



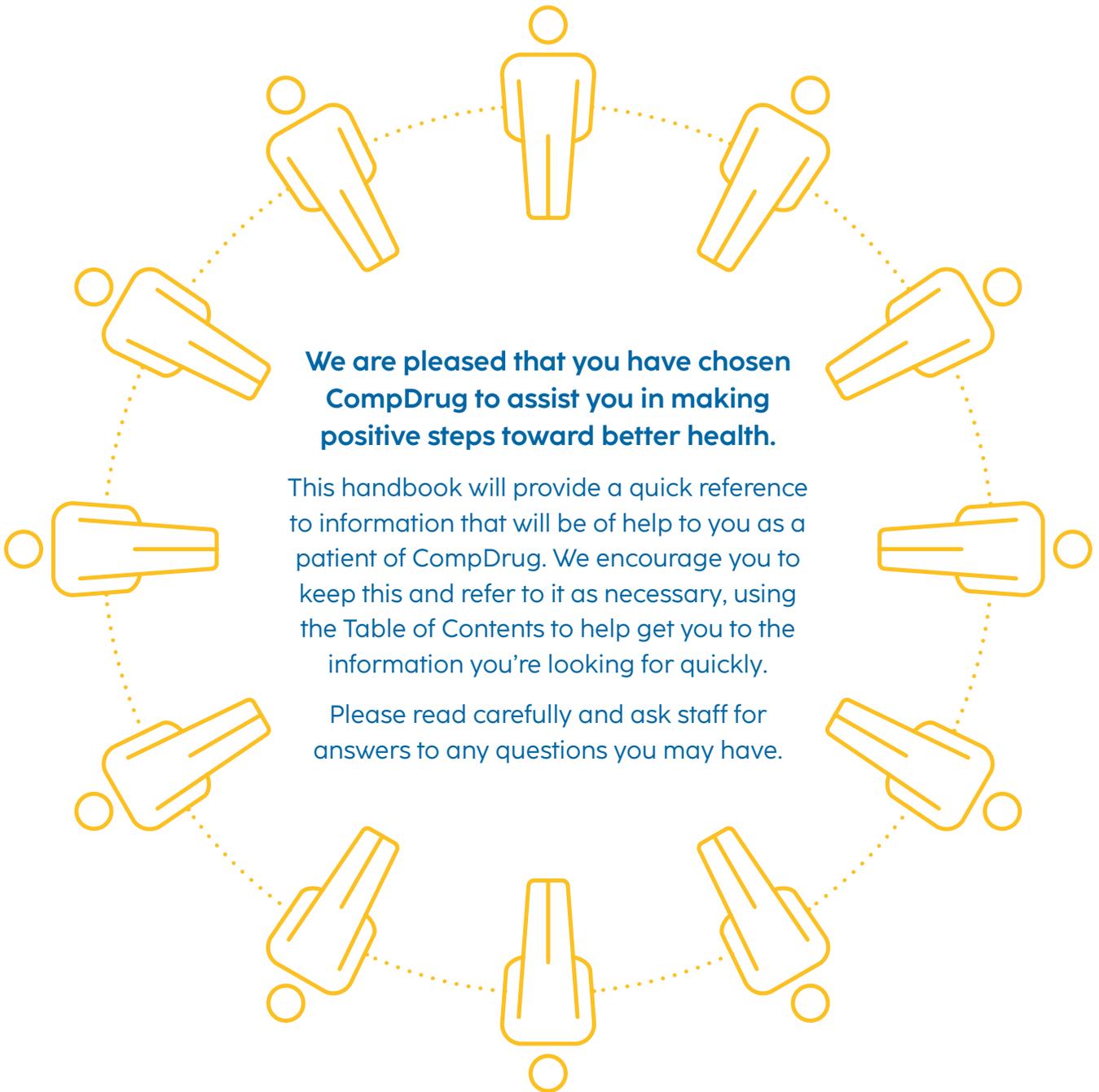
CompDrug

PATIENT HANDBOOK

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WELCOME



**We are pleased that you have chosen
CompDrug to assist you in making
positive steps toward better health.**

This handbook will provide a quick reference to information that will be of help to you as a patient of CompDrug. We encourage you to keep this and refer to it as necessary, using the Table of Contents to help get you to the information you're looking for quickly.

Please read carefully and ask staff for answers to any questions you may have.

CompDrug has over forty years of experience providing evidence-based treatment for substance use and mental health to the people of our community. As an agency, we are accredited federally by the Commission on Accreditation of Rehabilitation Facilities (CARF), state licensed by the Ohio Department of Mental Health and Addiction Services (OhioMHAS), and funded, in part, through the Alcohol, Drug and Mental Health Board of Franklin County (ADAMH).

Our staff is highly qualified, certified and/or licensed. We are dedicated to working with you to reach your goals of improved health and a positive lifestyle.

MISSION STATEMENT

It is the mission of CompDrug to be a leader in addressing addiction and other mental health disorders by developing, promoting and providing research-based prevention, treatment, recovery and wellness.

CODE OF ETHICS

CompDrug's successful service delivery and outstanding reputation is built upon the ethical conduct of our employees. Our treatment integrity and excellence require careful observation of both the intent and spirit of governing laws, as well as a deep regard for setting and maintaining the highest standards for conduct. Continuing success is based on the guidance of strong ethical principles and the trust of our patients. We value our patients, staff, community stakeholders, and their opinions,

We are a person-centered organization and treat each person with respect, dignity, and without bias. We protect patient privacy and confidentiality, only releasing information when court ordered, in the case of a medical or psychiatric emergency, with your permission or, as mandated reporters in the case of suspected child abuse or neglect.

AGENCY RESPONSIBILITIES

- to work with you, as a team, to establish and reach your personal goals for recovery
- to always treat you with respect and dignity
- to appreciate your individual and unique skills, needs, abilities, and preferences
- to always go a step further to help you
- to provide you with any needed information, education or referrals
- to maintain ongoing support and guidance

SERVICES AND PHILOSOPHIES

CompDrug provides comprehensive treatment for substance use and mental health. In addition to a suite of services available to all patients, CompDrug provides services that go beyond treatment to promote the health and wellness of our community.

OUTPATIENT TREATMENT

- All levels of adult outpatient treatment:
 - Traditional Outpatient: based on a treatment plan
 - Intensive Outpatient: 10+ hours per week
 - Partial Hospitalization Program: 20+ hours per week
- Medications for Opioid Use Disorder include methadone, buprenorphine, naltrexone, and long-acting buprenorphine and naltrexone
- Psychiatric Services to co-manage mental health medications
- Case Management
- Peer Support
- Specialty Docket court services
- Prenatal and Parenting Services, including baby care items.



