

HOPE Clinic Welcome Packet

Welcome to the HOPE Clinic! Our goal is to provide coordinated care for you and your family during pregnancy and the early childhood years. We aim to offer a supportive program to help you do well during this special time. You, your partner, or your children can join at any time during your pregnancy, or during the first two years after your baby is born.

HOPE stands for **H**arnessing support for **O**pioid and substance use disorders in **P**regnancy and **E**arly childhood. We provide complete care during and after pregnancy. Every person's path is different, so we adapt our medical and social services to meet you where you are at in your substance use and recovery.

At the HOPE Clinic, we work with you to create a care plan that meets you where you are in your substance use and recovery. When you begin care with us, we will learn about you and have you meet with many members of our team. That will help us work together to create a plan that is best for you. You can expect to see us at the HOPE Clinic every week initially if you are pregnant.

Early on, we will ask you to fill out an intake form so we can get needed information from you. We also work with you during your time with us at the HOPE Clinic to create a "recovery portfolio." This will help to identify your strengths and treatment goals. The aim of the recovery portfolio is to highlight the recovery work you do during your pregnancy.

Our team includes clinicians trained in:

- Obstetrics
- Addiction
- Family medicine
- Pediatrics
- Psychiatry during pregnancy and after birth
- Social work
- Peer support

This Welcome Packet is a general guide that describes services and supports available to you, and what to expect from your care team. Your care will be tailored to meet your individual needs. The table of contents on the next page will help you find information in different sections of the packet.

We understand that this is a very special time, but it can also feel overwhelming at points. If you have questions, we want to answer them. If you feel like the HOPE Clinic is not working for you, we want to know. We hope that you will work with us to improve your experience and care. We are happy to have you here and will do our best to support you in your pregnancy, early parenting, and substance use recovery.

Thank you,
The HOPE Clinic Team

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Services for You

Listed below is a description of the services and providers that you will see and may become part of your care:

Obstetrics (pregnancy and childbirth) Care

Your obstetrics team is made up of a doctor (obstetrician) and a nurse-midwife. They work together to care for you during your pregnancy and delivery.

Substance Use Disorder Care

Our goal is to give you and your family extra support to help with the stress and challenges of pregnancy and parenting to help you improve the quality of your life and health. We don't discharge patients from care for drug use. Some people want more intensive treatment than we offer at the HOPE Clinic. If needed, we will link you to other services that will help you reach recovery.

The people at the HOPE Clinic who focus on your substance use disorder care include:

- **Addiction doctor:** A doctor who has training in caring for individuals with Substance Use Disorders (SUDs) and is able to prescribe medications like buprenorphine or naltrexone, and is able to address other substance use related issues; you will see an addiction doctor most weeks.
- **Peer Mom:** In HOPE clinic, our peer support specialist is a mom who has lived experience with addiction and **recovery**. We strongly encourage you to have peer support from a recovery coach. This support may include coaching visits, phone calls, texts, or going with you to important weekday appointments.

Drug testing is part of the usual treatment plan at the HOPE Clinic. We use a combination of oral and urine tests. Tests are not announced, they are random. If you have concerns about testing, please let us know.

Over the counter or non-prescribed substances can affect your drug testing results. **We ask that you** don't eat foods with poppy seeds because they can also affect the results. Talk to your obstetric provider before taking any non-prescribed substances while you are pregnant.

Behavioral Health Care

The people at the HOPE Clinic who focus on your behavioral health care include:

- **Psychiatrist:** A psychiatrist works with people to help with mental health issues. You will see our psychiatrist at least once. If needed, you may see our psychiatrist more often. If you have your own psychiatrist, the HOPE Clinic psychiatrist can work with them to make sure any prescribed medicines are safe to use during pregnancy.
- **Social worker:** You will see one of our social workers at least once. Our social workers work as a team to provide support and other resources as needed including relapse prevention planning, developing coping skills, and working on completing a "Recovery Portfolio" and other treatment plans. We do not provide intensive one-on-one therapy. If you need that, we will work with you to find a therapist outside of the HOPE Clinic.

