

Get Drug Treatment Now

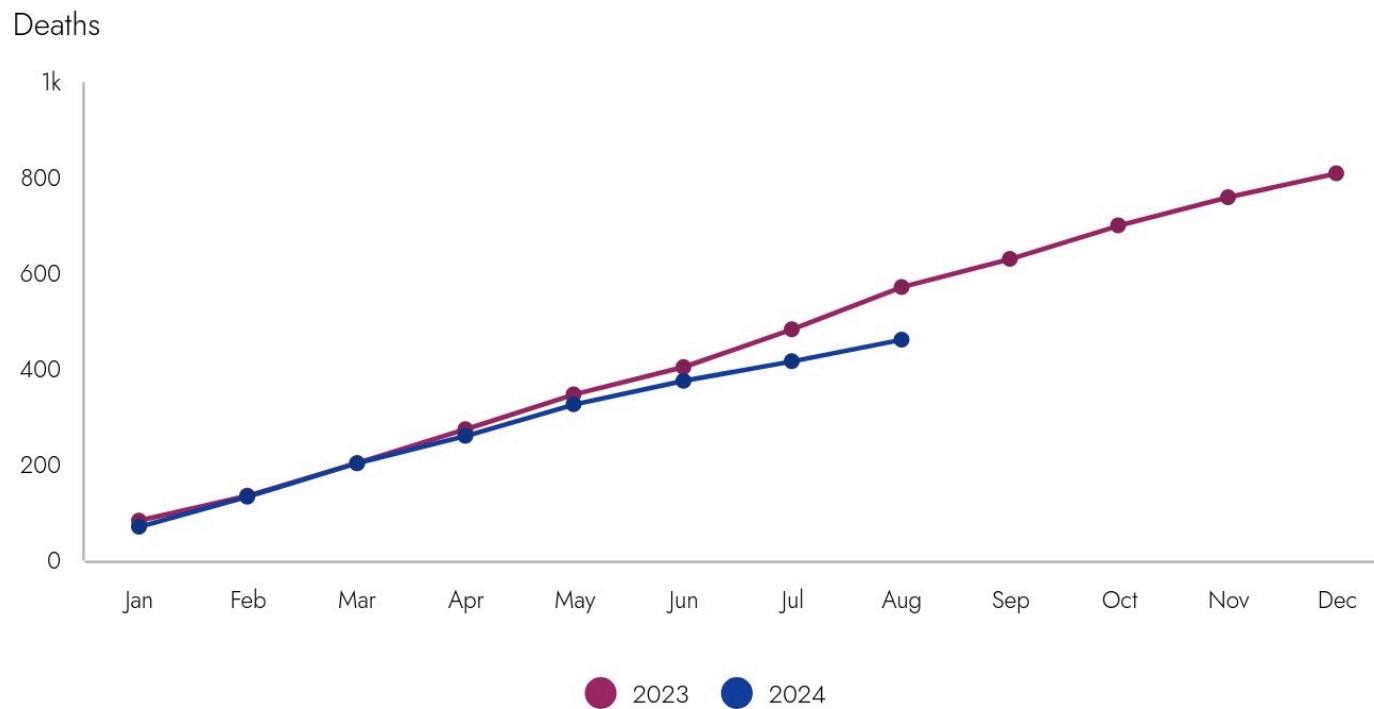


ANNOUNCING NEW TELEHEALTH AND NAVIGATION PROGRAM FOR BUPRENORPHINE

Introducing a 16-hour telehealth program for same-day access to buprenorphine treatment for opioid use disorder, expanding on a successful pilot program.

2023 VS 2024

CUMULATIVE OVERDOSE DEATHS BY MONTH



19%

FEWER DEATHS

Through August 2024,
overdose deaths are
down 19% in San
Francisco compared to
August 2023

WHAT ARE MEDICATIONS FOR OPIOID USE DISORDER (MOUD)?

- Methadone
- Buprenorphine
- Naltrexone Injection

HOW DO THESE MEDICATIONS WORK?