PREVENTION AND COMMUNITY OUTREACH SERVICES

- Primary Prevention: Youth to Youth
- Motivational speaking, prevention training services.
- Overdose prevention training, Naloxone (Narcan) available upon request.
- Community outreach, linkage and referral
- Harm reduction, health and wellness supplies such as xylazine/fentanyl test strips, condoms and more.
- Information, speaking and training on topics such as:
 - Trauma and addiction
 - Xylazine or fentanyl
 - HIV and Sexually Transmitted Infections
 - Medication Assisted Treatment
 - Senior Health and Wellness including medication management and more



PROGRAM PHILOSOPHY

CompDrug's outpatient treatment programs work together to assist each patient in achieving goals related to behavioral and mental health and wellbeing, including social and personal functioning.

CompDrug's professionally trained staff strives to provide every service with a trauma-informed approach and values each patient's unique experience. CompDrug understands that emotional discomfort may be extreme especially in early stages of recovery. CompDrug's clinical philosophy includes helping patients achieve recovery through ongoing development of emotional regulation, self-compassion and interpersonal skills, healthy conflict and more. CompDrug also believes recovery is a process that takes time and practice, and mistakes are part of the recovery journey.

CompDrug caters to a variety of different patient needs, goals and interests through a variety of programs and services, case management, care coordination and individual and group counseling. Patients can find a variety of topics and education addressed through clinical groups. Please see the group calendar and group descriptions for more information.

CompDrug will include family and other supports in your treatment process when applicable or permitted.

LEVELS OF OUTPATIENT CARE

Outpatient Treatment:

This level of care is tailored to each individual patient's goals, needs and diagnoses. A treatment plan will be developed with your counselor that informs which services you will take part in and how often. Services may include individual and group counseling, medication, case management, family support and more.

Intensive Outpatient Treatment (IOP):

Some patients require a more intensive treatment regimen than offered through traditional outpatient and benefit greatly from additional support. Patients will be screened and assessed for eligibility of the IOP program. The IOP services have an established Level of Care Protocol. Incremental steps ensure movement toward success. A primary step is negative urines showing desire to improve. Patients are required to attend educational groups and individual sessions. After a 12-week period, treatment culminates in a graduation ceremony (some may take longer to complete). At that time, the patients may be discharged or transferred to another Level of Care. Patients are offered aftercare although it is suggested that each patient determine his/her own specific aftercare plan.

Partial Hospitalization Program (PHP):

PHP is the highest level of outpatient care for patients who require structured support during the day. PHP is an important next step for individuals who have recently completed inpatient treatment, or those who are seeking a level of care between inpatient and outpatient. CompDrug's PHP meets every day for approximately two to six weeks. Patients will receive counseling focused on strengthening the ability to understand self and others, regulate emotions, and foster conflict management skills. Programming may be followed by a transition to our Intensive Outpatient Program (IOP) for continuity of care. Patients will be screened and assessed for eligibility into PHP.

Discharge criteria for IOP and PHP are based on successful program completion, which may include negative toxicology results, satisfied counseling requirements and program goals, and other factors.

ADDITIONAL SERVICES

PREGNANCY AND PARENTING PATHWAY PROGRAM

CompDrug offers programming for pregnant and post-partum individuals struggling with opioid use or stimulant use who have children under the age of 2. Patients are offered a “Compdrug Care Plan” outlining their current support systems, basic needs, potential needs of infant after delivery, birth plan, post-partum supports, needs of other children, and needs of other caregivers in the home. Services include:

- Support from a perinatal nurse, counselor and care coordinator
- Case Management
- Prenatal Group: Ready for Baby
- A diaper bag, car seat, stroller, and crib for participating patients
- Transportation assistance
- Additional support needed during and after pregnancy

PSYCHIATRIC SERVICES

CompDrug can help our patients with mental health issues without an outside referral. We treat most major mental health conditions including:

- mood disorders
- anxiety
- post-traumatic stress disorder
- personality disorders

Our psychiatric providers will complete an assessment and work with you to develop an individualized treatment plan. If you are interested in speaking with a psychiatric professional, ask your medical provider or counselor for a referral to psychiatric services.

If you feel at risk for suicide or violence please call 988.

CASE MANAGEMENT

Case managers help connect our patients to long-term resources that help meet your basic needs and life goals. Examples include assistance with clothing, food, shelter, ID vouchers and so much more. Ask your counselor about a referral or speak with medical registration to schedule an appointment.

PAYING FOR TREATMENT

CompDrug accepts the following payment methods:

- ADAMH funding for eligible Franklin County residents who do not have Medicaid (sliding scale fee)
- Aetna MyCare
- Aetna OhioRise
- Commercial Products – Most major health insurance plans
- Medicare and various Medicare Advantage Plans
- Molina Mycare
- Medicaid
- Ohio Medicaid
- AmeriHealth Caritas Ohio, Inc
- Anthem Medicaid
- Buckeye
- CareSource
- Humana Healthy Horizons in Ohio
- Molina
- UnitedHealthCare
- Veterans Administration (VA)
- Optum VACCN

***Don't let cost of treatment stop you from seeking help.
Ask about what options may be available to you to help with payment.***

LOCATIONS & HOURS

Our comprehensive behavioral health outpatient programs take place on our treatment campus located on the corner of 11th Ave and Fields Ave in Columbus, Ohio 43211. Services include medication dosing, clinical, counseling, psychiatric series and more.

- **Building A:** 547 E. 11th Ave (Medical services including medication dosing)
- **Building B & C:** 1420 Fields Ave (Counseling, groups and other clinical services)
- **Building D:** 1416 Fields Ave (Admissions, clinical services)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
BUSINESS HOURS (including Clinical Services)	6:00 am — 6:00 pm	6:00 am — 6:00 pm	6:00 am — 6:00 pm	6:00 am — 6:00 pm	6:00 am — 4:00 pm	Medication Only 6:00 am — 9:00 am	CLOSED
MEDICATION DOSING HOURS*	6:00 am — 1:00 pm	6:00 am — 9:00 am					
ADMISSION HOURS**	6:00 am — 1:00 pm	CLOSED					

**Please check with a Medical Registration staff to see if you qualify for early morning check-in (prior to 7am)*

***It is recommended patients arrive by 11am if they wish to complete the admission process in the same day.*





CompDrug CAMPUS

A

547 East 11th Avenue

MEDICAL SERVICES

Medications for Opioid Use Disorder, exams and psychiatric services.

B

1420 Fields Avenue

CLINICAL SERVICES

Individual and group counseling, case management, IOP and PHP.

