



Treatment Connection

User Guide



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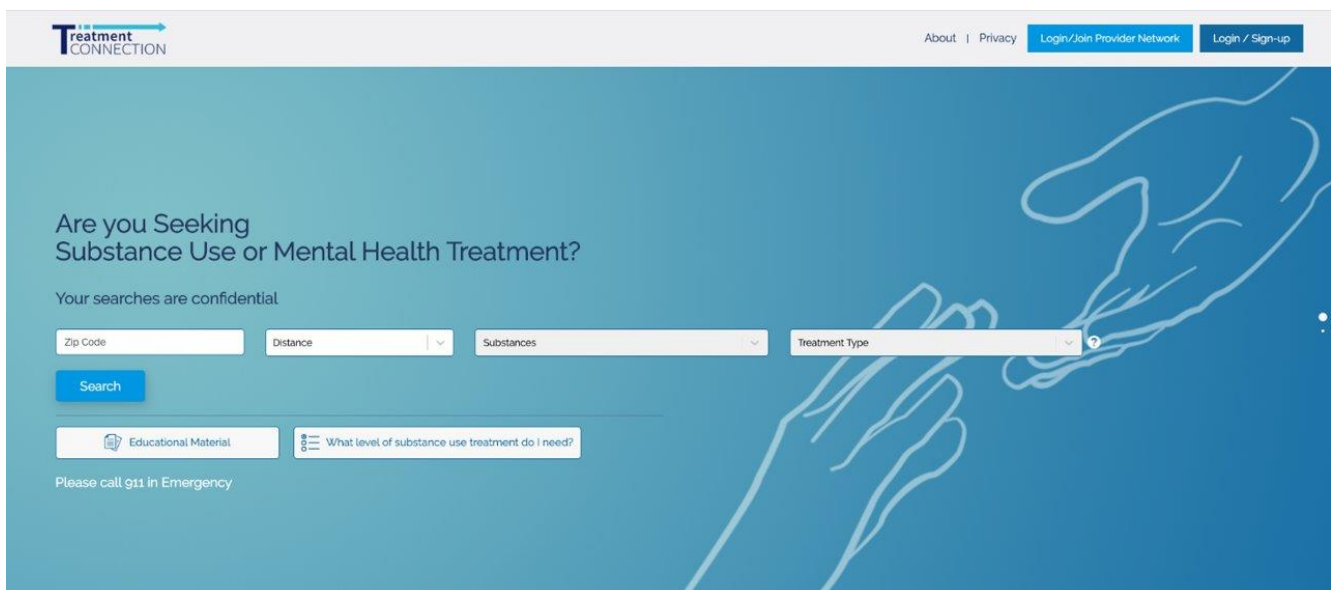
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What is Treatment Connection?

Treatment Connection (<https://www.treatmentconnection.com/>) is a public facing website used for evidence-based assessment and referral. On Treatment Connection, any person seeking mental health and substance use disorders treatment for themselves or a loved one may find nearby state-vetted treatment providers, evaluate the type of care they need, and submit anonymous or non-anonymous referral inquiries to providers.

Treatment Connection features the Addiction Treatment Needs Assessment which includes 13 consumer-friendly questions developed with the American Society of Addiction Medicine. The assessment is used to determine the risk and severity of a person's addiction to provide guidance on the most appropriate level of care.

To use Treatment Connection, the end user inputs their ZIP code and selects details such as the distance they are willing to travel, the substances involved, and treatment type.

The screenshot shows the Treatment Connection website interface. At the top, there is a navigation bar with the logo on the left and links for 'About', 'Privacy', 'Login/Join Provider Network', and 'Login / Sign-up' on the right. The main heading asks 'Are you Seeking Substance Use or Mental Health Treatment?'. Below this, a note states 'Your searches are confidential'. There are four input fields: 'Zip Code', 'Distance' (with a dropdown arrow), 'Substances' (with a dropdown arrow), and 'Treatment Type' (with a dropdown arrow and a help icon). A blue 'Search' button is positioned below the first two fields. Below the search fields, there are two buttons: 'Educational Material' and 'What level of substance use treatment do I need?'. At the bottom left, a text prompt says 'Please call 911 in Emergency'. The background of the main content area features a blue gradient with a white line-art illustration of two hands reaching towards each other.

