



# MATTERS

Medication Assisted Treatment & Emergency Referrals

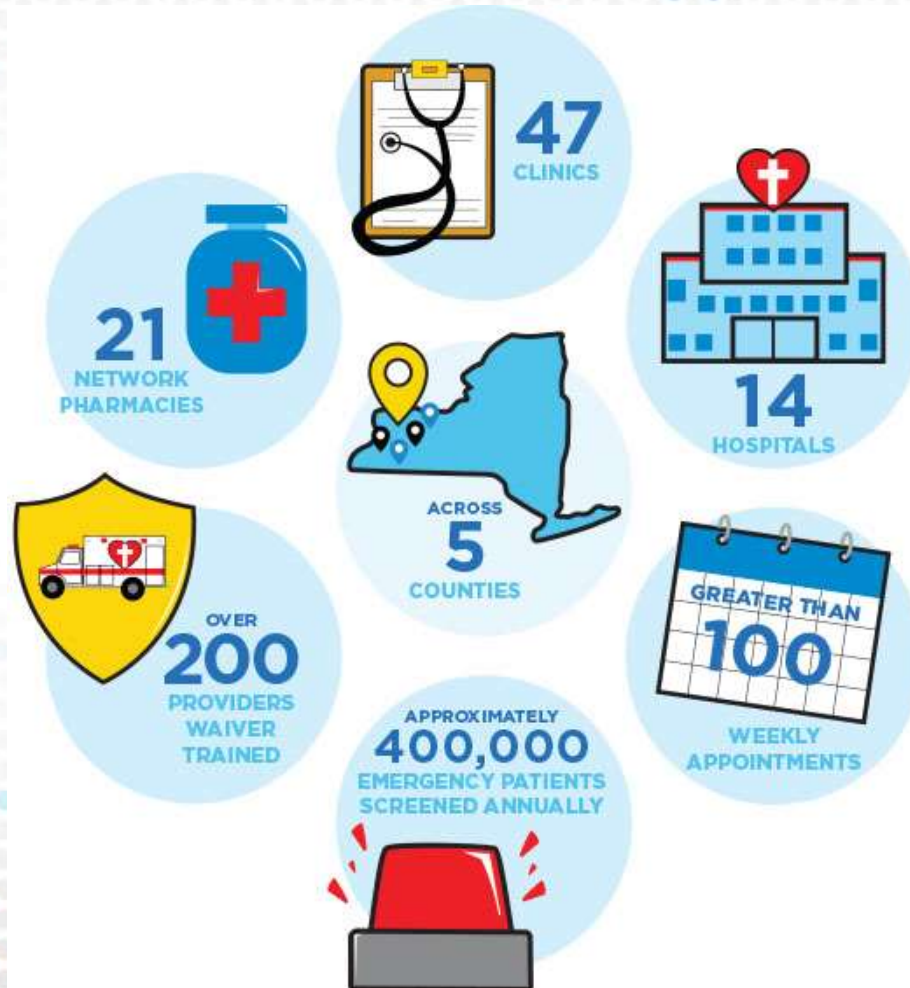
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CLINICAL ASSISTANT PROFESSOR OF EMERGENCY MEDICINE | UNIVERSITY AT BUFFALO

TECHNICAL ADVISOR | NEW YORK STATE/ERIE COUNTY DEPARTMENTS OF HEALTH

FOUNDER | THE MATTERS NETWORK

# ROBUST NETWORK...





# Voucher Process

Patient selects "needs assistance paying for buprenorphine"

After electronic referral process is completed, voucher number and list of participating pharmacies printed at site of referral and email (if provided)

