

GPC REAL TIME Line

- Number: 404-481-2323
- Hours: 24/7

CARES Warm Line (Ran by Georgia Council for Recovery (GC4R))

- Number: 1-844-326-5400 Call or text
- Hours: 0830-2300 Daily
- <https://gc4recovery.org/cares-warm-line/>
- <https://gc4recovery.org/rco-directory/>

FUNCTION:

1. Provide clinical recommendations to rural healthcare providers regarding patients with opioid use disorder (OUD) including overdose management, management of withdrawal, initiation of medications for opioid use disorder (MOUD), etc.
2. Connect patients with their local recovery community organization (RCO) via attempting a warm hand-off through the GC4R Warm Line and/or forwarding the patient's contact information to their closest RCO.

PROCESS:

If HCP is calling for **clinical recommendations** regarding OUD they should be selecting option 1 which will bring them to the HCF que.

1. Collect info and open EXPOSURE chart
2. Contact tox on-call and bridge with provider
3. Stay on the line and document recommendations
4. Offer to assist with connecting patient to GC4R
5. If ready to be connected now, transfer call to PUB HEALTH SPECIALIST (PHS, Mitel que 58806). If not, have them call back and select option 2.

If HCP is calling on behalf of a patient with OUD that only **needs to be linked to GC4R** they should be selecting option 2 which will bring them to the PUB HEALTH SPECIALIST que.

1. Collect info and open INFO chart
2. Attempt to connect with the CARES Warm Line at 1-844-326-5400
 - a. Wait a maximum of 2 minutes to see if the call is connected
3. Utilize the patients location to identify the closest RCO using the [GOOGLE MAP](#)
4. Provide the contact information to the caller in addition to the Warm Line number
5. Offer to send their contact information to the RCO
 - a. If they approve, then email the INFO chart to the email address provided in the map
 - b. If they do not approve, then close the chart, do not send an email.