

Elmhurst Hospital: Hep B Services

Presenter: Joelle Bodeta, Patient Navigator



Appointments and Services

GI Clinic:

- Monday: 12:40PM – 2:40PM
- Wednesday: 1:00PM – 2:40PM
- Thursday: 9:00AM – 3:00PM

Fibroscan in GI clinic:

- Wednesday: 9AM – 11AM

Other services offered:

Ultrasounds, MRI, and CTs in our Radiology Department on-site

Referrals to other specialists can be requested



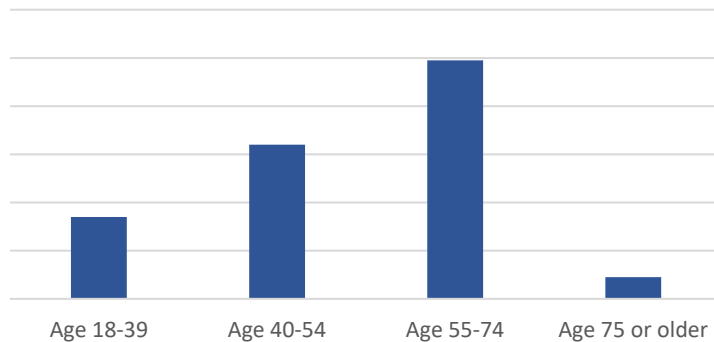
Patient Pathways

- Community Health Network
- Diagnostic Clinic
[1-844-692-4692](tel:1-844-692-4692) (24/7 Contact Center)
- Referrals through Epic
(for already established H+H patients)

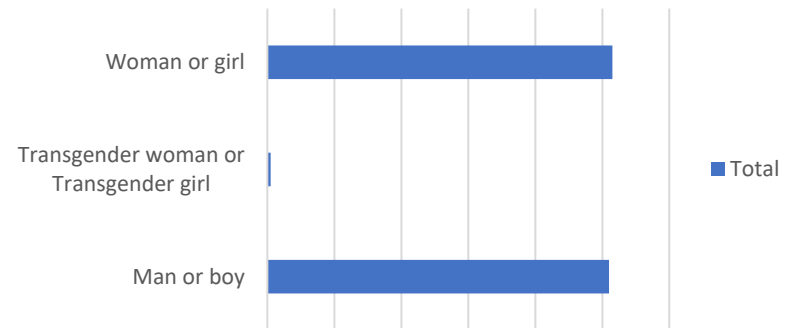


Demographics: The Community Served

Age Range



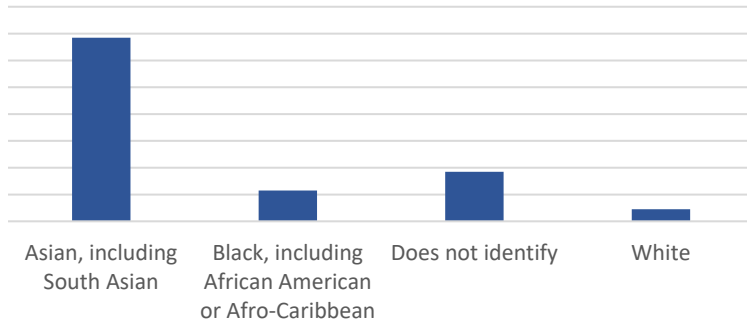
Gender Identities



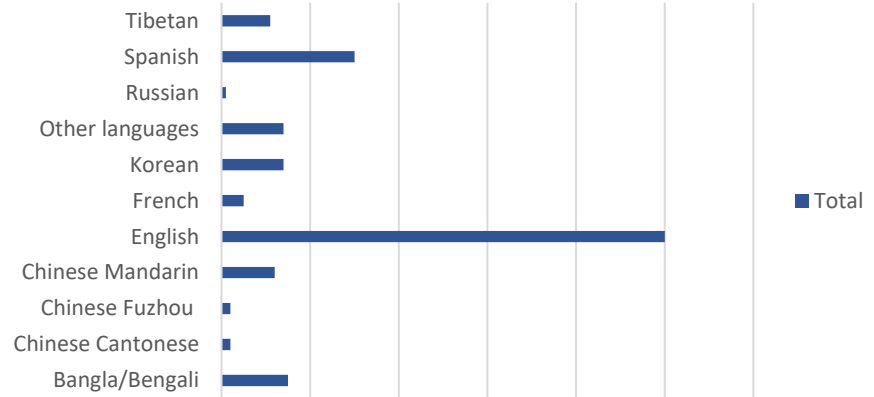
Our patients are typically referred to us from our primary care doctors, methadone clinic, or OB clinic.