We strongly advise all HOPE Clinic patients to attend counseling sessions. We will help link you to counselling services that are right for you. Services like intensive outpatient or residential programs, groups, or recovery housing are options to help achieve and sustain recovery goals.

Sharing Your Information

Special Protection of Health Information Related to Substance Use Diagnosis and Treatment

A federal regulation called 42-CFR requires special protection of health information related to substance use diagnosis and treatment. Without specific permission, any visits and notes about care in a specialty substance use clinic like the HOPE Clinic can only be seen by providers working in that clinic.

Your personal health information will be handled with your privacy in mind. If you do agree to share information to get care at the HOPE Clinic, we will protect your confidentiality and will only communicate about what is needed to get you the care you need.

If you have concerns about allowing the clinicians caring for you to share information about your treatment, please let us know. We may be able to find a solution that is comfortable for you and still allows for your safe care.

The five sections below describe the situations that require sharing information about you with others.

Permission for Electronic Health Record Sharing with Partners Providers

The HOPE Clinic provides care for you from a team of clinicians from different specialties like obstetrics, pediatrics, psychiatry, and the HOPE Clinic providers. The HOPE Clinic needs your permission for your health information to be shared among all your providers, including those outside of the HOPE Clinic. Providers will have the needed information about you to provide the safest, most effective care possible. We will ask you to sign a consent form that allows providers who use the Partners eCare electronic health record system to view our clinic notes. This is necessary to receive care in the HOPE Clinic.

Permission for Sharing Information for Insurance and Billing

We need your permission to bill your insurance company for services at our clinic. If you choose not to give permission, you will need to sign a document that you agree to pay for services yourself.

Permission for Release of Information to Other Providers

The HOPE Clinic may need to communicate with providers outside the Partners eCare electronic health record system. We need your permission for us to communicate with these other providers. Examples of providers we will want to communicate with include residential treatment programs, methadone clinics, or past care providers. Signing the Release of Information form doesn't mean we release all records to these providers. It means that you allow us to communicate with them if a question or concern comes up. We will only share what is needed to provide your care.

Mandatory Reporting to the Department of Children and Families (DCF)

Keeping you and your children safe is our highest priority. We are required to file a 51A report to DCF if there is concern for the safety of the children in your care. We do not need your permission to share information for mandatory reporting.

Mandatory Reporting to the Department of Children and Families (DCF) (continued)

During pregnancy:

We will do a safety assessment when concerning substance use is identified either by drug testing or disclosed to any care team member. During pregnancy, a 51A report is filed only if there is concern for abuse or neglect of other children at home.

After your baby is born:

A social worker in the hospital will meet with you to make sure you and your baby have a safe environment to go home to. For all women and children affected by substance use during pregnancy, a Plan of Safe Care will be reviewed or prepared before discharge from the hospital. Your Recovery Portfolio (completed with HOPE Clinic providers before delivery) will serve as your Plan of Safe Care and includes information around your treatment engagement and recovery supports.

Babies exposed to certain substances require filing a 51A report. Substances includes both prescribed medicine for substance use disorder like methadone or buprenorphine, or non-prescribed drugs. The 51A report is filed even if the baby does not show signs of withdrawal.

Although the HOPE Clinic team does not have control over decisions made by DCF, we will support you and will advocate for you throughout this process.

Permission to Communicate with DCF and Your Child’s Pediatrician

After your child is born, we will want your permission to speak with your DCF caseworker (if you have one) to continue to ensure your family’s safety. We aim to have all calls with DCF while a parent is present or on the phone.

Expectations and Responsibilities

Appointments

Your appointments with us in the HOPE Clinic are important to you and to us. Missing your appointment will delay getting care or information about your health. Keeping your appointment helps you and all our patients get the best care. Please make every effort to be on time and keep your appointments.

Running late

If you are running late, please give us a call as soon as you know you may be late for your appointment. If you will be very late, we will try to reschedule your appointment later in the day. If we can't reschedule your appointment, we will talk with you about other options so you can get the care you need.

