

ScalaNW

ScalaNW is a bridge program for hospital emergency departments to support treating patients with opioid use disorder (OUD). ScalaNW offers 24/7 follow-up appointment scheduling, clinical resources, and real-time consult services. ScalaNW is free and available statewide.

24/7 follow-up appointment scheduling

The 24/7 scheduling service is a direct connect phone line that offers emergency departments a way to secure continuation of MOUD for patients who were initiated on buprenorphine or methadone prior to discharge. The ability to know the date, time, and location of follow-up allows providers to be more confident initiating MOUD and to effectively prescribe or dispense medication to bridge the gap between discharge and follow-up.

Real-time appointment scheduling lowers barriers for patients who would otherwise be asked to navigate finding their own outpatient provider and may increase retention in treatment. This service is also intended to lower barriers for clinics who want to support these high-risk patients, but struggle to coordinate care following an emergency department encounter. Any provider or system that offers buprenorphine or methadone in an outpatient setting can participate in ScalaNW as a follow-up location.

Process

Clinics offer recurring drop-in slots that could be filled by patients initiated on MOUD:

- Clinics do not need to offer public drop-in times to participate
- Slots will be reserved for patients from participating hospitals and only be visible to ScalaNW
- Slots should not hold appointment times as they might go unfilled
- Clinics do not need to communicate real-time openings or link scheduling software
- Clinics may change the day, time, frequency, or number of slots available at any time
- ScalaNW will screen for insurance plans, pregnancy status, age < 18, and tribal affiliation

After the slot is filled by the emergency department:

- Clinics receive a notification of which slot was filled and basic patient information
- Clinics can choose how to integrate the patient into their workflow
- Clinics commit to being able to continue MOUD without gaps in medication dosing
- Clinics let ScalaNW know if the patient arrived at the initial encounter

Enroll as a follow-up appointment location

Email info@scalannw.org with a request to enroll. If, after a brief meeting to discuss your needs, you would like to participate in the scheduling service, a memorandum of understanding will be required to protect patient privacy. There are no other contractual or financial requirements.

Clinical resources

Suggested protocols for MOUD initiation, precipitated withdrawal, pain management, and more are available on [ScalaNW.org](https://scalannw.org). The website also has patient-facing information, live and recorded training, and nursing specific education.

Consult service

The UW Psychiatry Consultation Line (PCL) provides immediate “curbside consultation” for adult patients with mental health and/or substance use conditions, including MOUD initiation. A brief written summary of recommendations will be sent via email to the calling provider, typically within 1 business day. 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

*Visit pcl.psychiatry.uw.edu/how-it-works/case-outline/ for more on case presentation.



Learn more

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