

## Patient Materials

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This section of the toolkit provides patient materials and instructions and recommendations for printing handouts and posters

- Instructions/Recommendations for printing Handouts and Posters
- Recommendations on the Use of the Patient Handout
- Patient Handouts for Urgent Care Centers (English and Spanish)
- Patient Handouts for Emergency Departments (English and Spanish)



# Safe Pain Medication Prescribing in Emergency Departments & Urgent Care Centers

## Recommendations on the Use of the

### *Safe Pain Medicine Prescribing*

## Patient Handout and Poster (English/Spanish)

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The patient handout has been endorsed by Safe Med LA, with the support and endorsement of the following sponsor organizations, as well as others:

- LA County Department of Health Services
- LA County Department of Public Health
- California Chapter of the American College of Emergency Physicians
- Los Angeles County Medical Association
- Hospital Association of Southern California
- Kaiser Permanente

It has been adopted by all emergency departments in Los Angeles County and is already in use in Urgent Care Centers across Kaiser Permanente, several LA County Department of Health Services, and in San Diego and Imperial Counties. **We ask that every Emergency Department and Urgent Care Center/Clinic adopt the same patient communications to establish consistency across the County, which can mitigate doctor shopping and establish a shared standard of practice.**

The document has undergone a health literacy test and reads at a sixth-to-seventh-grade level and is available in English and Spanish.

#### **When to Distribute Handouts:**

We ask that every Emergency Department and/or Urgent Care Center/Clinic provide a copy of this flyer to every adult and appropriate adolescent patient prior to discharge. If not to “every” patient, we recommend this handout be given to every patient already on opioid prescription medications and/or patients who are prescribed opioids or being managed for pain.

We recommend your Emergency Department and/or Urgent Care Center/Clinic **establish a policy and procedure** to establish the process as a regular part of workflow, e.g., at registration, at discharge, by nursing staff or MDs, as part of the after visit summary, etc.

#### **How to Distribute Handouts:**

We recommend the use of the following script.

Health Care Provider: “Here is a flyer with information about the rules that our Emergency Department / Urgent Care Center/Clinic follows about pain medicine.”

#### **Posting Patient Handout in Emergency Department and Urgent Care Waiting Rooms and/or Exam Rooms**

**URGENT CARE CLINICS:** We recommend that printed copies of the patient handout be posted throughout the Emergency Department and/or Urgent Care Center/Clinic, e.g., in waiting rooms and/or examination rooms, nurses stations, where they can be viewed by staff, as well as patients. *Since Urgent Care Centers/Clinics that are not part of Emergency Departments are not governed by EMTLA rules, posting of this information for patients in these settings is acceptable.*

**EMERGENCY DEPARTMENTS:** Due to current EMTLA rules, posting of this information in ED waiting rooms is not recommended. (See EMTLA Section 5.) Rather, the patient handout can and should be posted in examination rooms and nurses stations, where they can be viewed by staff, as well as patients.

**How to Print Handouts and Posters:**

A PDF of this handout is available on our website: [www.SafeMedLA.org](http://www.SafeMedLA.org)

- **Handouts** can be printed as 8 ½" x 11", Double-sided (English on one-side and Spanish on the other). Handouts should be printed in color for best results.
- **Posters:** For posting in waiting/exam rooms, you can print English and Spanish, and enlarge to document for posting.

# SAFE PAIN MEDICINE PRESCRIBING IN URGENT CARE CENTERS

We care about you. Our goal is to treat your medical conditions, including pain, effectively, safely and in the right way.

Pain relief treatment can be complicated. Mistakes or abuse of pain medicine can cause serious health problems and death.

Our Urgent Care will only provide pain relief options that are safe and correct.



For your SAFETY, we follow these rules when helping you with your pain.

