

# Innovations in Small Business Telehealth Technologies for Substance Use Disorders: Automated Assessments, Electronic Health Record Integrations, and Medication Shipping

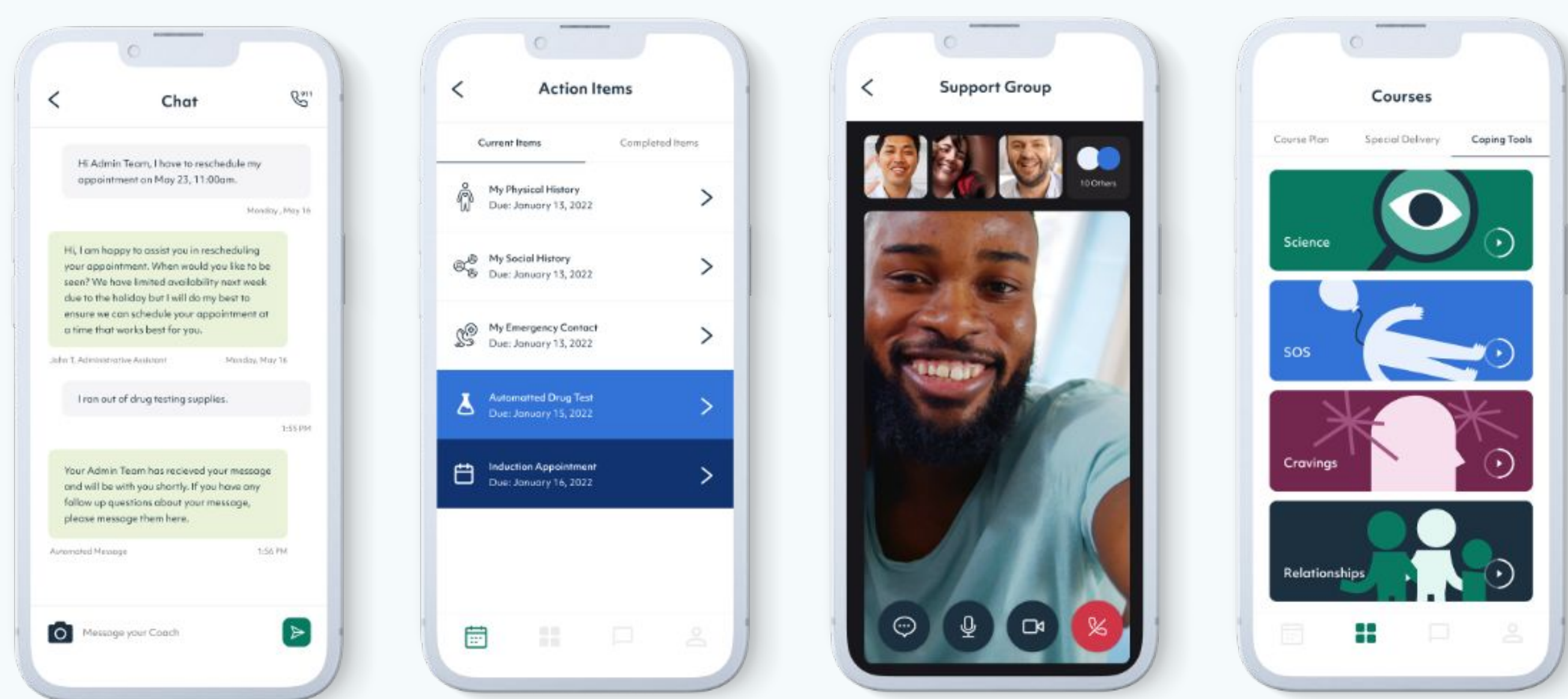
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## INTRODUCTION

- Interoperability, the ability for health information technology to exchange data across systems, is essential for improving substance use disorder treatment delivery, care, and access.
- Although telehealth is recognized as an effective model for the delivery of care for substance use disorder, there is limited research on how telehealth can better support access to quality treatment through interoperability and data-driven care.
- This program sought to implement interoperability and accessibility integrations in an electronic health record (EHR) system to improve clinical efficiency, patient satisfaction and outcomes in a telehealth program for opioid use disorder (OUD).
- Through implementation of a medication shipping program, the program also sought to address the barriers that people with OUD and who receive medication through telehealth frequently face in filling their prescriptions.

