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Ashley Treatment.org | 800.799.HOPE (4673)
Elkton • Bel Air

Updated 8/2020
Welcome to Ashley!

We are committed to ensuring the health and safety of our patients and staff. We have a team dedicated to identifying and implementing best practices and recommendations from the CDC, State of Maryland, and the Harford County Health Department.

We are currently offering the following services using the HIPAA Compliant Platform ZOOM®:

- New Patient Registration and Intake Assessment
- Partial Hospitalization Program (PHP)
- Intensive Outpatient Program (IOP)

- Outpatient Program (OP)
- Follow up visits with the Nurse Practitioner

We are currently offering the following services live, following CDC guidelines related to hand hygiene and social distancing:

- History and Physical with the Nurse Practitioner
- Follow up visits with the Nurse Practitioner
- Withdrawal Management

- Daily dosing of medication
- Vivitrol or Sublocade injections
- Toxicology Screening and Labwork

Should you have any questions or concerns prior to your appointment, please reach out to us.

Bel Air Campus – 443.760.3456
802 Baltimore Pike, Bel Air, MD 21014

Elkton Campus – 443.760.3620
Union Hospital Professional Building, 111 W. High Street, Suite 109, Elkton, MD 21921

We look forward to working with you!

Kindest Regards,
Ashley Team

HELPFUL LINKS TO VISIT

Please use the following URL's for visitation and COVID-19 updates:

https://www.ashleytreatment.org/coronavirus/
https://www.ashleytreatment.org/programs/outpatient/op/

Ashley offers additional support services to our families. We encourage you to attend one of the Parent Family Connection telegroups listed on our website:

https://www.ashleytreatment.org/recovery-support/parent-family-connection/

We highly recommend Nar-Anon or Al-Anon meetings. These can be found using the following links:

https://www.nar-anon.org/
https://al-anon.org/
You should expect to receive an email from the Ashley Team the day before your scheduled intake assessment; the email will include the following:

- A link to the Zoom telehealth session for your Registration and Intake Assessment
- A link to a new patient questionnaire for VISTA

If you do not receive this email, please reach out to an Outpatient Administrative Assistant.

Bel Air Campus – 443.760.3456
Elkton Campus – 443.760.3620

PATIENT REGISTRATION

During this 30 minute session with our Administrative Assistants, you will receive the Patient Handbook and go over documentation related to our program. You will be asked to provide contact information and sign a release for Emergency Contact, Guarantor (if applicable), as well as any social supports, medical providers, or other individuals/agencies that you would like engaged in your treatment process.

Ashley bills insurance plans for services provided, when able. Please provide the administrative staff members with your most current insurance information, including a copy of your insurance card. In the event your insurance benefits change or terminate, please notify Ashley staff.

If you have not already completed your VISTA survey, you may be asked to do so at this time.

You will then receive the time and a link to complete the Intake Assessment. (Usually scheduled within 30 minutes of completing your Patient Registration).

INTAKE ASSESSMENT

Please expect to spend at least one hour in this telehealth session with a licensed behavioral health provider. They will ask you questions about your medical history, employment/educational history, legal history, past use of substances and treatment, as well as your family/social relationships and mental health history. You may include a family member or friend during this session if you sign a release beforehand.

Our counselors will determine the best level of care to meet your needs. The Ashley Team will discuss with you our treatment recommendations, develop an individualized treatment plan and schedule future appointments at this time.
LAB WORK

The Ashley Team will ask you to come into the clinic to provide blood work and urinalysis the same day as your intake assessment.

REQUIRED LAB WORK

Our in-house LabCorp Tech is available for bloodwork. We require testing at intake for Tuberculous for all patients and routine pregnancy testing for female patients.

PHLEBOTOMY HOURS

BEL AIR
Monday - Thursday 11:00 am - 7:30 pm
Friday 9:00 am - 6:30 pm
Every other Saturday 9:00 am - 12:00 pm

ELKTON
Monday - Friday 10:00 am - 6:00 pm

During treatment at Ashley, you will participate in observed toxicology screenings on a regular and random basis. You should expect to receive a phone call from the Ashley team asking you to come in for your observed urinalysis; you will have 24 hours grace period from the time of the phone call or voice mail message to come in.

