

Telehealth at the PACT Clinic

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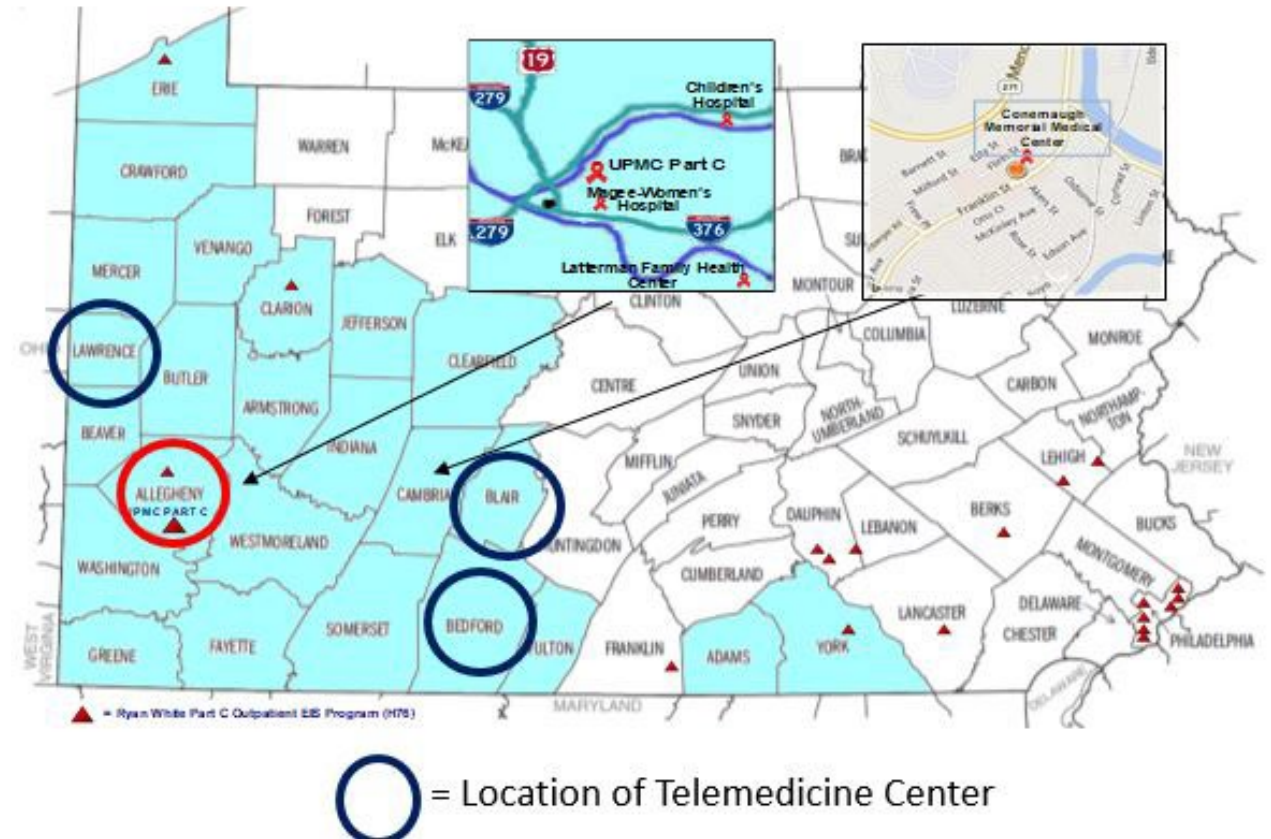
University of Pittsburgh

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NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

PACT Clinic Overview

- Pittsburgh Area Center for Treatment (PACT)
- Located at UPMC in Pittsburgh, PA
- Ryan White funding began in 1994
- Client Demographics:
 - ~1850 clients
 - Median age range: 51.6 years
 - Gender: 75% male
 - Ethnicity:
 - 48.5% Caucasian
 - 45% African-American
- Comprehensive care



How We Utilize Telemedicine

Asynchronous Provider to Provider



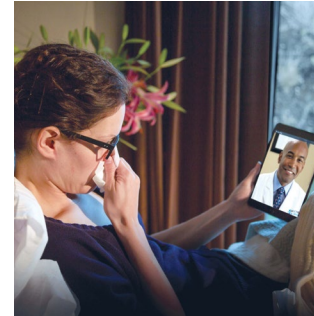
- **E-consults**
- From PCPs to HIV specialists
- Billable for both
- Enhances communication and care coordination

Synchronous Provider to Patient



- **Audio only phone visits**
- Clinicians, pharmacists, case management, behavioral health, dietician, peer advocate
- Easy to use, good for check-ins and med management
- Limited exam and billing

