

Medication

You can take hydromorphone up to three times a day, with at least three hours between each dose. You will probably be prescribed a long-acting medication that you take once a day to help reduce cravings, especially overnight. If you feel like you need any changes to your medication, you can always talk to your prescriber about adjusting your medication. You can take your medication by mouth or as an injection – whichever you prefer.

When you are just starting the program, your medication will be increased each time you dose. You might be asked to stay at the clinic after each dose for up to 15 minutes to make sure the medication is working well and not causing any problems.

If you miss several doses, you might need to gradually increase your medication again to get back to the right level. The NTS team will explain what to do if you miss doses and will guide you through the process.

The goal of NTS is to taper/transition you to OAT. You will work closely with your treatment team and prescriber when you feel ready to transition.

Complaints

The NTS staff are here to support you. They will review the process on how to submit a complaint or concern. Please speak with your case manager if you have any questions about how to submit a complaint or how complaints are handled.

Questions? Reach out to your treatment team.

We are here to help.

**For 24/7 help call,
Addiction Helpline at:
1-866-332-2322**



Opioid Dependency Program

**New Narcotic Transition
Services
Client Information**



What is NTS?

Narcotic Transition Services (NTS) are designed to help people with severe opioid use disorder who haven't been able to start or stay stable on usual opioid treatments. Using a carefully prescribed medication called hydromorphone, NTS provides support to help you feel more stable and comfortable. The goal is to guide you safely through this process with the help of a doctor who specializes in addiction and eventually transition you onto OAT medications.

Case Management

A case manager will be assigned to you. This is someone who works closely with you to understand your needs and goals. They help coordinate your care by connecting you with the right services, doctors, and support to make your treatment easier and more effective. They're there to guide you step-by-step, making sure you don't have to navigate everything alone. Your case manager will create and update a treatment plan for your care. You will be asked to contribute your goals, wishes, strengths, and community support to your treatment plan. Please speak with your case manager if you have questions about your treatment plan. Your case manager will also create an absentee contact plan if you miss several doses of medication.

Health & Support Services

Physicians and nurse practitioners support your health concerns.

You will be asked to provide urine samples periodically during your treatment. This is to ensure your treatment is supporting your goals. Urine testing is not a punishment and will help inform your prescribers about how you are progressing.

Additional supports available:

- Medication/benefits coverage support
- Financial assistance application support
- Fair Entry Program/Leisure & Access Ride Transit application support
- Public transit education
- Outreach support
- Tax support
- Support to attend appointments
- Peer support
- Referrals to other health care providers
- Addiction counselling
- Mental health services (individual counselling, group therapy)
- On-site access to virtual or in-person psychiatric services (if needed).

Safety & Temporary Exclusion

Safety is important to our program. If you are acting in an unsafe way you may be temporarily excluded from the program. Here are some general rules that need to be followed as an NTS client:

- No weapons are allowed in the clinic.
- Please do not bring illicit drugs into the clinic. You are not allowed to sell, buy, or share substances with other patients in the clinic.
- Please treat other clients and staff with respect. Threats of safety or violent behaviour towards clients, staff or visitors will not be tolerated.
- Please follow our direction/requests. We are trying to ensure your safety and the safety of all people accessing our program.

You will be notified verbally and in writing if you are temporarily excluded from NTS. You will be told the reason why, when you are excluded, when you may return, and any additional actions needed to support your return to the program. You may need to meet with your case manager and prescriber. You will be provided with a long-acting OAT from your community pharmacy during your exclusion.