LGBT Life Center & CAN Community Health – Process Map

DAY 1 of Rapid Start Visit *(within 7 days of diagnosis, max)*

Home Test Kit Diagnoses → Contact Patient Experience Experts for clinician availability via phone

Referrals from CBOs or VDH → Contact Patient Experience Experts for clinician availability via phone

***Navigators** provide additional support to clients during Rapid Start visit

HIV Testing: Positive Test (Newly Diagnosed/Re-engaging in care) → **Linkage to Care** → **Intake and insurance enrollment** → **Clinician exam and ART Rx** → **Same-day medication provision** → **Baseline labs**

Patient Experience Experts
- Assess clinician availability and schedule clinician exam
- Meet client at front desk of clinic and introduce to navigator, who will accompany client throughout the visit
- Alert Care Connection Team to begin insurance eligibility process

Virtual Care Connection Team or Onsite Non-medical Case Manager
- Enroll client in RWHAP, ADAP, Medicaid
- Expedite process through Rapid Eligibility Determination (RED)

Clinician
- Complete intake
- Perform physical exam
- Prescribe ART
- Order baseline labs

Onsite Pharmacy
- Navigator escorts client to pharmacy to pick up 30-day Rx
- May provide ART starter packs if insurance is a barrier

Navigator
- Walk client over to clinic room to complete blood draw for labs

2 WEEKS after Rapid Start Visit

Day 2: Follow-up call → **Day 5: Follow-up call** → **Day 10: Follow-up call**

Patient Care Coordinator
- Follow up on medication, side effects, general wellbeing of client
- Connect client to support services as needed (e.g. mental health care, housing, etc)

Non-Medical Case Manager
- Connect client to resources like food stamps

2-4 WEEKS after Rapid Start Visit

Follow-up visit

Clinician
- Assess medication tolerance and side effects
- Review labs

Long-Term Follow-Up

3 Months: Follow-Up → **6 Months: Follow-Up**

Clinician
- Transition client to long-term medical case management services

Patient Care Coordinator
- Transition client to long-term medical case management services

RapidART Dissemination Assistance Provider

A Project of CAI