

The REACH Program's Response to COVID-19

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The REACH Program

- Harm-reduction-focused primary care for persons who use drugs
 - Buprenorphine treatment and naltrexone
 - Hepatitis C treatment
- Outreach
 - Overdose prevention training
 - HCV testing and linkage to care
- Support groups



The REACH Program

Mid-March

- In-person clinic closed
- Working from home
- Providers redeployed

May

- Scheduling patients for phone and video visits during virtual clinic sessions

April

- Started doing urgent telemedicine visits

Mid-June

- Limited in-person appointments available

Expanding The Program's Telehealth Capacity



- Virtual Clinic
 - Multidisciplinary team available over Zoom
 - In-person, video, and phone appointment options

Expanding Patients' Telehealth Capacity

- Patient iPhones
 - Crisis grant from Robin Hood Foundation
 - MyChart, ZOOM, and Stop OD NYC apps pre-downloaded
 - Med student volunteers able to help set up MyChart over the phone
 - ZOOM teach-ins






HCV Treatment

- Sudden treatment simplification
 - Task-shifting to program nurse
 - Telehealth visits, future ordering bloodwork
 - Using phone visits to engage referrals from inpatient detox/rehab



Buprenorphine Treatment

- Able to initiate treatment over the phone
 - Able to prescribe from phone visits
 - Mailing intake packets, program information, and Narcan kits
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Virtual Support Groups



- Harm Reduction Support Group
 - Patient navigator and social worker outreaching participants to help with ZOOM
- ZOOM Consumer Advisory Board
- NEW weekly Wellness Group!

Virtual Narcan Trainings

31 AUGUST
—
INTERNATIONAL OVERDOSE
AWARENESS DAY

#END
OVERDOSE

Free Naloxone Training

FREE NALOXONE/NARCAN
TRAINING SEPT 2 @ 3

zoom

PERFECT TIMING FOR
INTERNATIONAL
OVERDOSE AWARENESS
DAY! #SAVEALIFE #IOAD

REACH PROGRAM 646-951-1693

SEND

- Med student volunteers able to call patients to offer naloxone training
 - Kits then mailed to patients
- Community Narcan trainings over ZOOM
 - Kits then mailed to participants

Our Staff



- Weekly wellness meetings
 - An opportunity to see each other and check in
- Monthly racial justice meetings
 - To look at how we can serve our patients and function as a team in an anti-racist way



Takeaways

Adaptations only possible because of policy changes we hope will continue to be in effect.

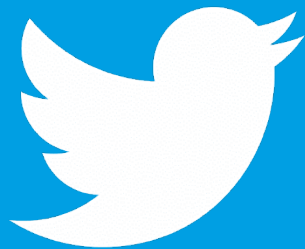
Telehealth can eliminate barriers but it can also perpetuate health inequities.



Going Forward

- Continuing virtual clinics even as in-person appointment capacity increases
 - Conducting semi-structured interviews with patients who received iPhones to identify difficulties they had with the phone and their recommendations for us going forward
 - Figuring out how to safely start doing outreach again and finding new ways to engage patients
 - Continuing virtual Narcan trainings
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Thank You!!!



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