Baltimore
Comprehensive
Overdose
Response to
End the Epidemic



User Guide

Revised May 2026

Goldie Health End User Guide

Welcome to Goldie Health, a mobile first platform designed to help break the overdose cycle by detecting at-risk individuals and seamlessly connecting them to life-saving treatment.

This guide is for peer support specialists, community paramedics, social workers, and other response team members who use the Goldie application.

Goldie is both HIPAA and 42 CFR compliant.

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01

Introduction

- BCORE
- Goldie

Revision Summary

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Specific changes	
• None	
General changes	
• None	

Goldie is both HIPAA and 42 CFR compliant.

Introduction

WHAT IS BCORE?

Baltimore
Comprehensive
Overdose
Response to
End the Epidemic

The Baltimore Comprehensive Overdose Response to End the Epidemic (BCORE) is a citywide overdose-response system that links individuals in crisis to emergency care, medication-assisted treatment, recovery services, and social supports

Launched in 2024 as a collaboration between The City of Baltimore, University of Maryland partners, and community health organizations, BCORE uses the Goldie Health platform to seamlessly connect patients—whether reached via emergency departments, EMS, or fire department units—to treatment and outreach teams, with features like real-time location sharing and digital consent

"What we are working to do is to make that connection from crisis response, acute care in the emergency department, to recovery services, access to medications for opioid use disorder and then social services as well,"

Martha Jurczak, BCORE Principle Investigator

Introduction

WHAT IS GOLDIE?

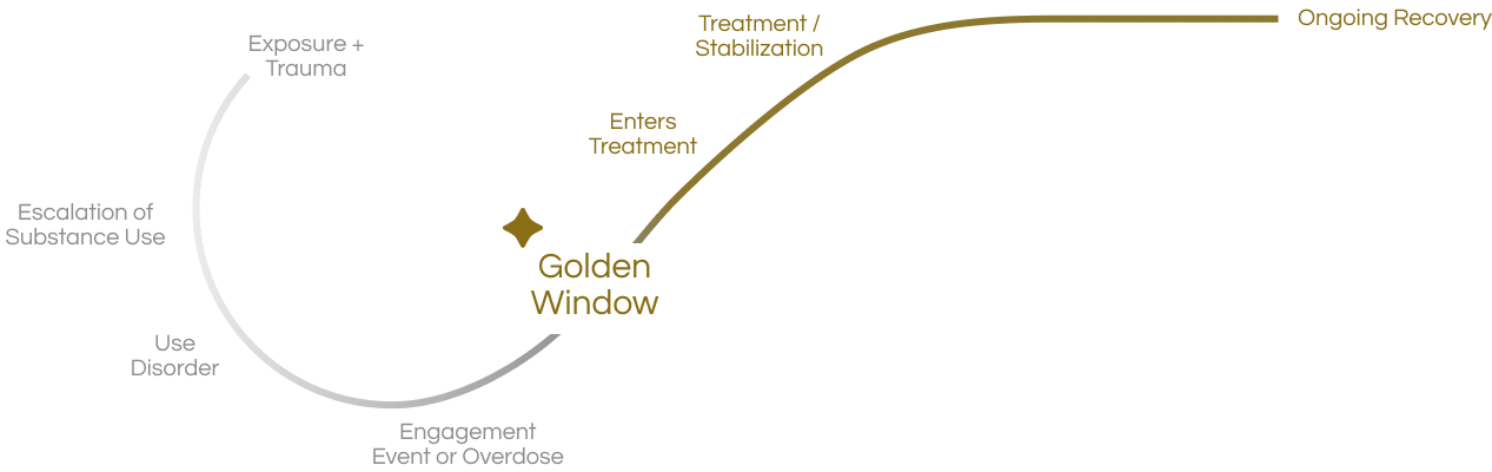
Goldie Health is a new care coordination technological application that is designed specifically for OUD response teams to connect individuals to resources with the goal to accommodate care provision in non-traditional settings and to meet the needs and support the workflow of outreach workers.

Goldie helps ensure individuals are connected to care quickly during critical moments when engagement is most effective.

Goldie is not just a documentation tool—it is a care coordination platform designed to improve response time, communication, and outcomes for individuals at risk.

Christopher Martin, Co-Founder of Goldie, has a deeply personal connection to addressing substance abuse challenges. Having witnessed addiction's impact on his own family, including the loss of his brother, he has become a passionate advocate for reducing stigma and improving access to care.

Introduction



"If you engage overdose patients within the first 72 hours — if you say, 'I can offer you help for free. Are you interested?' — the vast majority of them are going to say yes. The trick is to reach them during that "golden window" of time.""

02

Best Practices

Best practices for using Goldie App

Roles & Responsibilities

Assigned User

- Responsible for monitoring assigned patients
- Updating tasks
- Responding to referrals

Super User

- First line of support
- Troubleshoots workflow issues

BCORE / Goldie Support

- Manages system-level issues

IMPORTANT

Super Users will have access to update copies of the user guide when there are any updates or new features

Daily Expectations

Start of the Day

- Log into Goldie at the start of your shift
- Review new referrals, messages, and tasks
- Prioritize urgent needs first
- Acknowledge all notifications

Throughout the Day

- Document encounters in real time or as soon as possible
- Respond to messages promptly
- Update task statuses as work progresses

End of the Day

- Document encounters in real time or as soon as possible
- Respond to messages promptly
- Update task statuses as work progresses

Overnight

- Document encounters in real time or as soon as possible
- Respond to messages promptly
- Update task statuses as work progresses

