Oracle Substance Use Disorder Navigator

Solution Overview: Opioid Crisis Management

The opioid crisis and other substance use disorders are changing the landscape of every community in the country. One hundred and seventy four Americans die every day from an overdose – that's one person every 8 minutes. To help health and human services agencies combat this epidemic, Oracle has developed the Substance Use Disorder Navigator, a turnkey crisis center, staffed with trained specialists in prevention, treatment, and on-going recovery support.

SOLUTION OVERVIEW

The Oracle Substance Use Disorder Navigator combines advanced cloud customer service technology from Oracle, online and helpline, with specialized expertise in operations to help health and human services agencies streamline the process for individuals, family members, and providers seeking services and resources to address substance use prevention, treatment, and ongoing recovery support. Both Massachusetts (helplinema.org) and Illinois (helplineil.org) utilize components of the Oracle Substance Use Disorder Navigator to provide fast, measurable results in tackling this epidemic.

"During 2016, there were more than 63,600 overdose deaths in the United States, including 42,249 that involved an opioid (66.4%). That's an average of 115 opioid overdose deaths each day."

Opioid Crisis Fast Facts, Centers for Disease Control

"Our online assessment is driven by Oracle Policy Automation, or OPA. This assessment is revolutionary…This is a highly increased level of service."

Jennifer Toth, Health Resources In Action

Engage
1
Make it easy for those in need to engage help any time, anywhere, on their channel of choice

24X7 Assistance

Empower
2
Make it easy for those who serve to quickly assess needs, navigate waitlists and connect to resources

Accelerate
3
Accelerate to cloud speed: deploy a turnkey operation that is connected, secure, scalable, tailored and affordable

Oracle Substance Abuse Disorder Navigator

ABOUT ORACLE

One of the largest software company in the world

Over $5B annually invested in R&D

Recognized leader in customer service technology for the public sector by Ovum, Forrester, Gartner and others

ORACLE®

CHALLENGES

- Complex specialized service delivery landscape, with providers and treatment centers that are geographically dispersed and filled to capacity.
- Informational websites are often difficult to navigate or search, without personalization.
- Most websites are not supported by call centers or interactive chat staffed by specialists who can offer more compassionate and effective support.
- Factors that determine eligibility and appropriateness of services, are difficult to accommodate via simple websites and non-specialized assistants.
- Lengthy set-up time and costly initial IT investment frequently prove prohibitive in establishing these solutions.

Solution Highlights

EASY ACCESS TO TREATMENT OPTIONS
Eliminate common user hunt and search routines using an embedded rules-based technology that intelligently guides user through an interview process to collect pertinent information while protecting the user's PII.
Users can access the solution through the web, smart-phone, tablet, chat or telephone. Treatment options and approved provider results are based on attributes such as: type of substance used, distance willing to travel for treatment, and health insurance coverage.

RAPID SET UP AND DEPLOYMENT USING A CLOUD BASED SOLUTION
Managed and hosted in a secure, robust cloud services environment that is provisioned rapidly for immediate results. The solution is priced on a per-user basis, eliminating upfront equipment and software licensing costs.
The solution is currently the powering the Massachusetts and Illinois substance use disorder portals and is implemented by certified Oracle technology partners.

KEEP PROVIDER INFORMATION CURRENT AND RELEVANT
Approved providers can log in and update their own demographic and program information. Additionally, the solution can be quickly configured by agency program staff rather than IT professionals.
Wait list and other time-sensitive information can be updated regularly ensuring users can make more informed decisions on which providers to contact or programs to pursue.

WHY ORACLE

The Oracle Substance Use Disorder Navigator is built on the Oracle Government Cloud, a comprehensive, flexible, and cost effective suite of cloud applications that extends Oracle's cloud presence with a secure offering built specifically for government. Oracle Government Cloud provides the premier product, support, and services government agencies need to transition to the cloud, while addressing the unique compliance and operational requirements of the public sector. For more information visit: **www.oracle.com/govhealth**