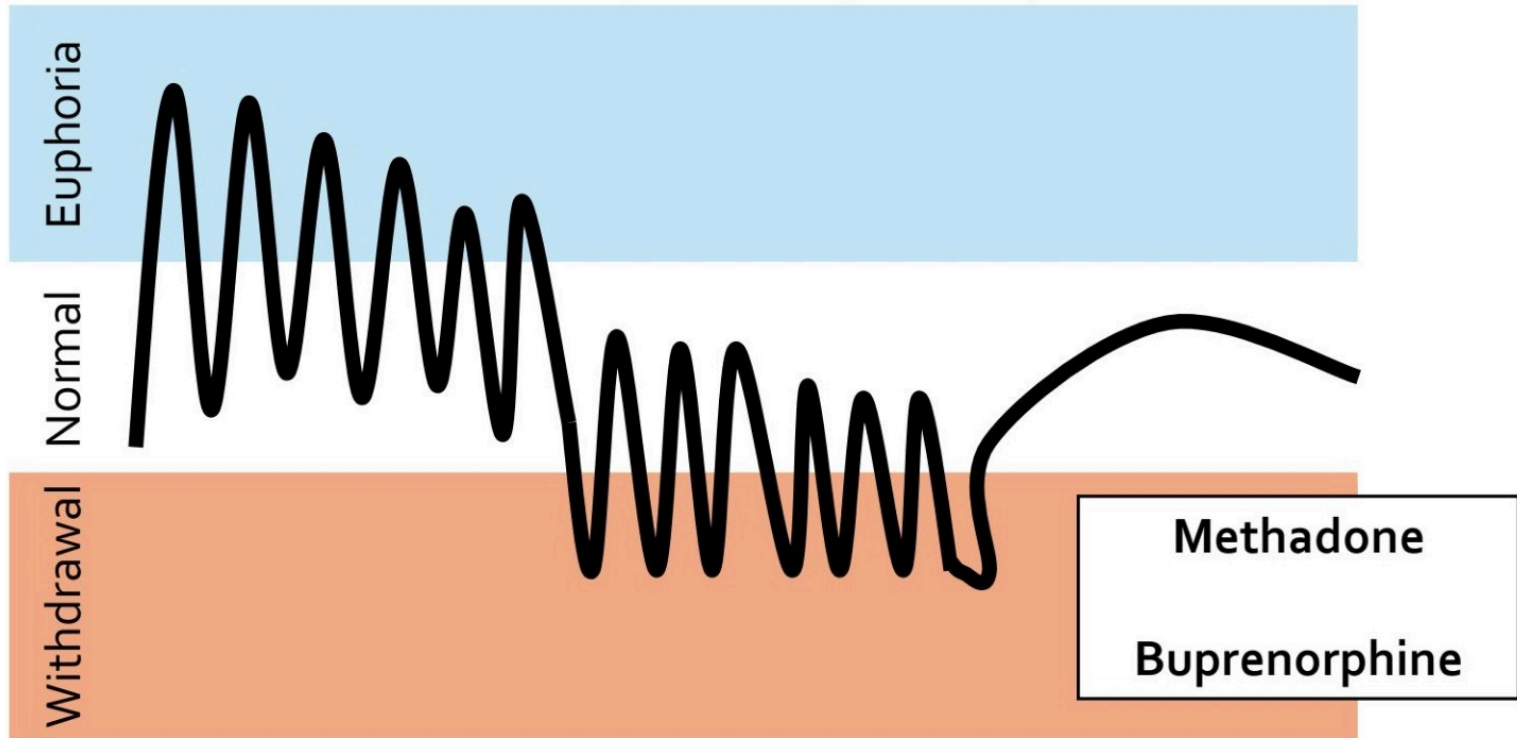
- Methadone and Buprenorphine

- ✓ Opioid agonists
- ✓ Treat withdrawal
- ✓ Reduce cravings
- ✓ Block effect of other opioids

- Naltrexone injection

- ✓ Opioid blocker
- ✓ Reduce cravings
- ✓ Block effect of other opioids
- ✓ Harder to start
- ✓ Less effective at reducing risk of death

Opioid Agonist Therapy (Methadone and Buprenorphine)



MANY PEOPLE WITH SEVERE OPIOID USE
DISORDER AREN'T USING TO FEEL HIGH.
THEY'RE OFTEN USING TO NOT FEEL SICK.