IMPORTANT

Goldie works best when users respond quickly to referrals and messages

03

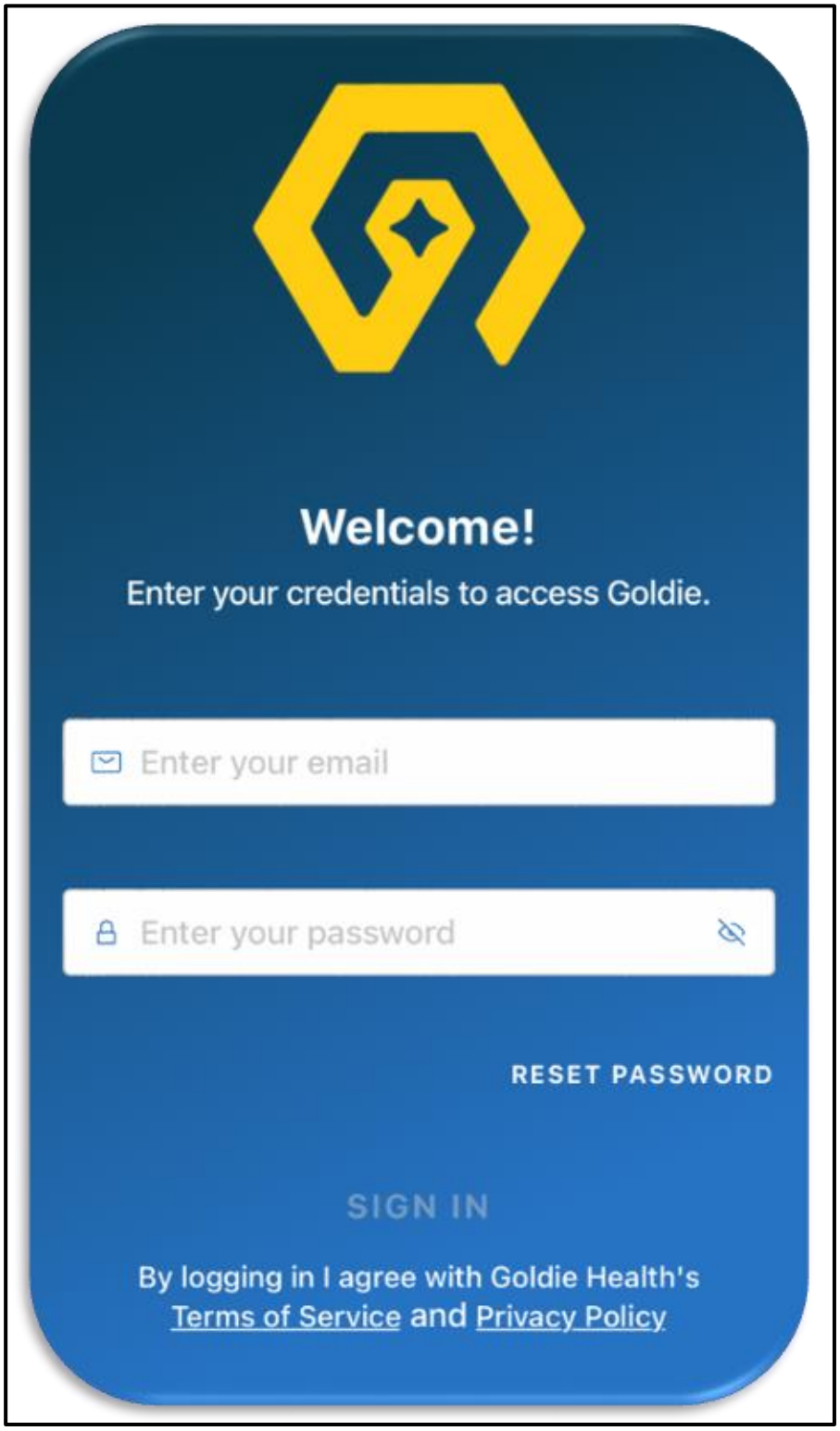
Goldie Home Screen

Understanding the home screen

Preparation and Login

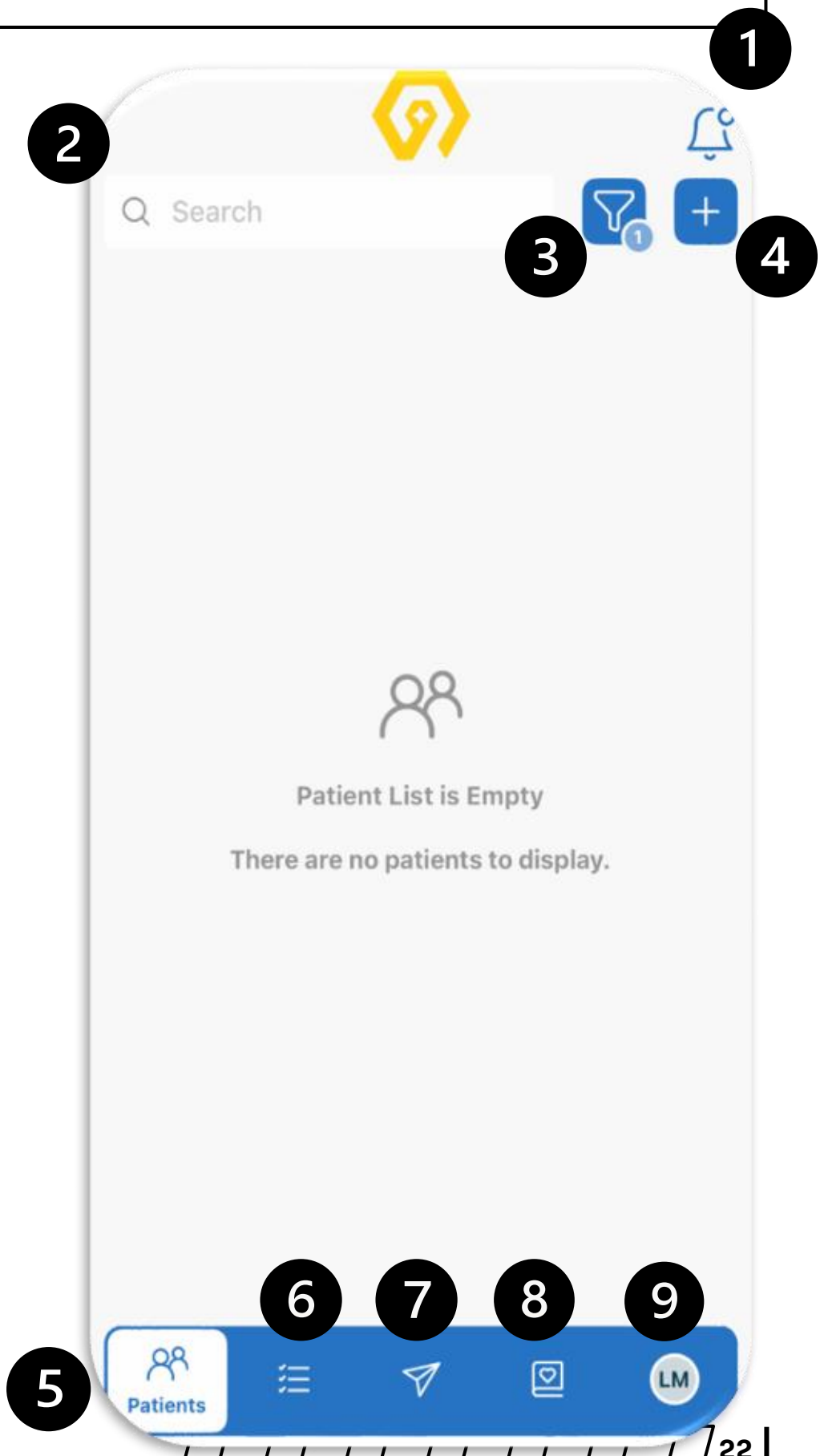
Before starting your day, ensure you are prepared to use the Goldie app

- Ensure **App is open on phone** (have the Goldie application ready to go)
- Login to Goldie (You can log in using a username/password, fingerprint, or facial recognition)

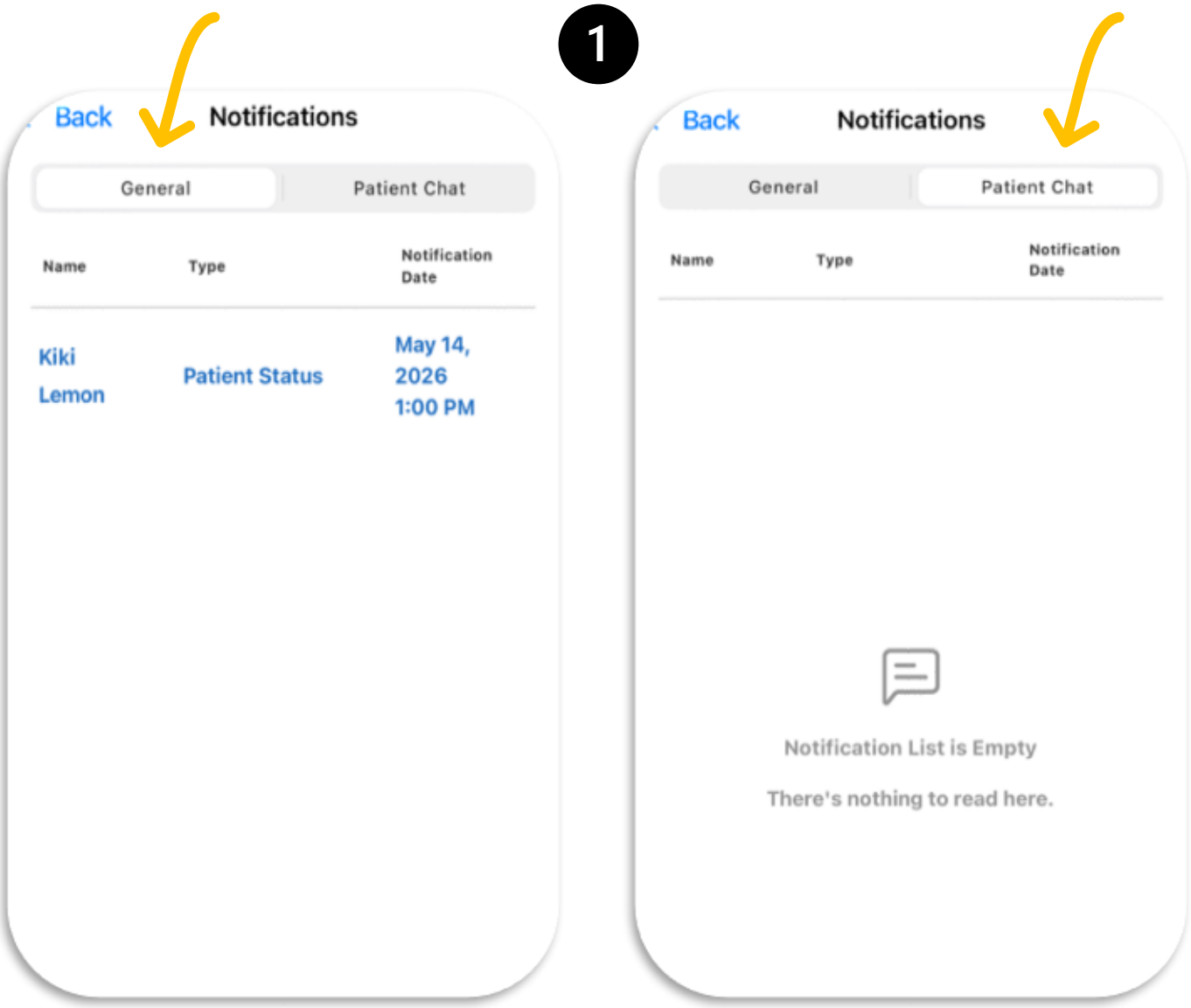


Home Screen

1. Notifications
2. Search bar
3. Filter options for search
4. Add a patient
5. Patient list screen (home screen)
6. Tasks (referrals)
7. Messages
8. Resources
9. User profile



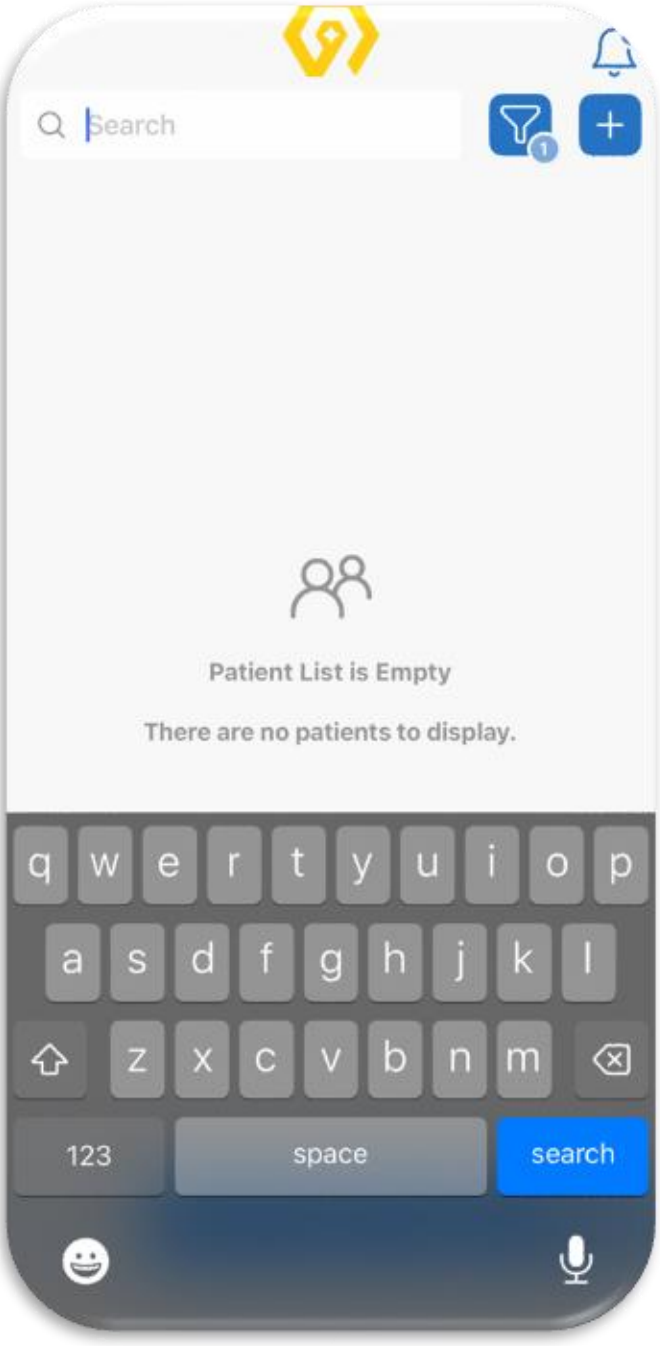
Home Screen



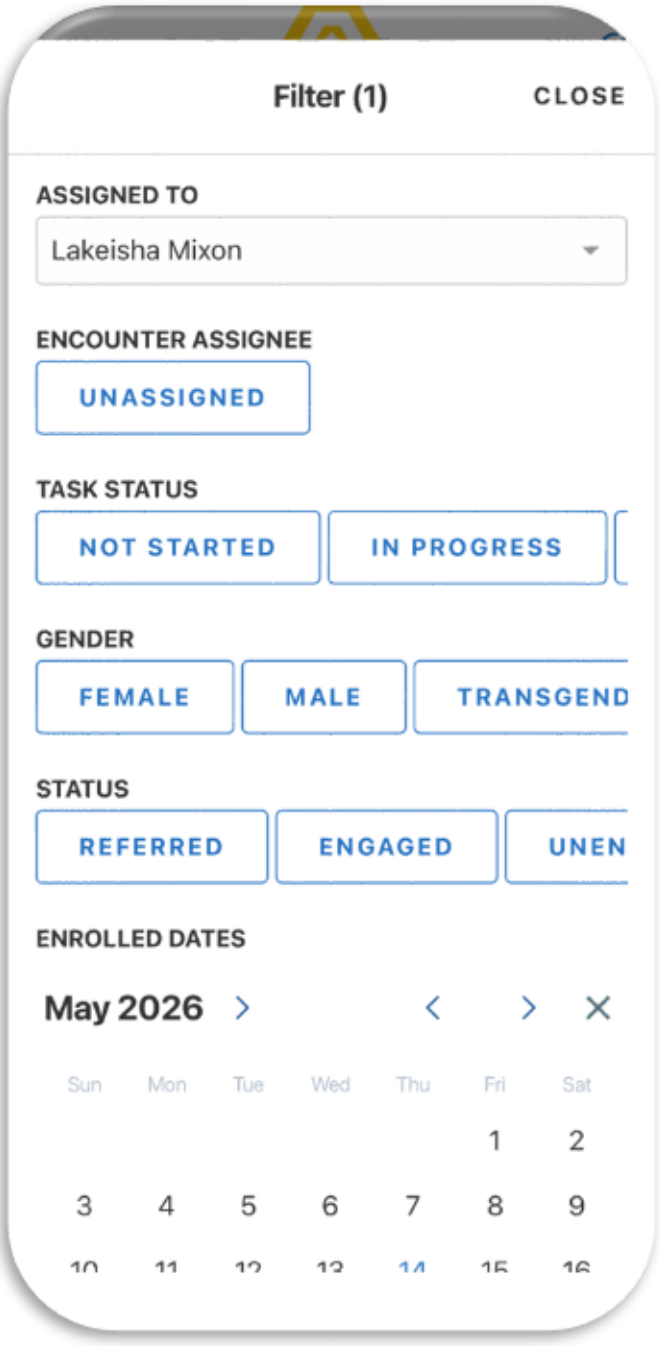
Internal and external notifications will be found here