C

1420 Fields Avenue

RECREATION BUILDING

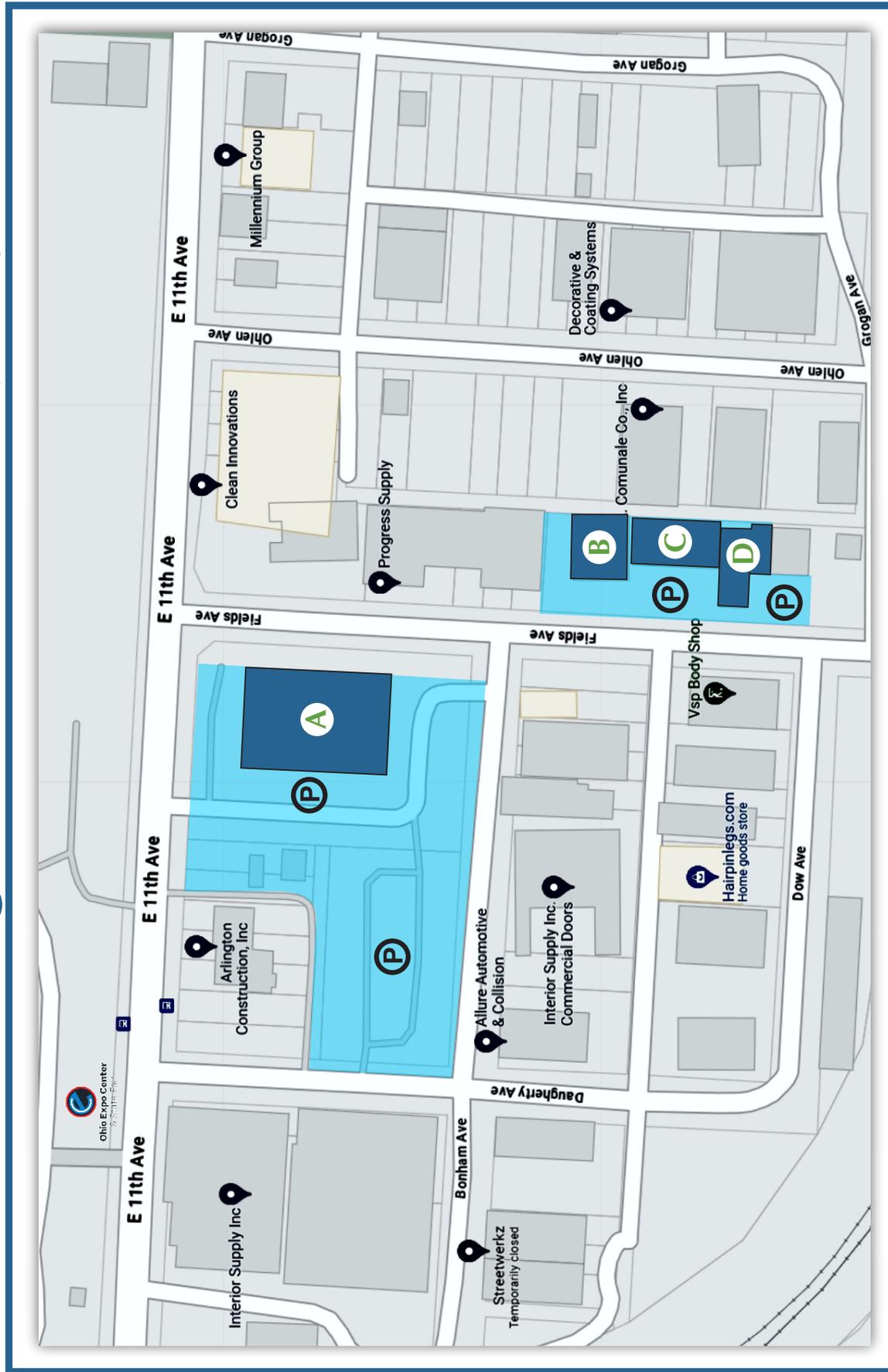
Recreation and social events.

D

1416 Fields Avenue

ADMISSIONS

Admissions and Partial Hospitalization Program (PHP).



GETTING STARTED

The beginning of any new experience can be difficult, and the fear of the unknown can bring anxiety. At CompDrug, we understand that and are ready to meet you with compassion and understanding. We congratulate you on taking this step toward health and wellness.

The admission process at CompDrug is tailored to each individual patient and what you need and want. Admissions that include a medical evaluation for medication-assisted treatment take about 4 hours, while admissions that don't require a medical evaluation may take 1-2 hours. Our staff are here to support you each step of the way and make you as comfortable as we can.

Our admission building (Building D) is part of a small "campus" of buildings that make up our comprehensive outpatient treatment program.

The address where you will arrive for admissions is:

**1416 Fields Ave
Columbus, OH 43211**

Registration

Admissions take place on a walk-in basis between 6am and 1pm, but you are encouraged to arrive by 11am if you are interested in finishing the process the same day.

Once you enter the building, you will be greeted by a staff member who will show you to a seat to begin paperwork on a tablet. We will check on you throughout the process.

While you aren't required to fill out anything ahead of time, completing some of the paperwork online before you arrive can make the process move a little faster.

What to bring: Bring your ID and insurance information if you have it.

Peer Orientation

All **new** patients are matched with a Certified Peer Recovery Specialist who will help you get acquainted to CompDrug and walk you through the new patient orientation.

Clinical Assessment

During the clinical assessment, you will meet with one of our licensed professional counselors to discuss the expectations of the program and understand why you're seeking treatment. Our counselors will ask for general information like family history of use, your current living situation, your highest level of education, any legal history, employment history and any history of abuse. Then they will answer any questions you may have about what to expect from our program, and treatment recommendations. All this information will help give us a better understanding of the treatment you need and the help you deserve.

Counseling is required as a part of your treatment at CompDrug, and counseling requirements are based on each individual's treatment plan and goals.

MEDICATION FOR OPIOID USE DISORDER (MOUD)

For those who are evaluated to receive medication for opioid use disorder in addition to counseling, the following will also be part of your admission:

Blood Test, Toxicology and EKG

The blood test screens for underlying health concerns that could affect your treatment, such as Hepatitis, HIV, Syphilis, and Tuberculosis. An EKG is completed to check the electrical activity of your heart. Methadone, one of the medication options for the treatment of Opioid Use Disorder, may impact electrical activity. Checking a baseline EKG helps to ensure methadone administration remains safe.

We know this is a challenging time for you, and you may have substances in your body at the time of admission. It is important for us to check for these substances so we can make the best, safest, medical decision for you.

