

Viral Hepatitis Telephone Navigation Program

Identify Cases By Using Surveillance Data



Surveillance-based Outreach



HIV/Hep C Surveillance Match



Enhanced Surveillance Investigations



Prenatal Hep C



Tested at Correctional Facilities



Tested at Urgent Care Facilities



Tested at Substance Use Facilities

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Receive Referrals From Other Programs



Surveillance-based Outreach

- HIV/Hep C Surveillance Match
- Enhanced Surveillance Investigations
- Prenatal Hep C
- Tested at Correctional Facilities
- Tested at Urgent Care Facilities
- Tested at Substance Use Facilities

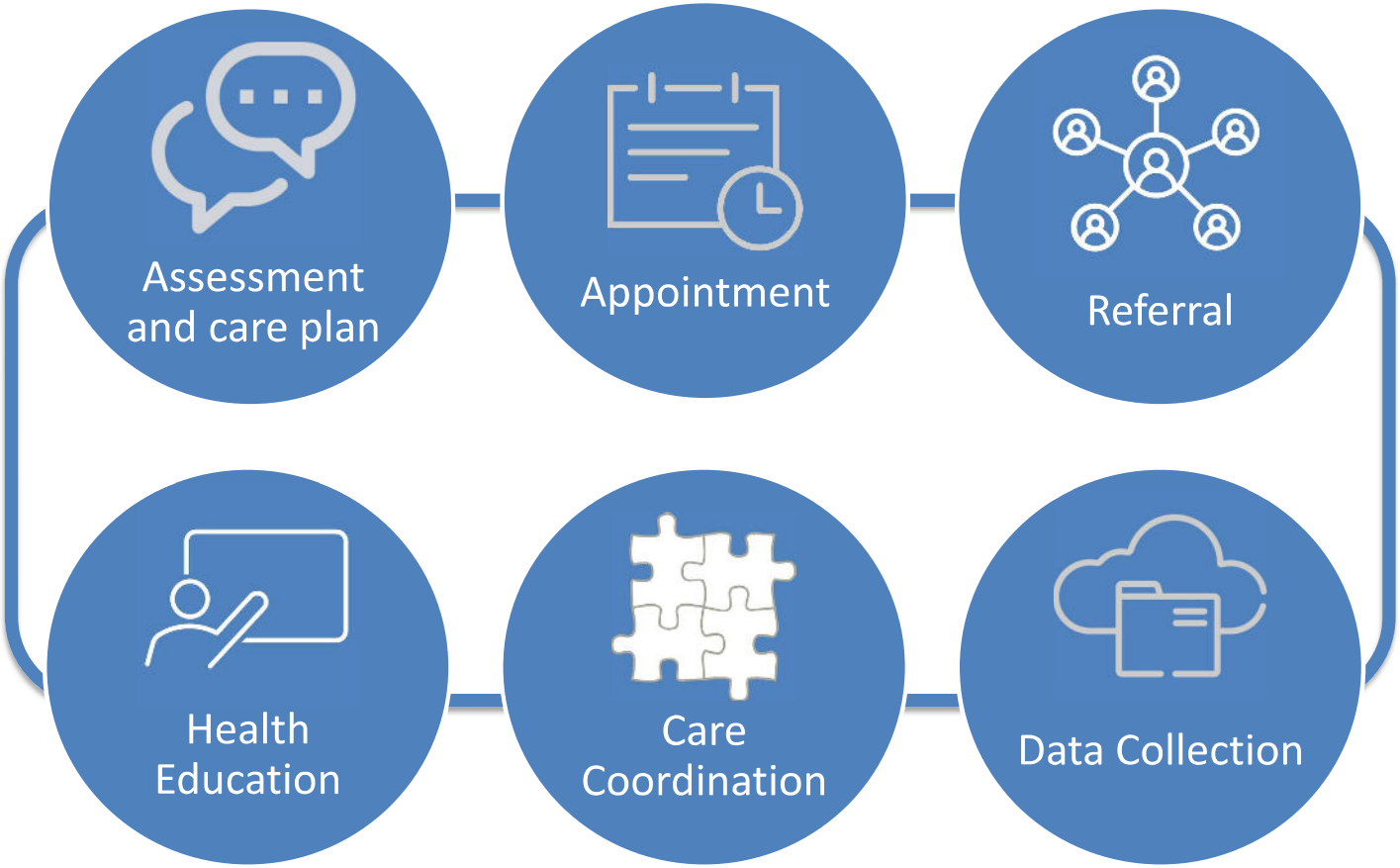


Referral-based Outreach

- Perinatal Hepatitis B Prevention Program
- Public Health Clinics
- Correctional Health Services
- Routine Linkage To Care