Home Screen

2 **Search**



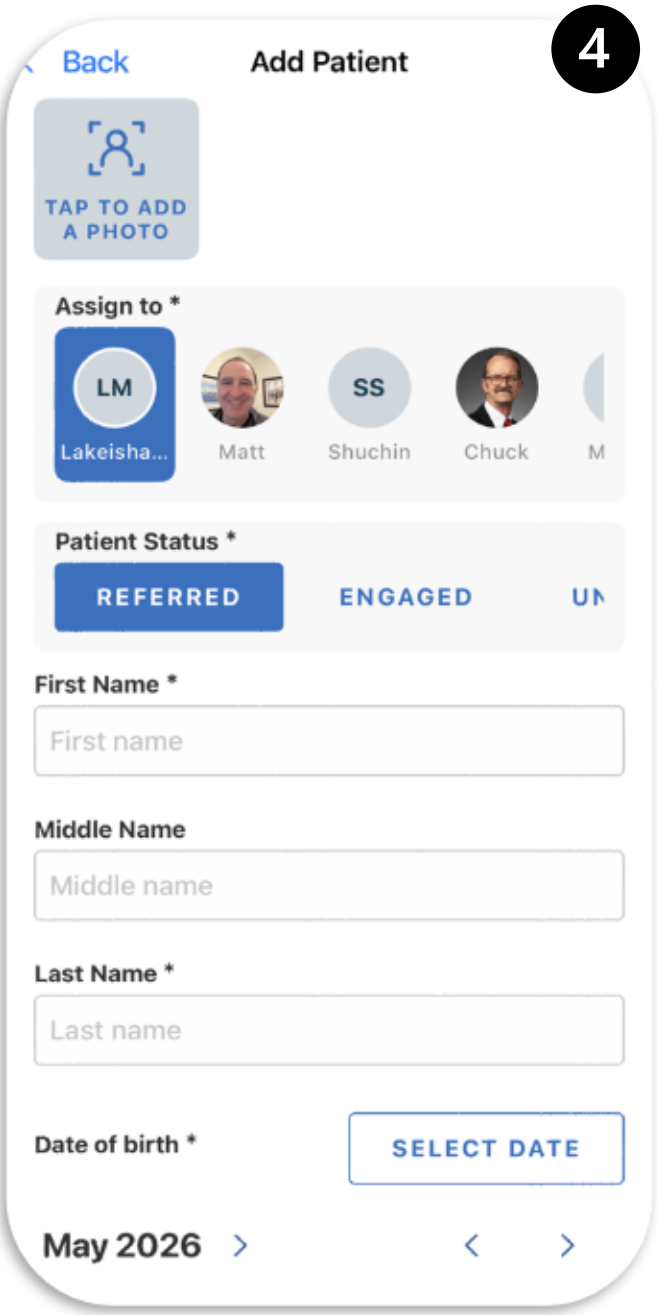
Filter 3



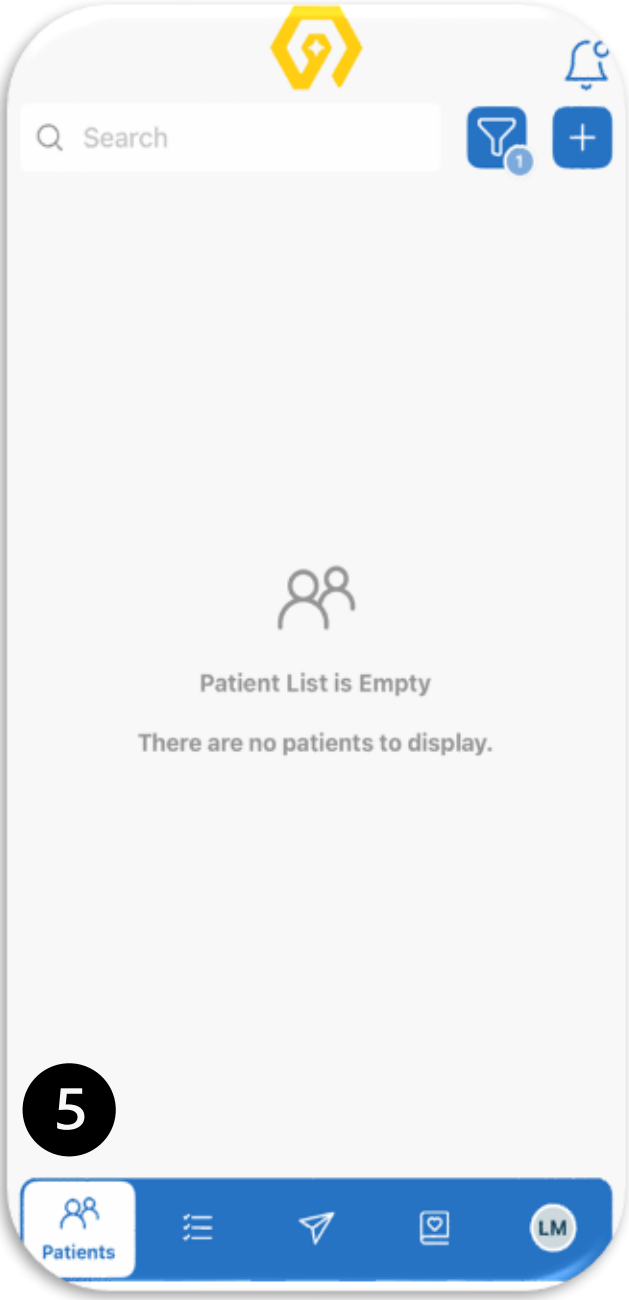
***Patient List**: You will find a filterable list of all of the patients open to your organization. The default filter applied to the patient list is those patients assigned to the logged in staff.*

Home Screen

Add Patient



Patients (Home Screen)

