

# ER Survival Guide

Post-Overdose/Active Withdrawal  
Emergency Room Discharge.

For emergency room visits for addiction, if a discharge order is imminent prior to linking patient with treatment/recovery resources:

1. Ask for a patient advocate (NYS Patients' Bill of Rights)  
LOCATED HERE \*
2. Contact the OASAS Patient Advocacy Number 1-800-553-5790 or  
Contact the Office of the Ombudsman at 1-888-614-5400 or email  
them at Ombuds@oasas.ny.gov
3. Call the State Attorney General's Health Care Bureau Helpline at  
**1-800-428-9071**. Letter from Attorney General to those seeking  
assistance: LOCATED HERE \*
4. Show physician or staff the letter from OASAS and DOH (Robert Kent &  
Daniel Sheppard Letter to Hospital CEO) LOCATED HERE \*
5. Show physicians the exception that allows a physician to administer a  
single dose of buprenorphine in an emergency for 3 days  
LOCATED HERE \*

Be polite but firm. If still discharged, be persistent in seeking treatment,  
and contact OASAS and FOR-NY.

Friends of Recovery - New York

Phone: 518.487.4395 email: info@for-ny.org

New York State Office of Alcoholism and Substance Abuse Services

Practice Innovation & Care Management (PICM)

Phone: 518.457.1349 email: picm@oasas.ny.gov

For access to treatment and/or additional services, go to:

<https://www.combataddiction.ny.gov/get-help>

\* Or attached as hard copy

**"Federal law and rules allow a physician to administer methadone or buprenorphine, once a day, for up to a 72-hour period, in the case of an emergency, while a connection to addiction treatment is made."**

Robert A. Kent

General Counsel  
Office of Alcoholism  
& Substance Abuse  
Services

Daniel B. Sheppard

Deputy Commissioner  
Office of Primary Care &  
Health Systems Mgmt.

**>>> It is critically important to quickly appeal discharge decisions! If decision makers do not know we have been denied coverage, they will not know there is a problem! <<<**

To find this document and links go to:  
<https://www.for-ny.org/resources/family-resources/>