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SAPC BULLETIN NO. 17-11-START

November 22, 2017

TO: Los Angeles County Substance Use Disorder
Contracted Treatment Providers

FROM: Wesley L. Ford, M.A., M.P.H., Division Director
Substance Abuse Prevention and Control *WLF*

SUBJECT: SAGE OUTAGE PROCEDURE

It is the policy of Substance Abuse Prevention and Control (SAPC) that all contracted Substance Use Disorder (SUD) treatment providers develop procedures to ensure treatment and other services are not interrupted by planned or unplanned outage events that limit or restrict access to Sage, Los Angeles County's SUD Electronic Health Record system. This bulletin serves to provide guidance and direction in the event of an outage and how to reconcile patient documents post-outage.

Though every effort will be made to conduct maintenance procedures during low activity periods, unforeseen circumstances may require the system to be unavailable. Effective communication, planning and training for these events through written processes and staff preparations can mitigate the impact to the organization, staff, patients, and their ability to provide or receive treatment.

In the event of a planned outage, providers will receive a notice from SAPC's Contract Services Division.

To prepare for such events, SUD treatment providers must maintain the following documents in hard copies or other formats that would not be impacted by their inability to access Sage:

- Current Patient Roster
- American Society of Addiction Medicine Assessment Tool
- Service Request Form Template

- Treatment Plan Template
- Progress Note Template
- Miscellaneous Note Template
- Discharge and Transfer Form Template (for all levels of care)
- Recovery Bridge Housing Authorization Request Form
- Recovery Bridge Housing Discharge Form
- Billing related documents
- All required consents
- Admission/Discharge Forms
- Any other documents required by the County or the organization

Additionally, providers should develop and implement a policy to prepare for planned and unplanned outages. This policy should cover activities to complete prior to outage and activities to reconcile client records once Sage becomes available.

If you have any questions or need additional information, please contact your Contract Program Auditor.

WLF:dd