

ASAM CONTINUUM User Manual for Michigan Providers



Technical Support for CONTINUUM Users



Tier 3 Support

CONTINUUM Support Team

- Issues within the ASAM CONTINUUM software system.
- Suspected issues with ASAM CONTINUUM's **clinical algorithm** for Science Team investigation.



Tier 2 Support

PIHP System Contact

- Issues within the **PIHP System**.
 - For technical issues within the PIHP system software, utilize standard support channels on the distributor end.



Tier 1 Support

Clinical Lead or PIHP

For issues such as:

- Administrative **user access** and permissions support.
- Initial “bug” investigation.
- Peer support for **training** related questions or **clinical decision making** questions.

Examples of Tech Support Questions

Tier 1 Support



- I do not have access to the ASAM CONTINUUM software, even though I have completed the ASAM CONTINUUM Course.
- I am getting an error message when I am trying to use the ASAM CONTINUUM.
- How do I select the appropriate response from the dropdown menu for a question in the CONTINUUM assessment?
- Where do I find training materials?

For **TIER 1** support, please reach out to your clinical lead or PIHP.

Tier 2 Support



- ASAM CONTINUUM is not launching when clicked.
- I can't sync the assessment data with the patient profile in my PIHP system.

For **TIER 2** support, please reach out to your PIHP System contact.

Tier 3 Support



- ASAM CONTINUUM level of care recommendations that are significantly inappropriate for patient need or severity.
- Report outputs that do not reflect responses selected in the interview.

For **TIER 3** support, please reach out to CONTINUUMSupport@FEIsystems.com.

User Learning Resources

Below is a list of resources available to all new ASAM CONTINUUM users. Learners who attended the live trainings that took place between July 12, 2021 and September 23, 2021 will also have access to the course page that is associated with the live training date of the training they attended.

Resource	Brief Description
On-Demand ASAM CONTINUUM Course	Includes a self-paced module and a recording of a live training (includes a demo of a patient assessment with the CONTINUUM Tool).
ASAM Criteria Key Concepts	Short overview of the six dimensions and the Levels of Care.
Medical Glossary	Short glossary including key terminology used throughout the CONTINUUM tool (for additional information about terminology and medications, see additional self-paced modules below).
CONTINUUM Navigation Handout	Reviews some of the key features of CONTINUUM. This would be helpful as a refresher for users when practicing. Feel free to print this out and keep it next to you when practicing or interviewing a patient.
GAF Scale	This handout would be helpful to reference when in the Psychological Section in the ASAM CONTINUUM tool.
Self Paced Interactive Modules	
Guide to Medications for ASAM CONTINUUM Users	This module provides information and clinical guidance for medications referenced in the CONTINUUM tool.
Guide to Medical and Psychological Terminology for ASAM CONTINUUM Users	This module provides additional guidance regarding medical and psychological terminology used within the CONTINUUM tool.

In case of ASAM eLearning Center registration inquiries, please consult the [FAQ page here](#) or contact **301.656.3920** or education@asam.org.

Please allow time for the customer service team to respond to your inquiry. The customer service team is not always able to respond immediately.

Frequently Asked Questions

Can CONTINUUM be utilized with an adolescent population?

CONTINUUM's algorithm is built on the adult ASAM criteria thus is not appropriate for use with an adolescent population. Adolescent providers should continue to use the GAIN with patients under 18 years old.

Does CONTINUUM include the items required for the Joint Commission and CARF standards?

We have completed an analysis of the Joint Commission and CARF requirements and have developed proposals on implementing these into the tool. We are still analyzing the impact the additional items will have on the tool, and need to ensure the new elements do not jeopardize the core purpose of the tool, which is to generate a level of care placement, and not significantly increase the administration time of the assessment.

What happens if we lose wifi during an assessment?

CONTINUUM is coded to autosave every 2 minutes so there should be minimal data loss if the wifi goes out during an assessment. Users can log back into CONTINUUM once their wifi connection is re-established and any in-progress assessment can be completed and submitted assuming all required questions are answered.

Since it web-based, a user will lose access to CONTINUUM if the wifi goes out and data is not stored locally since CONTINUUM data is only available via the API and must be pulled back into the EHR after submission.

Are CONTINUUM reports printable?

Yes. CONTINUUM will generate a pdf of the Narrative and Summary reports; both of these can be printed.

Is there a paper copy of the full CONTINUUM assessment?

The assessment cannot be printed and administered as a paper assessment. Because of the complex branching logic, the sequence of the questions changes based on patient response.

In cases where the patient is presenting with acute physical symptoms, emotional distress and cognitive impairment and cannot sit through a full intake much less an in-depth psychosocial assessment. How should we administer the CONTINUUM assessment with this population?

The process around this will depend on your agency's workflow and requirements for assessment timeframe. Other agencies have used triage screenings when a patient is in active withdrawal and conducted the full CONTINUUM assessment at the soonest timepoint once the patient has been stabilized.