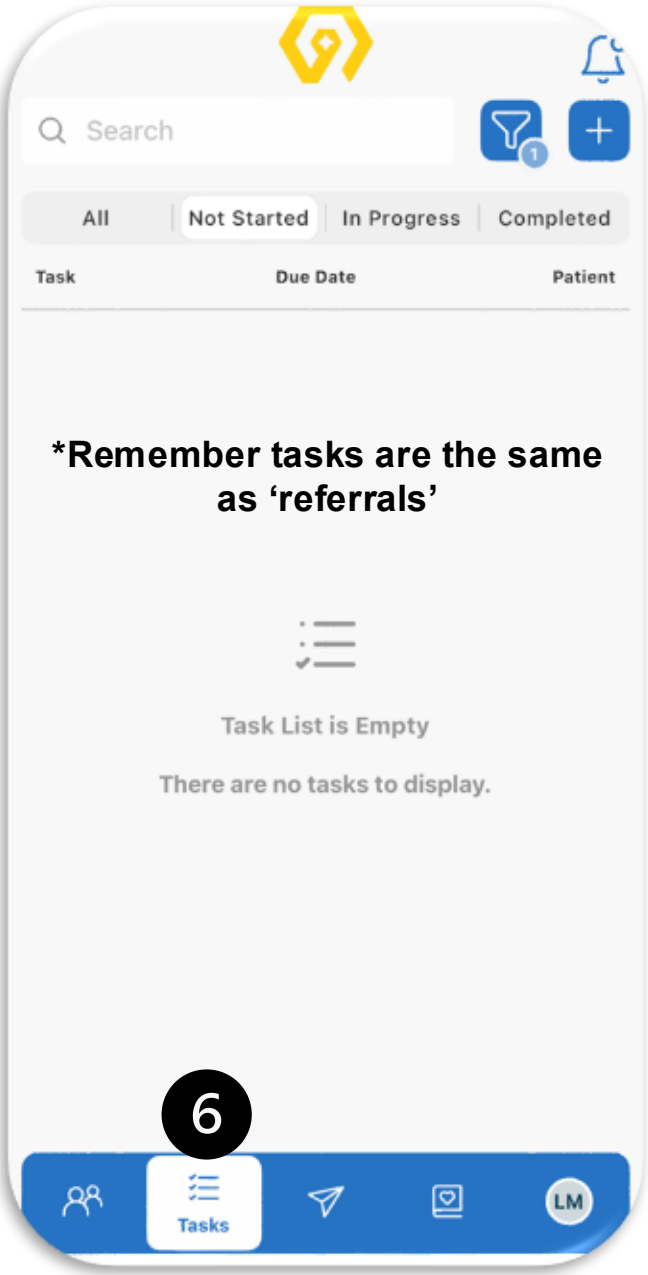


***Add Patient**: You can add a new patient on this screen*

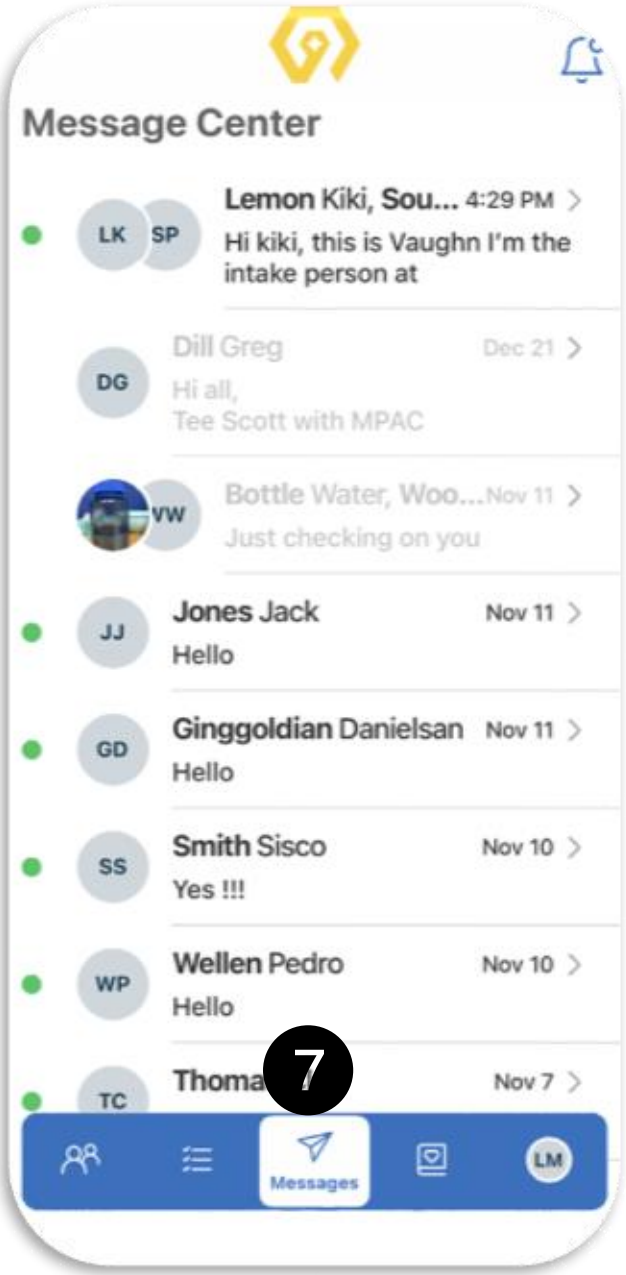
***Home screen:** You can view your patients or search for an existing patient.*
**Prior to adding a new patient, search for the patient first to avoid duplicates*

Home Screen

Tasks



Messages

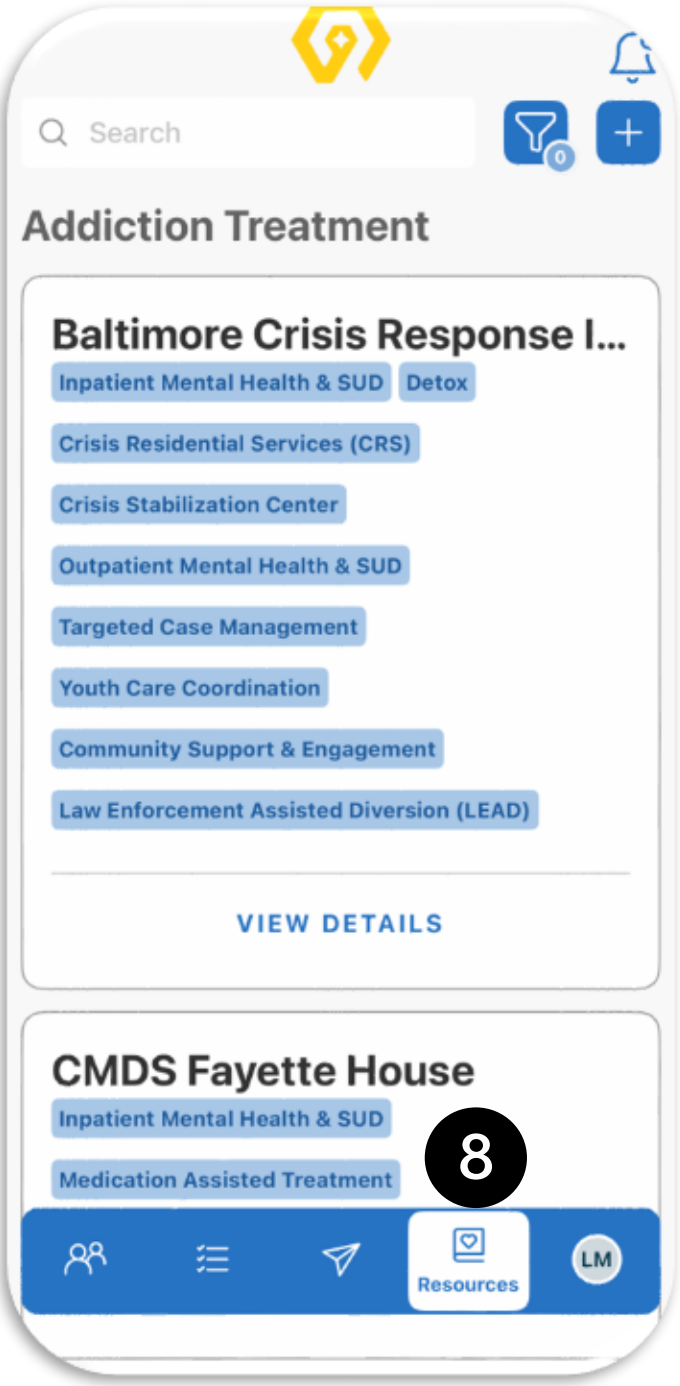


Task List: *You will find a filterable list of all of the tasks created by your organization. The default filter applied to the patient list is those patients assigned to the logged in staff. The are additional filters of the Task Status, All, Not Started, In Progress and Completed. Select the header to see the filtered list.*

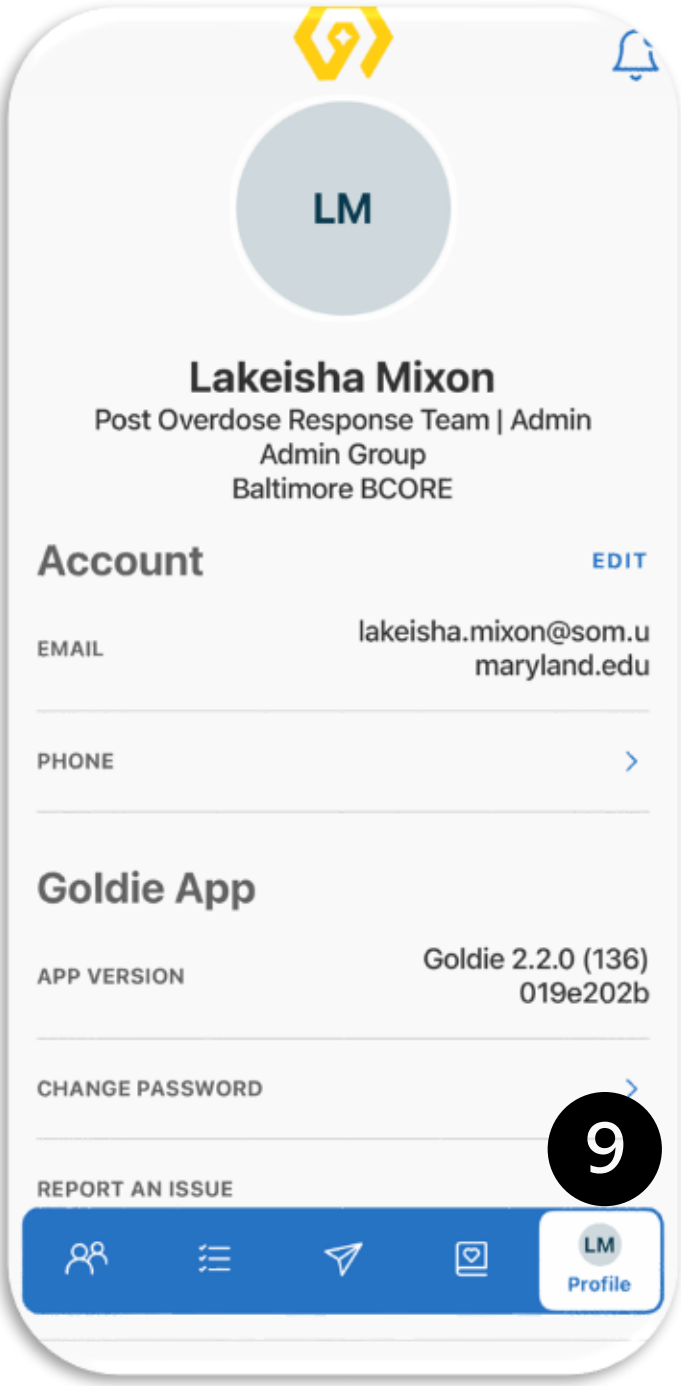
Message Center List: *You will find a list of all the Messages sent from the Goldie app. In chronological order from newest to oldest.*

Home Screen

Resources



User Profile



Resources: You can access resources on the app by search and filter.

Profile: This is your individual user profile settings, where you can manage your individual account.

04

Using the App

Adding patients, sending and receiving referrals, messages, and more

Patient Management

Creating a New Patient

In addition to automatic creation via integrations (EMS, ED, jails, online forms) you can Create new patient manually. Some general feature include

- **Duplicate Check**: Goldie uses an algorithm to warn you if you are creating a duplicate patient record
- **Required Fields**: We keep required fields to a bare minimum to improve the user experience and focus on building trust during the encounter. Information can be collected over time. Required fields are marked with an Asterix.
- **Location Tracking**: For unhoused patients, Goldie allows you to track multiple locations using traditional street addresses and/or Dropped pin for location
- **Notes**: Notes are available in most areas of the app as well as voice-to-text (mike icon) to dictate notes, which is especially helpful for quick documentation.
- **Offline Capability**: Goldie is built to work even without Internet access.

