Howard Brown Health – Process Map

Referrals from hospital ERs, CHCs, Chicago DOH, High School clinics, etc

contact linkage to care (LTC) team via phone

DAY 1 of Rapid Start Visit

Interchangeable order

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

Walk-in testing team (Health Educator/RN)
- Explain Rapid Start visit process and contact LTC team via phone

Linkage to care

LTC Team
- Receive referral, and schedule clinician exam
- Greet clients at beginning of Rapid Start visit

Intake and insurance enrollment

LTC Team Member
- Complete insurance eligibility, sign client up for patient assistance programs
- Complete a psych socio-economic assessment

Clinician exam and ART Rx

Clinician
- Perform physical exam
- Confirm treatment regimen and prescribe ART
- Provide medication counseling
- Order baseline labs

Baseline labs

LTC Team Member
- Walk client to clinic room to complete blood draw for labs

Same-day medication provision

Onsite Pharmacy
- LTC team member will either pick up medication or walk with client to onsite pharmacy to retrieve medication
- Typically prescribed 30-day supply or provided with ART starter pack, if there are insurance issues

7 DAYS after Rapid Start visit

Follow-up check-in

LTC Team
- LTC staff contacts client 24-48 hours after Rapid Start visit to assess for medication side effects
- Finish ADAP/insurance eligibility applications

30 DAYS after Rapid Start visit

Follow-up visit

Clinician and LTC Team Member
- Repeat labs, check viral load (VL)
- Check-in with client to confirm need for additional support services

Pharmacist
- Follow up monthly to remind clients to pick up medication

60-90 DAYS after Rapid Start visit

Follow-up visit

Clinician
- Client returns in 30 days if VL isn't <20 copies/mL, or 3 months if VL is <20 copies/mL

Follow-up visits

Clinician and LTC Team
- See client every 3 months
- Once client is virally suppressed, clients return every every 6 months
- Make referral to long-term case management services after 4th appointment

RapidART Dissemination Assistance Provider

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