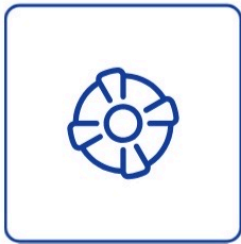
IS MOUD EFFECTIVE?

- Yes!
- When someone is on medication they are:
 - Less likely to die from any cause
 - Stay in treatment longer
 - More likely to reduce or stop unprescribed opioid use
 - Less likely to contract HIV or Hepatitis
 - Have higher rates of employment
 - Improved birth outcomes

IS MOUD SAFE?

- Yes!
- All medications have side effects, but MOUD is very safe when taken with the support of a clinician
- Which medication depends on the individual's health history and goals

MEDICATIONS FOR OPIOID USE DISORDER ARE EFFECTIVE AND LIFE SAVING



Reduce Mortality by 50%

Buprenorphine and methadone are highly effective in reducing the risk of death from any cause by approximately 50%.



Approved Medications for Opioid Use Disorder

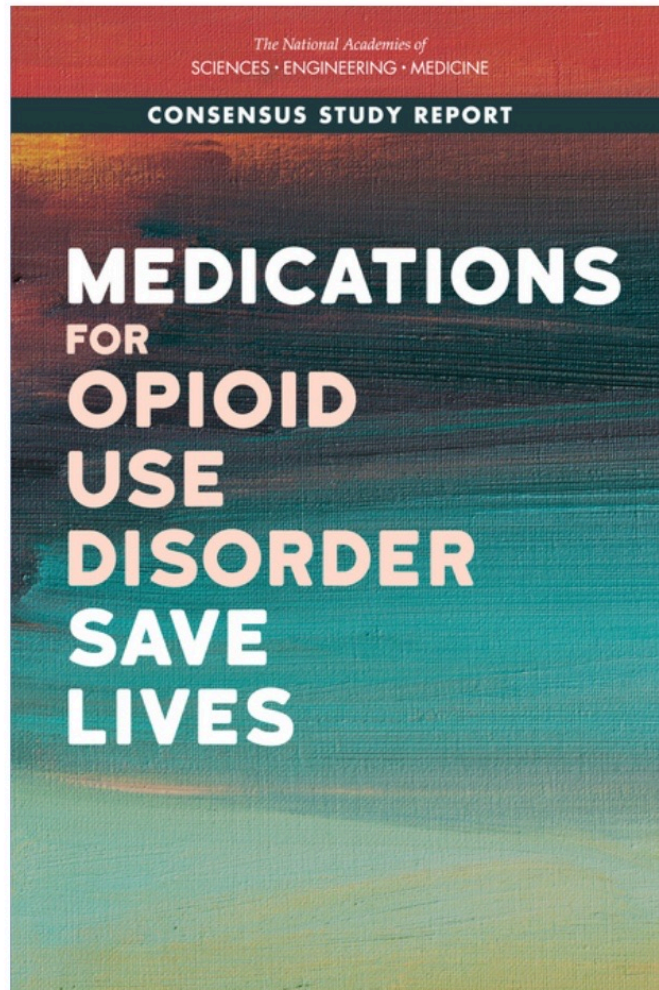
These medications are approved by the FDA and recognized as the gold standard for treating opioid use disorder.



Increase Treatment Engagement

People who use these medications are more likely to engage in and stay in treatment for their opioid use disorder.

Buprenorphine and methadone are proven effective medications that can save lives by reducing the risk of death from any cause, including overdose. Expanding access to these treatments is a key priority in San Francisco's efforts to address the opioid crisis.



NEW TELEHEALTH AND NAVIGATION PROGRAM

San Francisco Department of Public Health has launched a new telehealth and navigation program to make treatment for opioid use disorder more accessible. The program provides:

- On-demand telehealth visits with providers trained in treating opioid use disorder.
- Callers can get opioid use disorder medications, such as a prescription for buprenorphine, or consultation on methadone treatment, with navigation support for prescription pick-up or treatment linkage.
- Additionally, as available, qualifying patients experiencing homelessness can receive a short-term stay at a non-congregate shelter for stabilization and intensive navigation support.