Patient List and Filters

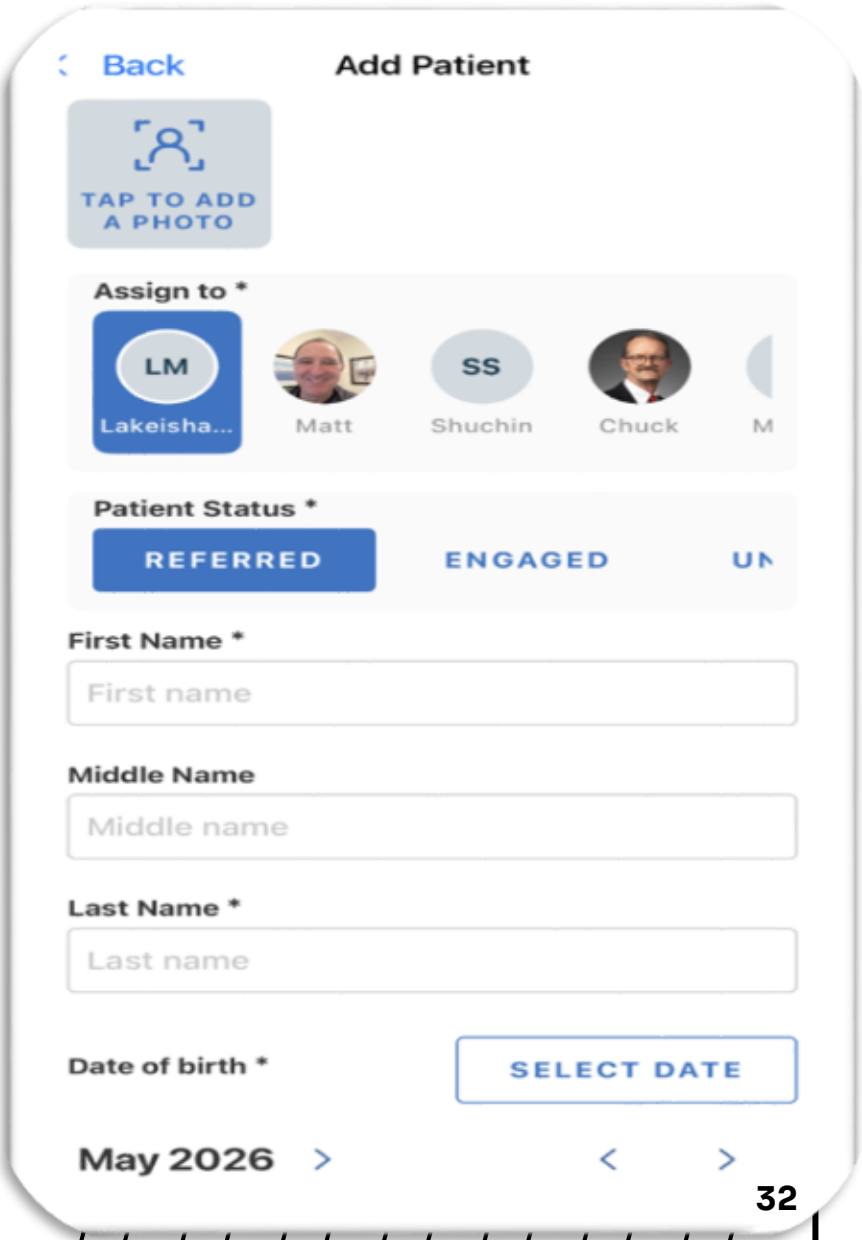
You can view all patients you have access to by switching to the **Patient List**. Access is controlled by administrators using Group settings.

- **Clearing Filters:** Open the Filter icon and select **Clear** then **Save** to display all patients at the organization

Creating a New Patient

- In the Patient Home page click the blue ‘+’ button
- You have the option to Tap to Add a Phone of the patient in the top left of the screen
- In the Assign to field, select a Staff Member, this will add the patient to that staff’s caseload, you can add multiple staff
- Next choose a Patient Status by scrolling left to right to view the options and selecting a statue in blue.
- Complete basic demographics and add a date of birth
- Add additional information such as gender, contact information, location, and race/ ethnicity .
- Click the Save button at the bottom of the screen
- The new patient will now appear on your Patient Home page.

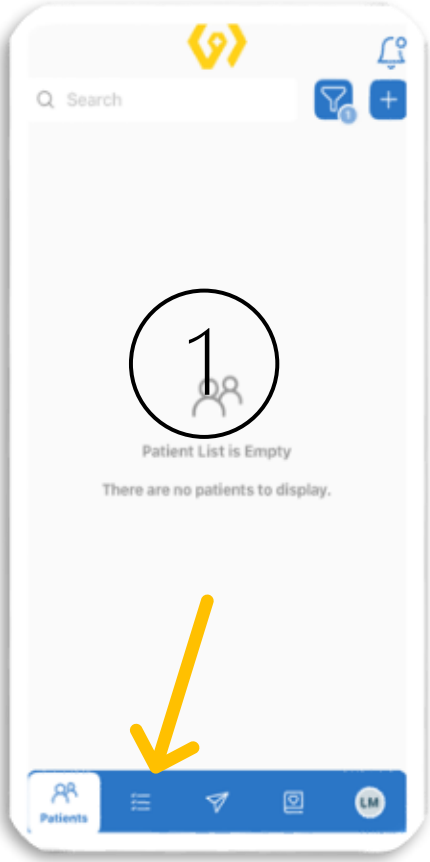


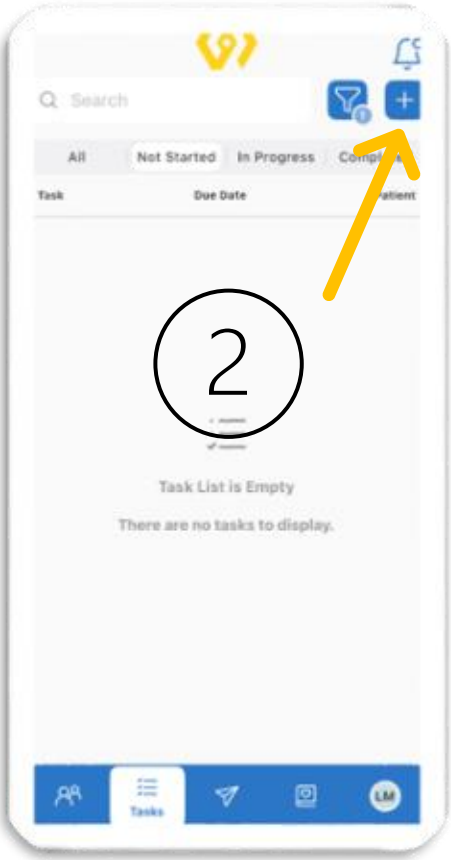


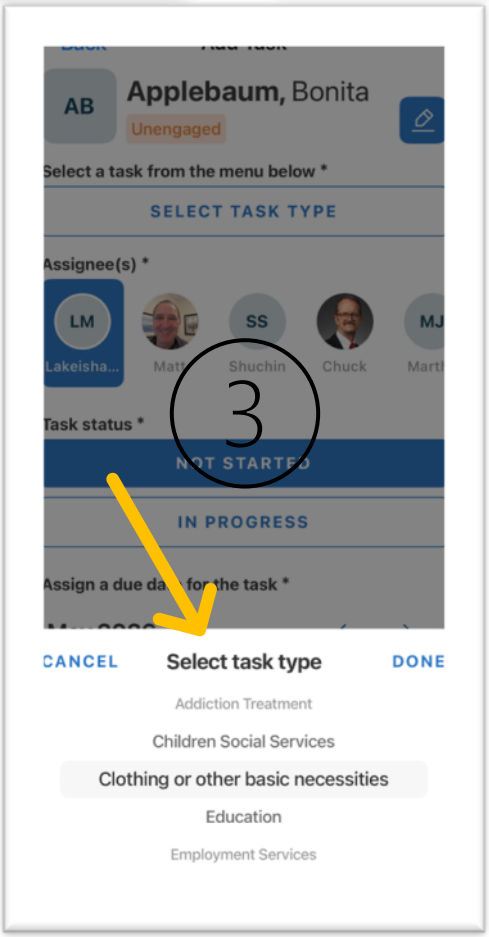
Create A New G2G Referral

To create a new referral in Goldie, you begin at the **Goldie Home Page**

- Choose the Patient you wish to refer and click on their profile
- Click the blue + button to **Add**
- Choose **the New Task** button to create a task
- Select a task type and choose the type of service needed for the patient, click **Done**



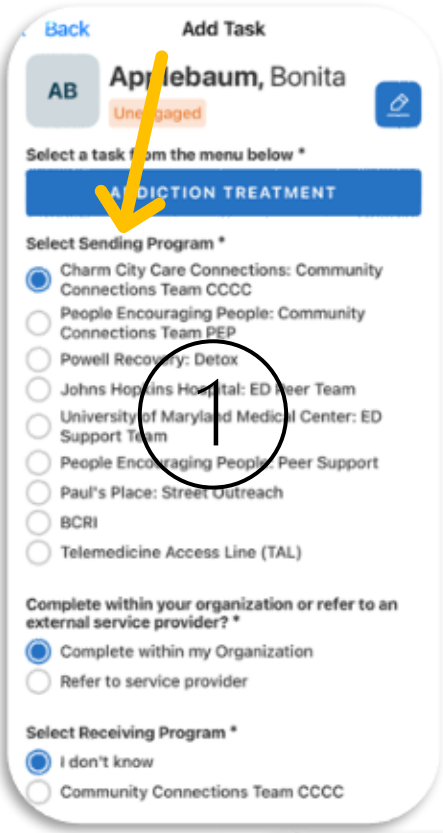


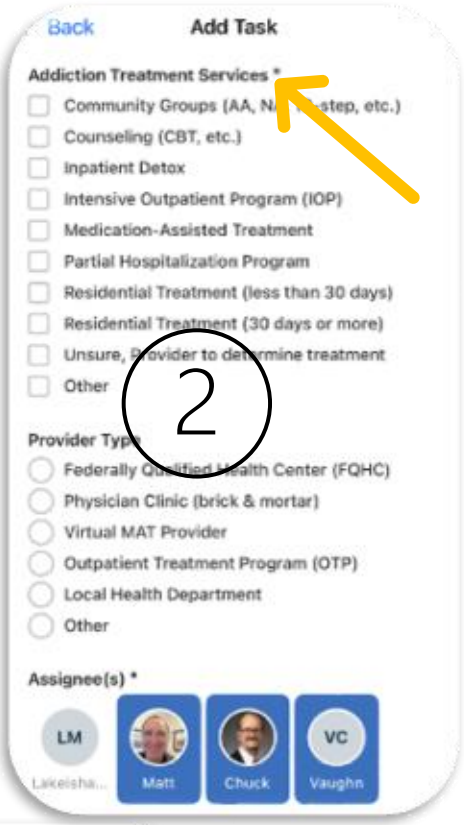


Create A New G2G Referral cont.

