

reSET-O[®]: A 24/7 Support for Patients*

DeNova Behavioral Health Services
Lexington, KY



CLIENT VOICES
TROY M. & KALI S.



“reSET-O[®] is now part of our DNA.”

— Louis Hairston, DeNova Clinical Director

This case study is for informational purposes only and does not constitute medical advice. Results from case studies are not necessarily predictive of results in other cases. Results in other cases may vary.

The Challenge

Lexington, Kentucky, is a “quaint big town” located in a region known for its horse racing, bourbon, and, unfortunately, high rates of opioid addiction.

“I’ve been following the unfolding opioid epidemic since 2012 like a bad car wreck,” says Louis Hairston, owner and Clinical Director of DeNova Behavioral Health Services. “I’ve been in this industry for a long time, and one of the most important things I learned before opening DeNova in 2018 was that it’s not just medication that’s going to make our clients better, it’s not just therapy—it’s everything together. Because it wasn’t just one thing that got us into this...it wasn’t the pharmaceutical industry, it wasn’t the Mexican black-tar heroin, it was a perfect storm of multiple events. **So it behooves us as health care professionals to use every potential tool available to us. That’s what led me to be interested in reSET-O.**

*For the duration of the 12-week prescription.

Please see Indications for Use and Important Safety Information for reSET-O on page 4

PRACTICE SNAPSHOT[†]

318
Prescriptions written

43%
Fulfillment rate
National Average = 43%

4,699
Total number of lessons completed
by all patients during their 12 week prescription

28
Average lessons completed
per 12 week prescription

[†]All time data as of 5/18/21.

The Challenge (Continued)

Hairston adds, "I looked at the data and said, 'Hey, this thing has legs.' So we explored it with our clinical team and decided to put it to use."

DeNova now operates two clinics in Lexington offering a range of outpatient services including medication-assisted treatment; individual, group, and family therapy; case management; peer support programs; and parenting classes. Hairston says reSET-O has become an integral part of their overall approach.

"reSET-O is now part of our DNA, and it's part of what makes DeNova a little bit different from others," Hairston says. "We're open-minded to new treatment options. Because, let's be clear, **the data show that if you follow the treatment algorithm for MAT published many times over showing that if you give opioid replacement medications in conjunction with therapy, you can succeed. But you'll really only succeed (sober after two years) maybe half of the time...that's not great. We follow that algorithm, but we add digital therapeutics into the mix so we can increase the odds of success.**"

The "Pivot Point"

As is common in clinics successfully using reSET® or reSET-O®, DeNova has one person who serves as a primary champion, coach for clients, and facilitator. In this case, that person is Rawan Riadi, a case manager who Hairston calls the "pivot point" of the program.

"I'm such a believer in reSET-O," Riadi says. "That's why I'm giving it my all. I love when people tell me small details like what they bought with their rewards[†], like things they need for their kids. Patients say when they think about using, they just open the app and read a couple of lessons and it gives them that comfort, like they're talking with their own therapist whenever they need it."

[†]Rewards may be virtual (nonmonetary) or in the form of gift cards and are at the discretion of the prescriber.

Client Voices



Kali S.

DeNova client Kali was introduced to heroin by her mother when she was 13 and starting to rebel against the sexual abuse being perpetrated on her by her father and uncle. "I was starting to get combative," she says. "The opiates sedated me."

The abuse stopped when her uncle was jailed, but by then, at age 15, she was hooked. "It went from a wrong on their part to a wrong on my part because I continued to use," she says.

Kali is now 24, working for Amazon and caring for the youngest of her three children. Her road to recovery has involved a string of hardships, including abuse by boyfriends, and addiction to drugs including methamphetamine and opioids. Life is still a challenge at times, but she has been with DeNova for the past year and says reSET-O has been a key part of her success.

"When I first heard about reSET-O I was like, 'aw, that's for normals'," she says. "But I didn't want to hurt my case manager's feelings, so I gave it a try. Within two weeks I was like, 'I love this app.' I started telling everybody I know about it. I'm an advocate for it. I've been doing reSET-O for at least 8 months.[§]

[§]The long-term benefit of reSET-O has not been evaluated in studies lasting beyond 12 weeks (84 days) in the OUD population. The ability of reSET-O to prevent potential relapse after therapy discontinuation has not been studied.