Our urine screen tests for:

- Alcohol / ETG
- Amphetamine
- Barbiturates
- Benzodiazepine
- Buprenorphine
- Cocaine
- Fentanyl
- Methadone
- Methamphetamine
- Opiates
- Oxycodone
- THC

Medical Provider Visit

After toxicology and blood work, you will meet with one of our Staff Physicians or Certified Nurse Practitioners. The provider will assess your health and needs related to substance use disorders, answer questions and address any concerns regarding your treatment. Through that first assessment the provider will work with you to determine appropriate treatment options that could include medication assisted treatment and/or support medication to help you achieve your goals.

Medication

Staff will accompany you to “Building A” for a tour and to get your first dose of medication.

YOUR COURSE OF TREATMENT

The work you do here, and the treatment you receive, is guided by an individualized plan that you and your assigned counselor develop together, based on the goals you want to accomplish. This treatment plan will serve as a blueprint for your course of treatment: how often you are expected to see a medical provider, when and how often you come to CompDrug, when you attend groups or individual sessions, and what other activities you will do in between appointments. You, your counselor and/or medical team will review your treatment plan periodically to update your goals and objectives.

If you are here, in part, because of court-required participation or employee assistance referral and need us to verify your attendance, please let us know. We will not release information without your consent.

You may find the support groups offered by CompDrug helpful (open to CompDrug patients only), as well as the 'SMART Recovery' group, which is open to the entire community and hosted here at CompDrug. In addition to counseling, you are encouraged to strengthen your sober support network of friends and/or family outside of CompDrug. Please ask for more details at any time.

***Recovery is possible, but it takes work.
We are here to help.***

COMPDRUG 101 ORIENTATION SESSIONS & RULES UPDATE GROUP

CompDrug 101 MUST BE COMPLETED WITHIN YOUR FIRST 90 DAYS HERE. CompDrug 101 is designed to provide you with the most important information if medication-assisted treatment will be a part of your program at CompDrug. It is a safe place to ask questions and meet many of the staff with whom you may interact with later.

A CompDrug Rules Update Group provides a brief refresher on these rules and requirements, as well as any changes to the rules, if applicable. The group is held on a recurring basis throughout the year, and all patients are required to attend the Rules Update Group once per year.



GENERAL PATIENT INFORMATION

TRANSPORTATION ASSISTANCE

There are a number of ways CompDrug can help with transportation.

1. **Bus Passes**

Do you use Medicaid? Ask a staff member about bus passes, as CompDrug may be able to help.

2. **UberHealth and Yellow Cab**

Use these to get to CompDrug in an emergency. You might get a bus pass to go back home. UberHealth is best if you need a ride quickly. Yellow Cab is better if you need more time to get to the car. Contact Medical Registration if you need UberHealth or Yellow Cab. If you're at home when you need the ride, call us at 614-224-4506. Press Option 1.

3. **Case Management**

Case Managers can help connect you to longer-term community resources for transportation needs, including and beyond CompDrug. If you need ongoing transportation support, we recommend meeting with a Case Manager. Medical Registration can get you scheduled for this appointment.

COMPDRUG FACILITY CODE OF CONDUCT

We are glad you are here, and CompDrug wants to support you in any way we can with your progress in treatment. While we will do our best to provide you with the support you need, we also need your help in ensuring that CompDrug is a comfortable and safe environment for all patients and staff.

To help ensure that is the case, we ask that you follow the Code of Conduct:

1. No cursing
2. Remarks and actions of a derogatory or discriminatory nature are strictly prohibited. This includes race, color, culture, language, sexual orientation, gender identity, age or other protected group status.
3. Alcohol, marijuana, and all illicit or illegal substances are strictly prohibited on-site.
4. Weapons of any kind are prohibited on CompDrug property.
5. Refrain from violent or abusive behavior.
6. Taking photographs or video on CompDrug property is not permitted.
7. Please keep children in your care safe. Please do not leave them unattended or allow them to run, jump, or climb on furniture.
8. For safety reasons, no drinks are permitted in the dosing area or toxicology collection area.
9. Please do not leave belongings unattended. Any items left behind will be disposed of promptly.

10. CompDrug is a smoke-free facility. The use of any tobacco products is prohibited in CompDrug buildings. If an individual chooses to smoke, they should do so in the designated smoking areas outside and use the receptacles for cigarette butts.
11. Patients are expected to leave CompDrug's property when they have completed their services for the day.

Anyone needing to be reminded more than twice in one day to follow the Code of Conduct will be directed to leave the waiting room and property immediately.

HOW WE SHARE NEWS & INFORMATION

There are a few ways CompDrug can communicate with you. Please take advantage of these communications so that you can have the most up-to-date information:

- TV monitors in lobbies will contain important announcements.
- A patient newsletter is issued monthly and placed in the lobbies, and the same information is posted online at compdrug.org/patientnews
- Occasionally, messages for patients in the MAT program may receive written flyers in your take home lockbox or given to you.
- Occasionally, text messages will be sent for important messages (such as holiday closure reminders). These messages can only be sent to patients who consent to texting.

Visit compdrug.org and click the drop-down menu for "Current Patients" to see a list of current information available to you. The website is updated regularly.

DISCHARGE CRITERIA

A patient will be successfully discharged when they have completed the basic clinic requirements and has shown behavioral change as indicated on their treatment plan.

A patient may be discharged **without successfully completing treatment** for the reasons listed below. Patients may also be provided with a referral when possible and appropriate.

- Chronic absenteeism from medication and/or counseling sessions.
- Patients will be discharged from the medical program after missing 14 days of medication.
- Patients will be discharged from the counseling program(s) after missing 30 days of treatment.
- Unapproved substances on OARRS pharmacy report
- Failure to respond to a Take-Home Call Back

Once discharged from the program, an individual may return to treatment and begin as a restart through our admission service.

A patient may be **discharged administratively without successfully completing treatment** for the following reasons:

- Inappropriate behavior (violence, threats of violence, sexual abuse or harassment, etc.) in or around the clinic or other inappropriate behavior toward any staff or other patient.
- Use, possession or sale of any illegal drug on or around the property.
- Possession, use or threat of use of any dangerous object or weapon against anyone for any reason on or around the property.
- Violating the Code of Conduct listed above.

A request to restart following an administrative discharge for one or more of the reasons above will be considered by the case review team, no earlier than six weeks post-discharge. The case review team will consider how you did last time you were in treatment at CompDrug, any treatment completed since leaving, and the teams' previous recommendations in consultation with administration.

TRANSITIONS/TRANSFERS

Our staff can assist you if you have a need to transfer to another program. We can provide you with a referral list or assist you in locating a certified program. It is your responsibility to contact the other program and request information be sent from CompDrug. To do so you will work with a Care Coordinator to complete a consent form, also called a request for information (ROI) allowing CompDrug to send them your information.

