

# The Pennsylvania Patient Advocacy Program



The Pennsylvania Patient Advocacy Program (Program) serves as a point of contact and resource coordinator for patients prescribed controlled substance medications who abruptly lose access to care. The Program also provides education and information on topics such as safe use of controlled substance medications and how to access care.

## Access to Care

The Program can provide resources along with best practice information to help patients re-establish care. Resource topics include:

- How to contact your health insurance plan
- Recommendations on how to re-establish care with a new provider
- Considerations on services that may be helpful

## Connections to Treatment

For Pennsylvanians living with substance use disorder, treatment options are available. The Program can help connect patients to:

- Treatment resources and services, including access to medications for opioid use disorder
- Support groups
- Recovery resources

## Education/Information

The Program develops and provides a variety of materials to empower patients to make informed decisions regarding their health and navigate the healthcare system. Topics include:

- Safe use of controlled substance medications
- Withdrawal and tapering
- Pain management
- Naloxone
- Prescription take-back locations
- Prescribing guidelines and how they relate to care received by patients
- Legislation in Pennsylvania that relates to controlled substance prescribing
- Pennsylvania's Prescription Drug Monitoring Program

## Contact Information



[bit.ly/patientadvocacyPA](https://bit.ly/patientadvocacyPA)



1-844-377-7367, option 3



[ra-dh-advocacy@pa.gov](mailto:ra-dh-advocacy@pa.gov)

**Monday-Friday**

**8:00am-4:00pm**

Patients who call or email may choose to remain anonymous; sharing personal information is not required.