

# Substance Care ON-CALL



<b>What is it?</b>	The Substance Care On-Call Service will connect you with a Substance Use/Addictions Specialist to consult on any cases. This is a clinician-to-clinician consult service.
<b>Who Can use the Service</b>	All ICHA Clinicians (MDs, NPs) *This service is NOT intended for direct consultations, i.e., patients will not be seen.
<b>Hours</b>	Monday to Friday: 9:00 AM - 5:00 PM <i>*Referral response time within 30 mins</i>
<b>Consult Inquires/Questions</b>	<ul style="list-style-type: none"> <li>• Withdrawal Symptoms</li> <li>• Medications Management</li> <li>• Advice on Patient treatment/Care plans</li> <li>• Clinical Questions</li> <li>• Resource/Service Navigation</li> </ul>
<b>How to Access</b>	<p><b>MOBILE</b> - Open Hypercare app -&gt; Click <b>On-Call</b> tab near the bottom of the screen -&gt; -&gt; Then on the left go to drop down and choose <b>ICHA Mobile Teams and On-call</b> Choose on-call, you will see <b>Primary Care (Addictions)</b> -&gt; Click on this option screen will pop up to message Physician On-Call - Message should be responded to within 30 mins or less.</p> <p><b>DESKTOP</b> – Log in to Hypercare (<a href="https://app.hypercare.com/login">https://app.hypercare.com/login</a>) -&gt; Click <b>On-Call</b> at top right of screen -&gt; Then on the left go to drop down and choose <b>ICHA Mobile Teams and On-call</b> -&gt; Then below choose <b>On-Call</b> and click on <b>Primary Care (Addictions)</b> -&gt; Screen will pop up to message Physician -&gt; Message should be responded to in 30 mins or less.</p>