Synchronous Provider to Patient



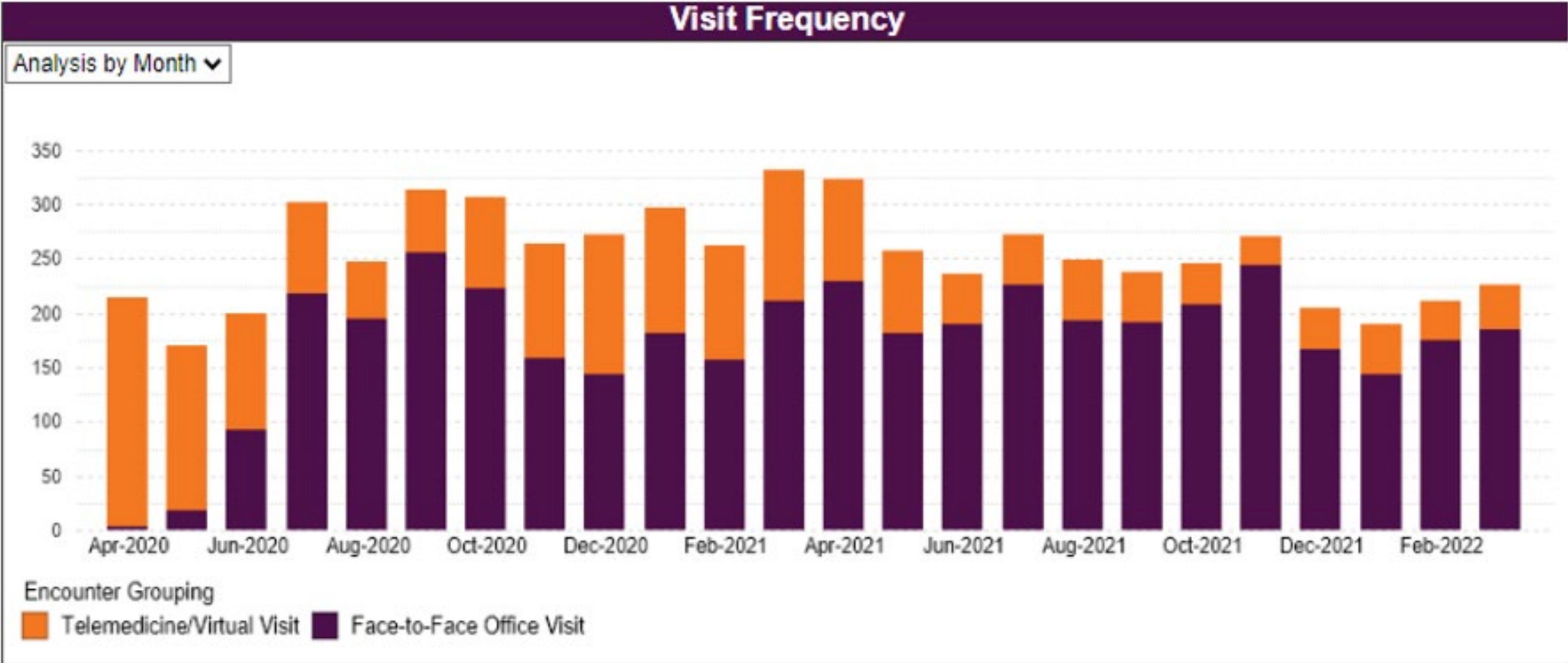
- **Home audio/video visits**
- Clinicians, behavioral health
- Multiple modalities available
- Convenient for both patients and providers
- Billing is similar to face-to-face
- Limited by exam, diagnostics and connectivity

Synchronous Provider to Provider/Patient



- **Telemedicine Center or home audio/video visits**
- Clinicians
- Centers located close to patients' homes
- Use of mobile suitcase
- Complete exam, on-site lab draws, local CM
- Not widely available

PACT Encounters



Impact of COVID-19 on Care

896. Examining the Impact of the COVID-19 Pandemic on Delivery of HIV Care and Prevention Services Among Patients in a Ryan White Clinic

Michelle Zhang, BS, Sharlay Butler, MD, Jason Kennedy, MS, Molly McKune, MS,
 Ghady Haidar, MD, Deborah McMahon, MD

Open Forum Infectious Diseases, Volume 8, Issue Supplement_1, November 2021, Page S539, <https://doi.org/10.1093/ofid/ofab466.1091>

Published: 04 December 2021

- Understand the impact of COVID-19 on retention in care and viral load suppression
- Compared visits in 2019 vs 2020
- The number of telehealth visits increased significantly:
 - Video (0% to 31%, $p < 0.001$)
 - Phone (0% to 0.4%, $p < 0.001$)
 - Proportion of kept appointments increased (57.2% vs 61.2%)
- Annual retention in care decreased from 74.5% to 70.9% ($p = 0.002$)
- VL suppression decreased from 91.6% to 83.3%
 - More patients did not have a VL drawn in 2020 than 2019 (10.3% vs 2.0%, $p < 0.001$)

Impact of COVID-19 on Care (Continued)

