

Clinic Roles and Workflow in Providing Medication Assisted Treatment

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IT TAKES A TEAM



Michigan Opioid Collaborative

CARE TEAM ROLES FOR MOUD

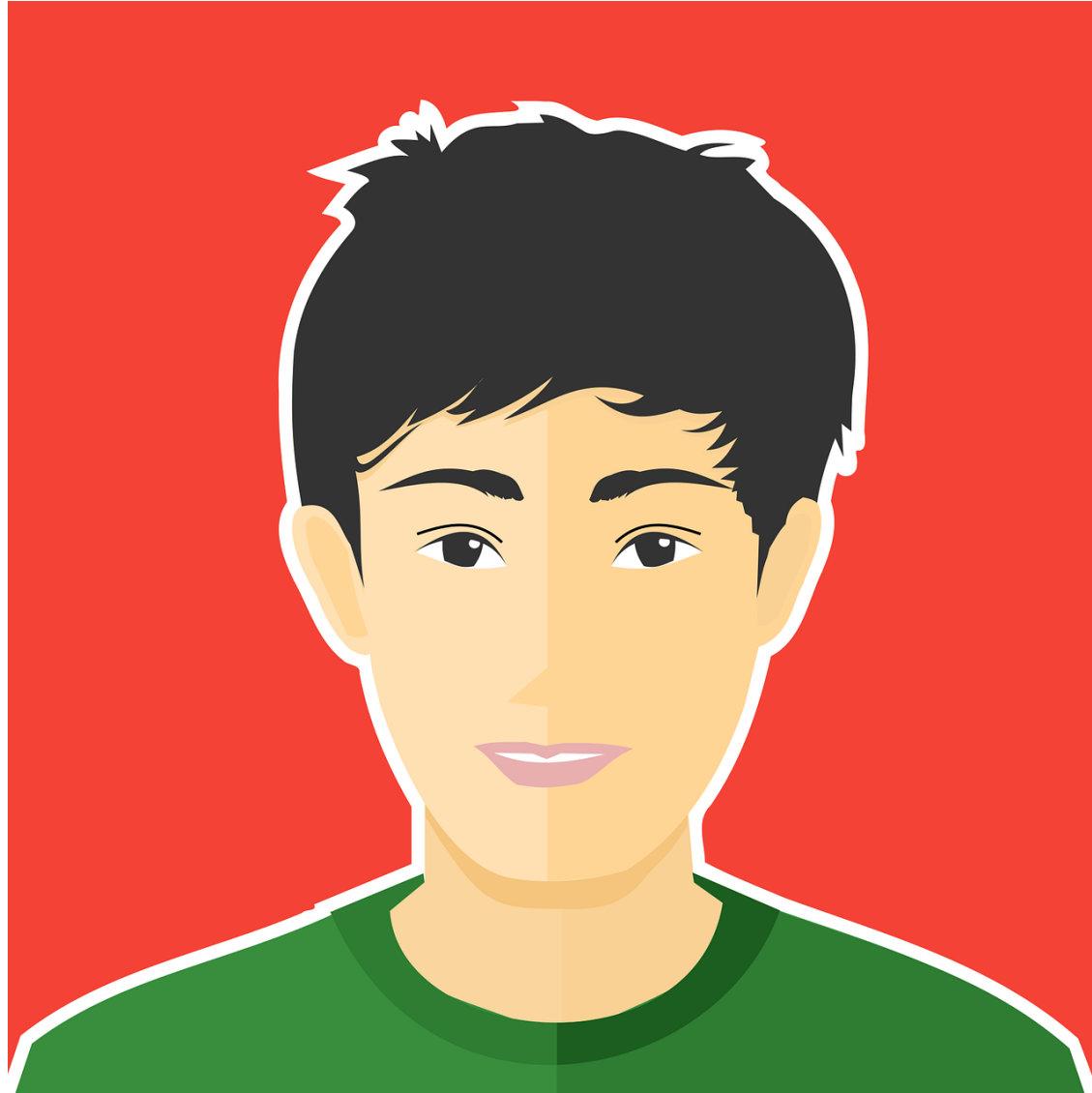
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ONE SIZE DOES NOT FIT ALL

