Borinquen Health Care Center – Process Map

DAY 1 of Rapid Start visit

Testing from Health Dept.

External Testing (hospitals/ER)

HIV Testing: Positive HIV Test (newly diagnosed/reengaging in care)

Email "Rapid Access" email address (sends to multiple Borinquen staff) address (sends to multiple Borinquen staff)

Email "Rapid Access" email

Linkage to Care and intake

- Patient Navigator
 Contact clinic manager at
 Borinquen to schedule clinician
- Meet client at testing site and escort client to Borinquen Provide HIV education, provide
- Rapid Start services overview

Clinician exam and **ART Rx**

Clinician

- Assess HIV risk factors
- Perform physical exam
- Prescribe ART
- Order baseline labs

Baseline labs

Patient Navigator

Walk client to clinic room to complete blood draw

Patient Navigator

Insurance

enrollment

Offer consent form to cover cost of medication

Case Manager

*Patient Navigator accompanies the client throughout the initial visit

Assist client with paperwork for RWHAP and ADAP

Same-day medication provision

Onsite Pharmacy

Dispense 30-day ART starter pack

First Month after Rapid Start visit

> 1 week check-in

Patient Navigator

Contact client within a week to check-in and discuss medication side effects

Follow-up visit (within 2 weeks)

Clinician

- Review baseline lab test results within 2 weeks of Rapid Start visit
- Change meds as needed

Mental health visit

Psychiatrist

See client for mental health visit within 30 days

Follow-up visits for labs and case management follow-up

Clinician

Long-Term

Follow-Up

See client every 3 months (or as clinician sees fit)

Case Manager

Ensure that client receives referrals to support services and is engaged in care

Patient Navigator

Follow client for 1 year to remind them about upcoming labs and appointments



