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## **Policy Document on Services Offered by Mobile Unit, effective August 2025**

### **Comprehensive Mobile Primary Care and Behavioral Health Services**

Our mobile healthcare program provides integrated primary medical care, behavioral health services, and substance use disorder treatment through a patient-centered, trauma-informed, and recovery-oriented model of care. Services are delivered by appropriately licensed and credentialed medical and behavioral health professionals operating within their scope of practice and in accordance with applicable federal, state, and local regulations.

As a comprehensive mobile healthcare clinic, our program provides both primary care and behavioral health services consistent with applicable NHSC service expectations for underserved and vulnerable populations.

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### **Core Primary Care Services**

Our mobile clinic provides comprehensive outpatient primary medical care services, including:

- Preventive and routine primary medical care
- Health screenings and comprehensive medical assessments
- Diagnosis and treatment of acute and chronic medical conditions
- Management of chronic diseases including hypertension, diabetes, asthma, COPD, cardiovascular disease, and other chronic illnesses
- Adult primary care services
- Preventive health counseling and patient education
- Medication management and prescription services
- Laboratory coordination and diagnostic testing as clinically indicated
- Immunization coordination and preventive screening services
- Coordination of specialty medical referrals
- Transitional care and follow-up after hospitalization or emergency department visits
- Care coordination with hospitals, specialists, pharmacies, and community-based providers

- Case management and support services related to medical treatment adherence and continuity of care
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### **Core Comprehensive Behavioral Health Service Elements**

Our mobile behavioral health program provides comprehensive behavioral health and substance use disorder services for individuals experiencing mental health conditions, substance use disorders, co-occurring disorders, and psychosocial instability.

Core behavioral health services include:

- Comprehensive behavioral health screening and assessment
  - Diagnostic evaluation and ongoing reassessment
  - Individualized treatment planning
  - Psychiatric evaluation and psychiatric medication management
  - Medication Assisted Treatment (MAT/MOUD) for opioid and substance use disorders
  - Behavioral health care coordination and case management
  - Care management and longitudinal treatment monitoring
  - Consultative behavioral health services
  - Crisis assessment and stabilization support
  - Integrated coordination with primary care, specialty care, and community-based services
  - Patient education, treatment engagement, and recovery support services
  - Monitoring of treatment adherence, symptom progression, and clinical outcomes
  - Coordination of laboratory testing, toxicology screening, and medication monitoring as clinically indicated
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### **Substance Use Disorder Services**

Our program provides office-based treatment and medication management for substance use disorders, including Medication Assisted Treatment (MAT/MOUD) when clinically appropriate. Services may include:

- Assessment and diagnosis of substance use disorders
- Buprenorphine-based treatment for opioid use disorder
- Psychiatric and behavioral health support for co-occurring conditions
- Relapse prevention planning
- Harm reduction education
- Recovery-oriented care coordination
- Monitoring of treatment response and medication adherence

When clinically indicated, patients may also be referred to community-based or specialty providers for additional levels of substance use disorder treatment, including:

- Non-pharmacologic substance use treatment services
  - Intensive outpatient treatment programs (IOP)
  - Residential treatment programs
  - Detoxification services
  - Individual and group counseling services
  - Peer support and recovery services
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### **Hospitalization, Crisis, and Emergency Services**

Our mobile clinic coordinates referrals and transitions of care for patients requiring services beyond the scope of outpatient mobile treatment. Referral relationships and care coordination may include:

- Short-term psychiatric hospitalization
- Long-term psychiatric hospitalization
- Medical hospitalization
- Crisis stabilization programs
- Emergency psychiatric evaluation
- Emergency department referral
- Community crisis response services
- Mobile crisis intervention services
- Higher levels of behavioral health or substance use disorder care
- Specialty medical referrals and hospital-based care

Patients experiencing a medical or psychiatric emergency are directed to contact 911, proceed to the nearest emergency department, or access local emergency/crisis response services.

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### **Care Coordination and Continuity of Care**

Our program emphasizes continuity of care through active coordination with community providers, hospitals, pharmacies, social service agencies, housing resources, behavioral health providers, and specialty medical providers as appropriate to support patient stability, recovery, and access to medically necessary services.

Care coordination services may include:

- Referral management
- Follow-up after emergency department visits or hospitalization
- Assistance accessing specialty medical, behavioral health, and social services
- Coordination with family members, caregivers, or support systems when authorized
- Assistance with medication access and adherence
- Ongoing monitoring of treatment engagement and clinical progress
- Coordination of preventive, behavioral health, and chronic disease management services



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