

Virology Newsletter

Spring 2020

COVID-19: CHANGES AND THANK YOU

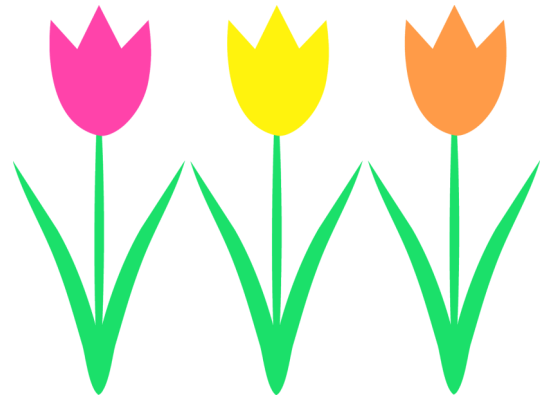
As a result of this pandemic, many people have been challenged with making many adjustments and changes. The safety of our patients is our main priority. UIHC has made a number of changes to promote the well-being of all patients, visitors, guests and hospital staff.

The Ryan White Program, and Virology Clinic staff, want to sincerely thank you for your flexibility and adaptability during this time. Please do not hesitate to contact our staff for support or questions you may have.

We will work through this together.

Please refer to Page 3 for COVID –specific changes that have been implemented within the hospital and our program.

Ryan White staff may not be available in clinic or in their offices for drop-ins. For assistance, please e-mail, call, or text your case manager.



RYAN WHITE PART C FINANCIAL ASSISTANCE

Our new fiscal year starts May 1, 2020 and runs through April 30, 2021. All patients with no payer should complete an application for Ryan White financial assistance. Patients with dual eligibility (having both Medicare and full Medicaid benefits) or patients enrolled in ADAP Sponsored Insurance (ASI) or an Iowa Wellness Managed Care Organization (MCOs) are *not* encouraged to complete an application as Ryan White will not likely have any additional benefit to you. Patients seeking assistance with insurance premiums, coinsurance or co - pays are welcome to apply. Please attach all supporting income verification as requested and your eligibility for assistance will be calculated according to our sliding - fee scale.

Please contact Tricia Kroll at **319 - 384 - 7307**, **tricia-kroll@uiowa.edu** or your Ryan White Case Manager to request an application or if you have questions/concerns.



Best Wishes to our Program Nurse, Emily Majerus



There have been a lot of changes for me in 2020!

I finished my MSN in leadership and management in 2019, and was given an opportunity that aligns directly with my future goals to grow my experience as a nurse leader. I've accepted a new position as Assistant Nurse Manager at the UIHC Iowa River Landing.

As sad as I am to leave this incredible HIV team, program, and patients, I am grateful for all the experiences and knowledge you all provided during my 2 years with them. I am so thankful for the support from this program, and will value the relationships and skills I gained. This position was much more than a "job," and I value the special connections it provided me. I will miss you all, but know you will continue to make big changes in our state. I wish you the best as you work to STOP HIV Iowa, and continue to do incredible work for those living with HIV. I also wish the best to our wonderful patients and families!

My final week will start on 3/30, and my last day will be 4/3.

TelePrEP

Do you know someone that would benefit from PrEP?

PrEP is the once a day HIV prevention medication. Through Iowa TelePrEP, people can get PrEP using a telemedicine app on their smartphone, tablet or computer. Iowa TelePrEP also has a navigator that can help people get copay cards or other assistance programs so everyone can get PrEP for little or no cost. Most of our patients get PrEP medication for free. Please refer anyone you think would benefit from PrEP.

Interested? Want More Info?

Call or text **319-930-9093**, visit us at www.prepiowa.org/teleprep, or ask to talk to Dena in clinic.

Iowa TelePrEP is the Power of Prevention in the Palm of Your Hand.

An advertisement for Iowa TelePrEP. It features a woman with dark curly hair in a red sweater on the left and a man with a beard and glasses in a white sweater on the right. Between them is a large blue speech bubble containing the text "MY PREP IS... safe, accessible, peace of mind." Above the bubble is a logo with the text "TELEPrEP" and "HIV PREVENTION DELIVERED" inside a grey outline of the state of Iowa. At the bottom center is a small icon of a hand holding a smartphone with the text "Iowa TelePrEP" and the website "www.prepiowa.org/teleprep" below it.

