

ScalaNW

ScalaNW is a bridge program for hospital emergency departments to support treating patients with opioid use disorder (OUD). ScalaNW can assist with medications for opioid use disorder (MOUD) program implementation, on-shift consultations, and 24/7 follow-up appointment scheduling. ScalaNW is free and available statewide.

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.

Technical assistance

ScalaNW can support MOUD implementation from an administrative and clinical perspective. Email info@scalannw.org to ask questions regarding policy, regulatory requirements, or billing. You can also request help with project management, printed roll-out / go-live materials, and real-time education for staff and provider meetings.

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, including weekends and holidays.

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

Process

Call 877-927-7924 and 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

Appointment scheduling

ScalaNW offers real-time on-shift appointment scheduling for patients initiated on MOUD. The scheduling line is open for enrollment anywhere in Washington State. ScalaNW will recruit follow-up clinics – that is not the responsibility of the hospitals or fire departments who enroll.

The scheduling line will confirm the date, time, and location for follow-up during an approximately 10-minute phone call, prior to patient discharge. Multiple options, both in-person and virtual, will be provided. Connection to the scheduling line is typically immediate, but sometimes they will place you on a brief hold if there is a queue.

If 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. Email info@scalannw.org with a request to enroll.

Hours

24/7, including weekends and holidays.

Process

Any member of the care team calls the scheduling line.

While on the call, they will:

- Complete a brief intake
- 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