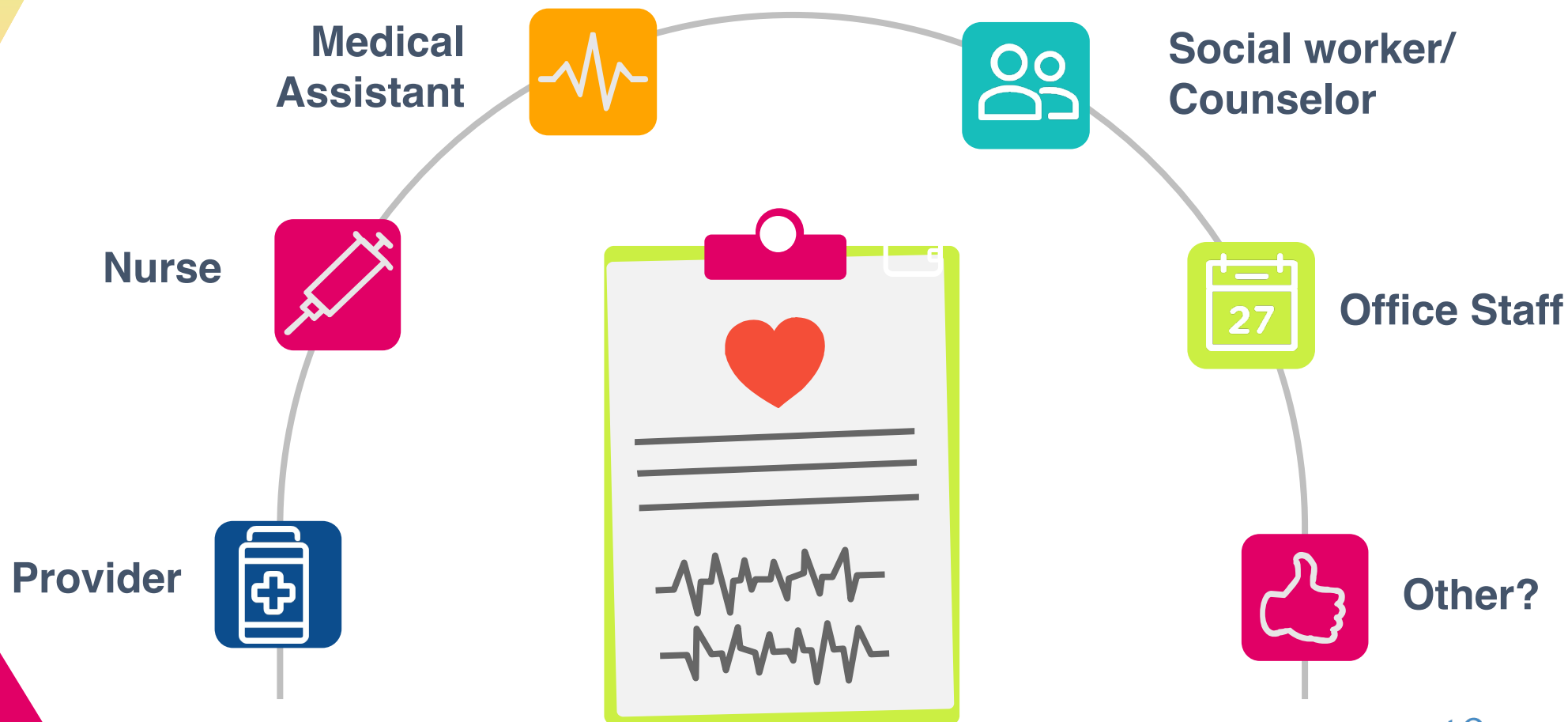
- Different treatments will work for different patients
- Clinics have varying support staff



SCOTT



KEY PLAYERS



IS YOUR CLINIC READY TO GET STARTED?



- Clinic work-flow
- Forms
- Referrals



FIRST VISIT



- Goals
 - Your goal
 - The patient's goal
- Intake
- Sign forms- start talking, clinic forms
- What needs to be done prior to sending the first prescription?
- Initiation

TIPS FOR SUCCESS

- Start slow
- Get staff and yourself set up prior to seeing your first patient
- Call Michigan Opioid Collaborative for help!

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Medical Assistant Perspective

- Huddle with provider at the beginning of the day to review patient schedule.
- Provider will share information on each patient and what is needed during the visit.

Examples: Triggers for patients, Sensitive social issues, Urine drug screen

- Room the patient – Be welcoming, friendly, reassuring, make them feel comfortable.
- Compliment the patient and be supportive.
- Collect necessary information; history, review med list, collect urine sample (explain this is for a standard drug screen)
- Provide the patient with some expectation of today's visit.
- Reassure the patient we are here to help them, ask them to please be honest with our care team so we can best support them.
- Try to instill trust.
- Ask the patient if they have outside counseling in place, if not, let the provider know.
- Let the patient know the provider will be in soon.



Available Care Team Members

- **Provider** – Provides direct & indirect patient care.
- **MA** – Rooms the patient & assists provider.
- **RN** – Assists patient with issues & medical concerns between face to face or virtual visits.
- **LPN** – All prescription requests are processed by LPN staff.
- **Clerical** – Answer clinic phones & route patients appropriately, checks patients in/out of clinic visits, schedule appointments.
- **Patient Account Rep/Referral Coordinator** – Handles billing questions & processes all referrals.
- **Pharmacist** – Works with provider & patient regarding medication.
- **Social Work** – Assist patient with short term therapy, resources, transportation, find appropriate long term counseling.
- **Phlebotomist** – On site MLab staff draw blood as request by provider.





Questions?

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