



# **PATIENT ORIENTATION VIDEO Instruction Guide**

Los Angeles County Substance Use Disorder  
Specialty Care Plan

July 2020

## Purpose

The Patient Orientation Video Instruction Guide is a companion to the patient orientation video. This guide provides information on the video and can be used as a tool to assist SAPC-contracted providers in identifying the best strategies for viewing the video and ensuring that patients are aware of their benefits under the Los Angeles County's Specialty Substance Use Disorder plan (or DMC ODS).

## Introduction to the Patient Orientation Video

The Patient Orientation Video is a quick guide to the patient handbook. It will provide patients with key highlights about the plan, the benefits available to them, and what to expect from treatment.

The Patient Orientation Video should be used as part of the patient orientation process and can be played from any desktop, laptop, or mobile device.

## Content Description of the Patient Orientation Video:

- **Introduction to the Specialty Substance Use Disorder Plan**

Introduces patients to the County's specialty substance use disorder health plan. Describes who is eligible and the plans focus on individualized treatment. Defines key terms and what to do in case of an emergency.

- **Description of Treatment Benefits**

Describes how patients are assessed to ensure individualized services and provides the levels of care that are available, at no cost (for those that are eligible) under the County plan.

- **What to Expect from Treatment**

Provides an overview of the intake process, including key documents that the patient is required to sign. Explains what will occur during their treatment episode to ensure that they receive the services they need to make informed choices along with the help of qualified professionals about their treatment.

- **Patient's Rights and Responsibilities**

Describes patients' rights and ensures the patient is free to exercise these rights without it negatively affecting how they are treated. Describes ways that patients are responsible for their treatment and the treatment of others.

- **Patient Problem Resolution Process**

Provides the Problem Resolution process, including complaint or grievance and appeals, and the process for resolving them.

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### How to Present the Video

The Patient Orientation Video must be viewed by patients admitted to residential, outpatient, intensive outpatient, and withdrawal management services. It can be viewed in either:

- Individual: Show the Patient Orientation video during individual counseling session. OR
- Group: Show the Patient Orientation video during group (e.g. as part your orientation session).

While the patient views the orientation video, provider staff **MUST** remain present with the patient to address any questions and to ensure the patient is able to pay attention and understand the message.

The duration of the video is 9 minutes and 56 seconds. For many patients entering treatment, this may be too long to sit and focus on information. Each case will be different, but it is important that all patients view the whole video.

To address the individualized needs of patients and efficiency for providers, there are **three different viewing options**.

Option 1: View the Patient Orientation video in one (1) sitting

Option 2: View the Patient Orientation Video in two (2) sittings

Option 3: View the Patient Orientation video in three (3) sittings

Only one option should be selected for each patient.

The three options for viewing the Patient Orientation Video are described below:

## Option 1

### ▶ Sitting 1 of 1

(Starts at the introduction. Ends with the conclusion.)

This option allows the patient to view the orientation video in one sitting. It covers the introduction to the SUD specialty plan, eligibility, types of treatment patients can access, what to expect from treatment and the problem resolution process. This sitting **MUST** be shown to the patient within the first 1-5 days of treatment.



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### Option 2

#### ▶ Sitting 1 of 2

(Starts at the introduction. Ends with the Woman in green discussing availability of Patient Handbook in threshold languages):

This section is approximately 4 minutes long and will cover the introduction, the SUD specialty plan, eligibility, types of treatment patients can access, and what to expect from treatment. This section **MUST** be shown to the patient within the first 1-3 days of treatment service.



#### ▶ Sitting 2 of 2

(Starts at the transition to the Man in the orange shirt discussing patient-centered care. Ends with the conclusion)

This second and last viewing is approximately 5 minutes long and continues what to expect from treatment, as well as patient rights and responsibilities; and the problem resolution process. This sitting represents the completion of the video. This section **MUST** be shown within the first 2 to 5 days of treatment.



### Option 3

#### ▶ Sitting 1 of 3

(Starts at the Introduction. Ends with the woman in green mentions how to access Naloxone.)

This section is approximately 2 minutes long and covers the introduction to the SUD specialty plan and who to contact for emergencies. This first viewing **MUST** be shown to the patient within the first 1-2 days of treatment.