Missed appointments

- Keeping your appointments while you are pregnant is very important for your health. Some obstetric appointments are date specific, meaning certain tests need to be done at certain points in your pregnancy to get the best care. We know that sometimes things come up so that you may miss an appointment.
- Here's what to do about appointments: **If you know you will miss an appointment, call us at 617-724-4643 at least 24 hours before that appointment.** We will talk with you about other options to get needed care. We will figure out another time for your appointment.
- For any missed appointments, we may ask you to come into the clinic within 3 days for an in-person check-in, which may include a toxicology test if you are being prescribed controlled substances
- We are concerned about your wellbeing if you miss an appointment or drug test and do not call to let us know that you are unable to come in. Please contact us to talk about it—we will work with you to help get you the care you need

Transportation

There may be transportation help for you if you are having trouble getting to the HOPE Clinic. Pt-1 is a ride service provided by Mass Health that we can request for you.

Medications

We coordinate your prescriptions with your appointments to help make it easier for you to pick up your medicines. If you have any problems with a pharmacy, call us at 617-724-4643. We can clear up questions about the medicine with the pharmacy or help with sending them to your preferred pharmacy if there was an error. We ask you given us at least 48 hours notice for any medication refill requests outside of a clinic visit.

Waiting Room

Our waiting room is small. We can only allow you and your immediate support person in the waiting room. There is waiting space on the first floor of the Founders Building where your other supports can wait while you are in the HOPE Clinic. Please don't talk about any private medical information in the waiting room. This includes talking about medicines.

What to Expect During Pregnancy and Delivery

You will meet with members of your care team providers at least weekly during your pregnancy. A list of the providers you may see is at the end of this packet.

Appointment Frequency

You will see an obstetrician or nurse-midwife every 1-4 weeks until pregnancy week 36, depending on your needs. From week 36 until your baby is born, you will have an appointment every week.

Ultrasounds

Ultrasounds are part of pregnancy care for all women. They check the overall health of the baby and your pregnancy. You will have at least two ultrasounds during your pregnancy. Some women have more ultrasounds. You will have more frequent ultrasounds if your medical history or results from your routine ultrasounds indicate a need.

The first routine ultrasound is done between pregnancy weeks 11-13. This ultrasound is done along with a blood test to screen the baby for the risk of three genetic disorders: Down Syndrome (or Trisomy 21) Trisomy 18 and Trisomy 13. These tests alone do not diagnose these disorders. If your baby is at higher risk for them we will offer you further testing.

The second routine ultrasound is done between pregnancy weeks 18-20. This ultrasound measures the size of the baby and checks all the major organs like the brain, heart, lungs and kidneys. You may be able to learn the sex of the baby with this ultrasound.

Additional ultrasounds may be done after pregnancy week 28 to look at the baby's growth, size and overall wellbeing.

Delivery

You will deliver your baby at Massachusetts General Hospital. When you are admitted at Mass General for labor, your team coordinates your substance use treatment during childbirth and after. We work with the inpatient obstetrics & Addiction Consult teams to support you through childbirth and your hospital stay.

You can expect to stay in the hospital with your baby on the post-partum unit. If you have a vaginal delivery, you stay for 2 days. If you have a C-section you stay for 3-4 days.

What to Expect After Delivery

Monitoring of your Baby after Delivery

If your baby was exposed to non-prescribed drugs and/or opioid medications (including methadone and buprenorphine) during your pregnancy, we will closely monitor your baby for at least 4 days after delivery. Your baby will stay in the hospital until they are feeding, sleeping and can be soothed. We will send your baby's urine and stool to the lab to test for prescribed and non-prescribed substances. We will teach you how to help soothe your baby using close physical contact. You can find more information on neonatal opioid withdrawal in the Parent's Guide to Neonatal Opioid Withdrawal Syndrome.

Newborn Care

Your new baby will see their doctor frequently. The first month, they will have weekly appointments. The second month they will be seen every other week, then monthly. You can choose to have your newborn care through the HOPE Clinic or wherever is most convenient for you.

