

Pathway to Care: Streamlining the Ryan White Intake Process for Patient Success at the Bluegrass Care Clinic

Julia Rawlins, CSW
Medical Case Manager
Senior Social Worker



Disclosures

- *The speaker has nothing to disclose*
- *This content is owned by the AETC, and is protected by copyright laws. Reproduction or distribution of the content without written permission of the sponsor is prohibited, and may result in legal action.*

Learning Objectives

1. Describe the Intake Process and its Purpose

Providers will be able to accurately describe the stages of the intake process for the Ryan White Program, including eligibility screening, needs assessment, and enrollment, and understand the importance of each step in providing quality patient care.

2. Assess Patient Eligibility Accurately and Efficiently

Providers will learn to determine eligibility for the Ryan White Program, accurately gathering and verifying required documentation to ensure new patients meet residency, income, insurance, and HIV status requirements.

3. Facilitate Patient Understanding of Program Enrollment and Consent

Providers will learn to communicate the enrollment and consent process effectively, ensuring that new patients understand their rights, program expectations, and the confidentiality of their information.

Outline

1. Introduction to the Bluegrass Care Clinic Ryan White Program
2. Importance of the Intake Process
3. Pre-Intake Preparations
4. Step-by-Step Intake Process
5. Addressing Special Cases
6. Wrap-Up

University of Kentucky Bluegrass Care Clinic



The UK Bluegrass Care Clinic offers comprehensive, patient-centered services to individuals enrolled in the Ryan White Program. These services include:

- Specialized Medical Care
- Mental Health Counseling
- Substance Use Support
- Medication Adherence Assistance
- Health Education
- Social Support Services
- Specialized Medical Case Management
- Housing Assistance
- Connections to Community Resources

University of Kentucky Bluegrass Care Clinic



Specialized Services and Teams

- Nurse Navigators
- Health Education
- Enrollment and Eligibility
- Emergency Financial Assistance
- Bi-Lingual Patient Navigators
- Medical Case Managers
- Medical Case Manager Associates
- Pharmacy
- Housing Support
- Adherence & Linkage
- Dietician Services
- HIV Testing & Prevention
- Mental Health & Psychiatry
- Addiction Medicine
- Primary Care

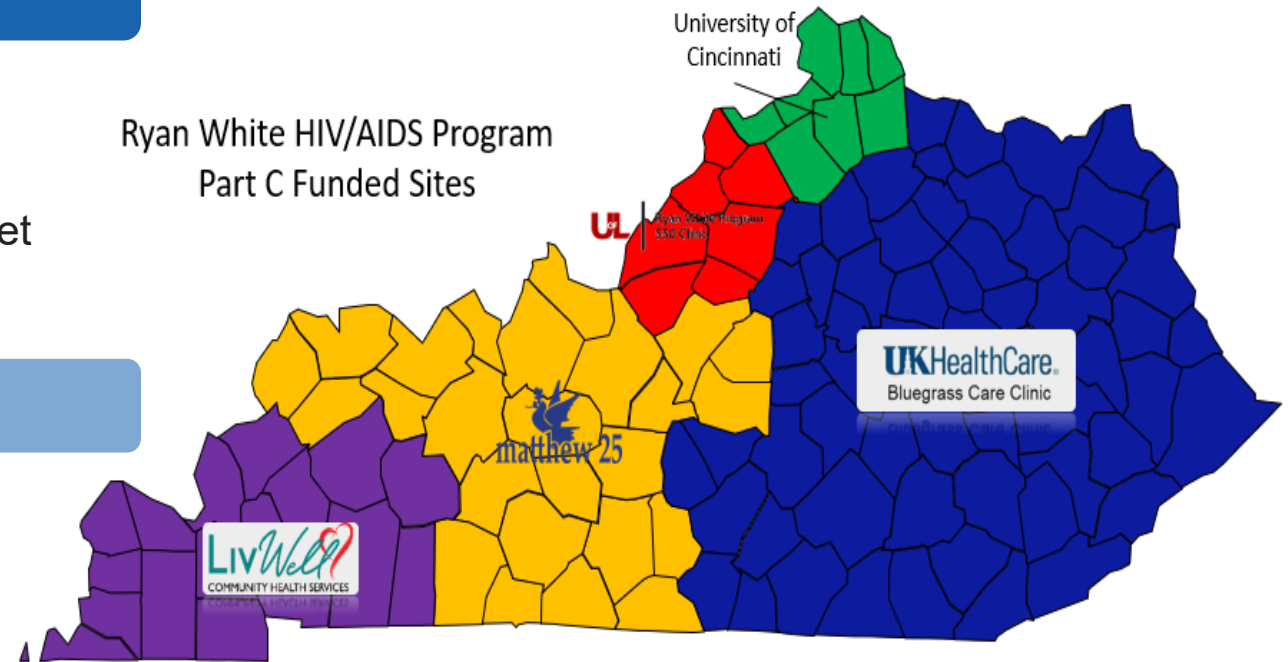
Ryan White Part C

Who Is Eligible?

- Persons living with HIV who receive care at the BCC
- Resident of KY
- Services on a sliding fee scale and cap on out-of-pocket charges

What Does It Pay For?