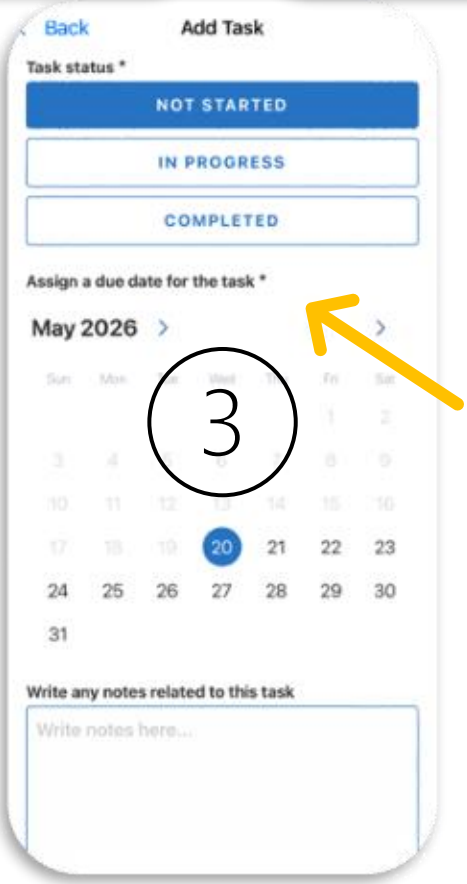
Under the New Task:

- Select the **Sending Program**
-
- Under Complete within your Organization or Refer to External Service Provider, choose **Refer to Service Provider**
- Select a **Receiving Service Provider** from the list. If the Goldie Icon is present, then it will send directly to the receiving organization. (note: ssk type will ask additional question)
- Choose the **Task Status** to **'In Process'**



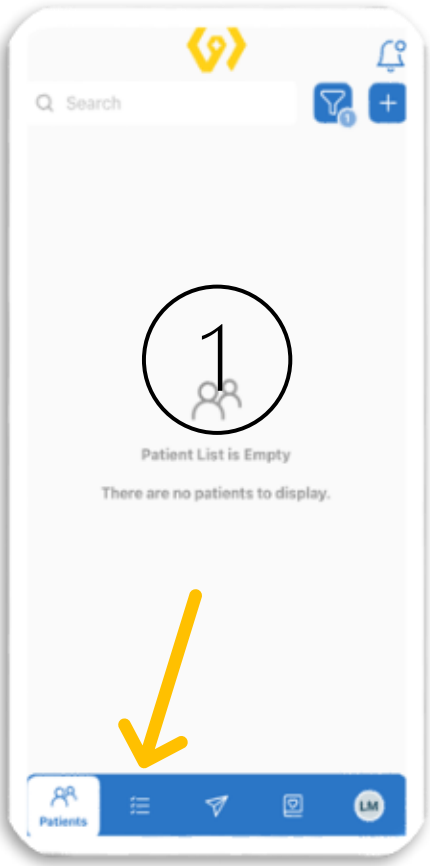


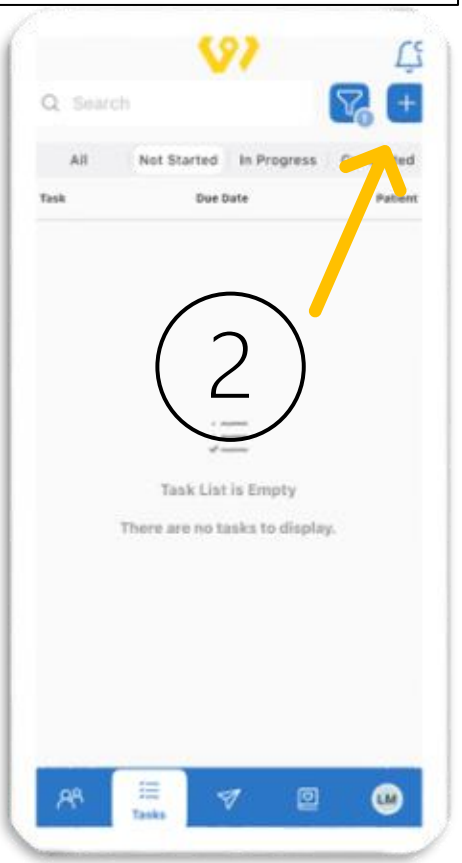
- Select the current date as the **Due Date**
- Write a brief summary of the patient referral reason or additional notes. (note: Any place you see a microphone icon in the lower right hand corner of a text field you can use voice to text when connected to the Internet)
- Select '**Continue Referral**'
- Software will prompt you to review the referral. If satisfied with the information select '**Continue Referral**' Or **'Edit**' referral if any information needs to be corrected
- You will then be prompted to **'Send and Submit**' or **'Save for Later**'.
- Once the referral is a sent a pop-up banner will tell you the referral and release of information are sent.



Create A New Referral (External Resource)

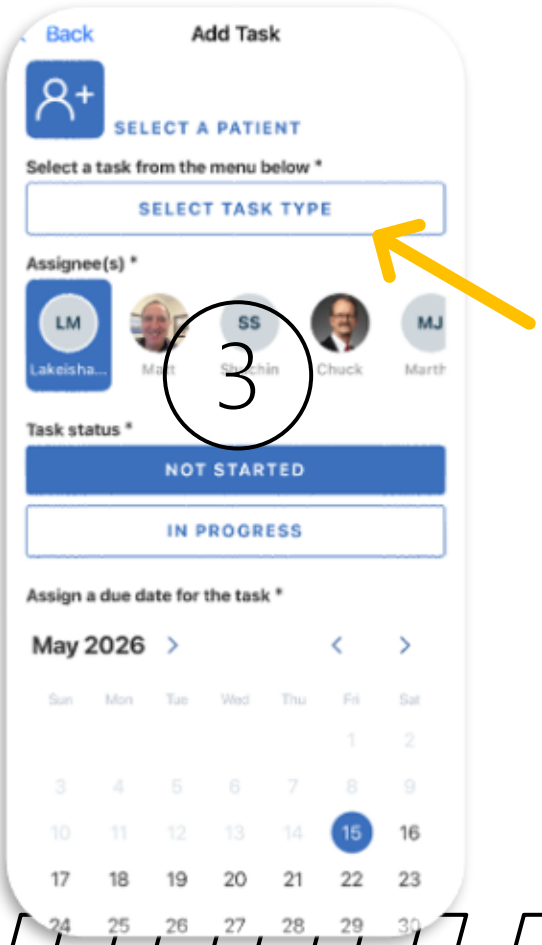
Many tasks are Referrals to other organizations (shelters, treatment providers). You can create and refer to these Resources in Goldie.





Select the patient

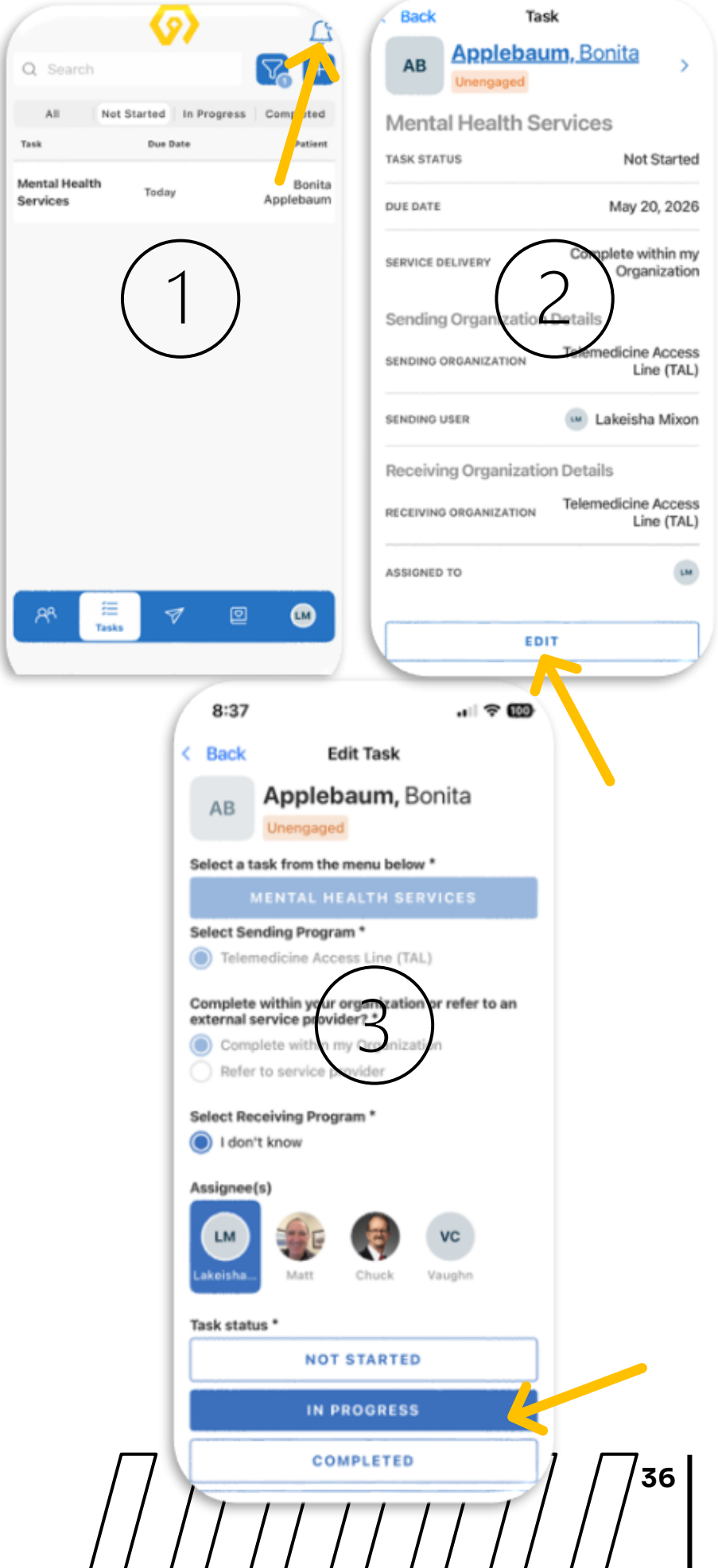
- Select '**+**' and then '**tasks**'
- Complete the task, for example, the Immediate Shelter Task.
- Choose the communication channel (electronic, email, or print)
- Referral Notes can be added
- Referral content includes patient information (demographics, assessment results) and, if configured, a PDF copy of the relevant Release of Information
- Resource Response: You can maintain the status of the referral by choosing Edit and update Task Status on the completed task. Resources can respond electronically or manually.