There may be other times when your counselor and/or medical staff consider it necessary to refer you to another level of care, either at CompDrug or to another program, for example intensive outpatient or partial hospitalization at CompDrug, or inpatient care at another program. This will be explained to you and every effort will be made to assist you with a smooth transition.

FACILITY HEALTH & SAFETY

Your health and safety are important to us. For that reason, there are rules and guidelines put into place to help us to prevent injury, infections, and illness.

MEDICATIONS IN THE FACILITY

If there is reason to bring any prescription or over-the-counter medications onto CompDrug premises, you need to notify medical staff or your counselor immediately. Prescriptions need to be in their original bottle. Our primary interests are for your safety and the safety of others. We encourage a conversation with your treatment providers about any medications you are taking- even if you leave them at home - to ensure that you are aware of any potential drug interactions. In addition, alcohol is not to be on CompDrug property and tobacco products are only to be used in designated areas.

EMERGENCY EXITS AND EQUIPMENT

We encourage you to become familiar with the emergency exits and emergency equipment at each location where you participate in services. Evacuation routes, as well as locations for defibrillators, first aid kits, fire extinguishers, and severe weather assembly areas (in cases when sheltering in place is best action), are clearly marked throughout our buildings.

CLOSURES

SCHEDULED CLOSURES FOR FEDERAL HOLIDAYS

The clinic is closed each year on New Year's Day, Martin Luther King Day, President's Day, Memorial Day, Juneteenth, Fourth of July, Labor Day, Columbus Day (staff training day), Thanksgiving Day, and Christmas Day.

Medication-assisted program patients are given take-home doses prior to each holiday. It is the responsibility of each patient to have an appropriate locking bottle or box. If you do not have one, they are available for purchase at registration. Reminders of each closure will be communicated to patients in advance using the mediums listed above.

UNEXPECTED CLOSURES

CompDrug's medication services are considered essential, and as such, every attempt will be made to remain open during regular operating hours to provide patients with their medication. In the event that CompDrug has to close unexpectedly because the site is unusable due to natural disaster or some other reason, patients will be notified via text if they have consented to that communication option. For up-to-date information, you can also check the CompDrug website, Facebook, or call the main number: 614.224.4506.

SEVERE WEATHER

In the event of severe weather, CompDrug will adhere to the following guidelines:

- Franklin County Level 1 Winter Storm Emergency – CompDrug will remain OPEN for most services.
- Franklin County Level 2 Winter Storm Emergency- CompDrug will remain OPEN in most cases for medication services; most other services will be delayed or rescheduled.
- Franklin County Level 3 Winter Storm Emergency – CompDrug will be CLOSED for all services.

Updates will be provided by text message for patients who consent to text. For up-to-date information you can check the CompDrug website or call us at 614.224.4506.

In some circumstances, CompDrug may issue additional take-home medications, in the event of upcoming inclement weather, especially if you live outside Franklin County. Please inquire by calling CompDrug's main phone number 614.224.4506 or while you're on-site.

In case of a tornado warning, building occupants will go immediately to tornado sheltering area- you will be directed to that location by staff. If a weather-related emergency exists and alternative plans need to be made for dosing, it will be according to CompDrug's Disaster Plan.

OBTAINING NALOXONE (COMMONLY KNOWN AS NARCAN)

Patients participating in MAT will be provided Narcan at admission and upon request thereafter. MAT patients requiring additional Narcan should speak with a medical provider. For patients who are not participating in CompDrug's MAT program, contact our Community Health team to obtain free Naloxone at 614.224.4506 X 350 or communityhealth.org.

ADVANCE DIRECTIVES

We want to know if you have advance directives, which are documents to direct medical care when patients are unable to communicate their own wishes due to a medical condition. In Ohio, do not resuscitate orders, living wills, organ donation and durable powers of attorney are advance directives that are authorized by state law. See more at: <http://ohiohospitals.org/advance-directives>.



MEDICATION ASSISTED TREATMENT (MAT) PROGRAM

PHILOSOPHY

Methadone, suboxone, vivitrol/naltrexone are collectively known as Medications for Opioid Use Disorder (MOUD). Medication Assisted Treatment or “MAT” is when MOUD is combined with comprehensive psychological and counseling services in a supportive environment. MAT is successfully used for the treatment of opioid use disorder and may help decrease and eventually eliminate the use of illicit opioids.

All MOUD is prescribed by a licensed provider after an initial comprehensive evaluation. The dose may be adjusted during follow-up appointments to achieve stabilization of withdrawal symptoms. The prescribing provider will adhere to the policies of CompDrug and follow the rules and regulations of all supervisory agencies. Laboratory evaluation, ECG and other procedures may be required from time to time to safely monitor for efficacy as well as side effects.

MEDICATION OVERVIEW

Medication-assisted treatment helps normalize the body's neurological and hormonal functions that have been impaired by the use of heroin and misuse of prescription opiates. By reducing or eliminating the craving for opioid drugs and preventing the onset of withdrawal, the medication provides an opportunity to effectively engage the individual in treatment. Taking medication for opioid dependence is like taking medication to control heart disease or diabetes; it is NOT the same as substituting one addictive drug for another. The most common medications used are methadone, buprenorphine, and naltrexone. It is important you talk honestly with the medical team to determine, together, your best treatment option; then, get the information you need to understand the risks and benefits of your own medication plan. Used properly, medication can help you manage your addiction and realize the recovery you want.

SIGNS OF METHADONE OVERDOSE

- Trouble breathing or shallow breathing
- Extreme tiredness or sleepiness
- Blurred vision
- Inability to think, talk, or walk normally
- Feeling faint, dizzy, or confused

If you think you are experiencing a medical emergency, you need to call 9-1-1 immediately. Although it might be difficult, you will need to let the medical personnel know that you are involved in medication assisted treatment. They will communicate with CompDrug medical staff so that the best plan for your treatment can be established. Because it is critical that we help protect you from potential drug interactions, we also receive pharmacy reports (called, 'OARRS'). Unapproved pharmacy reports can result in a variety of consequences including, but not limited to, counseling referrals, MAT dosage adjustments, and/or program discharge.



PROGRAM GUIDELINES & EXPECTATIONS

Your treatment plan will define your treatment expectations, including the frequency of individual and/or group counseling sessions. Following your plan means that you are **adhering to treatment** - or being treatment compliant. If your treatment plan includes Intensive Outpatient Programs or Partial Hospitalization, you are expected to maintain your medication plan. For patients also involved in the Medicated Assisted Treatment, treatment adherence is one requirement of receiving 'take home doses'. If you aren't participating in the required number of group and/or individual counseling sessions, you may not be able to earn or keep your take-home medication. When you check in, in addition to being notified if you have been selected for a random urine screen there may be messages from your counselor that will remind you of scheduled individual or group sessions. Pay attention to any important messages left for you at the check-in window; these will help keep you 'treatment compliant'

TOXICOLOGY

Toxicology refers to screening for substances using urine screening or oral swab.