## OUD TREATMENT MODEL: VIRTUAL-FIRST CARE



## PROGRAM DESCRIPTION AND METHODS

- National Institute on Drug Abuse award through their Small Business Innovation and Research (SBIR) initiative to automate Workit Health's EHR (Phase I: 2019-2021; Phase II: 2021-2023)
- Cross-sectional assessments of provider and patient satisfaction
- Determined to be exempt through external IRB (Solutions IRB)

### References

Weiner SG, Qato DM, Faust JS, Clear B. Pharmacy Availability of Buprenorphine for Opioid Use Disorder Treatment in the US. JAMA Network Open. 2023 May 1;6(5):e2316089-.

Zhang X, Saltman R. Impact of electronic health record interoperability on telehealth service outcomes. JMIR Medical Informatics. 2022 Jan 11;10(1):e31837.

## AUTOMATED ASSESSMENTS & EHR INTEGRATIONS

- Automated assessments
  - PHQ-9 (Depression)
  - GAD-7 (Anxiety)
- EHR Integrations
  - Claims automation
  - ePrescribing
  - Integration with prescription drug monitoring programs in 10 states

Figure 1. PHQ-9 Automation

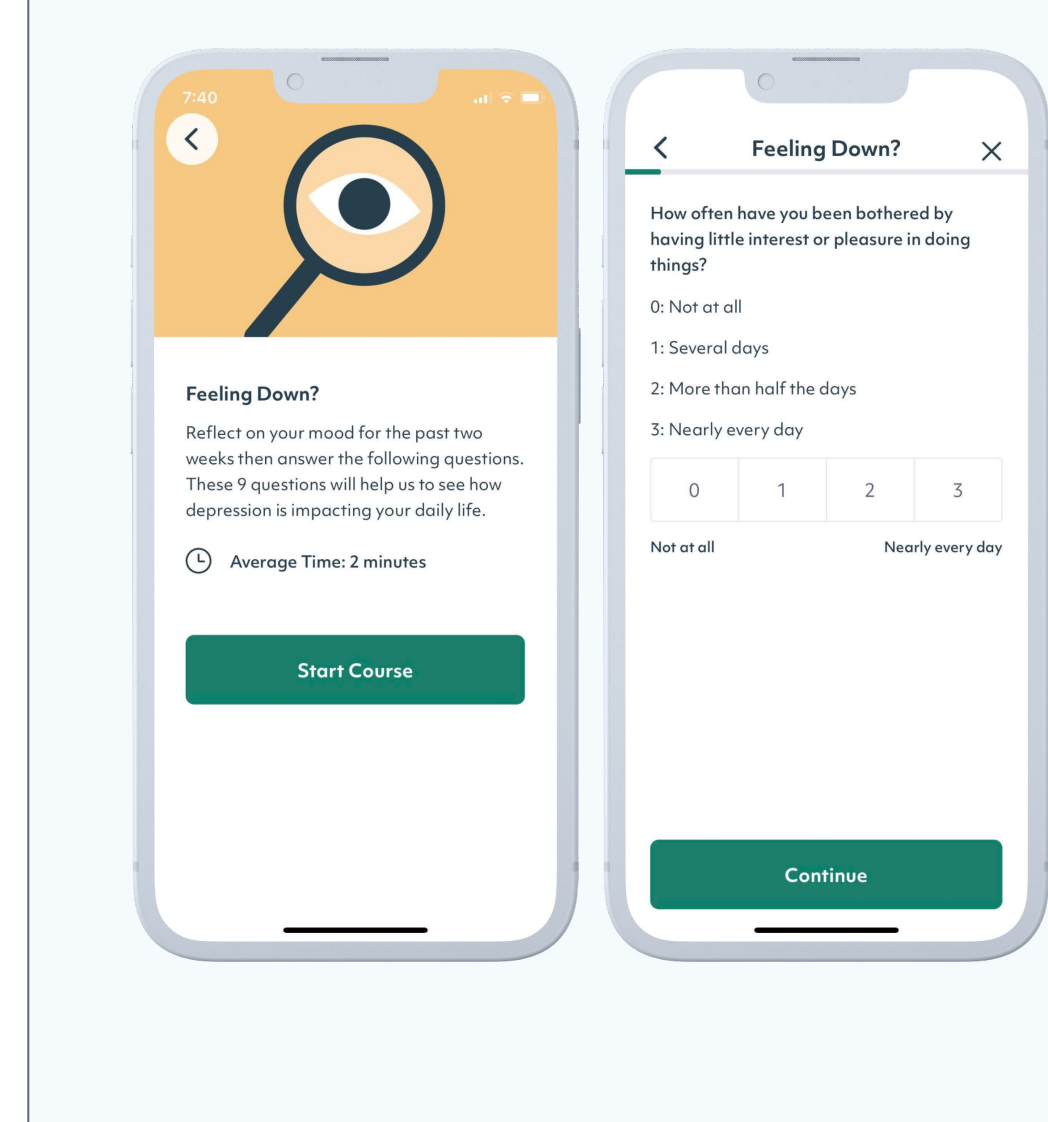
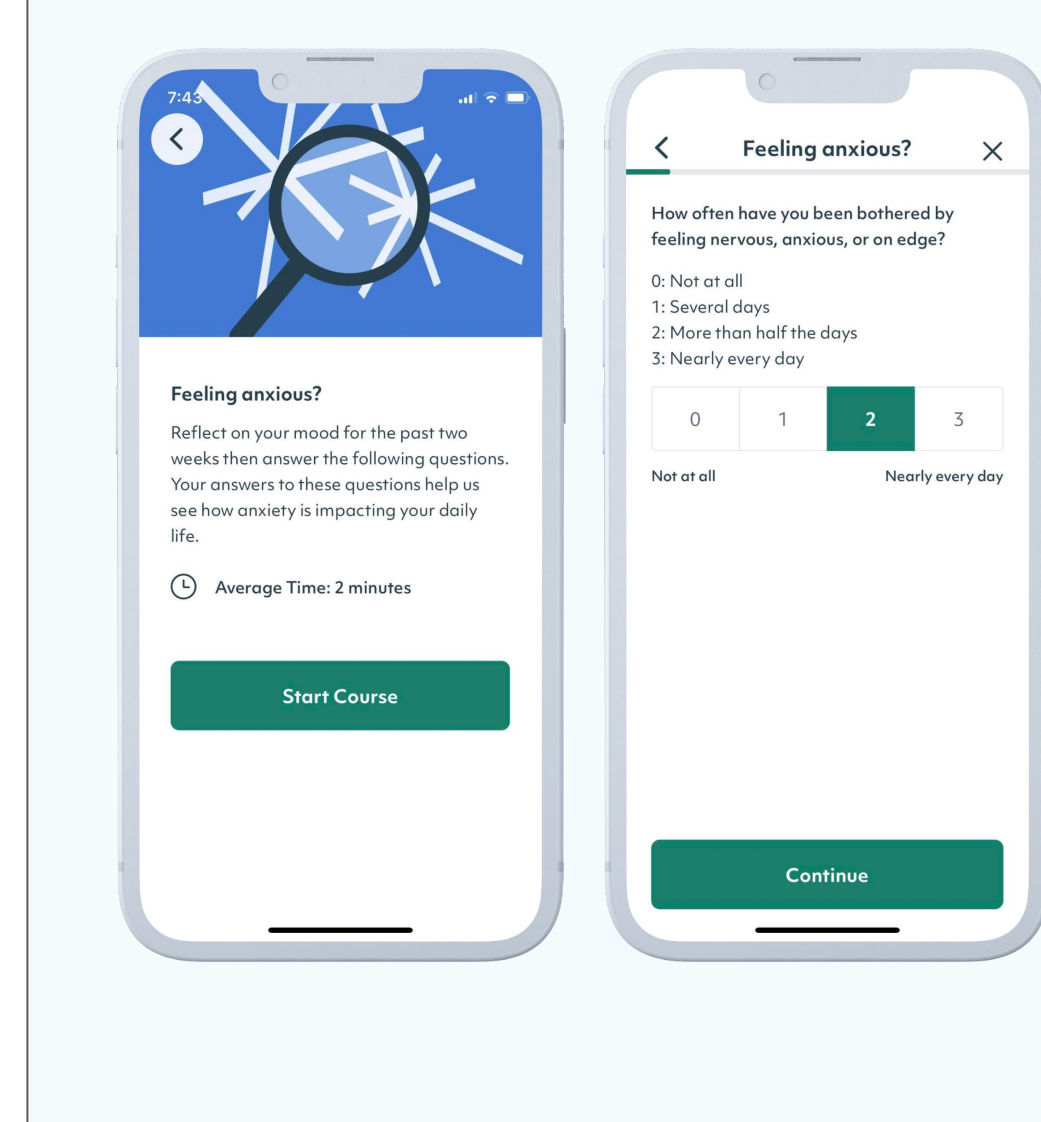