Accepting and Completing Referrals

To view and accept referrals:

- Click on the '**Bell**' icon to view your notifications
- All notifications will appear on this screen, sorted by status (i.e., all, not started, in progress, or completed)
- Select the patient
- Review the referral (task)
- Select **Edit**
- Change status to **In Progress** to let the sending organization know that you have received and accepted the referral
- Select **Save**
- Repeat steps and select **Completed** when the referral has been completed



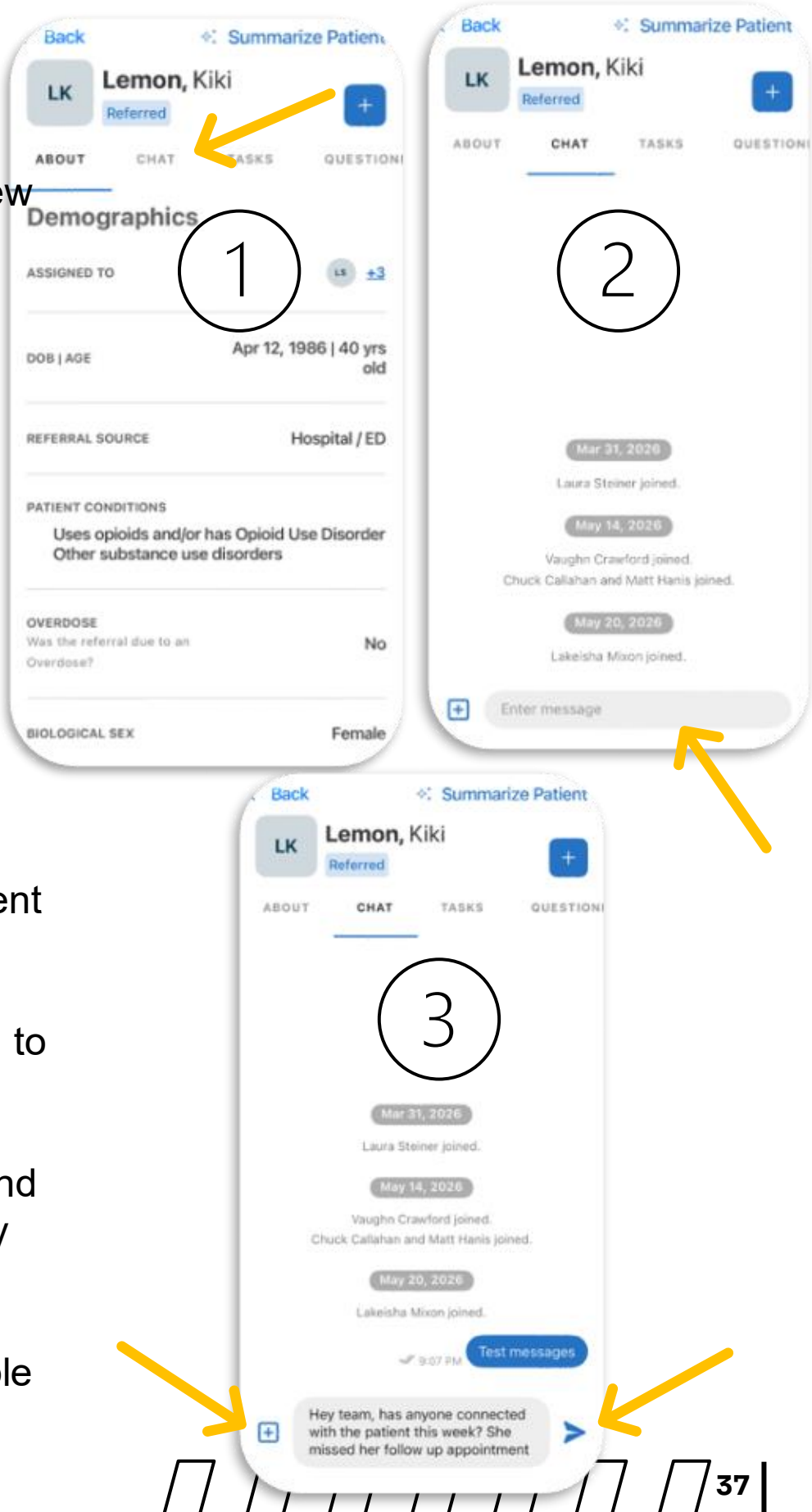
Send & Receive Messages

Select ‘**bell’** icon to view new chat messages

Select ‘**chat**’ to review and respond to new messages

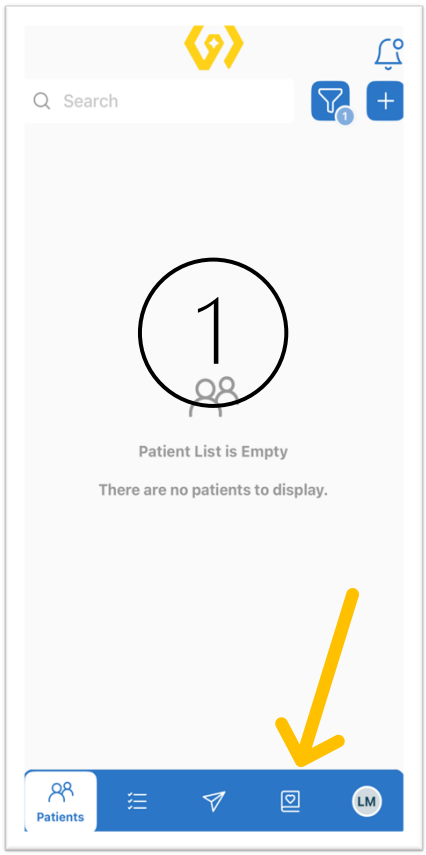
To send a message

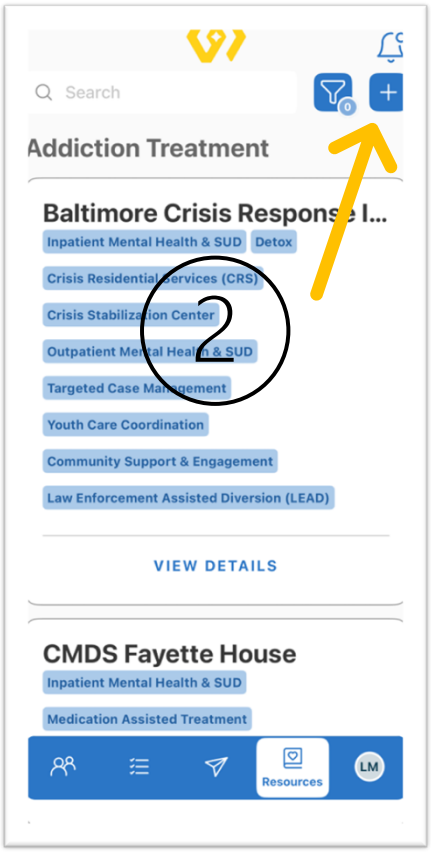
- Select the patient
- Select ‘**chat’**
- Type the message
- Select the **+** sign to include an attachment (picture or video)
- Select the **kite icon** to send the message
- You can also respond with an emoji (👍) by hard pressing the message and selecting an available emoji (😊)



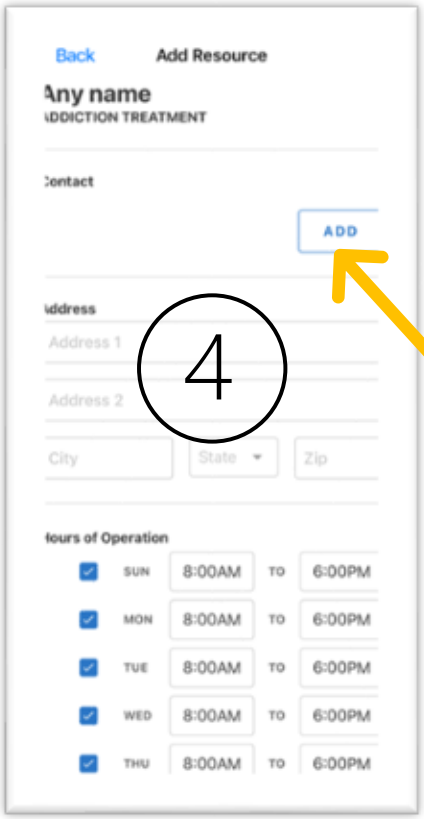
Add A Resource

- From the home screen, click on '**Resources**' icon
- Next, click on the '**+**' sign
- Enter the name of the organization and select the category and select next
- Complete the fields and save the entry
- If this is your organization, you can use this option to update bed availability, emergency closures, or a new service (i.e., cooling center, warming center, etc.)