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### ▶ **Sitting 2 of 3**

(Starts at man in group. Ends with the Substance Abuse Service Helpline.)

This second viewing is approximately 4 minutes long and covers after hours, patient rights and responsibilities and the problem resolution process.



### ▶ **Sitting 3 of 3**

(Starts at the sunset image about after hours. Ends with the conclusion.)

This completes the video series, is approximately 3 minutes long, and covers after hours, patient rights and responsibilities and the problem resolution process.



## Patient Handbook and Orientation Video Acknowledgement Form

Whether the patient orientation is viewed in one, two or three sittings, the “Patient Handbook and Orientation Video Acknowledgment” form must be signed by the patient and assigned staff once the entire video is viewed and by the fifth (5th) day of treatment.

The patient must receive a copy of the completed form and the original must be placed in the patient record. If for some reason, the patient is unable to sign the patient acknowledgment form within the specified time frame, document the reason in the patient chart.

The Patient Handbook and Orientation Video Acknowledgement Form is available in all threshold languages. If you need the form in another language, e-mail a request to [EAPU@ph.lacounty.gov](mailto:EAPU@ph.lacounty.gov).

**NOTE:** If a patient viewed the orientation video during a past admission at the same agency in the previous 6 months, then the provider is not required to have the patient view it again.

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### Checklist of Requirements:

- ❑ Provide quiet, comfortable viewing location where patient can watch and listen with minimal distraction in either individual or group setting.
- ❑ Ensure patient views the entire video within five (5) days of first service, regardless of whether it is viewed in one, two, or three sittings.
- ❑ Ensure staff are present while patient view the video in order to address any questions or concerns.
- ❑ Show the Patient Orientation video as part of group or individual session (e.g. patient education, group counseling, intake/assessment, treatment planning, etc.).
- ❑ Document a note in the patient's chart that they viewed the orientation video and received information on how to access the Patient Handbook.
- ❑ If there is any reason the Patient Orientation Video could not be viewed by a patient, document a note in the patient chart providing the reason and how the patient was provided with information on the Patient Handbook.
- ❑ Ensure patient signs the Patient Handbook and Orientation Video Acknowledgement form within the required timeframe, provide a copy to the patient and place original in the patient chart or upload to Sage.
- ❑ Provide patients with limited English proficiency or who are non-English monolingual the appropriate version of the Patient Orientation Video and the Patient Handbook and Orientation Video Acknowledgement. Document that both were provided in the appropriate language in a note.
- ❑ Contact [EAPU@ph.lacounty.gov](mailto:EAPU@ph.lacounty.gov) if the patient needs language assistance in a language other than the threshold.

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### Where to Find the Patient Orientation Video and Acknowledgement Form:

- Both the Patient Orientation Video and Patient Acknowledgement Form can be found on the Orientation Video webpage.
- The Orientation Video webpage is easily accessible by:
  - Going to the SAPC website, select Network Provider, then select Provider Manual, where you can click on the Patient and Provider Orientation Videos link
  - OR
  - Using the following link: <http://ph.lacounty.gov/sapc/providers/orientation-videos/>.
- The Tips to Using the Patient and Provide Orientation Webpage webinar provides tips on using some of the functions on the page.
- Once on the page, you will need to select the appropriate Patient Orientation Video:
  - **Language** - the video is available in the threshold languages (subtitled). Select the language appropriate for each patient.
  - **Download vs. Direct View** - determine whether to download the video or have the patient watch the video directly from the webpage.  
NOTE: The entire video downloaded is 420 megabytes.
  - **Viewing Option** - select the full video OR the video packaged in two sittings OR the video packaged in three sittings. If you select either the two sitting or three sitting option, you must view directly from the Orientation Webpage.

### Conclusion

This Patient Orientation video conveys important information regarding the full spectrum of treatment, patient rights, and problem resolution. Ensuring that all new patients view this orientation video in its entirety meets contractual provisions and federal requirement for informing patient of their benefits under the County plan.

If you have any questions regarding this video contact [EAPUCreative@ph.lacounty.gov](mailto:EAPUCreative@ph.lacounty.gov).