1. We use our best judgment when treating pain. These recommendations follow legal and ethical advice.
2. You should have only ONE provider and ONE pharmacy helping you with pain. We do not usually prescribe pain medication if you already receive pain medicine from another health care provider.
3. If pain prescriptions are needed for pain, we will only give you a limited amount.
4. We do not refill stolen prescriptions. We do not refill lost prescriptions. If your prescription is stolen, please contact the police.
5. We do not prescribe long acting pain medicines such as: OxyContin, MSContin, Fentanyl (Duragesic), Methadone, Opana ER, Exalgo, and others.
6. We do not provide missed doses of Subutex, Suboxone, or Methadone.
7. We do not usually give shots for flare-ups of chronic pain. Medicines taken by mouth may be offered instead.
8. Health care laws, including HIPAA, allow us to ask for all of your medical records. These laws allow us to share information with other health providers who are treating you.
9. We may ask you to show a photo ID when you receive a prescription for pain medicines.
10. We use the California Prescription Drug Monitoring Program called CURES. This statewide computer system tracks opioid pain medications and other controlled substance prescriptions.

If you need help, please call **2-1-1** and ask for information on treatment services for drug use disorders.

Urgent Cares throughout Los Angeles County have agreed to participate in this important program.

To discuss safer and more helpful chronic pain treatment options, please schedule an appointment with your treating physician.



# ADMINISTRACIÓN DE MEDICAMENTOS PARA EL DOLOR EN LAS CLINICAS DE URGENCIA

Nos preocupamos por su salud y bienestar y por lo mismo, nuestro objetivo es tratar sus condiciones médicas—incluyendo el dolor que sienta—de una manera eficaz, segura y adecuada.

El tratamiento para aliviar el dolor puede ser complicado. Los errores o el abuso de medicamentos con receta para lidiar con el dolor pueden provocar graves problemas de salud y hasta la muerte.

Nuestra clínica le proporcionará únicamente opciones de alivio del dolor que sean seguras y adecuadas.



Por su salud, siempre que le brindemos ayuda para lidiar con su dolor, seguiremos estas medidas de seguridad:

1. Usamos nuestro mejor criterio para tratar el dolor. Estas recomendaciones siguen consejos legales y éticos.
2. Nos aseguramos que tenga UN solo proveedor y UNA sola farmacia que le ayuden con su dolor. Normalmente no le recetaremos medicamentos para el dolor si usted ya recibe un medicamento contra el dolor de otro proveedor médico.
3. Si necesita un medicamento recetado para lidiar con su dolor, le daremos una cantidad limitada.
4. No surtimos recetas que fueron robadas ni recetas perdidas. Si le roban su receta de un medicamento contra el dolor, por favor póngase en contacto con su proveedor médico, la policía o el sheriff.
5. No recetamos medicinas para el dolor crónico como: OxyContin, MSContin, Fentanyl (Duragesic), Metadona, Opana ER, Exalgo entre otros.
6. No surtimos dosis perdidas de Subutex, Suboxona ni de Metadona.
7. No solemos proveer inyecciones de alivio rápido para el dolor crónico agudo. De intensificarse el dolor, es posible que se le ofrezca un medicamento oral.
8. Las leyes de protección a la salud, entre ellas HIPAA, nos dan acceso a su expediente médico. Estas leyes nos permiten compartir información con otros proveedores médicos que le brindan atención médica.
9. Podemos pedirle que nos muestre una identificación con fotografía cuando reciba un medicamento recetado para el dolor.
10. Usamos el programa *Controlled Substance Utilization Review and Evaluation System* (CURES en inglés), un sistema electrónico estatal que nos permite tener precaución y monitorear la frecuencia con la cual se receta un medicamento opioide para el dolor entre otras sustancias controladas.

Si necesita ayuda, por favor llame al **211** y pida información sobre los servicios de tratamiento para los trastornos por consumo de drogas.

Las clínicas de urgencia del Condado de Los Ángeles han aceptado participar en este importante programa.

Si desea aprender más sobre sus opciones para lidiar con el dolor crónico de una manera más segura y eficaz, hable con su médico de cabecera acerca de los tratamientos disponibles.



# SAFE PAIN MEDICINE PRESCRIBING IN EMERGENCY DEPARTMENTS

We care about you. Our goal is to treat your medical conditions, including pain, effectively, safely and in the right way.

Pain relief treatment can be complicated. Mistakes or abuse of pain medicine can cause serious health problems and death.

Our emergency department will only provide pain relief options that are safe and correct.