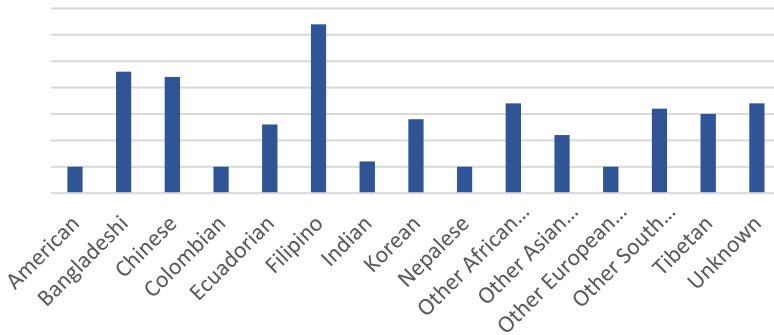
Race



Preferred Languages



Cultural Group/Ethnicity



Our patient pool is predominantly Asian, specifically Filipino, Bangladeshi, and Chinese.

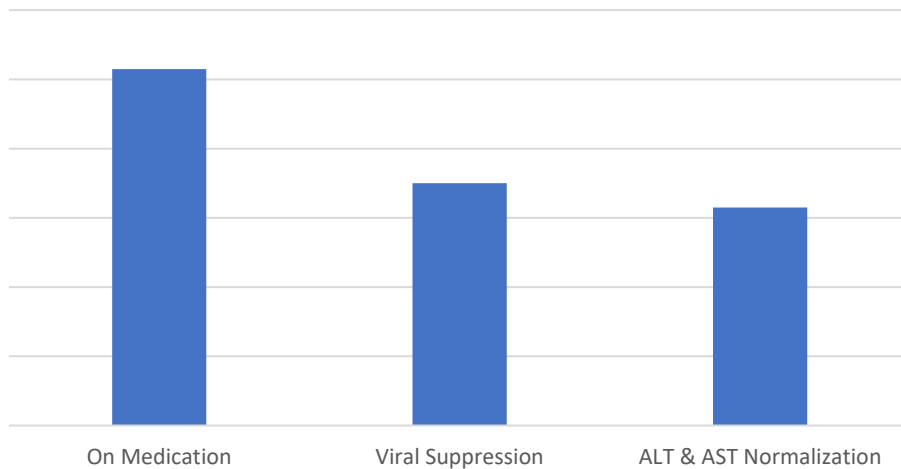
Other languages not included in the chart above: Nepali, Tagalog, Creole, and Portuguese.

*Anything listed under Other African, Asian, or European Ethnicity are grouped together for the purposes of making the charts



Demographics: Patients on Medication

Patients on Medication



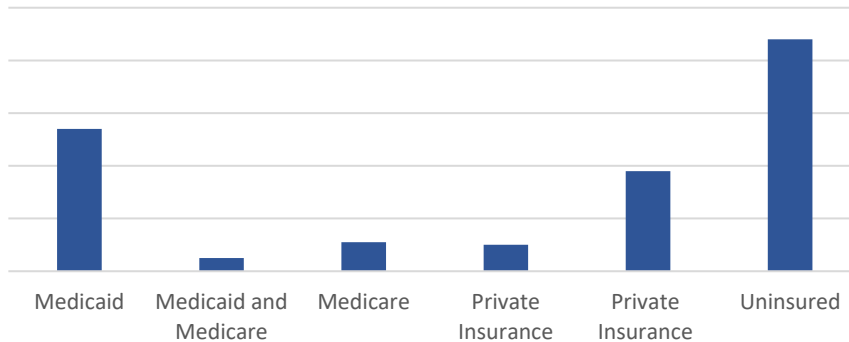
About half of the patients we treat are currently on treatment.

Of those on treatment, majority are on Viread.



Demographics: Insurance

Demographic: Insurance



- 11 patients are currently getting medication through Gilead Support Path's patient assistance program
- Most patients without insurance are enrolled in NYC Cares and pay for appointments using a fee scale
- Non- specialty meds like Viread are available at our hospital's outpatient pharmacy.

*Patient's can receive low or no cost healthcare services (regardless of immigration status) at any H+H facility by enrolling in NYC cares.



Challenges

- Patients with other comorbidities have a higher chance of being lost to follow-up
- Some of our providers are fellows, some patients end up switching providers every three years
- Next available appointment are 2-3 months out
- Limited clinic days



Future Goals

- Opening the clinic to be available Monday to Friday
- Work with Methadone to have a provider see patients in their clinic



Q&A

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