Telephone-based Patient Navigation





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Tele-navigation Program Outcomes (February 2017–October 2022)

Hepatitis B	Outreached	Interviewed	Linked to Care*
Number of Patients	1655	780 (47%)	581 (35%)

*Newly interviewed patients are still awaiting linkage to care

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Unpublished data. Last updated on November 14, 2022

Research Highlight

Journal of Immigrant and Minority Health (2021) 23:1179–1186
https://doi.org/10.1007/s10903-021-01240-5

ORIGINAL PAPER

Check for updates

Telephone Patient Navigation Increases Follow-Up Hepatitis B Care in the Postpartum Period for Immigrants Living in New York City

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Viral Hepatitis Program Capacity Building

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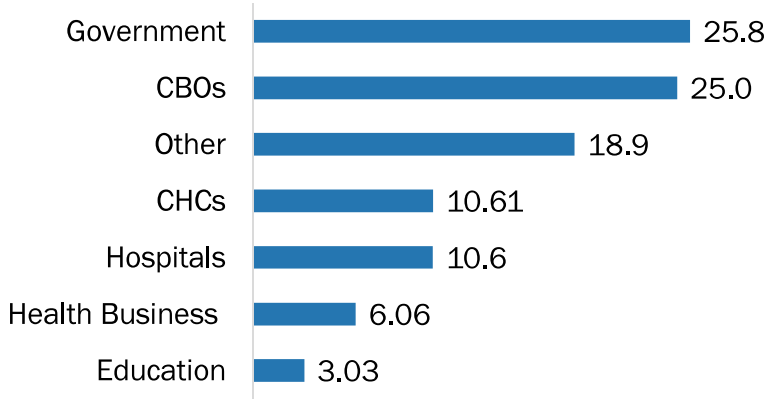
Bureau of Hepatitis, HIV, and Sexually Transmitted Infections

Envisioning a New York City without transmission or illness related to viral hepatitis, HIV, and sexually transmitted infections.

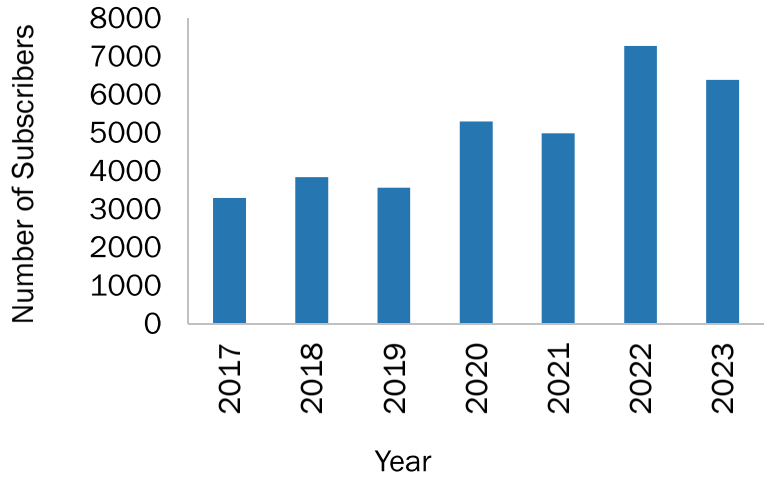
Hep Free NYC Community Coalitions and Initiatives

132	Number of participating organizations in 2023	6,616	Number of Hep Free NYC newsletter subscribers in 2023
565	Number of unique meeting attendees in 2023	19%	Percentage of highly engaged Hep Free NYC newsletter subscribers