Next Steps

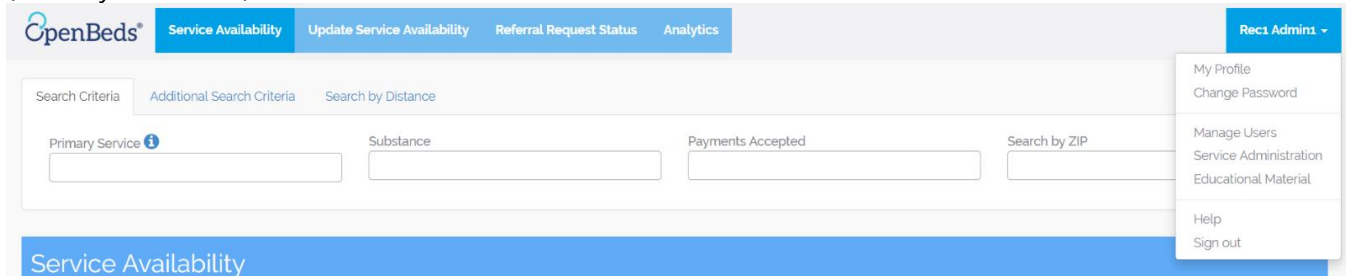
As a provider in OpenBeds, you will be able to use Treatment Connection to showcase your services to the public. We hope that this will give you more visibility across your state and beyond. You can tailor what you would like the public to see in terms of services, description, and contact information. A public user, after creating an account, will be able to send an inquiry if they would like to learn more about your services. This will generate a new 'referral' at your queue in OpenBeds and you will be able to easily respond with a canned or custom response. The users will not be able to message you back via the system.

How to change Treatment Connection displayed details

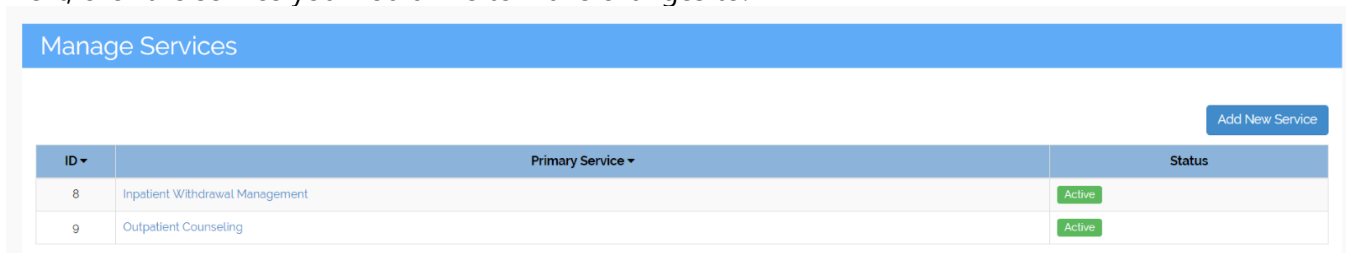
If you would like to update contact information for your primary service, please follow the steps below.

ONLY RECEIVING ADMINISTRATORS HAVE THE ABILITY TO UPDATE/CHANGE THIS INFORMATION.

1. Log into your state specific OpenBeds network [www.{stateacronym}.openbeds.net] as you normally would and select **Service Administration** from the drop-down menu at the top right (under your name.)