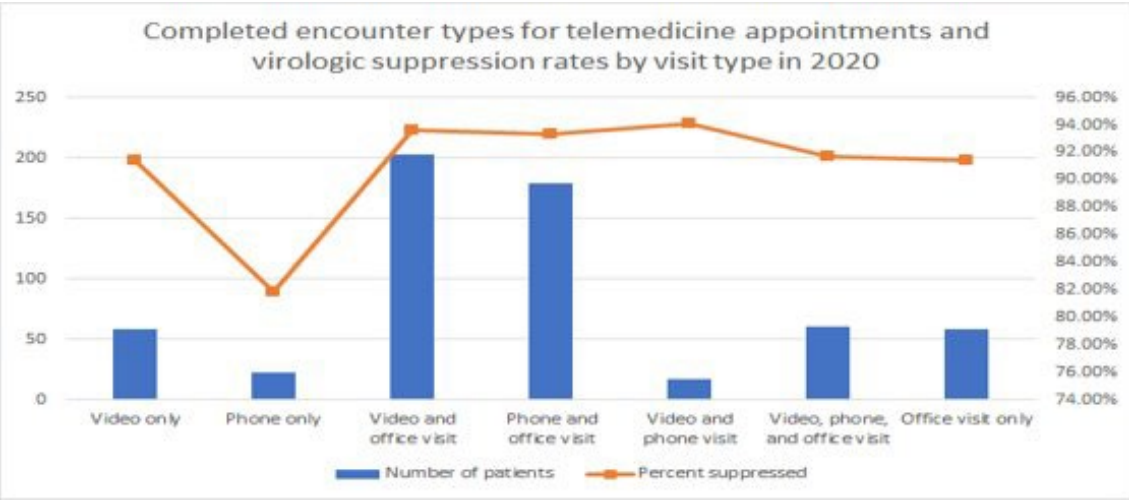
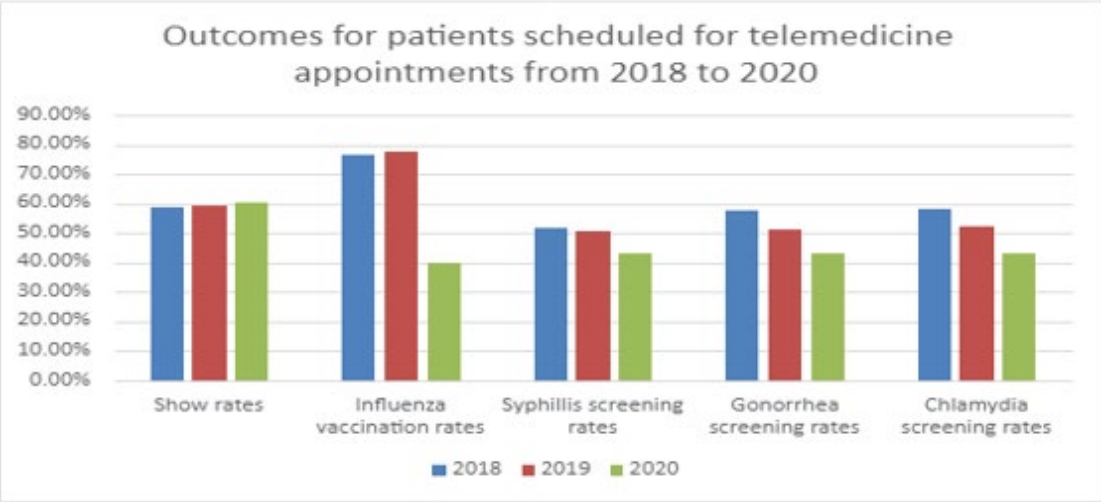
895. Impact of Telemedicine on HIV Care and Prevention Services at an Academic Ryan White-Funded Clinic

Jay V Dasigi, MD, Nupur Gupta, DO, Christiane Hadi, MD, MPH, MSc

Open Forum Infectious Diseases, Volume 8, Issue Supplement_1, November 2021, Page S539, <https://doi.org/10.1093/ofid/ofab466.1090>

Published: 04 December 2021

Similar to previous study, but specifically looked at retention in care and viral load suppression for telemedicine only visits



Successful Case

Male patient in his 60s

Out of care and off ART for 2 years

Family convinced him to move closer to them in PA due to need for increased assistance from cognitive changes

Multiple hospitalizations due to various complaints

Gets connected to our New Castle Telemedicine Center

- Unable to come to Pittsburgh
- Doesn't want to do phone or video to home visits

With family's help, convinced patient to restart ART

- Has complex regimen and resistance history

Successful Case (Continued)

- Successfully suppressed and retained in care
- Connected to registered dietitian for nutrition support at PACT
 - Conducts phone check-ins
- Connected to local case management
- Family has noticed him to be happier, and more engaged
- Has been able to live independently

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Challenges/Future Steps

- Aging population
 - Meet them where they are through mobile telemedicine suitcase
 - Working with a Part B recipient
- Non-English-speaking clients
 - Ability to add interpreters on phone and video visits
- Rural populations
 - Continually exploring expansion of telemedicine centers
 - Use of mobile telemedicine suitcase
- Getting labs and STI screening
 - Telemedicine centers have on-site laboratories
 - RN to accompany mobile telemedicine suitcase
 - Reminder calls to patients

Thank you!

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