Your health, safety, and recovery are important to us. For this reason, toxicology is a vital step to ensure that you can safely take medication prescribed to you and/or that you are not taking a substance that can interfere with your health and recovery. If you think you need to use the restroom when you arrive, ask if you will be required to provide a urine screen today. Our staff will do our best to accommodate you as quickly as possible. Toxicology screens may occur any day Monday-Saturday.

Toxicology staff are responsible for monitoring and observing the urinalysis process. Each container must be filled to 30ml (1 ounce). The toxicology staff and the patient will verify the patient's name and date of birth on the specimen label, and the patient will initial label. The label will be placed on the specimen test tube containing the patient's urine, and sent to the lab for screening.

There may be times approved by the medical team that a patient will complete an oral swab rather than provide urinalysis.

Our urine screen tests for:

- Alcohol/ETG
- Amphetamine
- Barbiturates
- Benzodiazepine
- Buprenorphine
- Cocaine
- Fentanyl
- Methadone
- Methamphetamine
- Opiates
- Oxycodone
- THC

BREATHALYZER/ALCO-SENSOR

An alcohol breath test may be used randomly or periodically to determine your current blood alcohol content (BAC). If a positive reading occurs, another test may be necessary, up to 30-minute intervals, to determine if your BAC is increasing or decreasing. Dosing may be determined as follows:

.036 or higher = NO DOSE — **.035 or lower = FULL DOSE**

Refusing to take a Breathalyzer test can result in no medication that day for your safety. Additional toxicology testing may be completed at any time to test for alcohol, soma, klonopin, fentanyl, gabapentin, and/or tramadol. The prescribing physician or practitioner reserves the right to adjust medication dosage on an individual basis at any time. Potential drug interactions are serious. Should these cautionary procedures fail to deter use of other substances, it may result in a mandatory detoxification. Please talk with a medical team member if you have any questions. If our staff is concerned about your safety associated with your alcohol level, we will request the use of alternate transportation.

DOSING

You must check-in before close of service (1:00pm) to be served that day. If you are running late, you must call ahead and notify a staff person so we can do our best to accommodate you. We cannot accommodate any patient running late more than once per month, per patient.

If you know that you must travel out of town, arrangements can be made for you to "guest dose" at another OTP; but, it requires advance notice. Make sure you speak with staff as early as possible if you need this option.

***You will learn more about the dosing process
at the CompDrug 101 Orientation Group.***

TREATMENT INTERRUPTIONS

CompDrug recognizes there are times when you, as a patient, may have an interruption in treatment for certain reasons. Anytime you are aware, in advance, that you will miss days you are expected at CompDrug for medication services, or any other services, please notify your counselor and the medical team in advance. They are here to support you in making a plan for the time you are away.

Reasons you may miss time during treatment at CompDrug may include travel, hospitalization, or jail-time, for example.

In the case of upcoming travel, please notify your counselor and our care coordinators. They can assist you in identifying another OTP in the area you will be traveling, if available, and make arrangements for you to guest dose at that other OTP if you do not have enough Take-Home's to last for the duration of your travel.

In the case of upcoming hospitalization, please notify your counselor, the medical team, and our care coordinators. They can assist in ensuring the hospital is aware that you are active in treatment and has knowledge of your medication and dose prior to being admitted. The hospital where you

are admitted will provide your methadone to you while you are in the hospital. At time of admitting, if you are able to do so, ensure that the medical team at the hospital is in touch with CompDrug. After discharge, upon your return to CompDrug, please bring your discharge paperwork with you. The paperwork should include information about whether you received methadone during your stay, and if so, what dosage you received with which frequency and when your last dose was administered. Please also ask the hospital team to contact CompDrug to advise of your discharge.

In the case of upcoming/pending jail time, please notify your counselor, the medical team, and our care coordinators. They can help make arrangements for you to continue your medication while you are in jail, if possible, and plan for your transition back to CompDrug when you are released. When you arrive at the jail, notify medical personnel there that you're in treatment and receiving medication-assisted treatment and confirm that they are already in contact with CompDrug.

MISSED MEDICATION

Due to the importance of regular medication dosing for those in our MAT program, CompDrug's Medical Director establishes guidelines for dosing levels if you restart medication after missing, including seeing the prescribing physician/ practitioner before dosing restart. For your safety, whenever you restart medication after missing dose(s), you will be required to have a toxicology screen.

A patient will need to "restart" medication after missing 3 or more days of medication. If 3 or more days of medication are missed, a toxicology screen and medical appointment are required. If a patient missed more than 14 days of medication, they will be administratively discharged and may rejoin treatment through the admissions department.

Please talk to a medical team member if you have any questions.

TAKE-HOME MEDICATION

For our Methadone and Suboxone patients, there is a process in place for you to increase the number of doses you can take home, reducing the number of times that you need to come to clinic. The medical staff can explain the process and requirements in full detail; in addition, you will learn more about 'take homes' at the CompDrug 101 orientation Group and the Rules Update Group. You can also find Take Home phases on our website at compdrug.org. With the appropriate pill box/lockbox, all patients can take home a dose for Sundays and holidays. You are required to participate in a minimum of 6 counseling sessions (with at least 3 being individual counseling) every 3 months (90 days); however, be aware that no more than one group or individual session per week is "counted" towards your take home schedule.

Our concern is for a recovery journey that is consistent and believe that being involved in regular contact with the clinical team is vital to your success.

When you have take-home medication, you may be called to bring in your lockbox to the clinic so that we can verify that you have the correct amount of doses for your level. When you are called (referred to as a, "call back"), you have 24 hours to arrive at clinic (during clinic hours) with your take-home doses. Failure to respond to a call back will result in a reduced take-home schedule, reduced medication dosage, or even risking program detox and discharge.

MEDICATION SAFETY

Any Take-Home medication you receive must remain locked for safety reasons. **We cannot provide take-home medication without your own lockbox, and you are not permitted to use another patient's lockbox if they are actively using it for their medication. Please plan accordingly and remember to bring your lockbox each visit to CompDrug!**

You will be provided, free of charge, with the number of locking bottles or boxes required for your Take-Home Medication. If you need a replacement box or bottle (you lose it or left it at home), we will provide one for a fee.

- Replacement Fee for Locking Pill Bottle: \$5
- Replacement Fee for Lockbox: \$15

90-DAY RENEWALS

Orders for Take-Home medication expire every 90 days. The medical staff conducts renewals of patients' take-home medications every ninety days, which will require a medical visit where the patient and provider will review treatment compliance, toxicology screens and more.