Please see Indications for Use and Important Safety Information for reSET-O on page 4.

Client Voices **Kali S.** (continued)

She says it helps to know that the DeNova staff can see her progress via the app and that she's rewarded when she comes in. **"It's nice to feel like you're being seen," she says. "That's an incentive...it's motivating. And I need that. It's crucial."**

She says she was surprised that she's gotten so much out of the reSET-O lessons. "I thought I knew everything about these things," she says. "But then you start working through the lessons and you're like, 'whoa, OK, maybe not'."

Although the lessons and the ability to access information 24/7 are what she says she primarily values, she also enjoys the rewards* she earns by completing lessons or having negative drug screens. "I always choose the Amazon cards because I'm addicted to hair bows for my four-year-old," she says. "She's a little southern belle with real long blond curly hair. I don't think I've ever ordered anything for me."

*Rewards may be virtual (nonmonetary) or in the form of gift cards and are at the discretion of the prescriber.



Troy M.

In 1995 Troy was working for a cable television company doing some line repair up on a telephone pole. He slipped, fell about ten feet, and injured his back. The opioid analgesics he was prescribed turned out to be a ticket to addiction.

"Once I started, it just spiraled out of control," he says. "It became a daily habit. Fifteen to 20 pills a day. I couldn't function without them."

Despite his habit he continued like that for years. But in 2011 he was arrested, convicted, and sent to a federal prison. That first week was rough, with bad headaches and sleepless nights, he says. "I didn't want any help. I just wanted to get it done with...get it out of my system."

In 2020 he was released and spent 30 days in a halfway house. Even though he had not used any of the opioid contraband available in prison, he quickly felt an increasing urge to use again. "I was getting cravings," he says. "And people from my past would come up and offer pills to me. I almost gave in. But I had heard about Suboxone in prison, so I thought I should give it a try."

Troy made an appointment at DeNova the day after he left the halfway house. He started using reSET-O as part of his support program. He says he uses the app regularly and has been re-prescribed the program at least six times[†].

"Some days are worse than others," he says. "With reSET-O you've got access to information on your phone. That's the main thing. Like, if you can't get hold of a sponsor, or you can't get in touch with a friend, you can pull out your phone, punch a few buttons, and you've got information to read, videos to watch, stuff like that."

Troy is now working as the head of maintenance at a 68-unit apartment complex, although he hopes to manage a sober living facility once the COVID pandemic subsides. Between the medication, therapy, and reSET-O he says he's feeling confident.

"I've got a second chance at life," he says. "I can't afford to blow it."

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Please see [Indications for Use and Important Safety Information for reSET-O on page 4.](#)

Indications for Use and Important Safety Information

reSET-O

INDICATIONS FOR USE:

reSET-O prescription digital therapeutic is a 12-week (84 day) software application intended to increase retention of patients with opioid use disorder (OUD) in outpatient treatment by providing cognitive behavioral therapy, as an adjunct to outpatient treatment that includes transmucosal buprenorphine and contingency management, for patients 18 years or older who are currently under the supervision of a clinician. reSET-O is indicated as a prescription-only digital therapeutic.

IMPORTANT SAFETY INFORMATION

Warnings: reSET-O is intended for patients whose primary language is English with a reading level of 7th grade or above, and who have access to an Android/iOS tablet or smartphone. reSET-O is intended only for patients who own a smartphone and are familiar with use of smartphone apps (applications).

Clinicians should not use reSET-O to communicate with their patients about emergency medical issues. Patients should be clearly instructed not to use reSET-O to communicate to their clinician any urgent or emergent information. In case of an emergency, patients should dial 911 or go to the nearest emergency room.

reSET-O is not intended to be used as a stand-alone therapy for Opioid Use Disorder (OUD). reSET-O does not replace care by a licensed medical practitioner and is not intended to reduce the frequency or duration of in-person therapy. reSET-O does not represent a substitution for a patient's medication. Patients should continue to take their medications as directed by their healthcare provider.

Patients with opioid use disorder experience mental health disease and co-morbid medical problems at higher rates than the general population. Patients with opioid use disorder have higher baseline rates of suicidal ideation, and suicide attempts, and suicide completion. Clinicians should undertake standard of care to monitor patients for medical problems and mental health disease, including risk for harming others and/or themselves.

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Please see the Clinician Brief Summary Instructions for reSET-O.