During your intake assessment, you are asked to inform the counselor of all medications and/or substances that you have been using. During treatment, your assigned counselor will be monitoring your urinalyses; results indicating use of unapproved or illicit substances may result in recommendations for extended stay or referral to a higher level of care.

Depending on your insurance coverage, you may be responsible for the costs associated with laboratory testing.

‘If you stay sober one day at a time, good things will happen in your life.’

- Fr. Joseph C. Martin, Ashley Co-Founder
PARTIAL HOSPITALIZATION (PHP)

This program is an excellent step down from residential treatment, or step up for someone who may not be able to go to residential treatment. PHP is a commitment of six hours daily, five days a week. Because every plan is individualized, the length of PHP treatment is dependent on how your symptoms improve over time. You’ll participate in group and individual therapy and engage in case management sessions. A multidisciplinary team (nurse practitioner, licensed practical nurse, licensed social worker) will help you to overcome addiction and gain the skills needed to achieve long-term recovery.

INTENSIVE OUTPATIENT PROGRAM (IOP)

Our most popular program, IOP consists of three-hour groups up to four days a week for approximately eight weeks.

Group Structure:

Our IOP groups incorporate the following into each three-hour session:

MINDFULNESS: All IOP group sessions begin and end with a counselor-led mindfulness exercise, meant to provide you with a technique to use in your daily life outside of treatment.

PROCESS: You will discuss current strengths and challenges with your group members in a discussion facilitated by our licensed counselors.

PSYCHOEDUCATION: Using evidence-based curriculums The Matrix Model™ and Living in Balance™, you will learn more about the disease of addiction and essential relapse prevention skills to assist you in maintaining abstinence.

OUTPATIENT PROGRAM (OP)

Our OP is ideal for someone who has a strong support system and a positive environment to work toward and sustain recovery. This program allows you to continue your education or career pursuits, maintain your recovery network within your community, and continue to be a part of activities or commitments that bring meaning to your life. While in OP, you will attend group therapy weekly or twice weekly. OP is anywhere from six to eight months in duration and is individualized to meet your needs. As you progress in your treatment, your schedule will taper off.
MEDICATION SUPPORTED RECOVERY (MSR)

MSR can ease withdrawal symptoms and lessen or eliminate cravings to improve your ability to engage and focus in treatment. Ashley’s medical staff can evaluate you to see if you are appropriate for anti-craving medication. We currently offer:

For Alcohol Users:
1. Disulfiram (Antabuse): prescribed to deter alcohol use; comes in tablet form
2. Extended release Naltrexone (Revia): prescribed to block the effects of alcohol; comes in tablet form
3. Extended release Naltrexone (Vivitrol®): prescribed to block the effects of alcohol; given as a monthly injection
4. Acamprosate (Campral): prescribed to reduce craving for alcohol; comes in tablet form

For Opiate Users:
1. Buprenorphine and Naloxone (Zubsolv® or Suboxone): prescribed to block the effects of opioids and reduce cravings for opioids; comes in film and tablet form
2. Buprenorphine Extended Release (Sublocade™): prescribed to block the effects of opioids and reduce cravings for opioids; given as a monthly sub-cutaneous injection
3. Extended release Naltrexone (Revia): prescribed to block the effects of opioids; comes in tablet form
4. Extended release Naltrexone (Vivitrol®): prescribed to block the effects of opioids and to reduce craving for opioids; given as a monthly injection

WITHDRAWAL MANAGEMENT

If you are actively using substances, it may not be safe for you to stop use without medical care. We offer ambulatory detoxification services to assist you over a period of five to seven days, three to six hours a day. Ashley’s medical team will monitor your symptoms and provide comfort medications so that you can safely stop use of substances without an inpatient or hospital stay.

