOH naloxone training video together if appropriate or preferred way for the client to learn.

**Complete** brief review of materials and training, provide additional resources as appropriate. Give physical materials to the client after review.

**Document** (*see sample smart phrases for sample documentation*) you can also have the client complete a signature sheet acknowledging education and receipt of naloxone.

Using pharmacy delivery to clinic for further distribution to client🡪 *the client has a follow-up appointment or comes to clinic for scheduled appointments*

**Complete** client teaching and review of educational materials in appropriate languages (HCA Opioid Overdose and Directions for Naloxone Use & HCA Harm Reduction & MOUD trifold). Review the DOH naloxone training video together if appropriate or preferred way for the client to learn.

**Collaborate** with the client to pick up medication at the next scheduled appointment or at another set date (as clinically appropriate based on frequency of visits and logistical timing of naloxone delivery)

**Document** (*see sample smart phrases for sample documentation*)

**At the follow up appointment 🡪** document naloxone distribution, have client complete a signature page acknowledging education and receipt of naloxone.

## Other considerations:

If using telehealth staff can complete client education over the video by putting the documents up on the screen and reviewing them and/or watching a DOH training video together. Clinicians can also email, secure message or mail materials or links to materials to client, as appropriate. If in person, physical materials, or printed materials from the EHR may be given to clients.