- HIV Medical Care
- Specialty Care Services
- Laboratory and Diagnostic Testing
- Pharmacy and Nutrition Counseling
- Dental Care



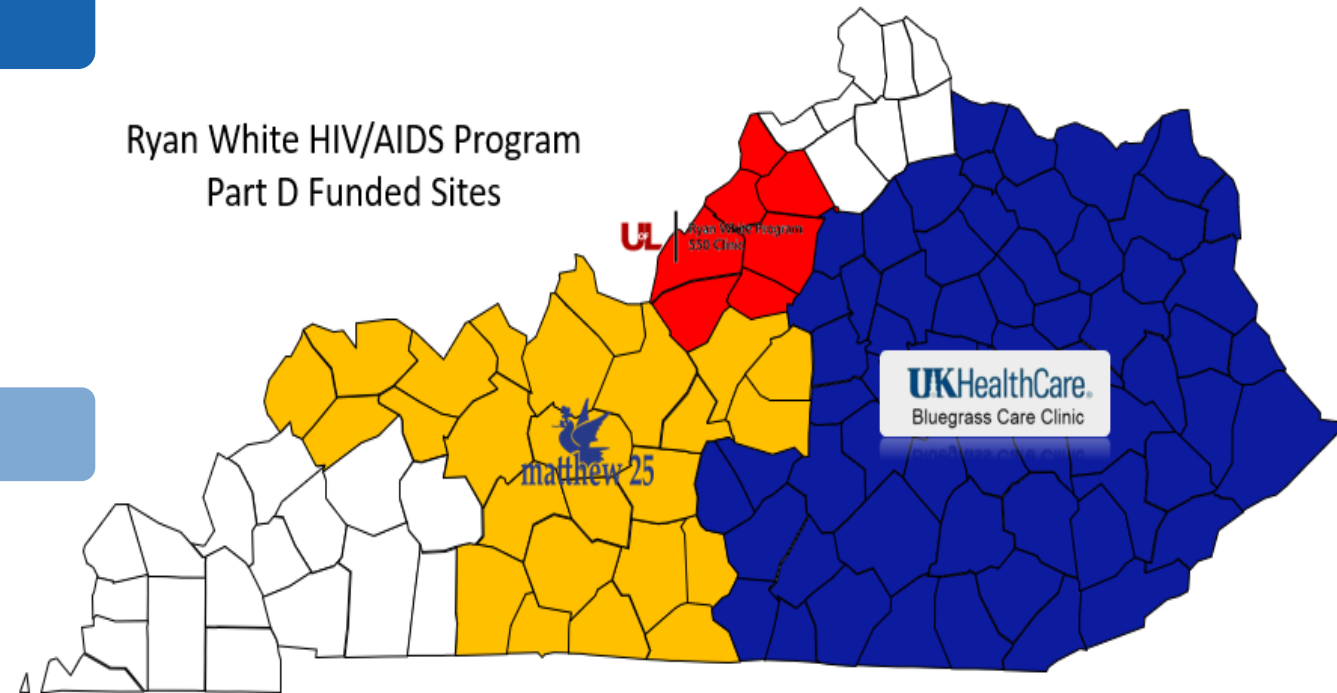
Ryan White Part D

Who Is Eligible?

- Women, infants, children, and youth living with HIV
- Resident of KY
- Services on a sliding fee scale and cap on out-of-pocket charges

What Does It Pay For?

- HIV Medical Care
- Specialty Care Services
- Laboratory and Diagnostic Testing
- Pharmacy and Nutrition Counseling
- Mental Health Services
- Medical Transportation