CASE MANAGEMENT

While at Ashley, you will meet with your assigned counselor for individual sessions to work on addressing your personalized treatment plan goals. Your counselor can provide you with referrals to community supports that may assist you in reaching your goals (such as mental health treatment), or may coordinate with any existing social supports that you would like involved in your treatment (such as social services, probation/parole, EAP, DMV, attorneys, primary care providers).
How do I start withdrawal management or Medication Supported Recovery (MSR)?

WITHDRAWAL MANAGEMENT

During your Intake Assessment, the Ashley team may recommend that you participate in ambulatory detoxification. You will be asked to come into the clinic to meet with our licensed practical nurse, who will take your vital signs and obtain a more in-depth medical history. If the Ashley team recommends detoxification, they will coordinate with the Nurse Practitioner and Medical Director to determine when you are appropriate to begin.

You should expect to attend your detoxification daily for five to seven days and remain onsite anywhere from three to six hours daily. You are welcome to bring a book or laptop with you during this process.

You will make an appointment for a History and Physical with our Nurse Practitioner, who will review your progress and make recommendations for any additional medical services needed.

MEDICATION SUPPORTED RECOVERY

Do you think that MSR may be helpful for your recovery journey? During your Initial Assessment with the counselor, indicate your interest in learning more about MSR. Your will need to attend two separate appointments:

1. You will meet in person with our Licensed Practical Nurse, who will take your vital signs and obtain a more in-depth medical history.
   Note: If the Ashley team recommends buprenorphine treatment, they will coordinate with the Nurse Practitioner to determine when you are appropriate to begin treatment. You may need to begin with a buprenorphine induction. An induction lasts anywhere from five to seven days, from two to four hours daily. While it is possible that you will begin buprenorphine induction the same day at your appointment with our Licensed Practical Nurse, it is dependent upon your last use of substances and your current withdrawal symptoms.

2. You will attend a History and Physical with the Nurse Practitioner, who will discuss with you the best treatment options given your individual needs.
**HOW DO I ATTEND TREATMENT VIRTUALLY?**

During your Intake Assessment, you will develop a group and individual schedule with our counselor. To be appropriate for telehealth services, you should have access to internet, a smart phone or computer, and privacy for the duration of your treatment sessions. Please make sure to provide us with a working, current email address.

At least 1 hour prior to your session, you will receive an email from Ashley with the link to your telehealth session. If you do not receive this email, please call us.

If you are unable to make a scheduled session, please call us and let us know so that we can reschedule your session.

Please let us know beforehand if you are planning to attend services virtually while out of the state so that we can check the current regulations related to Out-of-State Telehealth for your state. Our providers are licensed in Maryland and you may not be able to participate in telehealth while out of the state, depending on your location.

‘How far do you go to help an alcoholic? As far as you can and then one step more.’

- Fr. Joseph C. Martin, Ashley Co-Founder
Telehealth Patient Information Sheet

What is Telehealth?
Telehealth is the use of video and audio technologies to support long-distance services between behavioral health and medical providers and their patients.

What is Zoom?
Zoom is a HIPAA compliant video and audio conference service. More information can be found at https://www.zoom.us/

What equipment do I need to join a session?
- A computer, tablet, or phone.
- An external or integrated webcam.
- An external or integrated microphone.
- Internet connection

Do I need a specific internet browser to access from my desktop or laptop?
- Google Chrome
- Mozilla Firefox
- Safari

How do I access from my phone or tablet?
- You will need to download Zoom mobile apps for iPhone or Android

How do I join our session?
See “Telehealth Patient Walkthrough” for step by step instructions.
Your safety is a top priority for us!
Because we are reducing our live sessions, we can let you know the times that your Outpatient location is less likely to have a high volume so that you can get in and out as quickly as possible while minimizing your exposure to others.

What happens if I lose connection during the session?
You can return to the session by clicking the link from your email or accessing the meeting from your Zoom app.

