NYC HEALTH+ HOSPITALS

Elmhurst Hospital: Hep B Services

Presenter: Joelle Bodeta, Patient Navigator

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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

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Patient Pathways

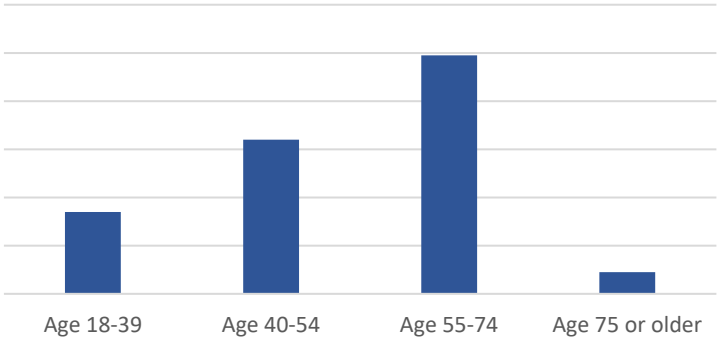
- Community Health Network
- Diagnostic Clinic

  1-844-692-4692 **(24/7 Contact Center)**
- Referrals through Epic

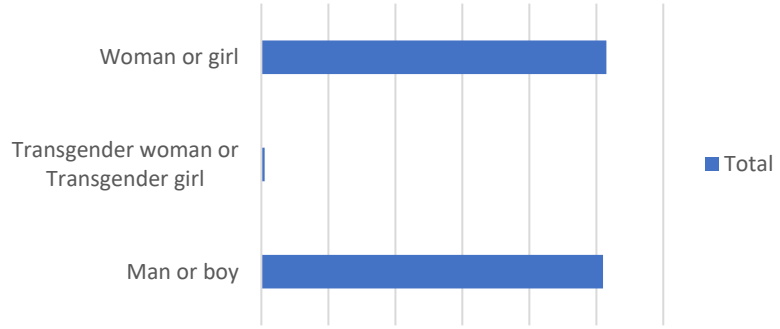
  (for already established H+H patients)

Demographics: The Community Served

Age Range



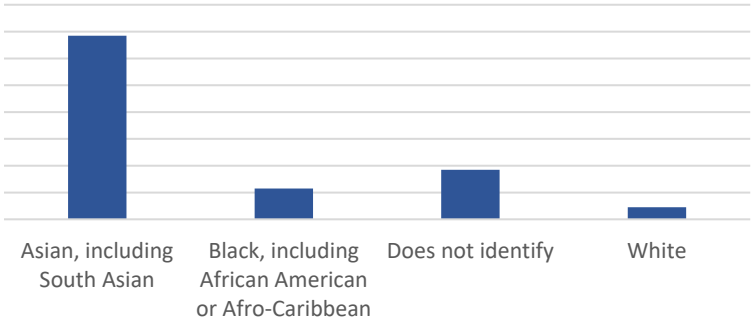
Gender Identities



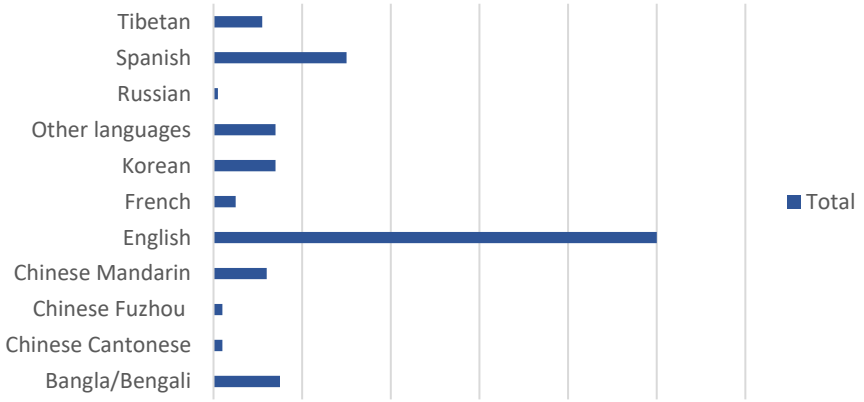
Our patients are typically referred to us from our primary care doctors, methadone clinic, or OB clinic.