The HOPE Clinic newborn services include care from two types of doctors from the Mass General Pediatric Group Practice. A pediatrician specializes in the care of children. A family medicine doctor cares for people of any age. These doctors rotate their schedules in the HOPE Clinic. The benefit is having two providers that know you and your family well. When your child is seen in the HOPE Clinic, they will be seen by someone you know and who knows you. Your child can be seen any day of the week in the Mass General Pediatric Group Practice if they need an unplanned appointment. An on-call doctor is always available.

Services for Your Children and Your Partner

Pediatric Health Care

The HOPE Clinic offers pediatric primary care for your children and operates as part of the Mass General Pediatric Group Practice. This care includes well child care and sick visits. When your child needs to be seen outside of HOPE Clinic hours, you have access to urgent care appointments during usual business hours appointments, on weekends, and an on-call nurse and doctor that are always available.

Partner Care

Your partner can also receive care at the HOPE clinic for substance use and psychiatric care. We can also offer connections to other resources.

Childcare During Appointments

If you have children who will be with you when you travel to the HOPE Clinic, you can use the Massachusetts General Hospital Back-Up Daycare which is located on the 1st floor of Founders. You will need to call them to ensure they have availability and to book a space for your child or children. The HOPE Clinic can cover the cost of 2 hours of childcare. After that, childcare is \$8 per hour per child. MGH Backup Childcare can be reached at 617-724-8414.

HOPE Clinic Team Photos – Meet Our HOPE Clinic Providers!



**Jessica Gray, MD (Family
Medicine & Addiction)
Clinical Director**



**Davida Schiff, MD (Pediatrician)
Medical Director**



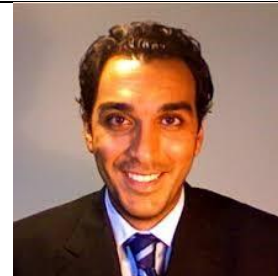
**Katherine Raftery, CARC
(Perinatal Recovery Coach
Mentor)**



**Sarah Bernstein, MD
(Obstetrician, Maternal Fetal
Medicine)**



**Susan Hernandez, CNM
(Nurse-Midwife)**



**Edwin Raffi, MD
(Psychiatrist)**



**Gretchen Stearns, LICSW
(Social Worker)**



**Jacqueline Bango, LICSW
(Social Worker)**



**Naomi Hurst, RN
(Nurse Case Manager)**



**Archana Patel, MS
(Practice Manager)**



**Jane Lee
(Program Coordinator)**



**Ann Herrin, RN
(Research Nurse)**

Phone Numbers and Locations

Our goal is to address your urgent needs and questions as they come up. While HOPE Clinic is only open 2 days a week, you can contact us any time, 24/7, for questions.

Clinic Name & Location	Phone Number	Brief Description
HOPE Clinic Founders 5, Suite 502	617-724-4643 For non - urgent issues: leave a message. We usually return your call within one business day. For urgent issues: follow the voice recording prompts to page the on-call providers for Addiction, Psychiatry, Pediatrics, or Obstetrics. For recovery supports: our Peer Mom is available by phone and text Mon-Fri 9AM-5PM: 857-324-2998	Use this number to contact HOPE clinic staff 24/7
Department of Obstetrics & Gynecology Yawkey Suite 4F	617-724-2229	Ultrasounds and other pre-natal testing; urgent pregnancy questions during off hours
Pediatric Group Practice at MGH Yawkey Suite 6D	617-726-2728	Pediatric care outside of HOPE hours
MGH Bridge Clinic Cox 1	617-643-8281	Substance use care outside of HOPE hours
Obstetric Anesthesia Division Blake 14	617-726-3030	Anesthesia consults about pain control options during labor and delivery
MGH Back-Up Childcare Founders Lobby	617-724-8414	To arrange for childcare while you are at an appointment

Patient Gateway is also always a great way to reach us! It provides secure online access to your health information. You can check appointments, communicate with your providers, and pay bills online. If you need help activating your account, let the Patient Services Coordinator know.