Asian Health Services – Process Map

DAY 1 of Rapid Start visit:
(within 8 business hours)

Referrals from Planned Parenthood

Referrals from Berkeley Free Clinic

Referrals from Alameda County Public Health

*MCM accompanies client throughout initial visit

HIV Testing: Positive HIV test (newly diagnosed/re-engaging in care)

→ **Linkage to care**

Medical Case Manager (MCM)
- May escort client personally from external testing site and/or offer transportation resources
- Schedule clinician exam

→ **Intake and insurance enrollment**

MCM
- Enroll client in RWHAP, ADAP, Medi-Cal, Covered California, and other patient assistance programs
- Assess client needs for support services

→ **Clinician exam and ART Rx**

Clinician
- Provide HIV information, perform physical exam, prescribe ART, provide medication counseling, and order baseline labs

→ **Baseline labs**

MCM
- Walk client over to the onsite lab, Quest Diagnostics, to complete blood draw

→ **Same-day medication provision**

Onsite Pharmacy
- If covered through insurance, dispense Rx
- If not covered by insurance, dispense a 1-to-2-week ART starter pack

DAY 2-3 after Rapid Start visit

Follow-Up Call

MCM
- Check on client wellbeing, concerns, medication side effects, questions, etc and offer an in-person follow-up visit

Long-Term follow-up after Rapid Start visit

→ **1-Month labs** → **3-Month labs** → **6-Month labs** → **12-Month labs**

MCM and Clinician
- Visits may be telehealth or in-person
  - If telehealth, MCM calls client day before to remind them about appointment
- Clinician reviews labs to check viral load

RapidART Dissemination Assistance Provider

A Project of CAI