

**Panel: Natural disasters and HIV care: impact and lessons from Hurricane Maria**  
*Patients' and community outreach: Continuity of care*

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# Learning Objectives

At the conclusion of this activity, the participant will be able to:

1. Describe multiple efforts of outreaching community members and patients
2. Identify best practices while providing continuity of care in a clinic affected by hurricane and floods

# Rio Grande de Loiza



# Efforts of outreaching community members and patients

## **DAY 1- September 25,2017 (Day 5 post-Hurricane)**

- Meeting with all the staff at the institution.
- Develop a triage area like military hospital area.
- Search for patients of the HIV clinic and the ones who had appointment.
- Beginning the attention and care for all patients.
- Open the onsite pharmacy.

## **DAY 2-September 26,2017 (Day 6 post-Hurricane)**

- Meeting with case management and social workers.
- Contact patients at home and shelters.



# Efforts of outreaching community members and patients

## **DAY 3 (Day 7 post-Hurricane)**

- Officially open on-site pharmacy.
- Extend medical care area.
- Beginning on-site psychologic care.

## **DAY 4 (Day 8 post-Hurricane)**

- Moving to community shelters.
- Tracing patients at the community through peers.

## **DAY 5 (Day 9 post-Hurricane)**

- **Moving to do this things with different groups every day**

# The house of one of our patients





# Middle of the town





# Providing continuity of care in clinic and outside

- Relocating/moving all the clinical areas to the waiting area of the center.
- Established several areas of triage and divide patients.
- Beginning treatment as patients needed.
- Providing prescriptions for medications and dispensing on site.
- Giving appointments for follow up in 2 weeks , follow up was physical and emotional.

# Providing continuity of care in clinic and outside

- Move to shelters and carry out clinics there during the subsequent weeks.
- Dispense medications on shelters.
- Provided prescriptions to patients and dispensed medications , no matter if the patient is or not registered as part of the center's population.

# Best Practices

- Orient/educate patients and personnel of what is need to do before, during and after the emergency.
- Do collaboratives through the different clinics, areas and departments.
- Orient and advice patients to pick up their refills before the emergency and let us know where they will stay during the emergency.
- Develop and provide laminated cards with all the medications that patient have in use.
- Orient the patients about a reunion point/place after the emergency.
- Orient patients to share information with other peers of their plans and places for additional contact.
- Get all your personal place of reference and reunion after the emergency.



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