Connectivity Recommendations:
- We recommend an Ethernet cable over Wifi when possible to ensure you receive the best possible connection through your internet provider. If using Wifi, make sure your signal is strong, and stay as close as possible to the Wifi access point.
- Speed Test: Check your connectivity strength by performing speed test via: https://fast.com/. We suggest having more than 1024 Kbps (1Mbps) bandwidth to support HD resolution meeting.
- Shut down all background applications to ensure Zoom receives the majority of your internet's bandwidth, especially applications that use your camera.
- Laptop Battery: For laptops, make sure your computer is not in a low battery state. Plug in the power cord and if using windows, change your power settings to “high performance”.
- Limit Household Bandwidth In Use: Try to avoid having other activities competing for Internet use at the same time as your telehealth video calls. For instance, if you have quality issues, ask others in the household to refrain from watching streaming videos, downloading files, or playing online games during your telehealth sessions.

Setup Recommendations:
- **Lighting:** Make sure the light source is not behind you and your room is well lit.
- **Background:** When joining from home, background is important as others could see what is happening. Choose a spot with neutral background.
- **Quiet Location:** Try to avoid noisy common areas. Instead, join from a quiet location whenever possible.
- **Camera Angle:** By using self-view, you can test the angle of your camera and position yourself. Look into the camera lens while talking to make eye contact with your audience.
- **Mute:** Keep your mic muted whenever you are not speaking. When muted you can use push-to-talk by pressing and holding “T” (or the space bar).

How do I pay for my co-pays or deductibles?
Some insurance companies are providing incentives for members who utilize telehealth, such as co-pay waivers. We recommend that you call our administrative staff to discuss and review your insurance benefits and co-payments before engaging in a telehealth session. Payments can be provided over the phone or by visiting our secure payment portal located at: [https://www.ashleytreatment.org/admissions/payment-options/](https://www.ashleytreatment.org/admissions/payment-options/)

What do I do about toxicology screenings if all of my treatment is telehealth?
For now, we are asking that all patients report to the office to provide an observed toxicology screening. The frequency is individualized and may range between twice weekly to monthly. Expect to receive a message from the nursing team related to your screening schedule and expected timelines to present.

*Patients not permitted on site due to possible COVID19 symptoms or exposure should reach out to their assigned counselor for instructions on how to proceed.*
Join a meeting on a Computer

**Step 1**
From the invite, select on join zoom meeting

Ashley IOP10 is inviting you to a scheduled Zoom meeting.

Join Zoom Meeting
https://zoom.us/i/450641263?pwd=C2xYRe12ZENvSFZvOHg1TXRCT0lIQT09

Meeting ID: 450 641 263
Password: 008194

One tap mobile
+19292056099,,450641263#,,0,008194# US (New York)
+13126267999,,450641263#,,0,008194# US (Chicago)

Dial by your location
+1 929 205 6099 US (New York)
+1 312 626 6799 US (Chicago)
+1 301 715 8592 US
+1 346 248 7799 US (Houston)
+1 669 900 6833 US (San Jose)
+1 253 215 8782 US

Meeting ID: 450 641 263
Password: 008194

Find your local number: https://zoom.us/u/zeRNT8ITT2

**Step 2**
Then open Zoom on your computer or tablet.

![Open Zoom](open_zoom.png)

**Step 3**
If you see this screen, just sit tight, the meeting will start as soon as the counselor joins the meeting

![Please wait for the host](wait_for_host.png)

Start: 4:00 PM

Ashley IOP10's Zoom Meeting

[Test Computer Audio](test_audio.png)

If you are the host, please [login](login_url) to start this meeting.
Join a meeting on an Android

Step 1
Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the Google Play Store.

Step 2
Then open Zoom on your phone or tablet.

Step 3
Join a meeting using one of these methods:
• Tap Join a Meeting if you want to join without signing in.
• Sign in to Zoom then tap Join.

Step 4
Enter the meeting ID number and your display name.
• If you’re signed in, change your name if you don’t want your default name to appear.
• If you’re not signed in, enter a display name.

Step 5
Select if you would like to connect audio and/or video and tap Join Meeting.
Join a meeting on an iPhone

Step 1
Open the Zoom mobile app. If you have not downloaded the Zoom mobile app yet, you can download it from the App Store.