Patient goes to pharmacy, submits voucher

Pharmacist visits verification website and enters voucher number

If verified, pharmacy sends info for reimbursement

# PARTICIPATING PHARMACIES

Pharmacy Name	Location Address 1	City	Zip Code	County	Pharmacy Phone
Buffalo Pharmacies	1479 Kensington Ave.	Buffalo	14215	Erie	716-832-7742
Buffalo Pharmacies	6035 Transit Road	East Amherst	14051	Erie	716-568-1370
Black Rock Pharmacy	431 Tonawanda St.	Buffalo	14207	Erie	716-876-3070
Community Medical Pharmacy	918 Michigan Ave	Niagara Falls	14305	Niagara	716-282-1292
Wellness Park Pharmacy	8672 Buffalo Ave.	Niagara Falls	14304	Niagara	716-283-8704
Attica Pharmacy	2 Market Street	Attica	14011	Wyoming	585-591-1111
Brooks Pharmacy	4481 Lakeshore Road	Hamburg	14075	Erie	716-627-3060
Niagara Apothecary	8745 Niagara Falls Blvd	Niagara Falls	14304	Niagara	716-297-3530
Alden Pharmacy	13203 Broadway St	Alden	14004	Erie	716-937-9818
Southside Pharmacy	766 Foote Ave	Jamestown	14701	Chautauqua	716-487-0133
Falconer Pharmacy	202 West Main St	Falconer	14733	Chautauqua	716-665-1188
Transit Hill Pharmacy	6344 Transit Road	Depew	14043	Erie	716-683-9444
Wurlitzer Family Pharmacy	521 Division St	North Tonawanda	14120	Niagara	716-260-1311
Middleport Family Health Center	81 Rochester Road	Middleport	14105	Niagara	716-735-3261
<del>Alberty</del> Drugs	81 Main St	Batavia	14020	Genesee	585-344-1570
Mead Square Pharmacy	53 W. Main St	Victor	14564	Ontario	585-924-7970
Tile Pharmacy	1031 Cleveland Dr	Cheektowaga	14225	Erie	716-632-4888
Sinclair Pharmacy	75 N. Main St	Warsaw	14569	Wyoming	585-786-2330
<del>Wanakah</del> Pharmacy	4923 Lakeshore Rd	Hamburg	14075	Erie	716-627-3232
Cy's Elma Pharmacy	2317 Bowen Rd	Elma	14059	Erie	716-652-3920
Kenmore RX Center	2818 Delaware Ave	Kenmore	14217	Erie	716-874-6360

# PARTICIPATING PHARMACIES





### Protected Page -- Enter password

The page you are trying to view is password protected. Please enter the password below to proceed.

Enter Password\*

Authenticate



Welcome to the New York State Medication Assisted Treatment and Emergency Referrals (MATTERS) system. You will be asked to provide some basic information about yourself along with your medical and substance use history. You will then be able to select which clinic location you desire to be seen at after discharge. Once you select the clinic location, you will receive a confirmation of your selection via email (if you provide an email address). In the next day or two, you will receive a call from the clinic to solidify a time for your appointment. It is very important that you provide accurate phone contact information.

## Opioid Dependence Screening Form

TO BE COMPLETED BY HEALTHCARE PROFESSIONALS ONLY

**Name of the prescribing provider**

**Where was the patient care encounter?**

- ED (outpatient)
- Inpatient

**Was a dose of Buprenorphine given in the ED/hospital?**

- Yes
- No

**Was an outpatient prescription for Buprenorphine given?**

- Yes
- No

**Reason for Hospital visit**

- Overdose
- Acute Withdrawal
- Neither Overdose nor Acute Withdrawal
- Detox
- Other

< Previous Page

Submit





Add Event

Clinic Dashboard



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### Opioid Dependence Screening Form

#### Patient Information

First Name

Last Name

E-mail

Date of Birth

Month  Day  Year

Phone #1

Alt Phone #2

Street Address

City/Town

Zip

Insurance

Independent Health  Univera  Blue Cross  Medicare  Medicaid  United  Tricare  None  Other...

In the past month have you used any of the following? (check all that apply)

Prescription Opiates that were prescribed to you  Prescription Opiates that were NOT prescribed to you  Illegal Opiates (such as heroin)  Alcohol  
 Benzodiazepines that were prescribed to you  Benzodiazepines that were NOT prescribed to you  Crack or Cocaine  Other drugs (specify)

Do you have any history of mental health issues? (check all that apply)

Anxiety  Depression  Bipolar  Schizophrenia  Prior Suicide Attempts  Other (specify)

Do you have any of the following medical problems? (check all that apply)

Coronary Artery Disease  Asthma/COPD  Currently Pregnant  Hepatitis  Hypertension  Diabetes  Other (specify)

<https://uatcommerce.health.state.ny.us/auth-matters/>

Do you have any history of mental health issues? (check all that apply)\*

Anxiety  Depression  Bipolar  Schizophrenia  Prior Suicide Attempts  Other (specify)

Do you have any of the following medical problems? (check all that apply)\*

Coronary Artery Disease  Asthma/COPD  Currently Pregnant  Hepatitis  Hypertension  Diabetes  Other (specify)

Have you ever undergone any of the following treatments for opiate dependence in the past? (check all that apply)\*

