

## ScalaNW process

ScalaNW is a bridge program for hospital emergency departments to support treating patients with opioid use disorder (OUD). ScalaNW can assist with program implementation, on-shift consults, and 24/7 follow-up appointment scheduling. This fact sheet provides instructions for these processes.

### Access clinical protocols and educational resources

Training, harm reduction information, and suggested protocols for MOUD initiation, precipitated withdrawal, pain management, and more are available on [ScalaNW.org](https://scalannw.org).

### Technical assistance for ED- and hospital-based MOUD

Email [info@scalannw.org](mailto:info@scalannw.org) to ask questions regarding policy, regulatory requirements, or billing. You can also request an appointment to talk about program implementation, staff education, and more.

### MOUD/SUD/Psych consultation for adult patients

Call the Psychiatry Consultation Line (PCL) at 877-927-7924.

Connection to the PCL is often immediate, but sometimes they will call back if there is a queue.

### Hours

Prescribing providers: 24/7.

Non-prescribing providers: Monday-Friday (non-holidays), 8 a.m. – 5 p.m.

### Process

You will present the case with the following details, as available:

- Your clinical role and practice setting
- Patient's demographics
- Psychiatric and medical history
- Substance use history
- Current medications
- Presenting problems/symptoms

### Enroll in scheduling services

Email [info@scalannw.org](mailto:info@scalannw.org) with a request to enroll. If, after a brief meeting to discuss your needs, you would like to utilize the scheduling line a memorandum of understanding will be required to protect patient privacy. There are no other contractual, financial, volume, or reporting requirements.

## 24/7 follow-up appointment scheduling call line

The caller can be any member of the care team provided they have access to patient information. Connection to the line is often immediate, but you may be placed on a short hold if there is a queue. Total time for the call is expected to be 5-10 minutes.

### Hours

24/7, including weekends and holidays.

### Process

Initial intake information:

- Patient name and contact information
- Patient zip code
- Patient insurance
- Patient criteria (pregnancy, tribal health, youth)
- Medication type (methadone or buprenorphine)

While on the call, you will:

- Review options provided by scheduler with patient
- Obtain verbal consent for appointment to be made and agreement to attend
- Ask patient about opt-in peer services
- Select appointment time, date, and location

Learn more



Visit [ScalaNW.org](https://scalannw.org) or  
email [info@scalannw.org](mailto:info@scalannw.org)  
with questions.