

On-Demand Telehealth Treatment For People Who Use Drugs

The San Francisco Department of Public Health (SFPDH) has a new telehealth program to make it easier to start treatment for opioid addiction.

The program provides on-demand telehealth visits with medical professionals who can prescribe buprenorphine or discuss methadone and other treatment options. Navigation support is also available for prescription pick up and linkages to ongoing substance use care.



Daily 8 a.m. – midnight

Call the SFPDH
Behavioral Health Access Line at
888-246-3333
and press “1” to be connected
to a medical professional.

Note:

This is not an emergency line.
If you are experiencing a medical
or psychiatric emergency, call 911.

Background

- No-cost opioid addiction treatment from SFPDH for people residing in San Francisco.
- Call the SFPDH Behavioral Health Access Line between 8 a.m. and midnight to be connected to a medical professional who can discuss treatment options.
- Buprenorphine treatment for opioid addiction—including fentanyl, heroin and pills—can be prescribed in real-time.
- Buprenorphine prescriptions will be made available at the Behavioral Health Services Pharmacy at 1380 Howard St. or a retail pharmacy in San Francisco so people can start medication treatment immediately.
- Individuals who want to start methadone medication can discuss methadone treatment options and receive help enrolling in a methadone treatment program.
- Patient navigation services are available for anyone wanting support connecting to medications for opioid addiction, including help finding a clinic, picking up medication, finding transportation and accessing other social and medical services.
- This service is for people who want help starting medication treatment, need a prescription between care episodes, or are having difficulty connecting to medication treatment for any reason.



**San Francisco
Department of Public Health**