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TELESAGE™ RECEIVES NIDA GRANT FOR ADDICTION SEVERITY INDEX (ASI)

TeleSage to Release First Fully Automated, Report-Generating, and Outcomes- Tracking ASI System Using Telephone and Internet Technology

Seattle, WA, April 14, 2003 – TeleSage, Inc., developers of SmartQ™ automated telephone survey software and eQ™ Internet survey software, announced today that it received a \$750,000 grant from the National Institute on Drug Abuse (NIDA). The grant funds the second phase of a multi-year research project to automate the Addiction Severity Index (ASI), the most widely used assessment instrument in substance abuse treatment with an estimated 1-3 million clinician administrations per year. TeleSage will further integrate two innovations developed in a highly successful earlier study: automated telephone and Internet Self-Report ASIs. Both of these new self-report instruments offer two key advantages over the traditional, clinician-rated ASI: lower costs and immediate reporting. TeleSage's present goal is to measure the clinical impact of providing immediate and repeated feedback reports to clinicians and patients. Researchers will recruit 1,350 patients from 18 substance abuse clinics across Washington State and will track clinical outcomes in a randomized trial over a nine-month period.

Subjects will take TeleSage's new Self-Report ASI over the Internet and four abbreviated follow-up versions that gather information about the previous 30 days only. Out-of-treatment subjects will take follow-up assessments remotely via the telephone and interactive voice response (IVR) technology. This research project will be the first to track patients both in and out of treatment using automated outbound calling with TeleSage's DialQ™ auto-dialer. Researchers will place clinics into two randomized groups to determine if immediate assessment and outcomes tracking improve clinical results.

Integrating the ASI into a software package using both telephone and Internet technology will enhance substance abuse treatment on many levels. According to Benjamin B. Brodey, TeleSage's Director of Research: "TeleSage's ASI software package will reduce the cost and increase the availability of the ASI. It will assist clinics by providing ASI reports to clinicians prior to their interviews with patients; by complying with state mandates to monitor



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treatment and improve care; and by using outcomes tracking to promote patient recovery, while saving them money and staff time in the long run."

Substance abuse patients frequently have problems in fields outside the narrow confines of chemical abuse. This study will be the first to encourage patients to seek additional, ancillary resources by providing them with immediate, printed referrals to public-sector resources following their evaluations. Craig Rosen, Ph.D., Research Consultant, believes that "because the patients themselves will receive automated reports and referrals, they will have a greater opportunity to benefit from holistic treatment. Substance abuse patients often have difficulties in employment, family relationships, legal issues, and other areas. The referrals to additional services that patients receive will empower them to participate actively in their own recovery."

TeleSage will offer its Internet version of the Self-Report ASI free-of-charge on its Website for the two-year study duration, including free automated scoring and free printable reports. After project completion, TeleSage will also add the automated telephone version of the Self-Report ASI (using a toll-free number) to the Web-based system, so that substance abuse clinics can access both the Internet and IVR versions of the Self-Report ASI.

We are also developing a TeleSage Web portal for substance abuse agencies that will facilitate their use of the ASI. In addition to generating reports, TeleSage will allow agencies to receive longitudinal data and customize referrals based on zip codes. Agencies will be able to log on to the secure, passcode-protected TeleSage Web portal and set up their own accounts, allowing them to choose the instrument they want to use, the number of assessments administered per patient, and their own personnel's access to data.

About TeleSage - TeleSage, Inc., a leader in affordable survey technology, developed SmartQ™ IVR survey software and eQ Web survey software with the help of National Institutes of Health innovative technology grants and capital investment from other parties. TeleSage is headquartered in Chapel Hill, NC and was founded in 1996 by Benjamin Brodey, M.D., M.P.H., a graduate of MIT and Harvard Medical School. A few of TeleSage's clients include ESPN, DaimlerChrysler, PricewaterhouseCoopers, ValueOptions, Rand Corporation, Fireman's Fund, Westat, Adecco, United Behavioral Health, the Washington State Mental Health Division, Citigroup, and Prudential. For more information about TeleSage, Inc., call 1-866-942-8849, e-mail info@telesage.com, or visit www.telesage.com. In addition to free



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downloads, the Web site also offers a hands-on demonstration of the survey software.