

# Hospital 12<sup>th</sup> Step Coordinator E-mail Process

## Peer Support Visit Process

- After a patient has been identified with an Alcohol Use Disorder(AUD), the patient is asked if they would like a peer support visit from members of Alcoholics Anonymous.
- If patients agrees, they sign a Release of Information (ROI) form. Required by the HIPPA law.
- Hospital staff emails A.A. with patient: name, sex, location, phone number.
- Within 3-4 hours, 2 A.A. volunteers (typically same sex as patient) arrive to hospital and check in with the nurse station before entering the patient's room.
- The visit with the patient is confidential and like a very small meeting of Alcoholics Anonymous. If the patient is interested in additional help from A.A., a bridge is offered.

## Hospital 12<sup>th</sup> Step Coordinator E-mail accounts

SETA e-mail accounts have been created for Hospital 12<sup>th</sup> Step Coordinators in in the form of [aapeersupportXX@aa-seta.org](mailto:aapeersupportXX@aa-seta.org) where XX is replaced by a number for each account created.

The accounts are accessed via webmail at the following address: <https://mail.ionos.com>

Each of these accounts forward e-mails received to the following:

- Personal e-mail of the Hospital 12<sup>th</sup> Coordinator assigned to the SETA e-mail account
- CPC Chair's SETA e-mail account
- CPC Alternate Chair's SETA e-mail account
- CPC Hospitals Sub-Committee Chair

The CPC Chair or the CPC Hospitals sub-committee chair will assign each Hospital 12<sup>th</sup> Step Coordinator one of the accounts and provide the password. The password should not be changed as multiple people need to be able to log into the account. If it must be changed for any reason, the new password must be shared with the CPC Chair, CPC Alternate Chair, and CPC Hospitals Sub-Committee Chair

## Response Time

As the Hospital 12<sup>th</sup> Step Process asks that 2 A.A. members arrive at the Hospital within four hours, it's critical that 12<sup>th</sup> Step Requests received via e-mail be responded to quickly, ideally in less than an hour to ensure there's time to arrange for people to arrive within four hours. Therefore the following process should be followed.

## Response Process

- All e-mail sent by the Hospital 12<sup>th</sup> Coordinator's SETA e-mail account should CC: that same SETA e-mail account (e.g. CC: [aapeersupportXX@aa-seta.org](mailto:aapeersupportXX@aa-seta.org) where XX is a number). This way all four people monitoring the account can rapidly see all communications and if someone else must jump in to cover for someone, everyone can see what the Hospital has been sent.
- Within one hour the Hospital 12<sup>th</sup> Step Coordinator logs into webmail ( <https://mail.ionos.com> ) and acknowledges receipt of the request.
  - **Important Note:** You must log into WebMail at <https://mail.ionos.com> when sending e-mail from the 12<sup>th</sup> Step Coordinator's email address. This is to ensure that sent e-mails are in the sent mail folder and everyone using the account has access to them. Using third party or external e-mail clients doesn't always sync sent mails to the sent mail folder at <https://mail.ionos.com>.
- If no response is sent by the Hospital 12<sup>th</sup> Step Coordinator within one hour; one of the other three people monitoring the account should respond (again CC:ing the same SETA e-mail account).
  - Additionally, whoever has stepped in to respond should also send an e-mail to the same SETA e-mail account ( [aapeersupportXX@aa-seta.org](mailto:aapeersupportXX@aa-seta.org) ) identifying themselves so everyone knows who is responding.
  - For example: If CPC Chair steps in to respond, in addition to replying to the Hospital acknowledging the request, the CPC Chair sends a separate e-mail to [aapeersupportXX@aa-seta.org](mailto:aapeersupportXX@aa-seta.org) from [aapeersupportXX@aa-seta.org](mailto:aapeersupportXX@aa-seta.org) saying something like "The is the CPC Chair, since I haven't seen a response yet, I've responded and am coordinating this request. Please contact me if you have any questions at (XXX) XXX-XXXX or via e-mail".
- After the initial acknowledgment has been sent to the Hospital, the coordinator for this request contacts A.A. members from the 12<sup>th</sup> Step list (typically of the same gender as the prospect) until they have arranged for two members to respond. Ideally the first person that can respond finds a second person.
- Once members have been identified to do the 12<sup>th</sup> Step call, the coordinator for the event e-mails the Hospital with the ETA of the A.A. members based on the best estimate of the A.A. member performing the 12<sup>th</sup> step call.