COVID-Specific Changes at UIHC

Just as COVID-19 has impacted the lives of so many people, it has also affected the flows and functions at the University of Iowa Health Care. During a public health crisis, like what we are experiencing today, the safety of our patients is our top priority. As a result, UIHC has made a number of changes to promote the well-being of all patients, visitors, guests and hospital staff.

As a result, hospital administrators have implemented the following protective measures which may impact you:

1. Patients may enter the hospital at main entrances. Many side entrances may be closed
2. Patients and staff are screened for symptoms upon entering the hospital
3. Adult patients will be limited to one healthy, adult visitor per day
4. Hospitality services may be adjusted or temporarily unavailable (ex. Valet service)
5. Drop-In hours are unavailable at this time

The Ryan White Program, and Virology Clinic staff, want to sincerely thank you for your flexibility and adaptability during this time. **Please do not hesitate to contact your case manager, clinic provider or other support staff with any questions you may have.**

ADAP and Ryan White Updates

1. NuCara is open and functioning as normal
2. ADAP will continue paying for medication refills
3. ADAP deadlines will remain the same

Please contact your case manager for any support, questions or assistance you may need

Prevention Tips from the CDC

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

Know the Signs and Symptoms

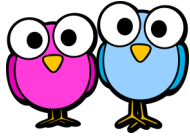
- Fever
- Cough
- Shortness of breath

When to Contact Your Doctor?

If you are feeling well, but have questions, please contact us at 319-384-8819

If you are experiencing symptoms of COVID-19 please contact us to schedule an appointment at 319-384-9010.





Quality Improvement

In our Fall newsletter, we announced a change to the clinic check-in process, letting you know that there would be a short survey for patients to fill out prior to their appointments. Since then, these surveys have allowed Ryan White team members to find more ways to help PLWH who might need assistance or be in crisis.

As we discussed in the Fall, we have also used this survey to ask for data that we are required to collect by our federal and state funders so that we do not have to bother you with phone calls at the end of the year regarding your income and housing situation. This data is all de-identified before it is reported to our funders, and does not affect the care you receive in any way. Since the start of 2020, we have collected this data from 217 of the 297 patients we've seen in the hospital clinic.

Those who were not given a survey had appointments scheduled during one of our busier clinic times, but should receive a survey at their next visit.

We are working improve the survey to both reduce the total number of questions for most patients and include additional screening questions that will allow us to better help and serve you. These changes will go live as soon as possible, though we know there may be delays as the hospital deals with the current health emergency. We are also changing our workflow to ensure that all patients receive the survey once per year.

Thank you to all of you who have taken it so far. We appreciate your help as we find more ways to help you.

Turning 65????

If you are turning 65 soon or have recently turned 65, you are eligible for Medicare. Please contact Angela to discuss your transition plan from your current insurance to Medicare. Every person's insurance situation is different and Angela (319-335-7309) can help you determine the best insurance plan for you and your situation.

PITCH Is Online!

Are you wanting to meet other Iowans living with HIV but afraid of being outed, or are you in an area where it is impossible for you join an in-person meet and greet?

PITCH is introducing a virtual meet and greet, where in the comfort of your home or secure location you can join other Iowans

discuss barriers they face and how they handle them, and learn more about PITCH.

PITCH will be collecting e-mail addresses to use with Zoom meeting for the first six months. We plan to host the meet and greet in the early part of 2020.

If interested, please check out the following link:

<http://bit.ly/2WAtzNW-2019vital>

Membership to PITCH is open and free to every person living with HIV/AIDS in Iowa and those who receive services from an Iowa AIDS Service Organization. Not living with HIV, but a support person for someone living with HIV defined as partners, family members and others who are directly impacted by HIV/AIDS.

Unite

Advocate

Assist

Empower

Engage

Live!!!!



Positive Iowans Taking Charge

PITCH would like to stay connected with you. Please fill out this google form to join our PITCH Member google group.