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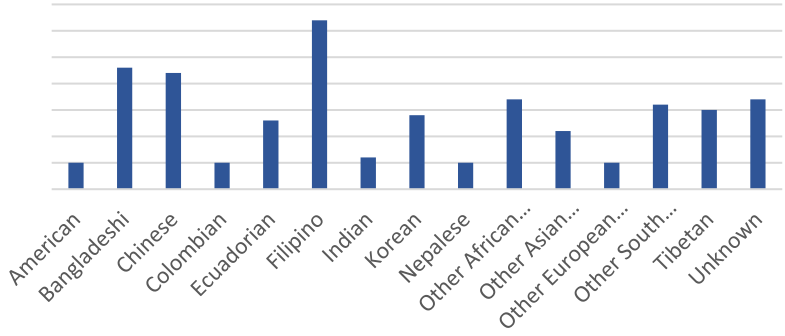
Race



Preferred Languages



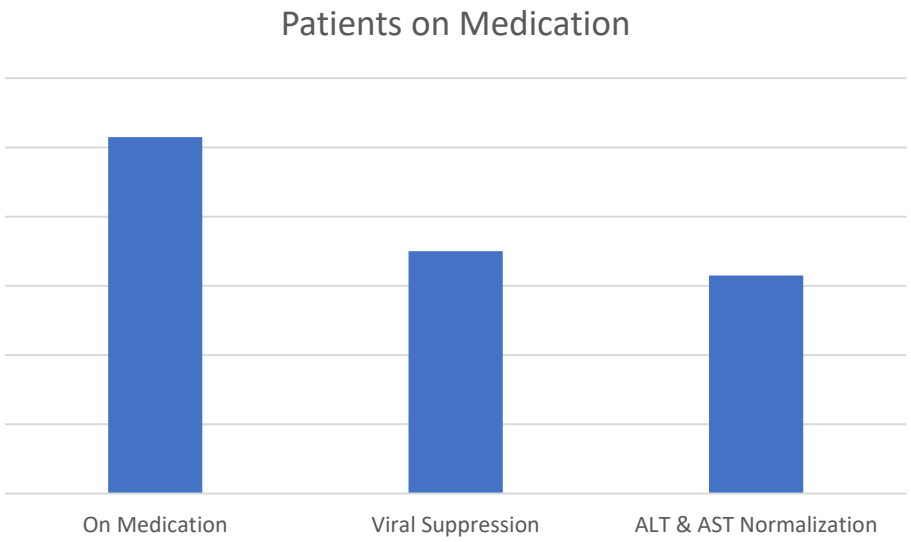
Cultural Group/Ethnicity



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

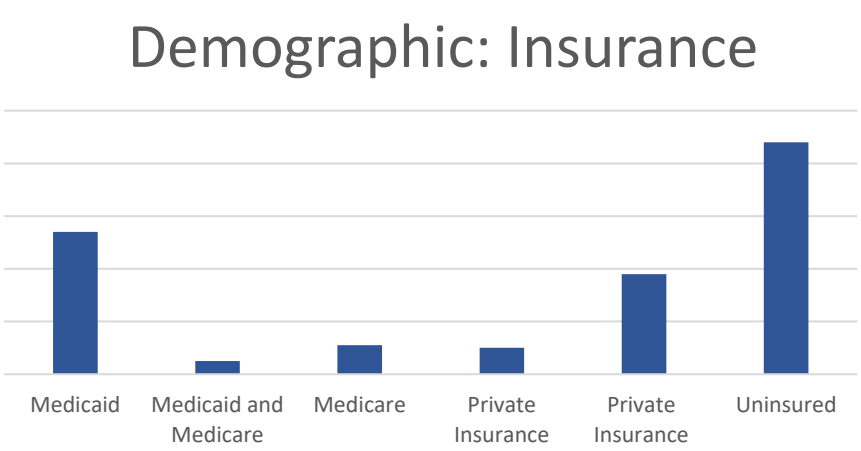
Demographics: Patients on Medication



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

Of those on treatment, majority are on Viread.

Demographics: 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.

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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

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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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