

Keeping in Contact to Support Hep C Treatment

The following techniques are only to be employed if the client consents/agrees to be found. All client confidentiality and HIPPA guidelines, policies and procedures should be followed as usual.

RELATIONSHIP BUILDING

- The better relationship you have with the client, the more likely they will return & engage in care.
- Form a care team for patients likely to fall out of care, the patient may return for another appointment and if you are aware of the appointment, you can reengage.
- [Form linkage agreements](#) with organizations in the area to work together on shared cases. If the client does not return to one site, they may return to another.

ASKING THE RIGHT QUESTIONS AT INTAKE:

- | | |
|---|---|
| <input type="checkbox"/> If we needed to, are you easy to find? | <input type="checkbox"/> Do you have a mailing address? Some clients use a friend, family member or social network address. If you get this information, you can send them a reminder letter to come to the office. |
| <input type="checkbox"/> Do you have a phone? (If no, see below "Free Mobile Phone") | <input type="checkbox"/> Do you have a social network? For example: Do you have a close friend that serves as your go-to contact for emergency reasons? If yes, can we get his/her name and contact information? |
| <input type="checkbox"/> What is the best time of day to reach you by phone? | <input type="checkbox"/> Do you have e-mail or a social media account (Facebook, Twitter, Instagram, etc)? |
| <input type="checkbox"/> Where is the best place to find you? What is the best time to find you? | <input type="checkbox"/> Do you have transportation to get to appointments? |
| <input type="checkbox"/> Besides this location, where else do you hang out? | |
| <input type="checkbox"/> Do you access food services/shelters/methadone program/needle exchanges? If yes, which one(s): | |
| <input type="checkbox"/> Where and when do you pick up your checks? | |

GOOGLE MAPS

- Use to verify client's address.
- See the street view to get a picture of the building/neighborhood & assess safety for home visits.
- Use to find transportation or directions for client to use when returning for their appointment.

TAKING PICTURES OF CLIENTS (follow agency guidelines to protect patient confidentiality)

- Keep photos in client's chart to remember their face or to identify a client that staff has not met.
- Keep photos of the client's insurance card or secondary insurance card

APPOINTMENT CARD STRATEGY

Use staff business cards as appointment cards or design business cards with space on the back for follow-up appointment details.

INCENTIVES

- Use for results & follow-up appointments (more important at these appointment than at screening).
- Low-cost & desirable items specifically targeting transient populations such as food bags, hygiene packs, metro cards, cash incentives (\$10), grocery store/pharmacy gift cards.

CONTACTING CLIENTS

- Telephone Calls: at least 3 attempts at different times of the day.
- Site Visits: Place where client frequents often (e.g., shelter, soup kitchen, needle exchange).
- Home Visits: Ask when likely to be found at home.
- Social Media: Send a private message on Facebook, Twitter, or Instagram. Also call through Facebook.

FREE MOBILE PHONE

- Free mobile phones can be provided for people with low income - [Safe Link](#) or [Assurance Wireless](#).
- [Google Voice](#) application provides a phone number that can be used for voice calls or text messages. Access via internet at public libraries or on smartphone application with Wi-Fi.

WHEN CLIENT IS MIA

- ePACES – Verifies Medicaid eligibility claims and provides their address(es).
- Contact Court System (Parole Officers). Try the [NYS Department of Corrections Inmate Lookup](#)
- Free online people search programs: [Zabba Search](#) [Whitepagesearch.com](#) [Peoplesearch.com](#) [Peoplesmart.com](#) [Spokeo.com](#) [411.com](#) [fastpeoplesearch.com](#)
- [HIV Care Status Reports System](#) provides information to NYC clinicians on out-of-care patients.