Importance of the Intake Process

Eligibility

Establishes Eligibility and Access to Services

- Verification of Eligibility
- Connection to Resources

Assessment

Comprehensive Assessment of Patient Needs

- Holistic View of Health
- Identification of Barriers

Planning

Personalized Care Planning

- Develops Customized Plans
- Supports Continuity of Care

Trust

Builds Trust and Comfort

- Initial Patient Engagement
- Patient Education



Importance of the Intake Process

Compliance

Ensures Comprehensive Documentation and Compliance

- Accurate Record Keeping
- Data Collection

Access

Facilitates Timely Access to Care

- Reduces Delays
- Early Intervention

Support

Coordinates Multidisciplinary Support

- Engages Care Teams
- Integrated Services

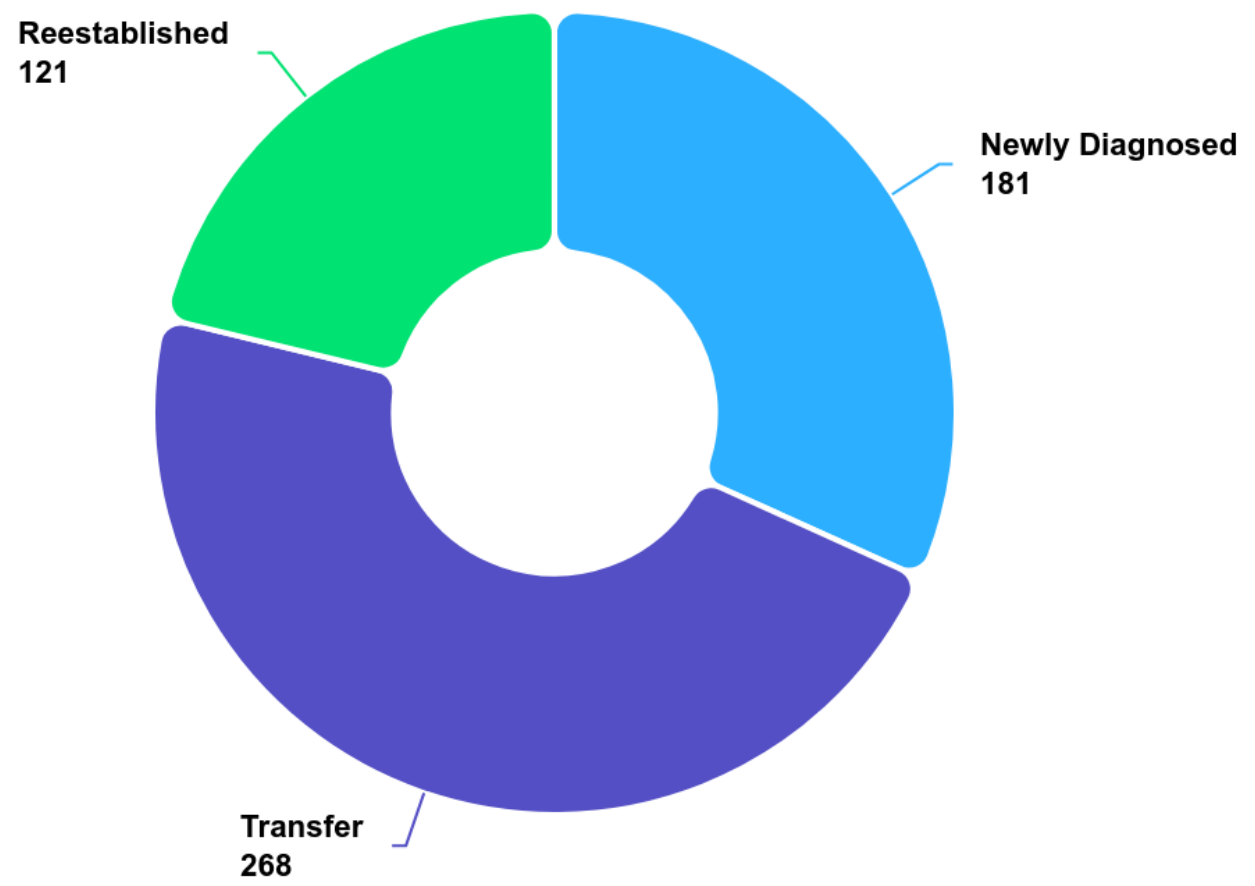


Bluegrass Care Clinic FY 2023/2024 Data

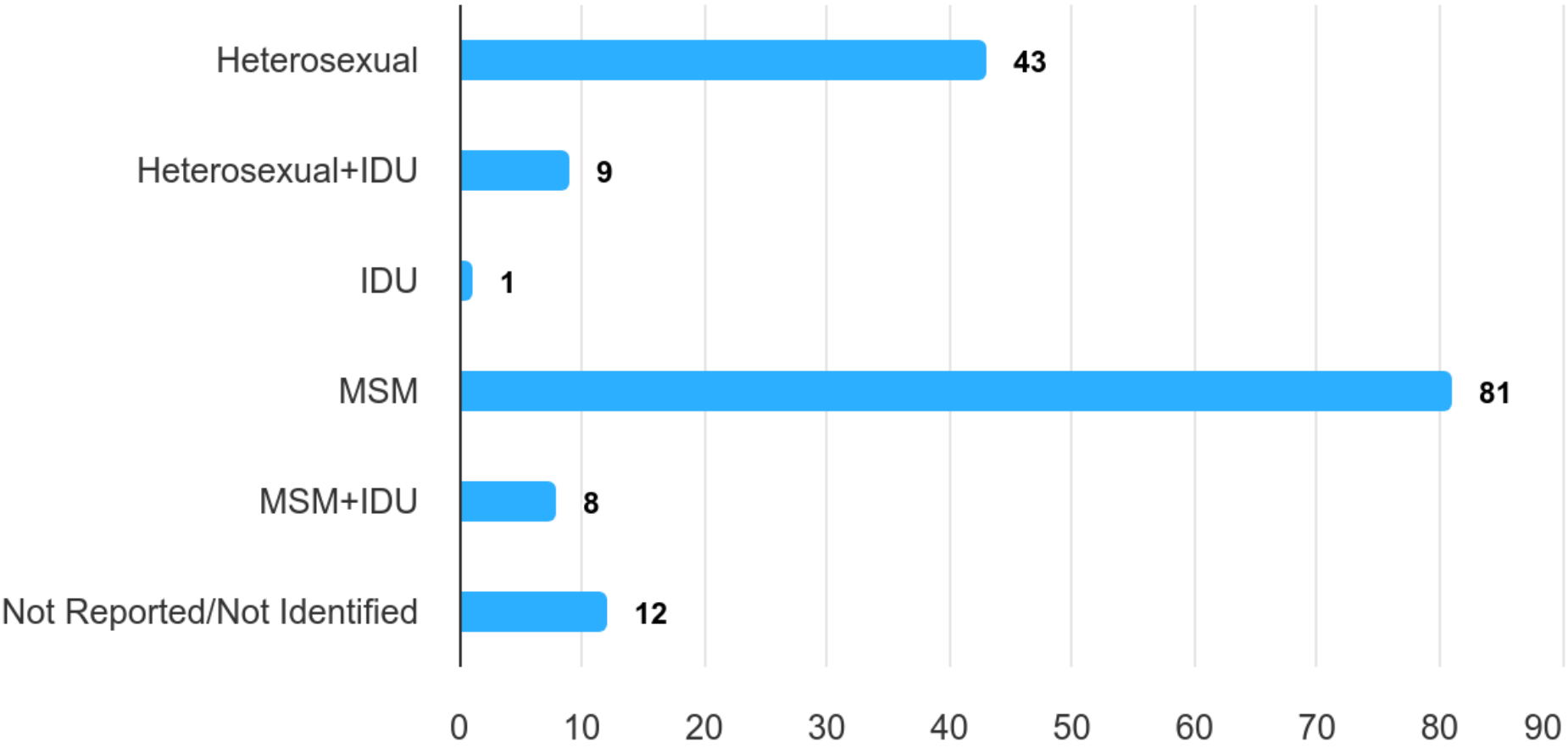
November 11, 2024



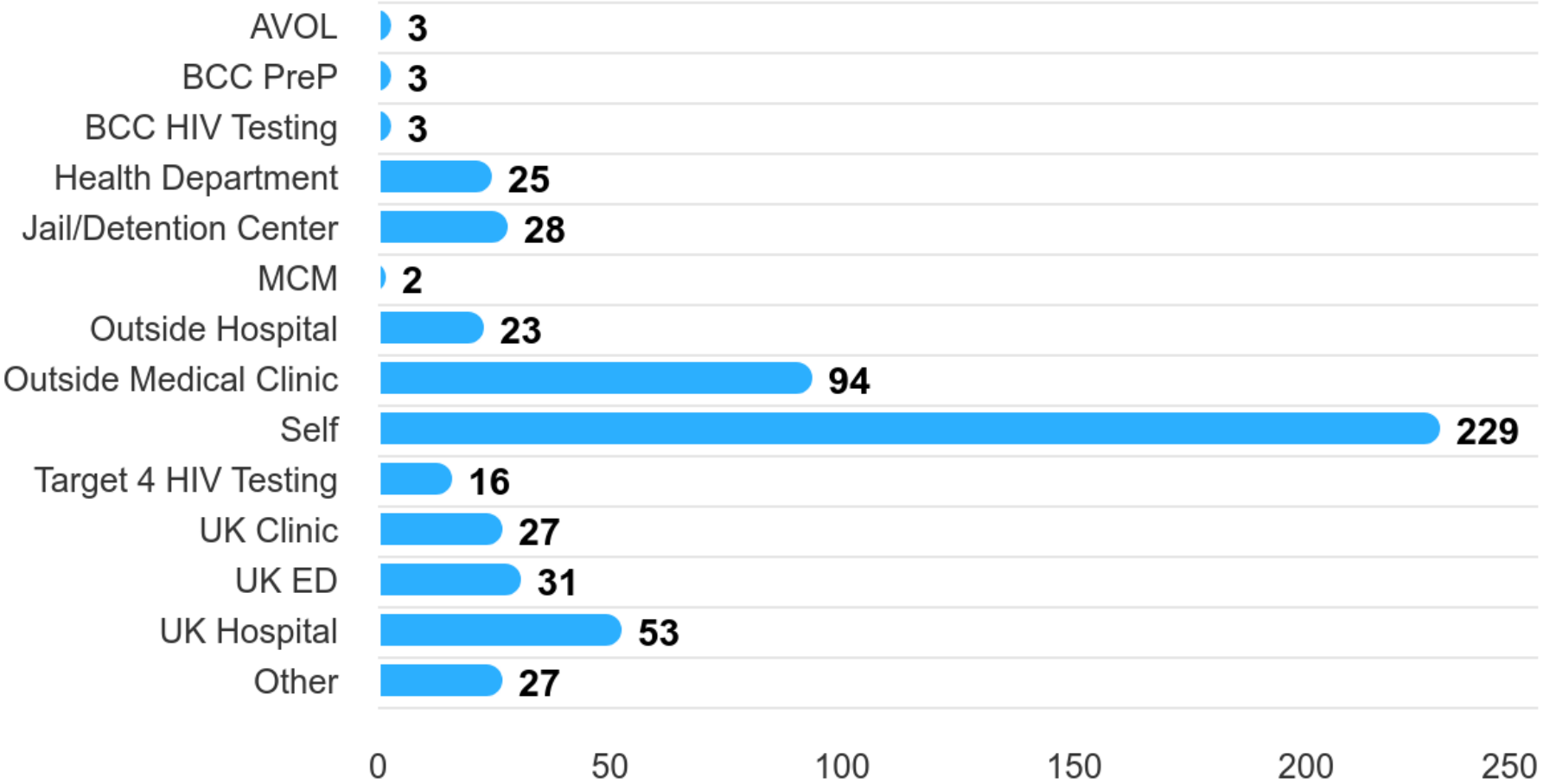
Intake Data FY 2023/2024



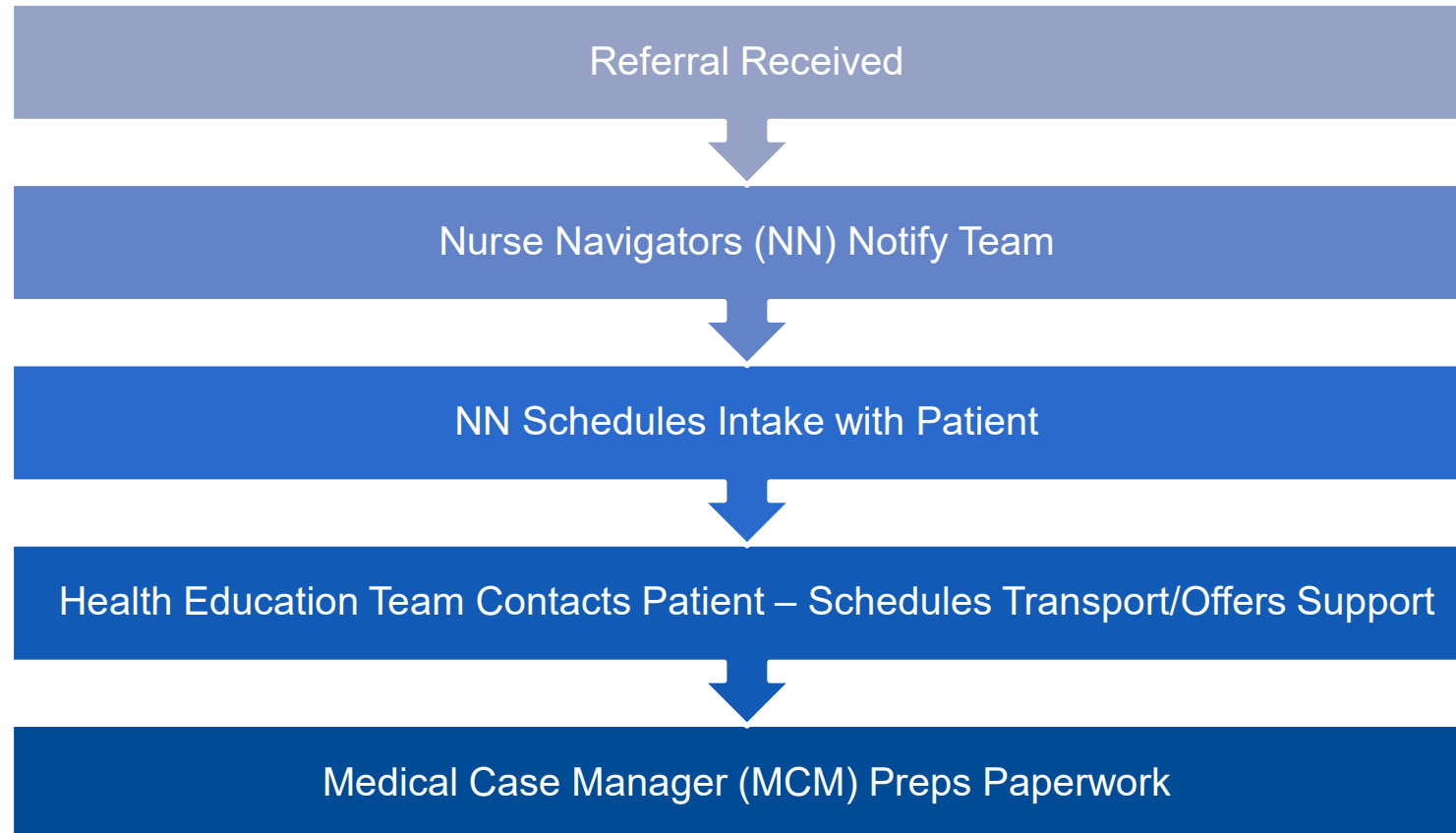
Newly Diagnosed HIV Risk Factors FY 2023/2024