2. Next, click the service you would like to make changes to.



ID	Primary Service	Status
8	Inpatient Withdrawal Management	Active
9	Outpatient Counseling	Active

3. From this page you may edit the following details
 - The dedicated email to receive public referral notification
 - The phone number to be displayed next to your organization in the Public Facing System
 - The description of your service to be displayed at the public portal
 - Create a "canned" response that you can send to the inquiring individual.
 - Update any Filter/Tag information for that Service
 - Substances treated
 - Special Populations
 - Gender and Age Focus
 - Providers on Site
 - Medical and Psychiatric Conditions
 - Payments Accepted

Activate or Deactivate Service on Treatment Connection

1. Log into your state specific OpenBeds network www.{stateacronym}.openbeds.net as you normally would and select **Service Administration** from the drop-down menu at the top right (under your name.)
2. Navigate to the checkbox labeled with 'Check this box to display your service at the OpenBeds public portal'

Activate Service in Treatment Connection

3. Check the box
4. Enter the dedicated email address to receive email notifications when a request has been sent to the service from the public.
5. Enter the dedicated phone number to be displayed to the public.
6. Enter a description of the service to be displayed in Treatment Connection.
7. You can make updates to the response you would like to have sent to the public when a Request for Information is sent to the service.
8. Select 'Submit'

Deactivate Service in Treatment Connection

4. Un-Check the box
5. Select 'Submit'

☒ Check this box to display your service at the OpenBeds public portal. This will allow you to receive inquiries from public users as well.

Enter the dedicated email address to receive a request from public portal*

Public-Facing System dedicated email

Enter public phone number for the Service*

Public-Facing System dedicated phone

Enter a description of your service to be displayed at the OpenBeds public portal*

Public-Facing System description of your service; no more than 200 characters

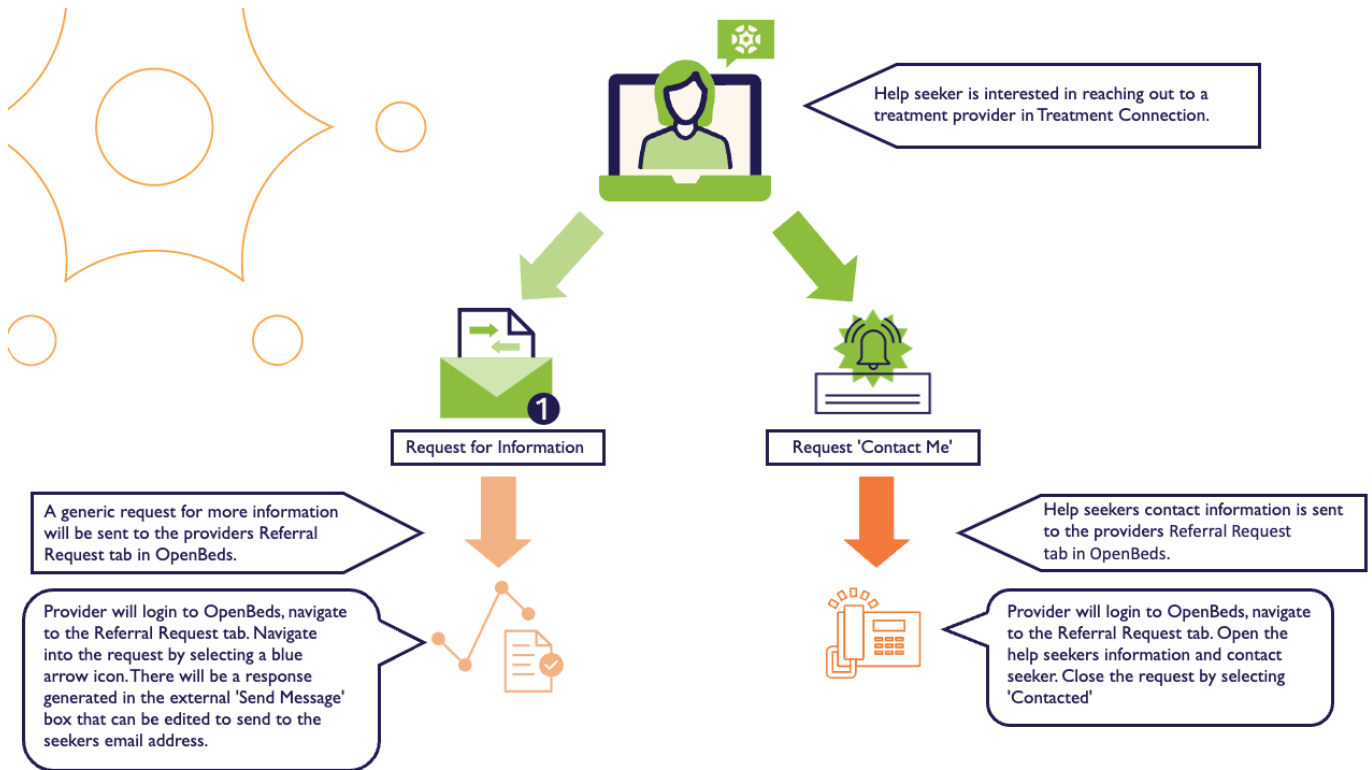
Enter the response you would like to send to the public user, which you may edit*

