The Max Clinic - Process Map Linkage to Care: Medical Case Managers (Social Workers) Correspond with the client's previous case manager to IF ACCEPTED **Referral Sources:** coordinate a plan for transition Case manager and medical providers Referrals reviewed by clinician, Public health HIV/STD partner services Disease Research & Intervention Systematic review of clients fallen out of care **Linkage to Care: Nonmedical Case** Specialists (DRIS), and social via Data-to-Care program Managers (DRIS) worker Automated information exchange with UW Contact patients by phone and conduct IF ACCEPTED outreach to potential/referred clients from Medicine admitted to the hospital community orgs or hospital/ER/Madison clinic Lead investigations for EDs, hospitals, jails, in which out-of-care PWH are identified DAY 1 of Rapid Start Visit Intake and Clinician Same-day Linkage to Baseline insurance exam and medication Walk-in care (Max labs enrollment **ART Rx** provision **Appointment** Clinic registration) Social Worker **Madison Clinic DRIS DRIS** Clinician Assist with insurance enrollment. **Pharmacy** Walk client to Enroll clients, triage urgent needs, explain Max Clinic's Assesses urgent including Medicaid, RWHAP, ADAP. Sent to Madison Harborview medical needs model of care and EIS pharmacy Medical Performs physical . NOTE: All clients who walk- . Complete housing, mental health DRIS walk with client to Center to in are known to have a exam and substance use assessment pick up Rx, pick up Rx complete positive diagnosis. No Prescribes ART Rx Provide referral to support services on client's behalf, or set blood draw testing done onsite. up home delivery for labs 2 WEEKS (or, Everv 2 as needed) months after Rapid after Rapid **Start visit** Follow-Up Follow-Up Follow-Up **Start Visit** Visit Visit (nonmedical) Visit (medical) (nonmedical) **Social Worker** Clinician **DRIS/Social Worker** Client comes in for housing Client comes in for labs Provide reminders on assistance, grocery cards, and to test viral load monetary incentives supportive services as needed (will receive monetary Provide referrals to support incentive) services as needed