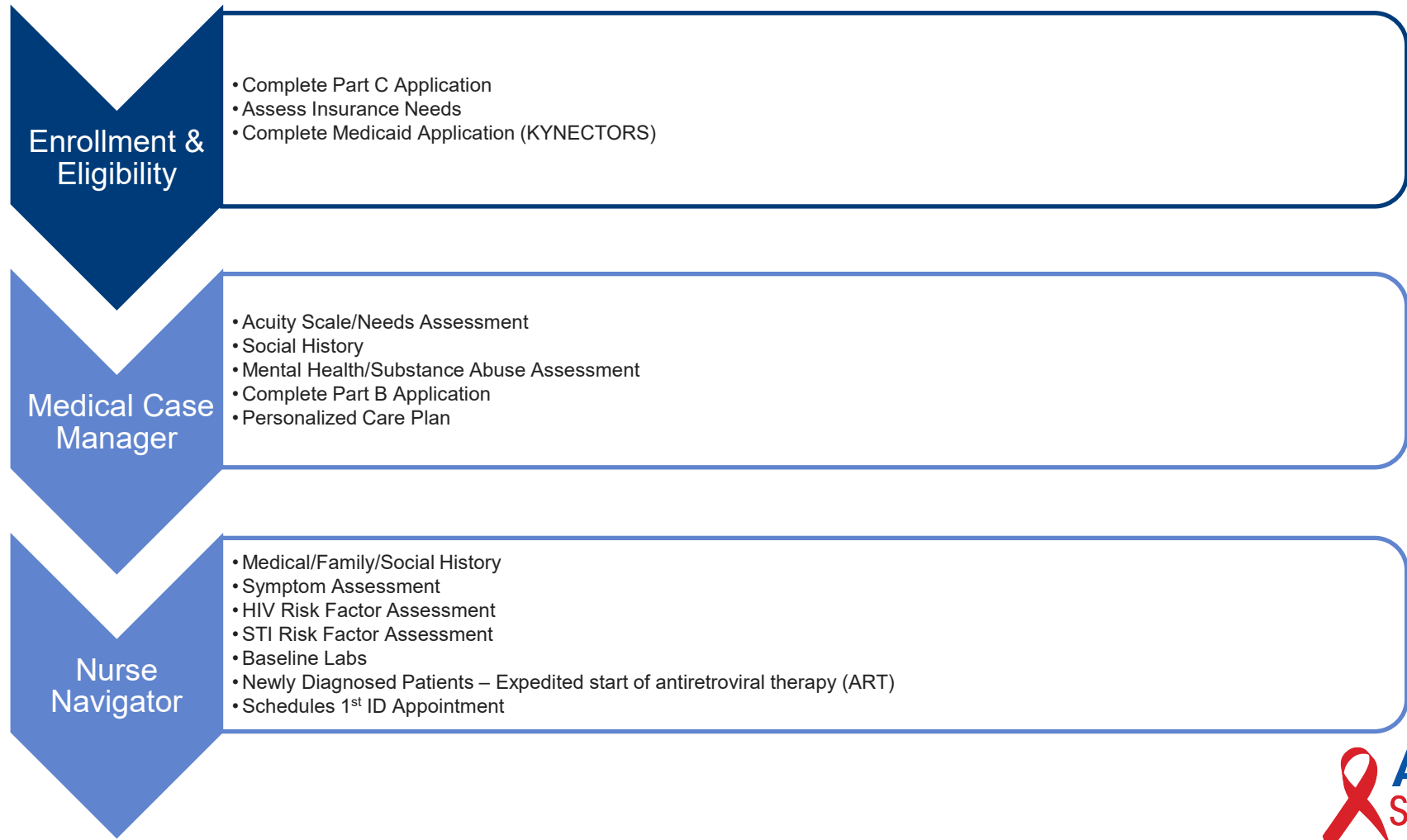
Referrals FY 2023/2024



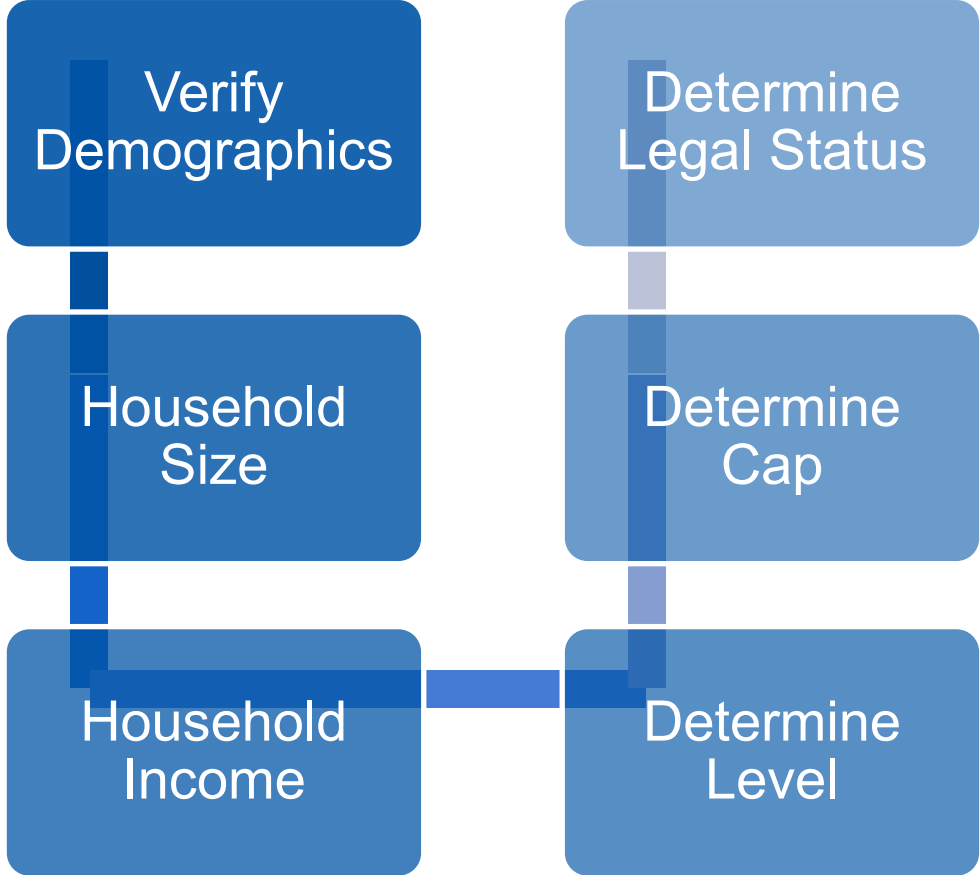
Pre-Intake Preparations



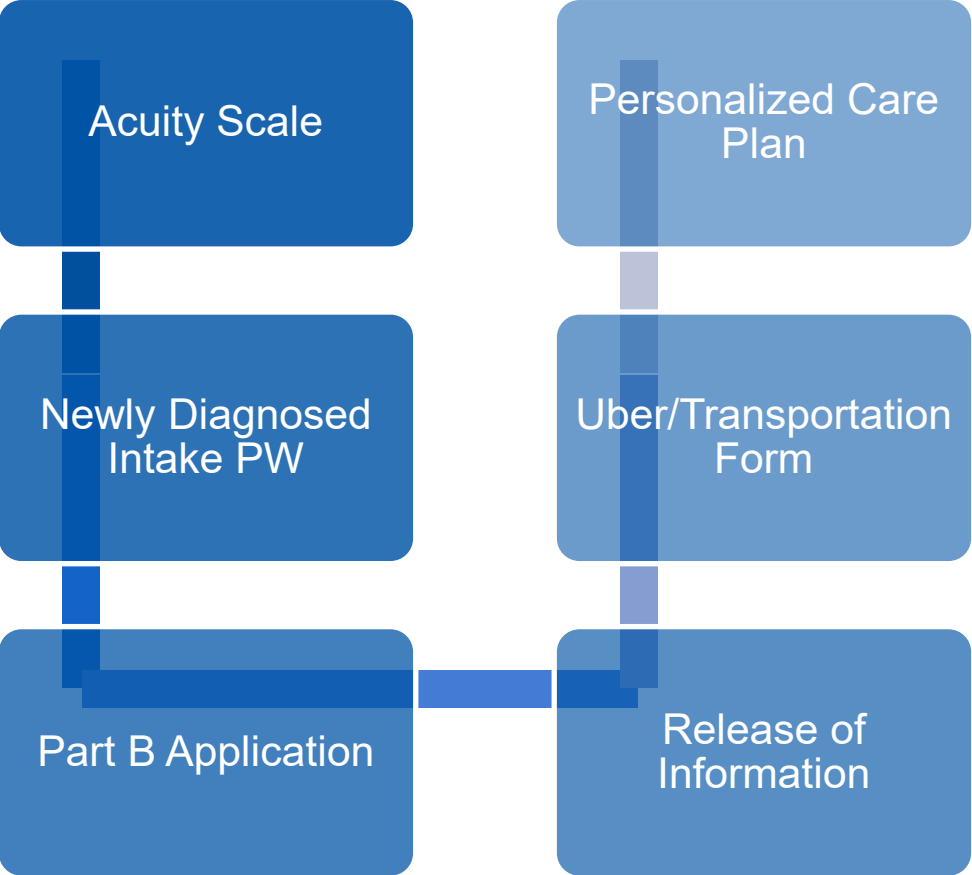
Intake Day