Outpatient Treatment  Inpatient Treatment  Buprenorphine (Suboxone)  Methadone  Vivitrol

Would you like to be contacted by the peer support hub\*

Yes  
 No

Select the Hospital ED you are being discharged from\*

Select Hospital\*

- ✓ - Select -
- Bertrand Chaffee Hospital
- Bradford Regional Medical Center
- Brooks Memorial Hospital
- Brooks-TLC Health Systems
- Buffalo General Hospital, MRI
- Cuba Memorial Hospital Inc
- DeGraff Memorial Hospital
- Eastern Niagara Hospital
- Erie County Medical Center Emergency Room
- Kenmore Mercy Hospital
- Medina Memorial Hospital
- Mercy Ambulatory Care Center
- Mercy Hospital of Buffalo
- Millard Fillmore Suburban Hospital
- Mount St. Mary's Hospital

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### Make a follow-up appointment with the Clinic

Clinic - Any -

Event date ^	Clinic	
05/20/2019	Best Self Central Intake - 951 Niagara Street Buffalo	<input type="button" value="Select"/>
05/20/2019	Best Self Central Intake - 3176 Abbott Road Orchard Park	<input type="button" value="Select"/>
05/20/2019	Horizon Health Services - 77 Broadway Ave Buffalo	<input type="button" value="Select"/>
05/20/2019	Horizon Health Services - 1370 Niagara Falls Blvd Tonawanda	<input type="button" value="Select"/>
05/20/2019	Horizon Health Services - 6520 Niagara Falls Blvd Niagara Falls	<input type="button" value="Select"/>
05/20/2019	Horizon Health Services - 637 Davidson Road Lockport	<input type="button" value="Select"/>
05/20/2019	Horizon Health Services - 2563 Union Road Cheektowaga	<input type="button" value="Select"/>
05/20/2019	St Vincent/Updike - 1500 Broadway Ave Buffalo	<input type="button" value="Select"/>
05/20/2019	Sister's Health Care - 210 John Glenn Dr, Amherst	<input type="button" value="Select"/>
05/20/2019	Evergreen Health - 206 South Elmwood Buffalo	<input type="button" value="Select"/>
05/20/2019	OLV FAMILY CARE CENTER - 227 Ridge Road Lackawanna	<input type="button" value="Select"/>
05/20/2019	Mercy Comprehensive Care Center - 387 Louisiana Street, Buffalo	<input type="button" value="Select"/>
05/20/2019	Spectrum Health - 34 N Main Street Warsaw	<input type="button" value="Select"/>
05/20/2019	Spectrum Health - 1280 Main Street Buffalo	<input type="button" value="Select"/>
05/20/2019	ECMC Out Patient Clinics - 1285 Main Street, 2nd Floor, Buffalo	<input type="button" value="Select"/>
05/20/2019	ECMC Out Patient Clinics - 2282 Elmwood Ave Kenmore	<input type="button" value="Select"/>



Department  
of Health

Login with HCS



NEW YORK  
**MATTERS**  
Medication Assisted Treatment & Emergency Referrals

Email sent to: 7168472715@fax.ny.gov

**Thank you for registering for a follow up appointment.**

Remember that you have selected a clinic location and date for your follow up. It is very important that you provided accurate contact information so the clinic can call you to determine the exact time of your follow up appointment.



**EMAIL TO PATIENT**



**FAX TO CLINIC**



**FAX TO ED**



**EMAIL TO PEERS**

**Rapid Assessment and Hospital Initiated Buprenorphine System**

July 1, 2019 at 10:29 AM



Appointment confirmation

To: Joshua Lynch



Your follow up appointment is scheduled at **Brooks-TLC - 33 N Main St, Cassadaga** on **07/21/2019**.

**Hospital Initiated Buprenorphine Program Discharge Instructions****About Buprenorphine**

You have been prescribed buprenorphine while in the hospital/emergency department. Buprenorphine is used to treat the symptoms of opiate withdrawal in order to facilitate treatment of opiate use disorder. This medication acts on opiate receptors. The medication should be placed under your tongue where it will dissolve and be absorbed directly into your blood stream. If you swallow the medication it will not work as well.

You should not take any opiates or sedatives (including those prescribed by a doctor) while taking Buprenorphine. If you drink alcohol or use benzodiazepines, talk to your provider. Taking buprenorphine with alcohol or benzodiazepines may put you at an increased risk for overdose.

