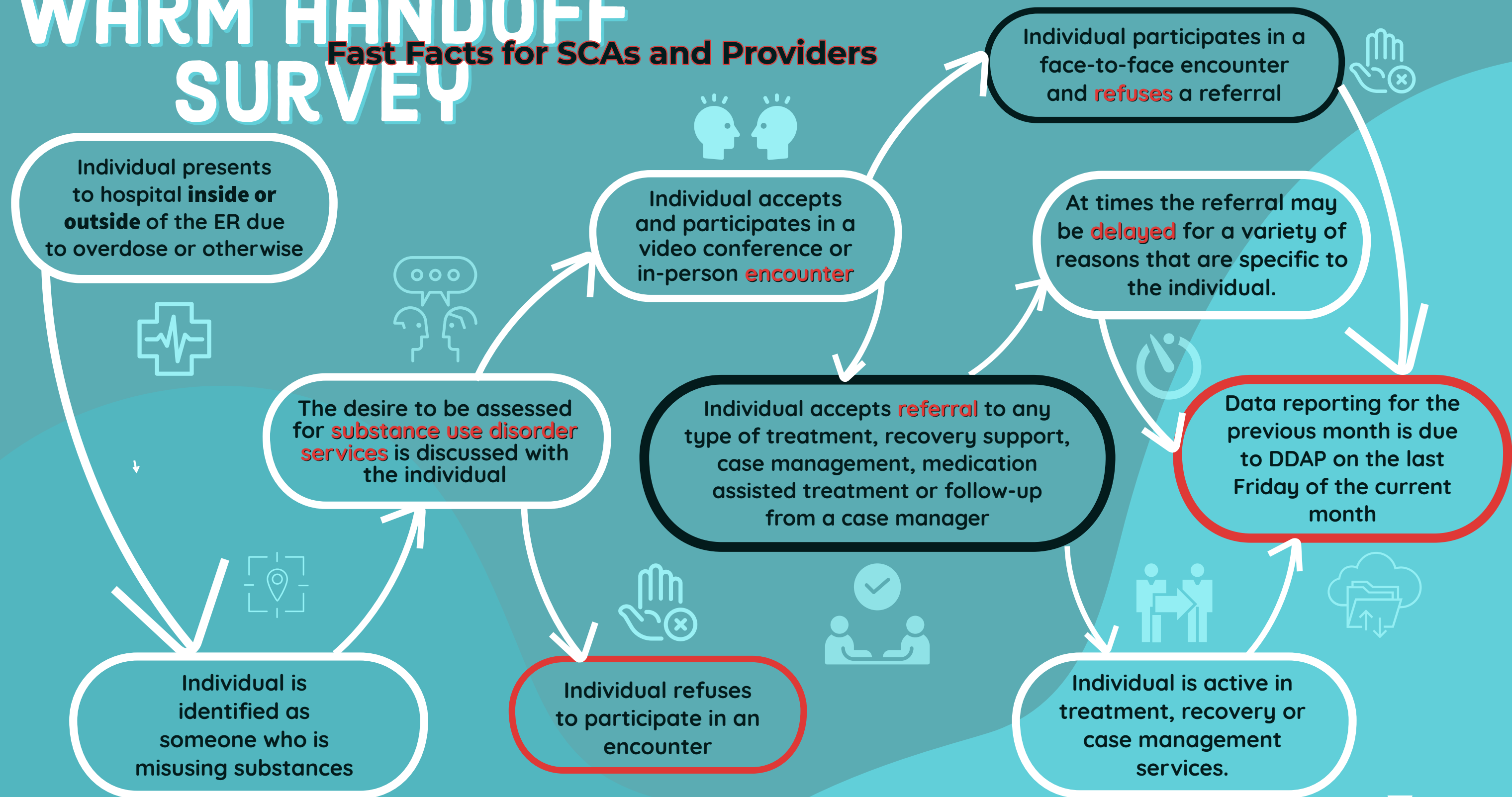


WARM HANDOFF SURVEY

Fast Facts for SCAs and Providers





Warm Handoff: an active connection in a hospital setting with an individual engaged in substance use that results in a referral to substance use disorder services.



Encounter: an engagement with an individual in hospital setting for the purpose of assessing the need for substance use disorder services.

- * Video conferencing
- * In-person face-to-face
- * If an encounter does not occur then the data does not need reported.



Substance Use Disorder Services:

- * Inpatient
- * Outpatient/Intensive Outpatient/Partial
- * Recovery Supports
- * Case Management
- * Medication Assisted Treatment



Refusal: an encounter resulting in an individual's ambivalence to complete the encounter or be referred to substance use disorder services.

- * If a face-to-face is refused, this is not a refusal because the encounter did not start.
- * A refusal of all substance use disorder services, after an encounter has been initiated.
- * Does not include delays to treatment.
- * Does not include when an individual consents to Recovery Supports or Case Management follow-up.



Referral: an encounter that occurs in a hospital setting resulting in a referral to substance use disorder or treatment related services.



Delayed referrals: when an individual is being referred to withdrawal management or inpatient and the referral is not immediately completed due to any reason specific to the individual. These reasons include and are not limited to:

- * Bed availability
- * COVID-positive
- * Client choice
- * Lack of transportation
- * Childcare concerns
- * Employment concerns
- * Legal concerns

**WARM HANDOFF
Definitions
SURVEY**