For your SAFETY, we follow these rules when helping you with your pain.

1. We look for and treat emergencies. We use our best judgment when treating pain. These recommendations follow legal and ethical advice.
2. You should have only ONE provider and ONE pharmacy helping you with pain. We do not usually prescribe pain medication if you already receive pain medicine from another health care provider.
3. If pain prescriptions are needed for pain, we will only give you a limited amount.
4. We do not refill stolen prescriptions. We do not refill lost prescriptions. If your prescription is stolen, please contact the police.
5. We do not prescribe long acting pain medicines such as: OxyContin, MSContin, Fentanyl (Duragesic), Methadone, Opana ER, Exalgo, and others.
6. We do not provide missed doses of Subutex, Suboxone, or Methadone.
7. We do not usually give shots for flare-ups of chronic pain. Medicines taken by mouth may be offered instead.
8. Health care laws, including HIPAA, allow us to ask for all of your medical records. These laws allow us to share information with other health providers who are treating you.
9. We may ask you to show a photo ID when you receive a prescription for pain medicines.
10. We use the California Prescription Drug Monitoring Program called CURES. This statewide computer system tracks opioid pain medications and other controlled substance prescriptions.

If you need help,  
please call **2-1-1** and ask for  
information on treatment services  
for drug use disorders.

Emergency Departments  
throughout Los Angeles County  
have agreed to participate in this  
important program.

To discuss safer and more helpful  
chronic pain treatment options,  
please schedule an appointment  
with your treating physician.





# ADMINISTRACIÓN DE MEDICAMENTOS PARA EL DOLOR EN LA SALA DE EMERGENCIAS

Nos preocupamos por su salud y bienestar y por lo mismo, nuestro objetivo es tratar sus condiciones médicas—incluyendo el dolor que sienta—de una manera eficaz, segura y adecuada.

El tratamiento para aliviar el dolor puede ser complicado. Los errores o el abuso de medicamentos con receta para lidiar con el dolor pueden provocar graves problemas de salud y hasta la muerte.

Nuestro departamento de emergencias le proporcionará únicamente opciones de alivio del dolor que sean seguras y adecuadas.



Por su salud, siempre que le brindemos ayuda para lidiar con su dolor, seguiremos estas medidas de seguridad:

1. Determinamos y tratamos emergencias. Usamos nuestro mejor criterio para tratar el dolor. Estas recomendaciones siguen consejos legales y éticos.
2. Nos aseguramos que tenga UN solo proveedor y UNA sola farmacia que le ayuden con su dolor. Normalmente no le recetaremos medicamentos para el dolor si usted ya recibe un medicamento contra el dolor de otro proveedor médico.
3. Si necesita un medicamento recetado para lidiar con su dolor, le daremos una cantidad limitada.
4. No surtimos recetas que fueron robadas ni recetas perdidas. Si le roban su receta de un medicamento contra el dolor, por favor póngase en contacto con su proveedor médico, la policía o el sheriff.
5. No recetamos medicinas para el dolor crónico como: OxyContin, MSContin, Fentanyl (Duragesic), Metadona, Opana ER, Exalgo entre otros.
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8. Las leyes de protección a la salud, entre ellas HIPAA, nos dan acceso a su expediente médico. Estas leyes nos permiten compartir información con otros proveedores médicos que le brindan atención médica.
9. Podemos pedirle que nos muestre una identificación con fotografía cuando reciba un medicamento recetado para el dolor.
10. Usamos el programa *Controlled Substance Utilization Review and Evaluation System* (CURES en inglés), un sistema electrónico estatal que nos permite tener precaución y monitorear la frecuencia con la cual se receta un medicamento opioide para el dolor entre otras sustancias controladas.

Si necesita ayuda, por favor llame al **211** y pida información sobre los servicios de tratamiento para los trastornos por consumo de drogas.

Todos los departamentos de emergencia del Condado de Los Ángeles han aceptado participar en este importante programa.

Si desea aprender más sobre sus opciones para lidiar con el dolor crónico de una manera más segura y eficaz, hable con su médico de cabecera acerca de los tratamientos disponibles.

