



# Hepatitis Program Highlight: Community Healthcare Network

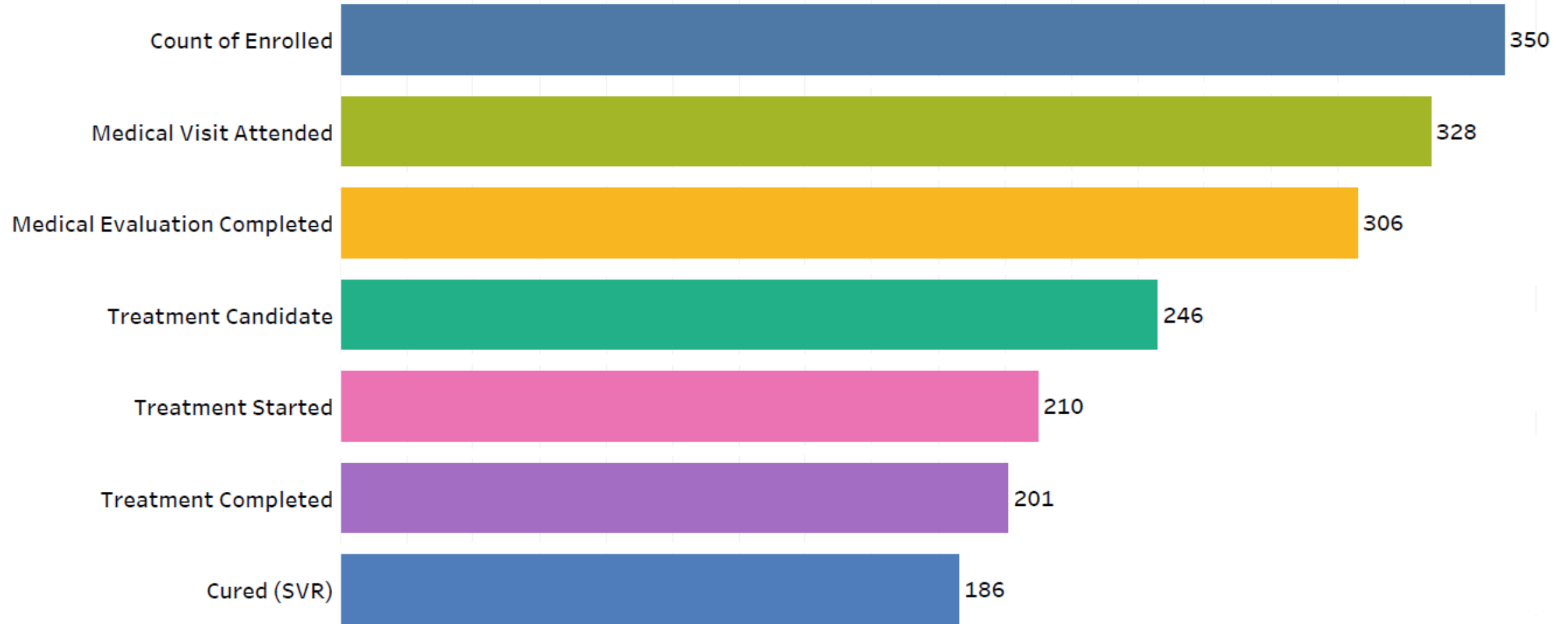
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Hep C Task Force Meeting - July 24, 2024

## Care Cascade - All Time Community Healthcare Network



# CASE PRESENTATION

## Improving Patient Care via Personal Connections

### **1. Patient Navigator Role:**

1. Prioritize establishing personal connections with patients.
2. Being present during initial appointments.

### **2. Building Trust and Familiarity:**

1. Physically meet patients to create trust.
2. Recognize the face behind the voice.

### **3. Individualized Approach:**

1. Each patient is unique, deserving of genuine care.
2. Extend beyond clinical interactions.

### **4. Open Communication:**

1. Encourage patients to reach out for any reason.
2. Foster a supportive therapeutic relationship

# CASE STUDY 2024

Hispanic Female undocumented from Argentina (45 years old)

- Labs 05/2023 HCV RNA 202,000, Genotype 1a
- FIB4 Score at 1.21 with no clinical signs of **cirrhosis** (no Fibro performed)
- Had occasional depression with symptoms of lack of interest
- 5 Score on DSM V (mild depression)
- Previously received blood transfusion in Argentina in 2002
- Facial cosmetic procedures, Breast augmentation unregulated setting.
- Received HAV, HBV vaccination series on 10/10/23



# CASE STUDY

- Patient was approved for 8 weeks of **Mavyret** (via AbbVie Support).
- Medications mailed to clinic instead of place where she was residing for privacy purposes.
- Was informally employed at a hotel restaurant, receiving cash payments due to immigration status.
  - Additionally, resided in one of the hotel's rooms.
- Started Meds on 11/06/2023
- Patient had no problems with adherence
- Completed Medications 12/31/2023
- Patient SVR'd (cured) on 05/5/2024



# Questions?