Figure 2. GAD-7 Automation



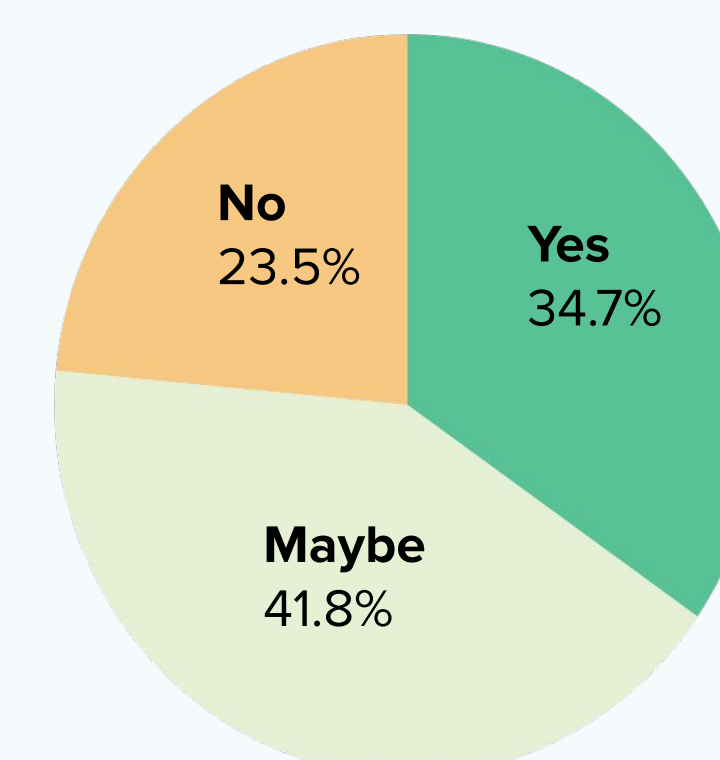
## MEDICATION SHIPPING



Figure 3. Patient Interest in Delivery of Medications for Opioid Use Disorder

You may be prescribed medication(s) as a part of your treatment.

If so, would you like your prescriptions(s) delivered to you?. (n=476)



*This is awesome! I'm always begging for a ride to get my medicine! I have no vehicle. Thank y'all so much. Now all my medicine is delivered to me! - OUD Patient*

- Partnership with Scripx Pharmacy launched April 2023 to 476 members with OUD in Texas
- After checking the PDMP, providers select Scripx as the patient's pharmacy when they ePrescribe medications for OUD
- Depending on the patient's location, Scripx provides same-day to two-day delivery of buprenorphine-based medications for OUD, as well as medications for comorbid conditions

## SUCCESSES AND LESSONS LEARNED

### ePrescribing

- 4/5 providers very satisfied with ePrescribing
- Reported challenges include difficulties with the ePrescribing interface; successes include convenience and ease of use

### PDMP

- 3/5 providers very satisfied with PDMP integrations
- Reported successes include that it streamlines workflows when assessing patient Rx history; challenges include the inability to search the PDMP across multiple states due to state policy

### Medication Shipping

- 37 prescriptions for 24 patients filled in first month
- 2/2 providers satisfied or very satisfied with the service
- Providers report concerns about delivery timing and the potential for stolen medications
- Providers also indicate that with problem solving and effective workflows, medication shipping is a feasible solution for their patients
- Patient satisfaction data forthcoming

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### Conflicts of Interest

All authors are employed by Workit Health. Dr. Coffey is an equity owner in Workit Health and receives author royalties from UpToDate and Medlink Neurology.