SCHEDULING WITH A MEDICAL PROVIDER

Medical appointments may take place with a physician, nurse practitioner, or registered nurse physician extender.

You can schedule a medical appointment with a provider at any time by visiting any Medical Registration Representative . A list of “walk-in appointments” available are posted daily in the patient lobby of Building A.

You must cancel a medical appointment 24 hours or more before the appointment, otherwise it is considered a “missed” appointment. Patients who miss 3 appointments cannot schedule appointments in advance for 3 months. Instead, you will be seen as a walk-in.

WITHDRAWAL MANAGEMENT

Opioid withdrawal refers to a wide range of symptoms that can occur up to 10 days after stopping the use of opioid drugs. Even though it can be uncomfortable (cramping, nausea, sweating), withdrawal is rarely life threatening. The medical team is concerned that you begin withdrawal management with a lower dose, than a higher one, so that your body can adjust to maintenance medication. You are encouraged to discuss your symptoms with the medical staff at any time.

TAKING OTHER MEDICATIONS

Some medications may have adverse interactions with the medications we are administering. For your safety, it is important to share all medications with CompDrug before starting Medication Assisted Treatment, and present any new medications you are prescribed for approval. Below is a list of medication interactions to consider. This is not an all-inclusive list of medications that could have adverse interactions or cause a false positive toxicology result. This list is intended to give you options for safer alternative medication for some more common issues. You still must get all medication approved by CompDrug physician, prior to starting the medication.

Because it is critical that we help protect you from potential drug interactions, we also receive pharmacy reports (called, 'OARRS'). Unapproved pharmacy reports can result in a variety of consequences including, but not limited to, counseling referrals, MAT dosage adjustments, and/or program discharge.

Keep in mind, some foods / medications may impact medication effectiveness. For example, things that acidify your urine, such as carbonated beverages or high doses of vitamin C, can lower your effectiveness of medications like methadone.

See chart on the following page.

ON-CALL SERVICE

CompDrug's phone number is 614-224-4506. You may use this number during normal hours of operation to obtain answers to any questions. During all hours the clinic is not open, a nurse is available for emergency calls only, such as calls from hospitals or urgent cares that involve a CompDrug patient. If you are experiencing a medical emergency, please call 911. If you are experiencing a mental health crisis, please call 988.

Symptoms	Medications with Potentially Lethal Interactions with Methadone or Suboxone (Rarely Approved)	Safer Alternatives (Still Need Approval by CompDrug Physician)
Nausea / Vomiting (antiemetics)	Phenergan (Promethazine) Compazine (Prochlorperazine) Donnatal Meclizine	Tigan (Trimethobenzamide) Zofran (Ondansetron) Reglan (Metoclopramide) Pepto-Bismal Scopolamine Patch
Trouble Sleeping (insomnia) or other Sleep Disorders	Tylenol PM Ambien (Zolpidem) Lunesta Sonata (Zaleplon) Xyrem Benzodiazepines: Xanax, Ativan, Valium, Klonopin, Temazepam and others Antihistamines: Benadryl, Unisom	Melatonin Sleep MD Elavil (Amitriptyline) Sinequan (Nortriptyline) Trazadone Rozerem Dietary: Turkey, Bananas, Chamomile Tea
Muscle Spasms (muscle relaxers)	Flexeril (Cyclobenzaprine) Skelaxin (Metaxalone) Soma (Carisoprodol) Lyrica (Pregabalin) Orphenadrine	Zanaflex (Tizanidine) Robaxin (Methocarbamol) Baclofen Neurontin (Gabapentin)
Restless Legs	Requip (Ropinirole)	Amitriptyline **Likely to resolve once methadone / suboxone dose is stabilized
Common Cold (runny nose, congestion, low grade fever, sore throat, cough, body aches)	Sudafed (pseudoephedrine) **may cause false positives for amphetamines	Breathe-Rite Nasal Strips Zycam **within 24 hrs of onset Afrin Nasal Spray (Oxymetazoline) Claritin (Loratadine) Zyrtec (Cetirizine) Allegra (Fexofenadine) Phenylephrine
Cough	Codeine Hydrocodone Oextromethorphan Alcohol **read the label, this is often listed in "inactive ingredients" but you may test positive	Mucinex (Guaifenesin) Cough drops Tessalon Pearls (Benzonatate)
Allergies	Benadryl (Diphenhydramine)	Claritin (Loratadine)



PATIENT RIGHTS

It is the policy of CompDrug to treat all patients without regard to race, ethnicity, color, national origin, disability, age, gender, religion, physical or mental handicap, developmental disability, sexual orientation, genetic information, or HIV status. The same requirements are applied to all, and patients are assigned without regard to the same.

All persons or organizations referring patients to CompDrug or recommending CompDrug are advised to do so without regard to the potential patient's race, ethnicity, color, national origin, handicap, disability, age, gender, religion, sexual orientation, genetic information, or HIV status. Any person who feels that they have been discriminated against because of their race, ethnicity, color, national origin, disability, age, gender, religion or sexual orientation has the right to file a grievance, and are encouraged to contact the Patient Rights Officer (PRO) at CompDrug immediately for assistance.

Please review your rights below. If your patient rights have been violated, you can submit a grievance which will be reviewed by the PRO. For more information, see section titled "How to File a Grievance" below the listing of Patient Rights.

To contact the PRO directly, email compdrug.org or call 614-224-4506.

There are additional resources available in assisting you available at the end of this handbook.

YOU HAVE THE RIGHT

- (1) The right to be treated with consideration and respect for personal dignity, autonomy and privacy;
- (2) The right to reasonable protection from physical, sexual or emotional abuse, neglect, and inhumane treatment;
- (3) The right to receive services in the least restrictive, feasible environment;
- (4) The right to participate in any appropriate and available service that is consistent with an individual service plan (ISP), regardless of the refusal of any other service, unless that service is a necessity for clear treatment reasons and requires the person's participation;
- (5) The right to give informed consent to or to refuse any service, treatment or therapy, including medication absent an emergency;
- (6) The right to participate in the development, review and revision of one's own individualized treatment plan and receive a copy of it;
- (7) The right to freedom from unnecessary or excessive medication, and to be free from restraint or seclusion unless there is immediate risk of physical harm to self or others;
- (8) The right to be informed and the right to refuse any unusual or hazardous treatment procedures;
- (9) The right to be advised and the right to refuse observation by others and by techniques such

as one-way vision mirrors, tape recorders, video recorders, television, movies, photographs or other audio and visual technology. This right does not prohibit an agency from using closed-circuit monitoring to observe seclusion rooms or common areas, which does not include bathrooms or sleeping areas;