Step 2
Then open Zoom on your phone or tablet.

Step 3
Join a meeting using one of these methods:
• Tap Join a Meeting if you want to join without signing in.
• Sign in to Zoom then tap Join.

Step 4
Enter the meeting ID number and your display name.
• If you’re signed in, change your name if you don’t want your default name to appear.
• If you’re not signed in, enter a display name.

Step 5
Select if you would like to connect audio and/or video and select Join.
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<thead>
<tr>
<th>Location</th>
<th>Monday</th>
<th>Tuesday</th>
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<tr>
<td>BEL AIR</td>
<td>IOP (T) 9:00am - 12:00pm</td>
<td>IOP (T) 1:00pm - 4:00pm</td>
<td>IOP (T) 6:00pm - 9:00pm</td>
<td>IOP (T) 6:30pm - 7:45pm</td>
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<td>ELKTON</td>
<td>IOP (T) 9:00am - 12:00pm</td>
<td>PHP (T) 9:00am - 3:30pm</td>
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Research shows that providing a counselor with information about how their client is feeling helps treatment progress faster. We want treatment at Ashley to be as effective for you as possible. Through email surveys, Vista will periodically ask you questions about how you are feeling while you are in treatment and will possibly follow up with you several times after you leave treatment to see how you are doing.

Information that you provide while you are in treatment will be shared with Ashley to ensure you are receiving the best possible treatment. Any information you provide after you leave treatment will be kept strictly confidential.

You will receive the emailed link for your initial questionnaire along with your registration link the day before your scheduled appointment. Please take the questionnaire prior to your assessment, as your answers will assist our counselors in developing your individualized treatment plan.

Following your initial questionnaire, you will receive emails from Vista periodically with individualized questionnaires. Your responses will assist your counselor in identifying your continued treatment needs.

Ashley counselors do not review questionnaire responses in real time. If you are experiencing suicidal or homicidal ideation or require emergency medical attention, please call 911.
Ashley Inc. in accordance with The Joint Commission supports the CDC’s recommendations on Universal Masking within healthcare settings. Ashley Inc. believes that Universal Masking is a critical tool to protect staff and patients from exposure to asymptomatic and presymptomatic individuals infected with COVID-19.

To address asymptomatic (individuals infected who do not show observable symptoms) and presymptomatic (individuals infected who have yet to develop symptoms) COVID-19 transmission, the CDC recommends that healthcare facilities “…implement source control for everyone entering a healthcare facility (e.g., healthcare personnel, patients, visitors), regardless of symptoms.”

Source control involves having people wear a cloth face covering or medical grade face mask (surgical or procedural mask) over their mouth and nose to contain their respiratory secretions and thus reduce the dispersion of droplets from potentially infected individuals. And in order for source control to be effective, it requires that everyone wear a mask within healthcare buildings to prevent the spread of respiratory viruses such as COVID-19.

Masking universally - in addition to physically distancing and practicing frequent hand hygiene - will significantly decrease the likelihood that an individual in the community with an unrecognized COVID-19 infection could infect others.

PATIENTS
All patients will be instructed to wear at least a cloth face covering when entering any Ashley building. If they arrive without a face covering, one will be provided. In accordance with CDC recommendations, face masks and cloth face coverings will not be placed on anyone who is having difficulty breathing or on anyone who is unconscious, incapacitated or otherwise unable to remove the mask without assistance. Patients may remove their face covering when in their rooms, eating, or outside and able to physically distance from one another. Patients experiencing any respiratory illness symptoms (e.g., persistent cough or sneeze) will be required to wear a surgical or procedural mask.

ASHLEY STAFF
The current standard for all Ashley employees is that they wear a face mask at all times when in any Ashley building while continuing to physically distance, practice good hand hygiene, and continually monitor themselves for signs and symptoms of illness. There are very few areas or situations in which staff are not required to wear a face mask. Here are a few. They are not required to wear a face mask when outside and at least six feet away from patients, when eating, or when they are alone in non-patient-care areas. If staff have face-to-face meetings with one or more of their colleagues in an enclosed area such as an office or a break room, however, they will wear a face mask.