Percentage of Hep Free NYC meeting attendees by type of organization, 2023*



Number of Hep Free NYC newsletter subscribers, 2017–2023



CBOs = community-based organizations, CHCs = community health centers

2023 Training Outcomes

- **11** *Viral Hep 101* and *Hep C Patient Navigation* trainings
- **221** participants
- **84** organizations

T·TAP Training & Technical Assistance Program

- **26** hep B and hep C clinical trainings and **911** participants
- **97%** providers felt confident in treating hep C

Empire Liver FOUNDATION

- Developed online training for peer workers
- **34** hep C navigators trained

harm reduction COALITION

- **410** care managers and health educators trained in hep C basics
- **20** organizations reached

HCMSG

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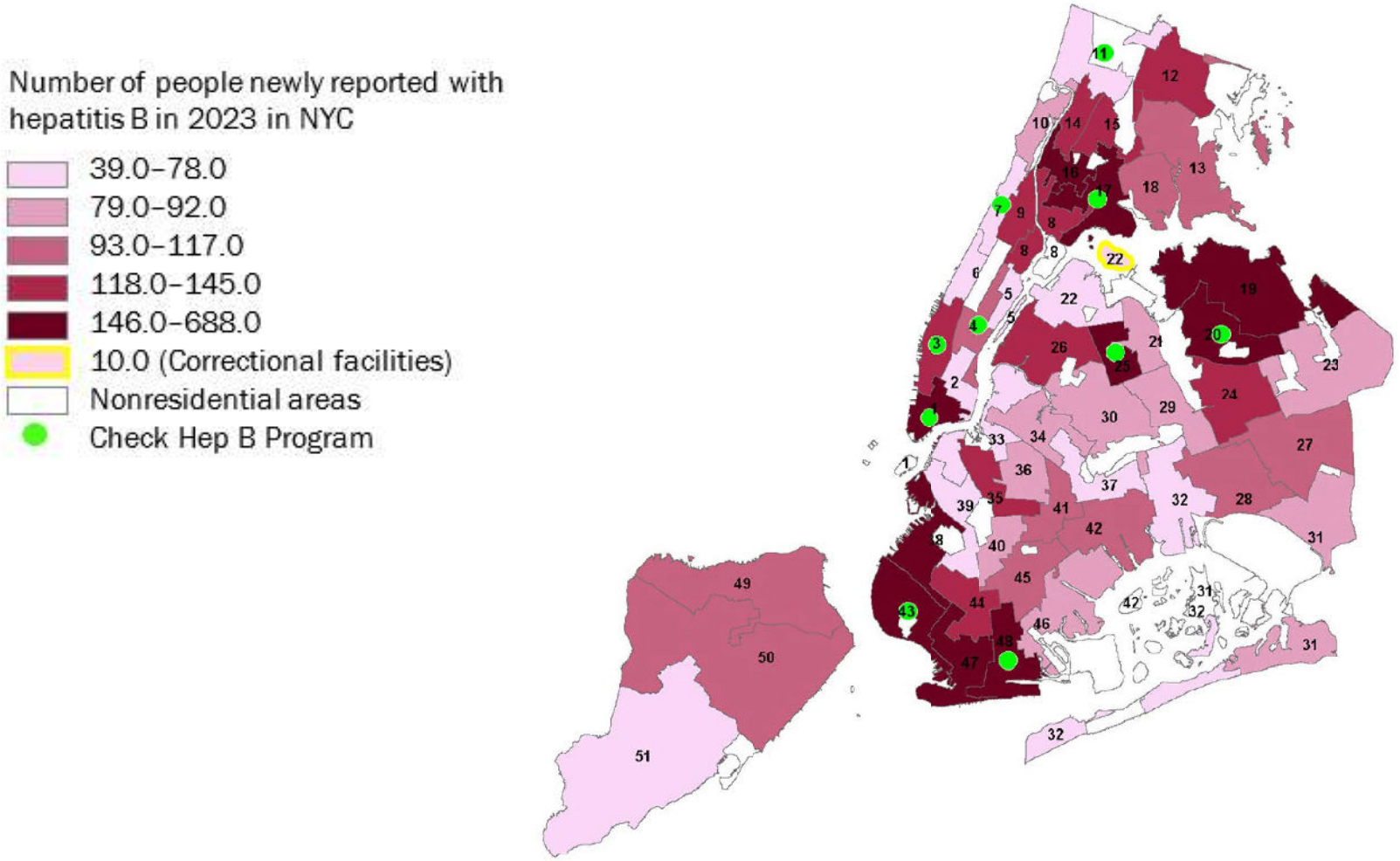
Viral Hepatitis
Community Patient Navigation
NYC
Health