BUPRENORPHINE TELEHEALTH PILOT

● **March 3, 2024**

Launched two-week pilot for immediate telehealth consults and buprenorphine prescriptions during overnight hours. Conducted over 70 in-field telehealth consults in 2-weeks!

● **April - September 29, 2024**

Relaunches telehealth consults to people outreached by the DPH Night Navigation street care team every night from 8 PM to 12 AM. RESTORE expands to 20 beds!

● **March 6, 2024**

SFDPH and HSH open 9 beds at non-congregate shelter and uses them to support telehealth clients - we call it RESTORE!

● **September 30, 2024**

Expanding program to offer on-demand telehealth visits for opioid use disorder treatment for all San Franciscans from 8 AM to 12 AM daily

1,462
TELEHEALTH
ENCOUNTERS

1,208 UNIQUE CLIENTS

PILOT RESULTS FROM MARCH -
SEPTEMBER 27TH

536
BUPRENORPHINE
PICK-UPS

37% PICK-UP RATE AMONGST CLIENTS
WHO RECEIVED A BUP PRESCRIPTION

52

METHADONE
STARTS

46% OF PEOPLE WHO EXPRESSED
DESIRE FOR METHADONE
CONNECTED TO AN OPIOID
TREATMENT PROGRAM

WHAT HAPPENS WHEN WE PAIR MEDICATION TREATMENT **WITH** **STABILIZATION** **SUPPORT?**

RESTORE Results from March - September 30th

83%



83% or 107 patients who
chose bup picked up their
first prescription.

81%



81% or 30 patients who
chose methadone enrolled at
an opioid treatment program.



THIS TELEHEALTH
AND
NAVIGATION
PROGRAM IS
AVAILABLE TO
ANY SAN
FRANCISCAN
BEGINNING
SEPTEMBER
30TH.

HOW THE PROGRAM WORKS

Call 888-246-3333



Call the Behavioral Health Access Line between 8am - 12am

SF residents with an opioid use disorder call the BHAL line. They will hear: ***To speak with a medical professional about medication treatment for addiction to fentanyl, heroin, or opioid pills, press 1.***



Get Written Consent

Go to <https://www.sf.gov/go-your-behavioral-health-record>, print HIPPA, Consent to Treatment, and Permission to Share SUD Notes. **Have client sign them, scan and SECURELY email to telemoud@sfdph.org**



Receive a Telehealth Consult

A medical provider will discuss the caller's medical history and substance use, and create a treatment plan, which could include prescribing buprenorphine or providing information to get methadone treatment.



Get Navigation Assistance

With consent brief navigation is available to assist patients with connection to existing care teams, medication pick-up, connection with ongoing prescription care, and to methadone and other health and social services, including the RESTORE program.

