Positive Care Center – Process Map

DAY 1 at HIV Testing Site Partner (e.g. Red Door Clinic)

HIV Testing: Positive HIV test (newly diagnosed/ re-engaged)

Testing staff

→ **Schedule appointment with Positive Care Center**

HIV Care Navigator
- Contact nursing staff at Positive Care Center via pager

→ **Follow up care (as needed)**

HIV Care Navigator
- Address client barriers to care and follows up after client is linked into care

Referral from Offsite Agencies/ER

DAY 1 of Rapid Start Visit at Positive Care Center *(within 72 hours of diagnosis)*

HIV Testing: Positive HIV test (newly diagnosed/ re-engaged)

→ **Linkage to care**

Nurse
- Receive referral via pager or onsite testing, and schedule clinician exam

Rapid Access Social Worker
- Reach out to client via phone to discuss transportation to clinic

→ **Intake and insurance enrollment**

Benefit Coordinators
- Assist client with paperwork and insurance benefits application, including RWHAP eligibility

Rapid Access Social Worker
- Provide referrals to support services

→ **Clinician exam and ART Rx**

Clinician
- Perform physical exam, provide HIV education, prescribe ART

Nurse
- Complete blood draw for baseline labs, send to onsite lab for results

→ **Same-day medication provision**

Pharmacist
- Dispense medications onsite
- Provide Rx to client in exam room, observe client take first dose onsite (if preferred)
- Help schedule mail-delivery or pickup options for subsequent prescriptions

7 Day Follow-Up

Rapid Access Social Worker
- Provide referrals to support services
- Check in on general client wellbeing

→ **2 Week Follow-Up**

Pharmacist and/or Clinician
- Client attends 2-week follow-up appointments for 6 weeks
- Assess medication tolerance

→ **Day 30 + Long-Term Follow-Up**

Clinician
- Review labs and check viral load
- Schedule follow-up visit every 3-6 months, or as needed

Rapid Access Social Worker
- Refer client to ongoing case management if needed, after 3rd follow-up visit

RapidART Dissemination Assistance Provider

A Project of CAI