Chronic Hepatitis B Distribution by City Council District and Check Hep B Patient Navigation Program Sites



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Program Outcomes (July 2014- June 2023)

$63k - $109k per org per year

24 Navigators Trained

Service	Enrolled and Educated	Completed Medical Evaluation	Started Treatment*
Number of Patients	2,784	97%	93%

** Percent from treatment candidates (46%)*

89% Percentage of people who were **born outside the U.S.**

28% Percentage of people who were **uninsured**

76 Number of **countries of birth** of people who were born outside of the U.S. The top five countries were **China, South Korea, Senegal, Ghana, and Dominican Republic.**

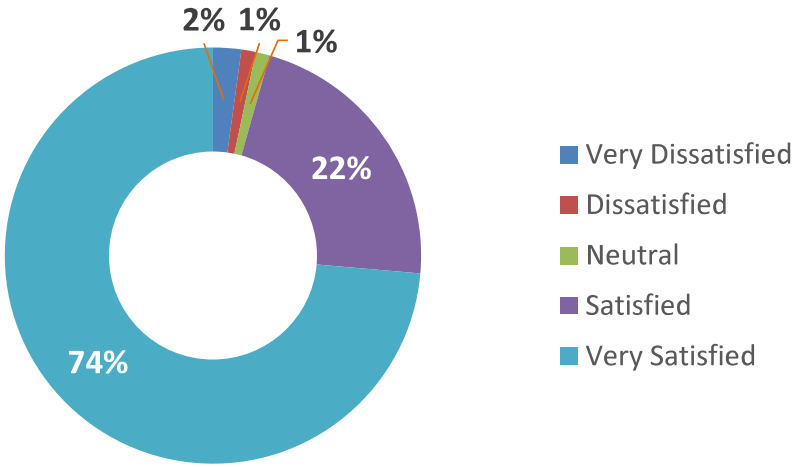
46 Number of **languages other than English** spoken by people. The top five languages spoken were **Chinese Mandarin, French, Korean, Chinese Cantonese, and Spanish**

Note: Linked to care means attended a medical visit for hepatitis care. This is preliminary data and may be subject to change

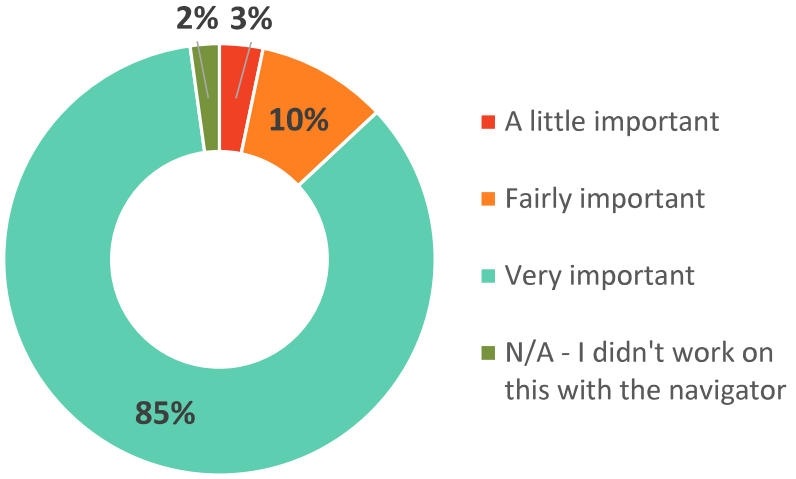
2021-2022 Check Hep B Participant Satisfaction Survey

- Web-based anonymous survey available in English, Mandarin and French
- Flyers and QR code distributed to navigators to promote with participants
- 91 respondents

How satisfied are you with hepatitis B patient navigation services?



How important was the navigator in helping you find a hepatitis B healthcare provider?



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