- (10) The right to confidentiality of communications and personal identifying information within the limitations and requirements for disclosure of client information under state and federal laws and regulations;
- (11) The right to have access to one's own client record unless access to certain information is restricted for clear treatment reasons. If access is restricted, the treatment plan shall include the reason for the restriction, a goal to remove the restriction, and the treatment being offered to remove the restriction;
- (12) The right to be informed a reasonable amount of time in advance of the reason for terminating participation in a service, and to be provided a referral, unless the service is unavailable or not necessary;
- (13) The right to be informed of the reason for denial of a service;
- (14) The right not to be discriminated against for receiving services on the basis of race, ethnicity, age, color, religion, gender, national origin, sexual orientation, physical or mental handicap, developmental disability, genetic information, human immunodeficiency virus status, or in any manner prohibited by local, state or federal laws;
- (15) The right to know the cost of services;
- (16) The right to be verbally informed of all client rights, and to receive a written copy upon request;
- (17) The right to exercise one's own rights without reprisal, except that no right extends so far as to supersede health and safety considerations;
- (18) The right to file a grievance;
- (19) The right to have oral and written instructions concerning the procedure for filing a grievance, and to assistance in filing a grievance if requested;
- (20) The right to be informed of one's own condition; and,
- (21) The right to consult with an independent treatment specialist or legal counsel at one's own expense.

YOU HAVE THE RESPONSIBILITY

1. To provide accurate and complete information about medical and psychiatric conditions, past illnesses, hospitalizations, medications, drug use history, and other matters relating to your health.
2. To work with staff in establishing a plan for your recovery and to follow that treatment plan toward accomplishing your goals.
3. To be considerate of the rights of other clients and clinic personnel, and to be respectful of agency rules and policies, including confidentiality and privacy.
4. To seek information, ask questions, and take full advantage of any groups or learning opportunities afforded to you.

5. To report concerns about quality of care.
6. To let us know about any changes to your contact information (name, address, phone, emergency contact).
7. To keep your appointments. You should call your provider as soon as possible if you need to cancel a visit.
8. To handle your fee payments responsibly which may include permitting this clinic to bill other sources for services.

CONFIDENTIALITY

By Federal laws and regulations, CompDrug maintains the confidentiality of patient records and patients being treated for substance use disorder. No information identifying a patient will be disclosed unless:

- the patient consents in writing
- the disclosure is allowed by a court order
- the disclosure is made to medical personnel in a medical emergency or to qualified personnel for audit or program evaluation purposes

Federal Law and Regulations do not protect any information about a crime committed by a patient, either at the program, or against any person that works for the program, or about any threat to commit such a crime.

Federal laws do not protect any information about suspected child abuse or neglect from being reported under state law to appropriate state and local authorities.

A violation of the Federal laws and regulations is considered a crime. Suspected violations may be reported to appropriate authorities in accordance with federal regulations (see 42 U.C.S. 200dd-3 and 42 U.S.C. 290ee-3 for Federal laws and 42 CFR Part 2 for Federal regulations).

PROVIDING INPUT AND FEEDBACK

Our programs and services are better when we hear feedback from you, our patients. We also benefit from hearing from patients' family members, referral sources, and other community members on a regular basis. Feedback may include a comment, question, concern, complaint, grievance, praise or other "good news."

There are several ways patients can provide feedback:

1. On-site feedback boxes. In several places in each building, you will find a comment box with comment cards posted on the wall. These are checked regularly.
2. On our website. In the upper-right corner of the website, click the "speech bubble" to submit a comment.
3. Sending an email to compdrug.org, our organizations general mailbox.
4. Satisfaction surveys when they are distributed several times a year.

Please note that feedback can be provided anonymously using either option. However, if you would like us to follow-up with you about your comment or complaint, we need you to provide contact information. If you don't provide contact information, we have no way to follow-up with you to share solutions or get more information. Depending on the nature of your feedback, you may hear from different individuals in the organization including your counselor, a nurse, a manager or director in the medical or clinical departments or the Patient Rights Officer.

Please contact the Patient Rights Officer if you need to discuss a problem or concern by using any of the methods listed above.

HOW TO FILE A GRIEVANCE

If, at any time during your treatment, you find it necessary to seek assistance regarding concerns about your rights and responsibilities you are encouraged to contact the Patient Rights Officer (PRO). The PRO is available to discuss with you the full grievance procedures, and any and all matters related to your experience as a patient at CompDrug. *Full copies of our Patient Rights and Patient Grievance Policies are in this handbook, posted in each building, and available by request.*

In the event that your concern is a **complaint** about a particular situation, the PRO can assist you in seeking further information, clarification, and/or advocate for you on your behalf. In the event that your complaint directly concerns an alleged violation of your patient rights, the PRO can assist you in filing a written **grievance**. Also, at any time, you have the right to file a complaint or grievance with any of the agencies listed below.

If you submit feedback that consists of a grievance, the Patient Rights Officer will contact you. To contact the Patient Rights Officer, submit feedback requesting the PRO, email compdrug.org or call 614-224-4506.

ADDITIONAL ASSISTANCE IN FILING A COMPLAINT MAY BE OBTAINED FROM RESOURCES LISTED BELOW

Franklin County ADAMH Board

447 East Broad Street
Columbus, Ohio 43215
614-222-3743
phedden@adamh.co.franklin.oh.us
adamhfranklin.org

Disability Rights of Ohio

(formally named Ohio Legal Rights Service)
200 Civic Center Dr. Ste 300
Columbus, Ohio 43215
614-466-7264 or (toll free) 800-292-9181
disabilityrightsohio.org

Ohio Department of Mental Health and Addiction Services

Consumer Advocacy
30 East Broad Street
Columbus Ohio 43215
614-466-7228 or (toll-free) 877-275-6364
mha.ohio.gov
(link to email available on website)

U.S. Department of Health & Human Services

Midwest Region, Office of Civil Rights
233 N. Michigan Ave.
Chicago, Illinois 60601
800-368-1019 / TDD: 800-537-7697
orcmail@hhs.gov
hhs.gov

Once again, we are glad that you have come to CompDrug.

We have a comprehensive variety of treatment services and are confident that we can serve you well. We want your time here to be a positive experience, so invest yourself as much as possible in your personal plan and progress and we will meet you at each step.

If you have any questions or concerns, please feel free to bring them to our attention. The input of persons we serve has always successfully guided our program planning. What you have to say is important. We regularly request patient input through an anonymous survey. If you are given that opportunity, please take the time to complete it or share your thoughts with any staff member.

Best wishes for your personal success!

Your CompDrug Staff



547 E. 11th Ave. Columbus, Ohio 43211

614.224.4506 | 614.291.0118

compdrug.org



CERTIFIED BY:



IN PARTNERSHIP WITH:





CompDrug

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