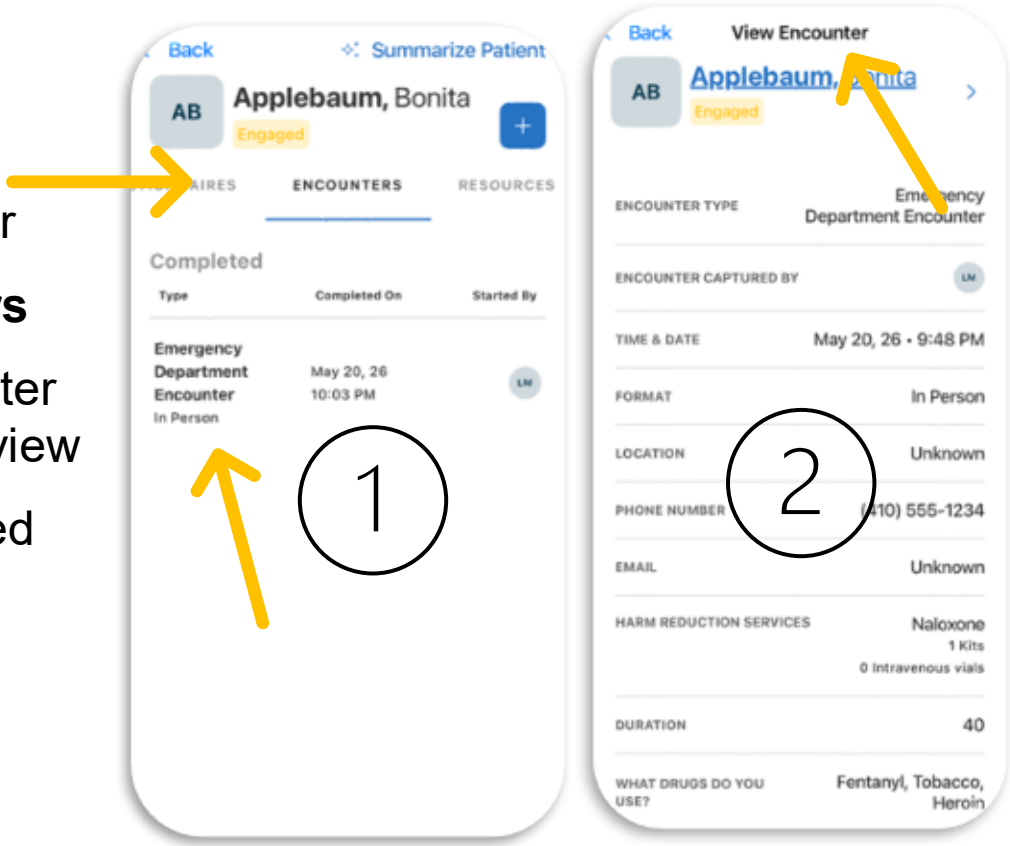




View Encounters

To view an encounter

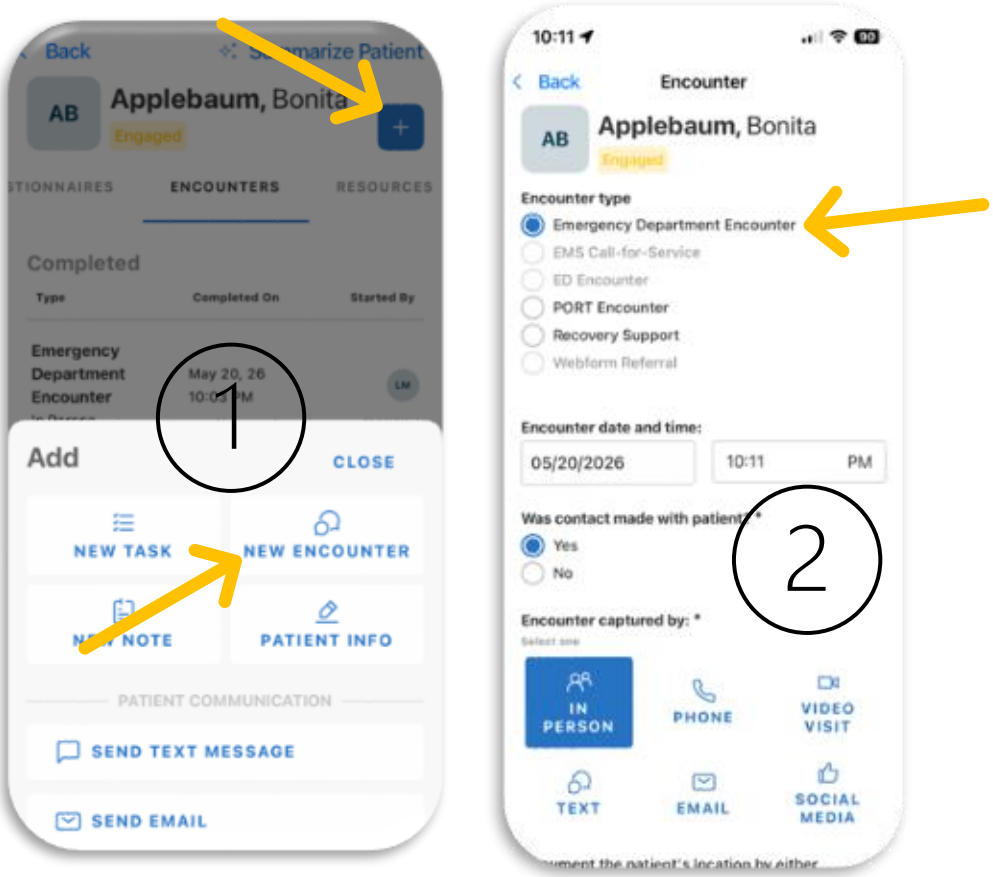
- Select **Encounters**
- Select the encounter you would like to view
- View the completed encounter



Creating an Encounter

To create a new Encounter in Goldie, you begin at the Goldie Home Page

- Choose the Patient you wish to refer and click on their profile
- Click the blue **+** button to Add
- Choose the **New Encounter** button to create a task
- Choose **Encounter Type**
- Provide encounter specific information)note: Fields with an * are required, fields without an * may be skipped)
- Encounter date and time will be audio populated to the current date and time, clicking on these fields will allow you to adjust that.
- Select '**Save**' if the encounter is finished. Select '**Save for Later**' if the encounter is not yet finished, and you need to come back to it.



05

Frequently Asked Questions

Frequently Asked Questions

	**Can everyone with Goldie access view all the patients?** No, only users who are involved in the patient's care can view patient information and access is limited to user's permissions
	**How will I know if the referral has been received or accepted?** The receiving organization will update the status. You can view the status or send a message to the receiving organization
	**Can I add a patient to Goldie if they don't have an address?** Yes, you can. Enter as much information as you can such as known areas they are likely to be found or drop a pin to save the current location (if you are out in the community)
	**Can I still add a patient if they don't consent to Goldie?** Yes, however you will be unable to share their information to submit a referral. Try using the statement *"Is it okay for me to share your info with the referrals we discussed? I'll be able to check availability and follow-up more quickly."*
	**Is patient information safe?** Yes, Goldie is HIPAA compliant and secure.
	**Can I add documents to Goldie?** Yes, Goldie has a feature that will allow you to take pictures of documents such as ID or insurance cards and save them to the patient's profile
	**How will I know if the patient arrived?** You can use the chat feature to send a message to the receiving organization. The chat feature is secure so you can ask any patient questions here.
	**Can I use Goldie on any device?** At the moment, you can only use Goldie on Applie devices (iPhone, iPad, iMac, or MacBook). Goldie will be available for use on Android devices before by Summer 2026. Your administrator and Super User will be notified when this update occurs.
	**Who can I contact with additional questions?** You can contact your Super User first, who will route user questions to BCORE and technical problems to Goldie

06

Quick Reference Guide

Quick Reference

Manual New Patient Creation

- In the Patient Home page click the blue '+' button
- You have the option to Tap to Add a Phone of the patient in the top left of the screen
- In the Assign to field, select a Staff Member, this will add the patient to that staff's caseload, you can add multiple staff
- Next choose a Patient Status by scrolling left to right to view the options and selecting a statue in blue.
- Complete basic demographics and add a date of birth
- Add additional information such as gender, contact information, location, and race/ ethnicity .
- Click the Save button at the bottom of the screen
- The new patient will now appear on your Patient Home page

Creating a Referral (External Resource)

- Select the patient
- Select '+' and then 'tasks'.
- Complete the task, for example, the **Immediate Shelter Task**.
- Choose the communication channel (electronic, email, or print).
- **Referral Notes** can be added.
- **Referral content** includes patient information (demographics, assessment results) and, if configured, a PDF copy of the relevant Release of Information.
- **Resource Response:** You can maintain the status of the referral by choosing **Edit and update Task Status** on the completed task. Resources can respond electronically or manually.

Quick Reference

Creating a new G2G Referral

To create a new referral in Goldie, you begin at the **Goldie Home Page**

- Choose the Patient you wish to refer and click on their profile
- Click the blue + button to **Add**
- Choose the **New Task** button to create a task
- Select a task type and choose the type of service needed for the patient, click **Done**
- Under the New Task
- Select the **Sending Program**

a) Under Complete within your Organization or Refer to External Service Provider, choose **Refer to Service Provider**

a) Select a Receiving Service Provider from the list. If the Goldie Icon is present, then it will send directly to the receiving organization. (note: ssk type will ask additional question)

b) Choose the Task Status to 'In Process'

c) Select the current date as the Due Date

d) Write a brief summary of the patient referral reason or additional notes. (note: Any place you see a microphone icon in the lower right hand corner of a text field you can use voice to text when connected to the Internet)

e) Select 'Continue Referral'

f) Software will prompt you to review the referral. If satisfied with the information select 'Continue Referral' Or 'Edit' referral if any information needs to be corrected.

g) You will then be prompted to 'Send and Submit' or 'Save for Later'.

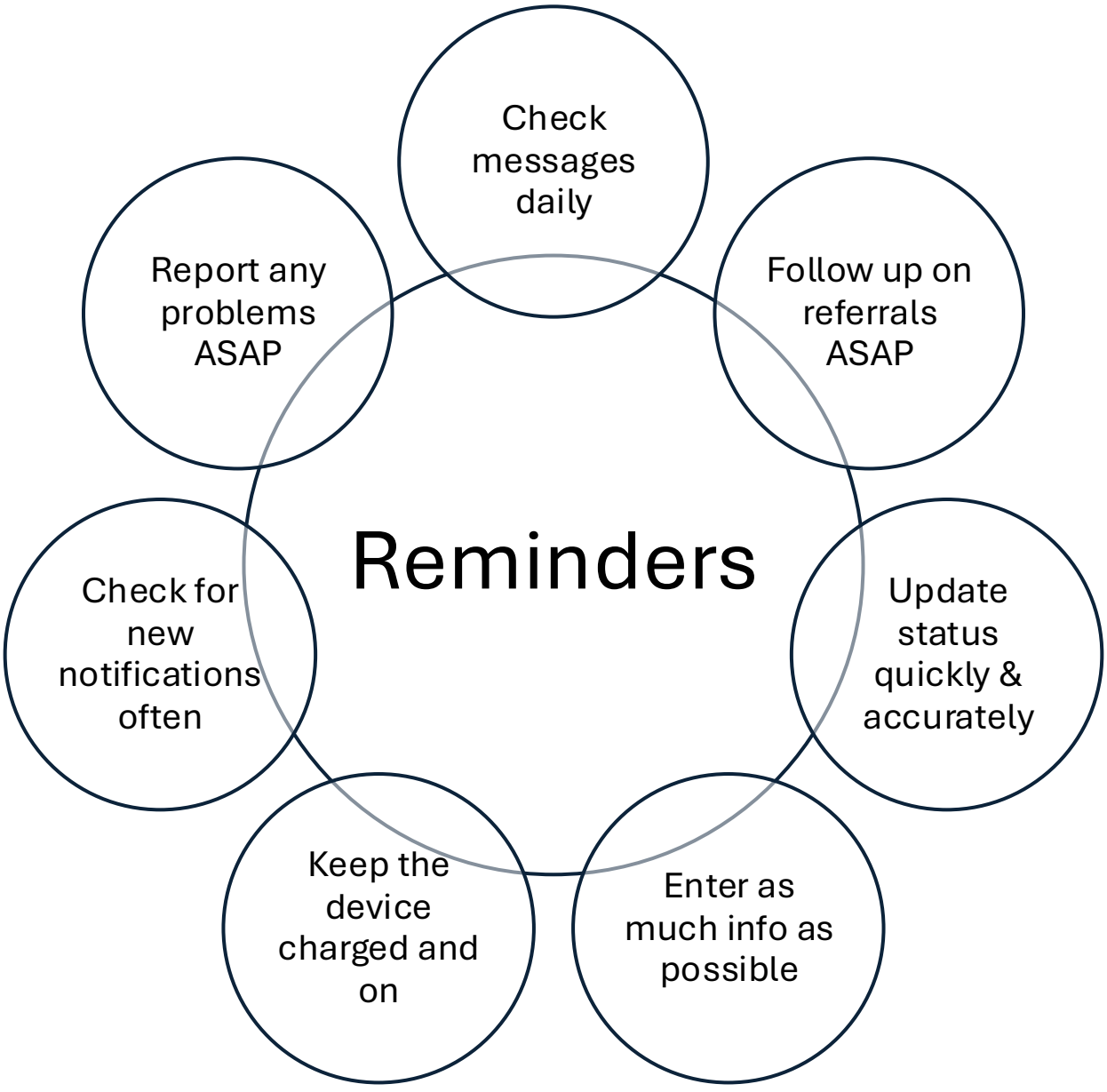
h) Once the referral is a sent a pop up banner will tell you the referral and release of information are sent.

Quick Reference

Creating a new Encounter

To create a new Encounter in Goldie, you begin at the **Goldie Home Page**

-
- Choose the Patient you wish to refer and click on their profile
- Click the blue + button to **Add**
- Choose the **New Encounter** button to create a task
- Choose Encounter Type
- Provide encounter specific information)note: Fields with an * are required, fields without an * may be skipped)
- Encounter date and time will be audio populated to the current date and time, clicking on these fields will allow you to adjust that.
- Select ‘Save’ If the encounter is finished. Select ‘Save for Later’ If the encounter is not yet finished, and you need to come back to it.


Reminders
Check messages daily
Follow up on referrals ASAP
Update status quickly & accurately
Enter as much info as possible
Keep the device charged and on
Check for new notifications often
Report any problems ASAP

Notes