

CLIENT ORIENTATION CHECKLIST

1 EXPLAIN HIV SYSTEM OF CARE		
		How it works, available services, continuum of care description and handout.
		Medical Case Management is central to implementing the medical treatment plan.
		Review and give client the latest Resource Guide for HIV Services.

2 REVIEW HIV MEDICAL CASE MANAGEMENT SERVICES - describe the intake, needs assessment, care plan development processes, and re-assessment process. The care plan is also an agreement between provider and client.		
		Explain why you will be asking certain questions. In order to find out what the needs of the client are and resources available to them.
		Explain that services are intended to meet the needs of the HIV positive individual to ensure positive health outcomes. They may include medication adherence, partner counseling and referral services (PCRS), risk reduction counseling, linkage to mental health and/or substance abuse services, and nurse case management.
		<p>Explain additional services including:</p> <ul style="list-style-type: none"> • Emergency Financial Assistance (EFA), including: • Food assistance • Transportation assistance • Utility Payment Assistance • Housing assistance • Legal Services <p>and how they are intended for the infected individual only. Discuss the annual caps on services and the fact that Ryan White programs are <u>not</u> an entitlement but a resource of last resort.</p>

3 EXPLAIN CONFIDENTIALITY		
		Review HIPAA and the limits of confidentiality (e.g. child abuse, intention to harm self/others, and elder/dependant adult abuse).
		Review the ARIES Share/Non-Share Consent Form
		<p>Interagency Information Release Authorization Form:</p> <ul style="list-style-type: none"> • What signing it means • What not signing it means (i.e. reduced access to other providers/services, and no EFA services if there is no release. • Linkage to services and coordination of care critical for positive health outcomes.

4 REVIEW CLIENTS RIGHTS & RESPONSIBILITIES		
		Explain & obtain written consent for medical case management services.
		Explain after hours and emergency care contact procedures.

5 REVIEW GRIEVANCE PROCEDURES		
		Discuss behavior and expectations in the medical case manager/client relationship. Have Client sign Roles and Responsibilities and Grievance Procedures forms.
		Discuss the client's right to use another Medical Case Manager <ul style="list-style-type: none"> • Client & case managers must take some time for a cooling off period before choosing to use another case manager. • Client must officially (in writing) decline further services of the case manager. • Client must understand that the next medical case manager will not take them until the previous steps are complete. • If the new relationship does not work, the client is not guaranteed that they can return to the previous medical case manager as their caseload may be full.

6 REVIEW HIV-RELATED INFORMATION, INCLUDING:		
		Risk reduction skills and activities.
		Partner Counseling and Referral Services (PCRS)
		Any other information related to HIV the client is unaware of.