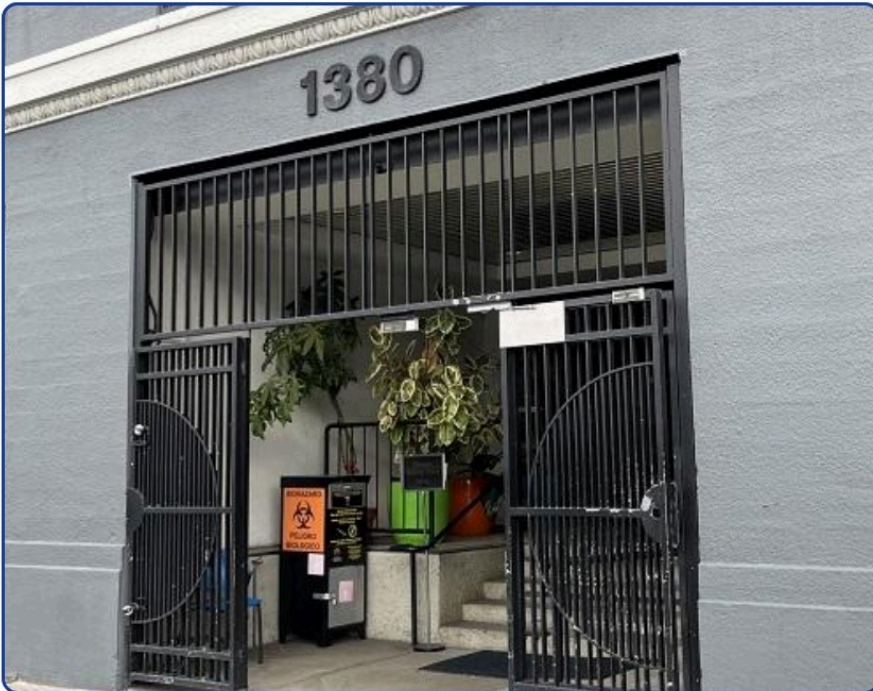


Meet Initial Treatment Goals

The program's goal is to navigate clients to the initial steps of their treatment goals. This could include a second prescription pick-up, or enrollment into methadone clinic or entrance into residential treatment.

TELEHEALTH NAVIGATION

OCTOBER 2024 DROP-IN HOURS



1380 Howard St.
Monday - Friday 1pm - 3pm

- Meet with a navigator
- Create plan for on-going care
- Get support at the CBHS Pharmacy for Bup pick-up
- Schedule time for accompaniment to Methadone Clinic
- Start enrollment in insurance
- Counseling and support with medication and plans
- Coffee and snacks available!

BEHAVIORAL HEALTH ACCESS LINE

CALL 888-246-3333

- 24/7 Call Center

The DPH Behavioral Health Access Line is a 24-hour, 7-day-a-week call center where people can receive help connecting to substance use and mental health treatment services.

- Entry Point for Services

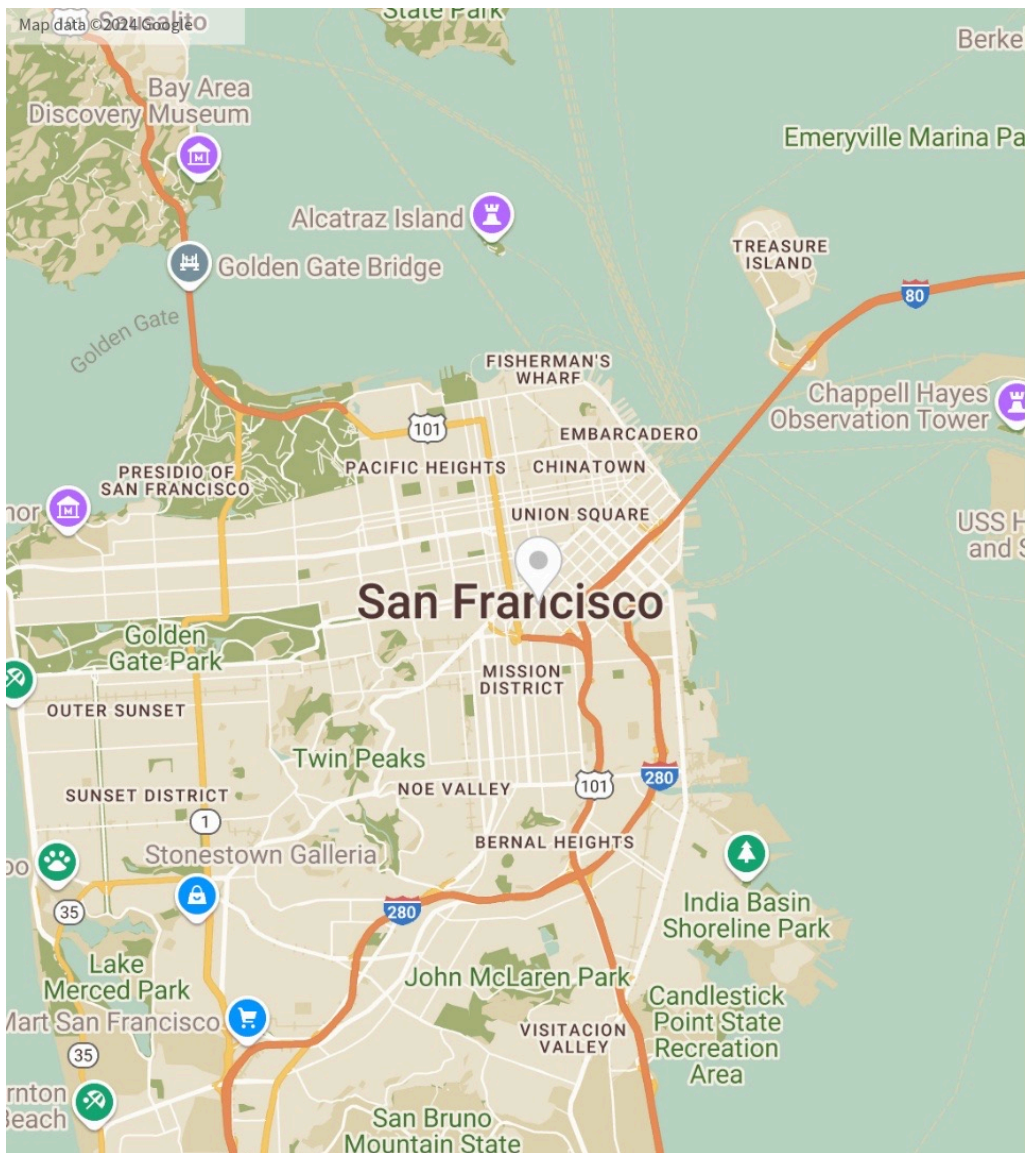
The Behavioral Health Access Line is a central entry point for individuals seeking substance use and mental health care in San Francisco.