Physically Distancing, Practicing Frequent Hand Hygiene, Daily Monitoring for Signs and Symptoms, & Universal Masking. These are the four main pillars of our viral transmission-based precautions. One does not negate the importance of the other. They are all essential.
For your safety and that of other community members, please remember:

<table>
<thead>
<tr>
<th>Physical Distance</th>
<th>Mask</th>
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<tbody>
<tr>
<td>Physically distance whenever possible (6 ft. or two arm’s length)</td>
<td>Mask whenever indoors and in group, lectures, activities, and common areas</td>
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</table>

<table>
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<tr>
<th>Hand Hygiene</th>
<th>Self-Monitor</th>
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</thead>
<tbody>
<tr>
<td>Practice good hand hygiene</td>
<td>Self-monitor your overall health and symptoms</td>
</tr>
</tbody>
</table>

*Updated 5/5/20*
FAMILY WELLNESS PROGRAM
VIRTUAL PROGRAMMING

The health and safety of our patients, staff, families, and community are of the utmost importance. It is with this in mind, that we transformed our once 3-Day, In-Person Family Wellness Program and made it virtual. This allows us to continue our valuable family programming from the comfort of your home.

During this virtual programming, we will provide education, and opportunities to interact with other family members to gain support and understanding for a successful recovery. Total commitment from family can make all the difference in lifelong recovery. It takes family participation from the entire support system to get well and enjoy every day experiences again.

FOUNDATION EDUCATION
Library of videos and lectures to help educate the family on addiction and the road to recovery.

FAMILY WORKSHOPS
These workshops are held weekly on the zoom platform to help unpack different topics that impact the family. The topics rotate each week on a 4-week basis. Workshops are live and interactive with a family counselor and other families present.

MODEL OF CARE
Connection is the key to recovery, not only for the patient but also for the family.

For more information and to sign up please email: Tracey Nelson at tnelson@ashleytreatment.org
ONLINE MEETINGS

- **NA:** [https://virtual-na.org/meetings/](https://virtual-na.org/meetings/)
- **AA:** [http://aa-intergroup.org/directory.php](http://aa-intergroup.org/directory.php)
- **Al-Anon:** [https://al-anon.org/al-anon-meetings/electronic-meetings/](https://al-anon.org/al-anon-meetings/electronic-meetings/)
- **Ashley 12-Step Meetings:** [https://www.ashleytreatment.org/recovery-support/](https://www.ashleytreatment.org/recovery-support/). Download the ‘Chalk Talk – Ashley Treatment’ app. They are doing virtual 12-Step support groups daily at 9 am, 1 pm, and 6 pm.
- **SMART:** [https://www.smartrecovery.org/community/calendar.php](https://www.smartrecovery.org/community/calendar.php)
- **Mindfulness/Meditation-Based:** [https://recoverydharma.online/](https://recoverydharma.online/)
- **In the Rooms:** MANY different kinds of meetings including AA/NA, Codependency, Overeaters, and Marijuana, Women in Recovery, Christian-based, Recovery during Coronavirus meetings [https://www.intherooms.com/home/](https://www.intherooms.com/home/)
- **24-Hour Zoom Meeting Link:** ID 144-108-372 Password 169258 Catch a meeting anytime!
- **Cecil County LGBTQ+ Recovery Support:** Every Tuesday at 6:00 p.m. EST Online Meeting Link [https://us04web.zoom.us/j/3358356704?status=success](https://us04web.zoom.us/j/3358356704?status=success)
- **Grief Support Groups:** [https://www.griefshare.org/groups/search](https://www.griefshare.org/groups/search)

RECOVERY APPS

- **Recovery Path:** Available free, has a meeting finder, abstinence calculator, coping skills, affirmations, breathing techniques, trigger management: [https://www.recoverypath.com/](https://www.recoverypath.com/)
- **Apps for Meditation:** Insight Timer, Calm, Headspace