You are being prescribed a 4mg dose of buprenorphine twice daily for a few days until you can be seen at the clinic. If deemed appropriate, the clinic will refill your buprenorphine prescribe at the same, a higher or a lower dose.

**First Dose in the Hospital**

If you received a first dose of Buprenorphine in the hospital/emergency department, you should take you next dose 12 hour later, and then continue to take one dose every 12 hours.

**First Dose at Home:**

If you were not given a dose in the hospital/emergency department, it probably means you were not yet having enough withdrawal symptoms. If you take buprenorphine before you are in moderate withdrawal, the medication can cause withdrawal symptoms, and make you feel really bad. You should wait until you have at least 3 of the following symptoms before taking your first dose:

- Feeling Sick
- Stomach Cramps
- Spontaneous Twitching
- Feelings of Coldness
- Heart Pounding
- Muscular Tension
- Aches and pains
- Yawning
- Runny Eyes
- Insomnia

Once you have taken your first dose at home, you should take you next dose 12 hours later, and then continue to take one dose every 12 hours.

**You will receive your clinic appointment information via email/in hospital before discharge.**

**Your Clinic Appointment**

You have either been given an appointment slot at a particular clinic, or information on how to obtain one. The clinic will call you in the next 1-2 days to arrange your specific appointment time. Once you are given an appointment, a time slot will be held specially for you. If for any reason you cannot make that appointment, please call the clinic as soon as possible. Some clinics have a 2-step prescribing process, so you may not necessarily be given a new script for buprenorphine at your first appointment. Buprenorphine is one component of substance abuse disorder treatment. You may be expected to attend frequent counseling sessions based on the policies of the clinic.

Found in Important Mailbox



## Rapid Assessment and Hospital Initiated Buprenorphine System

July 1, 2019 at 10:28 AM



Voucher

To: Joshua Lynch



You have received this voucher to use to pay for your buprenorphine prescription for the first week.

Voucher: **1084065452**

Please redeem this voucher at one of participating pharmacies below.

### Pharmacies

- Buffalo Pharmacies - 1479 Kensington Ave., Buffalo, NY, 14215
- Buffalo Pharmacies - 6035 Transit Road, East Amherst, NY, 14051
- Black Rock Pharmacy - 431 Tonawanda St., Buffalo, NY, 14207
- Community Medical Pharmacy - 918 Michigan Ave, Niagara Falls, NY, 14305
- Wellness Park Pharmacy - 8672 Buffalo Ave., Niagara Falls, NY, 14304
- Attica Pharmacy - 2 Market Street, Attica, NY, 14011
- Brooks Pharmacy - 4481 Lakeshore Road, Hamburg, NY, 14075
- Niagara Apothecary - 8745 Niagara Falls Blvd, Niagara Falls, NY, 14304
- Alden Pharmacy - 13203 Broadway St, Alden, NY, 14004
- Southside Pharmacy - 766 Foote Ave, PO Box 2031, Jamestown, NY, 14701
- Falconer Pharmacy - 202 West Main St, Falconer, NY, 14733
- Transit Hill Pharmacy - 6344 Transit Road, Depew, NY, 14043
- Wurlitzer Family Pharmacy - 521 Division St, North Tonawanda, NY, 14120
- Middleport Family Health Center - 81 Rochester Road, Middleport, NY, 14105
- Alberty Drugs - 81 Main St, Batavia, NY, 14020
- Mead Square Pharmacy - 53 W. Main St, Victor, NY, 14564
- Tile Pharmacy - 1031 Cleveland Dr, Cheektowaga, NY, 14225
- Sinclair Pharmacy - 75 N. Main St, Warsaw, NY, 14569
- Wanakah Pharmacy - 4923 Lakeshore Rd, Hamburg, NY, 14075
- Cy's Elma Pharmacy - 2317 Bowen Rd, Elma, NY, 14059
- Kenmore RX Center - 2818 Delaware Ave, Kenmore, NY, 14217



**MEDICATION  
VOUCHERS**



**MAT WAIVER  
TRAINING**



**CENTRALIZED  
SCHEDULING**



**REDUCING OPIOID  
PRESCRIBING**



**MATTERS**  
Medication Assisted Treatment & Emergency Referrals



**COMMUNITY-BASED  
CLINICS**



**JAIL  
REFERRALS**



**HOME  
INDUCTION**



**HARM  
REDUCTION**

# TECHNICAL ASSISTANCE







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