- Connecting to Treatment

Callers to the Behavioral Health Access Line will be guided on how to access and enroll in appropriate treatment programs, including options for immediate medication-based treatment for opioid use disorder.





- Telehealth Visits

As part of the new telehealth program, callers will have the option to speak directly with a provider who can evaluate their needs and provide a prescription for buprenorphine on the same day or consult on other treatment options including methadone.



PARTNERING WITH BEHAVIORAL HEALTH SERVICES

1380 Howard St, San Francisco CA 94103

-  CBHS Pharmacy (1st Floor)
-  Behavioral Health Access Line (call)
-  Outpatient Bup Induction Clinic (OBIC) (2nd Floor)
-  Behavioral Health Access Center (Lobby)

MEET THE TELEHEALTH AND NAVIGATION TEAM

WE'RE GROWING AND WE
CAN'T WAIT TO WORK WITH
YOU!



RITA
Navigation Systems
Coordinator



GREG
Telehealth Navigator



ASHAKIE
Nurse Practitioner



COLIN
Nurse Practitioner



LIZ
Nurse Practitioner



TINA
Nurse Practitioner

PARTNER WITH US TO GET THE WORD OUT

Available Resources + What You Can Do

HAND OUT NEW PALM CARD

Order the updated palm card that includes telehealth program information:

<https://forms.office.com/g/1jXJZtXc4Q>

WEAR A PIN (COMING SOON)

Order and wear one of three pins to help spur conversation with clients about available treatment:

- Ask me about buprenorphine
- Ask me about methadone
- You can talk to me about drug treatment. No judgment.

HANG POSTERS (COMING SOON)

COMING SOON: I'm Living Proof Posters

SFDPH will be launching a campaign featuring real life Bay Area residents who are in recovery through the use of available behavioral health services.

REQUEST A TRAINING OR PRESENTATION

Would you like your team to have more information about medications for opioid use disorders and how to access SFDPH's new telehealth program? Request a training by emailing: telemoud@sfdph.org

NOTE: Due to availability of trainers we may ask that we combine presentations with other groups.

ASSIST CLIENTS CALL AND FOLLOW-UP

Help clients call 888-246-3333 to access on-demand medication treatment.

Help clients navigate to desired treatment, working independently or in collaboration with our Telehealth Navigation Team! We are here to problem solve and break down barriers to care.



You've heard from us.

WE LOOK FORWARD
TO HEARING FROM
YOU.



888-246-3333



telemoud@sfdph.org