<https://forms.gle/YC5AqPpkixabPLSX7>

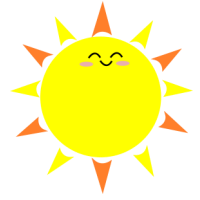
PITCH (Positive Iowans Taking Charge) is a statewide non-profit organization with a clear mission: To create an atmosphere where HIV+ people can unite, advocate, and assist other HIV+ people for better health and wellness.



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Special Edition: CLEAR/BHC Corner; Tips for Managing Your Mental Health During a Pandemic



In these times, it can be hard to know what to do to take care of ourselves when so much feels out of control and unknown. We have compiled a list of tips we've found to be helpful during this time.

Stay Connected!

There are many free ways to stay connected to the people in our life while we live at a distance to keep each other safe and healthy. Social distancing does not have to equal social isolation. Here are a few ideas of things you can access for free:

* **PITCH:** Positive Iowans Taking Charge is a great resource for people looking to connect with other Iowans living with HIV. Get connected or find more information at www.pitchiowa.com

* **Marco Polo**- this application can be downloaded on most phones and be used to connect via video messaging. This app allows you to send video messages and texts and they can respond at their convenience. Get more information at <https://www.marcopolo.me/> or download in your phone's app store.

* **FaceTime**- allows user to videophone in real time.

* **Zoom**- can be used for real time group meetings, chats or conferences. Get more information at <https://zoom.us/>

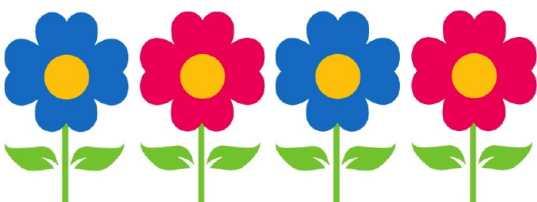
* **Netflix Party**- this is a Chrome application you can download if you have a Netflix account to have a movie night with friends, family or a play date for your children and their friends. This is only available on Chrome browsers on desktop or laptop computers. Get more information at: <https://www.netflixparty.com/>

Manage Anxiety:

- * Pick limited times to check the news. Focus on other things outside of those times.
- * Notice "hooks," thoughts which draw you back to negative or anxious thought patterns
- * When feeling worked up, breathe. Try inhaling for 4 seconds, holding for 7 seconds, and exhaling for 8 seconds. Do this 4 times.
- * Practice acknowledging negative thoughts and emotions. Then practice letting go of them. Visualize the thoughts and imagine them floating away.
- * When you are frustrated by the things you CAN'T do, spend some time coming up with a list of things you CAN do.
- * Go outside! Fresh air and movement can ease tension and help you feel more open

Also, practice mindfulness!

- * **Observe** – Notice physical sensations. Use senses to observe the present moment with sight, sound, smell, taste, touch.
- * **Describe** – Name thoughts and feelings. Practice labeling what you observe without judging it.
- * **Participate** – Become fully engaged in the current moment and what you are doing. Notice soap suds and warm water when doing dishes, or focus on your movement through your environment on a walk.



UIHC Mental Health Support

If you or someone you care about living with HIV is feeling overwhelmed with feelings including loneliness, sadness, low mood or anxiety and are interested in a behavior based program or talk therapy at UIHC, we have two programs we'd love to help connect you to.

Behavioral Health Consultant:

The Behavioral Health Consultant is here for emotional and mental health support. We can do formal sessions (typically 8-12 sessions) to build coping skills and work through increased symptoms, or can just be a resource when things get tough. The BHC is also happy to help with accessing other mental health or substance related services as needed. Please call Daniel Czachura at 319-335-7449, email Daniel at Daniel-czachura@uiowa.edu or contact your case manager.

CLEAR:

CLEAR stands for: choosing life, empowerment, action, and results! The CLEAR program is open to persons living with HIV who are interested in increasing or enhancing behaviors that promote healthy living, practice ways to effectively face challenges of daily living, increase positive thoughts, feelings and actions as well as develop daily routines to stay healthy.

Participation in CLEAR will involve at least 6 one-hour weekly sessions with a trained CLEAR counselor. Participants will be offered assistance to attending weekly appointments. To learn more about screening and the enrollment process please call Katie Vodraska at 319-353-7173, email Katie at katie-vodraska@uiowa.edu, or contact your case manager.