Dear Account User <ID>:

Thank you for your interest.

How Does it work?

Once your services are listed at treatmentconnection.com, you and your staff will be able to respond back to the public inquiries in the same manner as you would to an OpenBeds referral from another provider; however, members of the public will not be able to message back. Please note that requests from the public will be marked as such so that you can easily distinguish between the two referral types.



Example Public User Request: 'Contact Me'

☐	Requested 1/1/2020 10:48 AM	328	Stephen Houston Recovery Center Recovery Services Unit Treatment in Cedar Rapids Salem Co. WA 98501 stephen.houston@recoverycenter.com 509-539-7800 Provider Referral Request - Web	Public User Request	Opened	779	328	→
☐	Requested 1/1/2020 10:47 AM	237	Stephen Houston Recovery Center Recovery Services Unit Treatment in Cedar Rapids Salem Co. WA 98501 stephen.houston@recoverycenter.com 509-539-7800 Provider Referral Request - Web	Public User Request Contact Me	Opened	539	237	→




Please Contact This Treatment Requester Directly

This treatment requester has sent an anonymous request without setting up an account. To respond to this request, please contact them directly using their specified contact method.

Contact Method: Text Mobile

Patient Phone: (555) 555-5555

☐ Contacted **Please check here after you have contacted the requester*

Request Information

Patient ID	:	130
Birth Year	:	1999
Zip Code	:	10001
Gender	:	Male

Example Patient Information screen:



Request: # 288

Request Date/Time:
08-16-2019 14:21

Request Information

Patient ID	:	130
Are you completing an application for yourself or a loved one ?	:	Self
Birth Year	:	1999
How long have you been using substance?	:	3
Which substances are you using?	:	Alcohol, Heroin
What treatment have you had?	:	Outpatient Counseling
Are you seeking specific treatment? :		
Do you have Insurance?	:	Yes
What insurance do you have?	:	Anthem
Any Additional Information?	:	TTTTTTTT

Example Public User Request: Request for Information

Request ID 288						Back	Refresh
Time/Date ▾	Name	Role	Activity	Action/Message	Attachment		
14:25 08-16-2019	DC2Rec3b1 User	Receiving Service Administrator	Messaging	Dear Treatment Requester 130: Thank you for your interest. We would like to hear from you. Please call us at (555) 444-4444			
14:21 08-16-2019	130	Requesting Patient	Opened	TTTTTTTT			
1 - 2 of 2						Rows Per Page	25 ▾

Send Message

You may edit the message below before sending to the treatment requester.

Dear Treatment Requester 130:

Thank you for your interest.

We would like to hear from you. Please call us at (555) 555-5555.

Local Action

Actions are only seen locally at your organization. Add a note in the box below and click on "Save" for your own purposes.