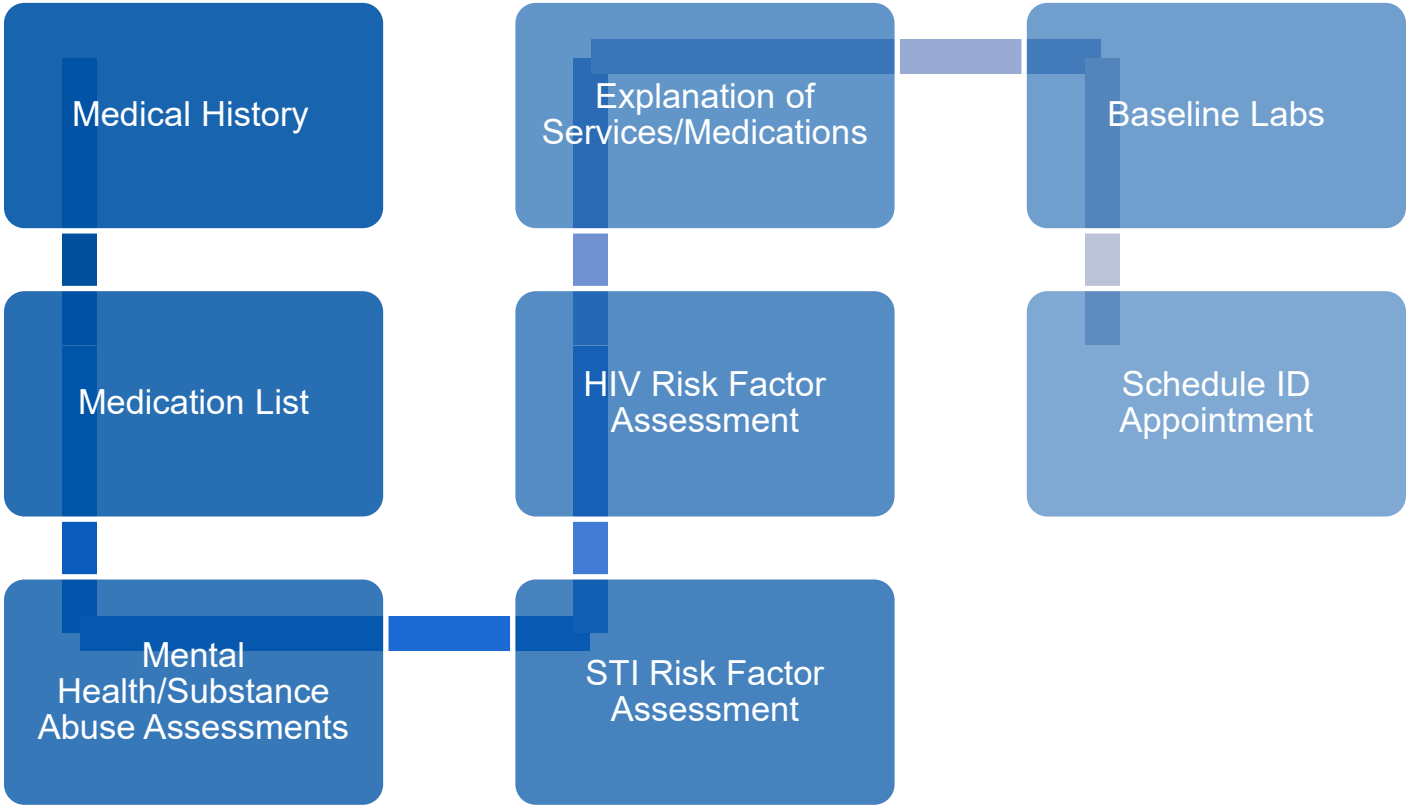
Enrollment and Eligibility Intake



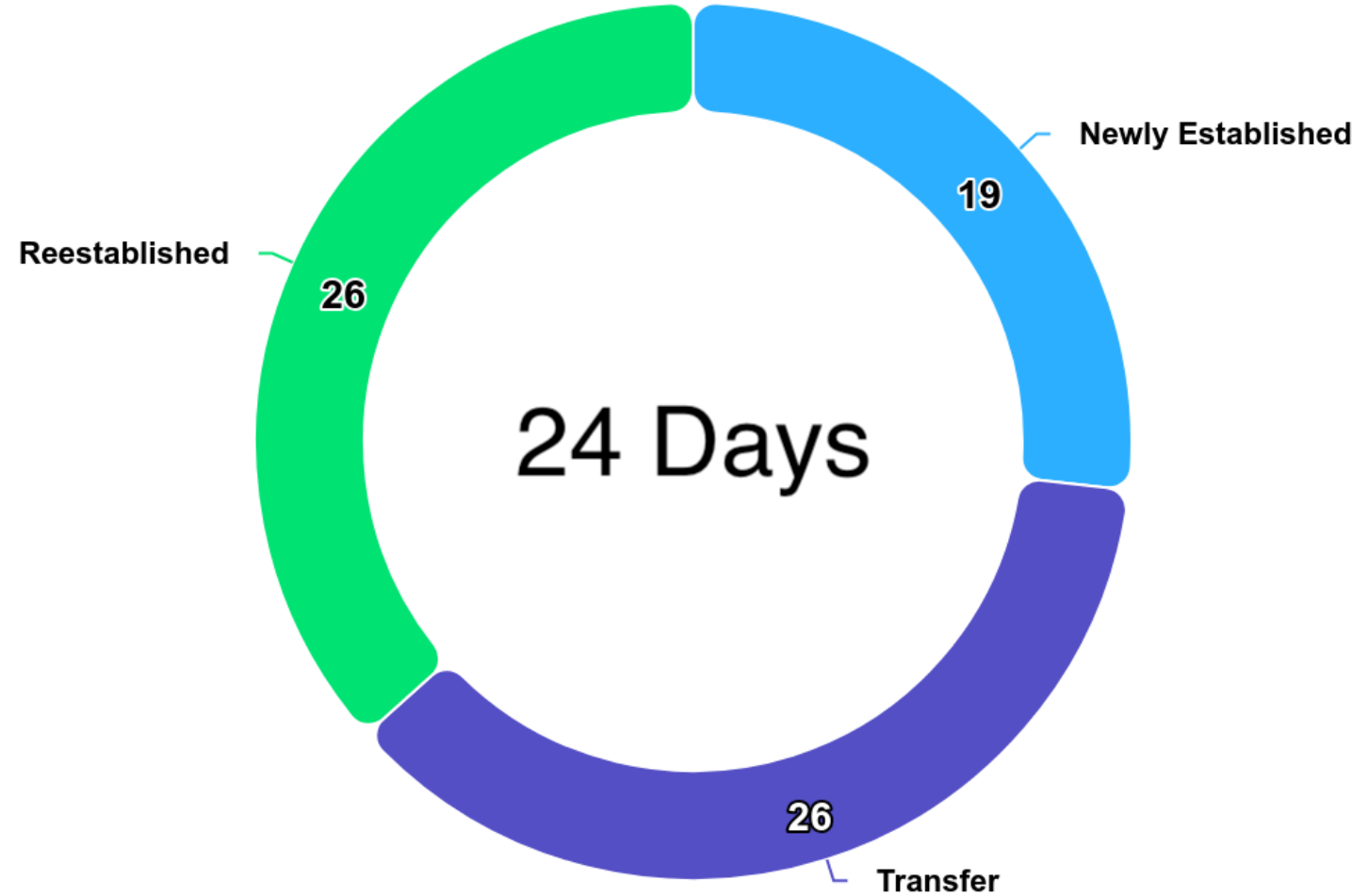
Medical Case Manager Intake



Nurse Navigator Intake



Time between Intake and ID Appointment



Complex Needs

- Language
- Cultural
- Urgent Needs



Wrap-Up

- **Importance of the Intake Process**
- **Holistic Patient Support**
- **Handling Special Cases**
- **Best Practices**
- **Your Role as Providers**