DHS UPDATES — 3/27/2020

The Iowa Department of Human Services (DHS) recently announced they will be making changes to their Food Assistance Programs in order to meet the needs of Iowans affected by COVID-19.

New Online Options to Order Food

Walmart and Amazon will be offering online EBT options for their customers

Work Requirement Suspension

Iowa's work requirement to receive food stamps has been suspended.

Food Stamps Amount Update

Food stamps benefits are increased to the maximum amount per household for April and May. For a household of one, this is \$194/month.

****JOHNSON COUNTY RESIDENTS****

Local food banks have teamed up and are delivering pre-packaged food bags to the homes of customers.

If interested, please call (319) 519-6165 between 9:00 AM and 5:00 PM Monday through Friday

Housing Issues? Landlord Problems??

Iowa Legal Aid can help with questions about navigating rental issues during this crisis.

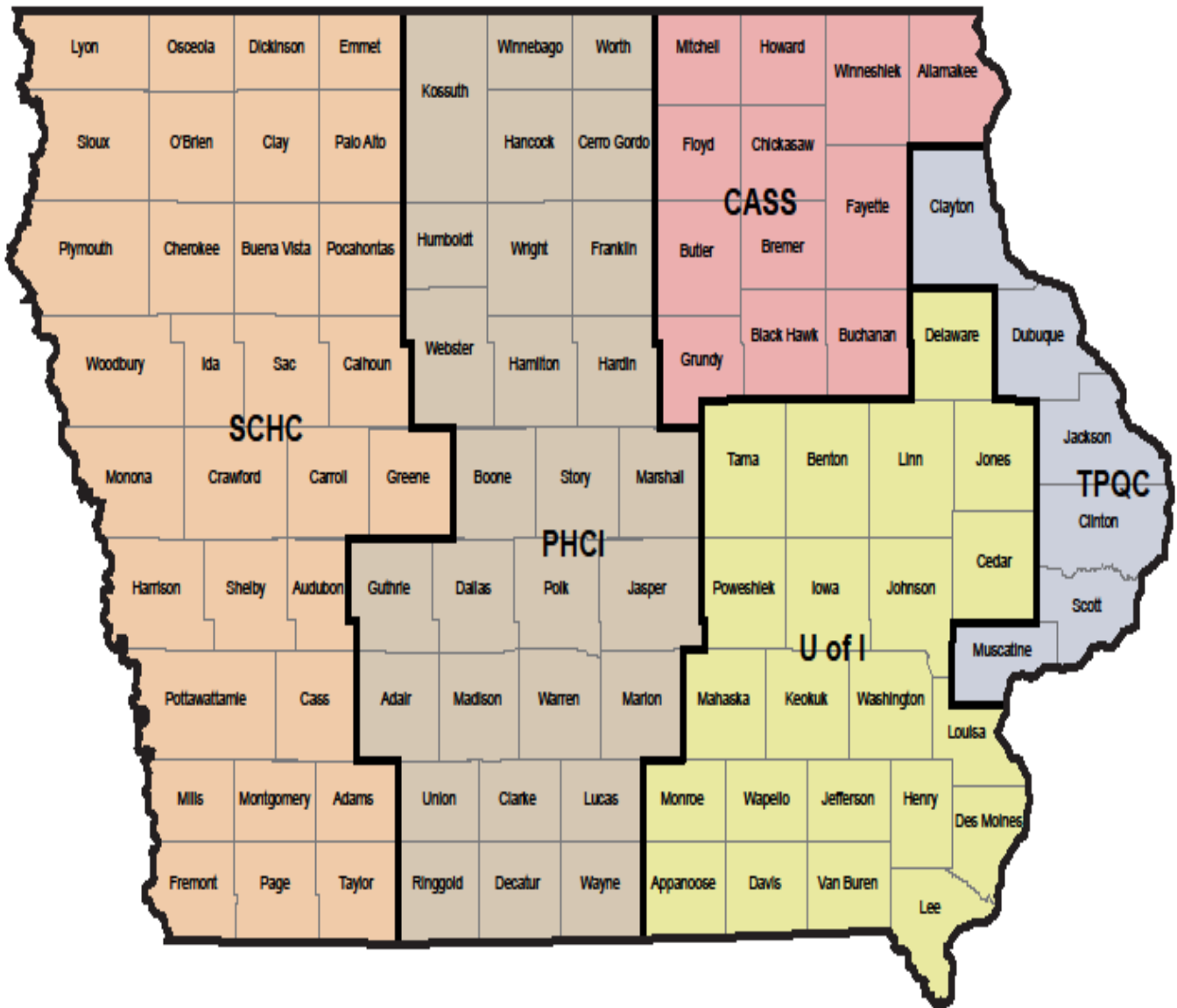
Contact them at 1-800-532-1275 or www.iowalegalaid.org

HOPWA

Having trouble maintaining your housing due to an emergent situation such as job loss or illness? You may be eligible for HOPWA assistance. Please contact the HOPWA provider in your area to see if assistance is available. UIHC currently offers assistance with long-term rental assistance (TBRA), short-term rent, mortgage, and utility assistance (STRMU), and permanent housing placement services (PHP) (deposit and/ or 1st months rent). If you live in the U of I area, contact:

Jennifer at 319-467-5662.

Housing Opportunities for Persons with AIDS (HOPWA)



Siouxland Community
Health Center (SCHC)
1021 Nebraska Street
PO Box 5410
Sioux City, IA 51102
(712)-252-2477

Primary Health Care, Inc.
(PHCI)
1200 University Avenue
Des Moines, IA 50314
(515) 248-1517

Cedar AIDS Support
System (CASS)
2101 Kimball Avenue
Suite 2880
Waterloo, IA 50704-2880
(319) 727-2002

University of Iowa
(U of I)
200 Hawkins Drive
Iowa City, IA 52242
(319) 467-5662

The Project of the Quad
Cities (TPQC)
1701 River Drive #110
Moline, IL 61265
(309) 762-5433

WHO SHOULD I CONTACT?

For medical triage, medication questions/refills/prior authorizations, or provider questions, please contact **319-356-8133** and use option 2 for the nurse line. *You will leave a voicemail for the team, and the nurse or your provider will return your call.* You can also use MyChart to send non-urgent questions to your care team.

For HIV program triage and new or transfer HIV patients, please call **319-335-7444**, and Abby Dalton, coordinator, will direct your call as needed.

For basic follow-up scheduling, please call **319-356-8133**, option 1 for the MSC Scheduling.

For scheduling lab only visits at the Cedar Falls Outreach clinic, please contact LeAnne Sabo-Pfadenhauer at **319-268-3760**.

For urgent or emergent needs, or outside of business hours (as per usual) please call **319-356-1616** and ask to page the Infectious Disease provider on call, or use your local emergency room/urgent care.

Please call or reach out if you have questions or concerns and we will direct you to the correct person, thank you for your patience!

CONTACT US!



- To schedule a clinic appointment at UIHC, call **319-356-8133** and for Cedar Falls Outreach, call **319-356-8133**.
- For lab results or health related questions, please call Amber Phelps, MA at **319-335-7218**.
- For refill requests, have your pharmacy fax a request to **319-356-3004** or contact the Infectious Disease refill line at **319-356-8133**.
- For insurance questions, contact Angela Speers at **319-335-7309** or **319-333-8714**
- If you have a medical emergency during the 8am-5pm work day, please try contacting Amber or your provider. If Amber and your provider are unavailable, you may call the hospital operator at **319-356-1616** and ask for the Infectious Disease doctor on call.
- For medication questions, contact Dena Dillon at **319-541-0335**.
- Sub-contracted Ryan White case management services now offered at Great River Medical Center in W. Burlington at **1-319-800-5430**, and River Hills Community Health Center in Ottumwa at **1-319-800-5561**
- Social work questions and concerns should be directed to:
Malory Dreasler at **319-356-1545** or **319-359-9181** **Sarah Hambright** at **319-353-8951** or **319-930-9829**
Jennifer Keeler at **319-467-5662** or **319-499-7963** **Katie Vodraska** at **319-353-7173** or **319-383-6563**
Kari Vrban at **319-467-5655** or **319-471-2123** **Tricia Kroll** at **319-384-7307**

If you have questions or would like more information about our HIV program please contact **Abby Dalton** at **319-335-7444**.