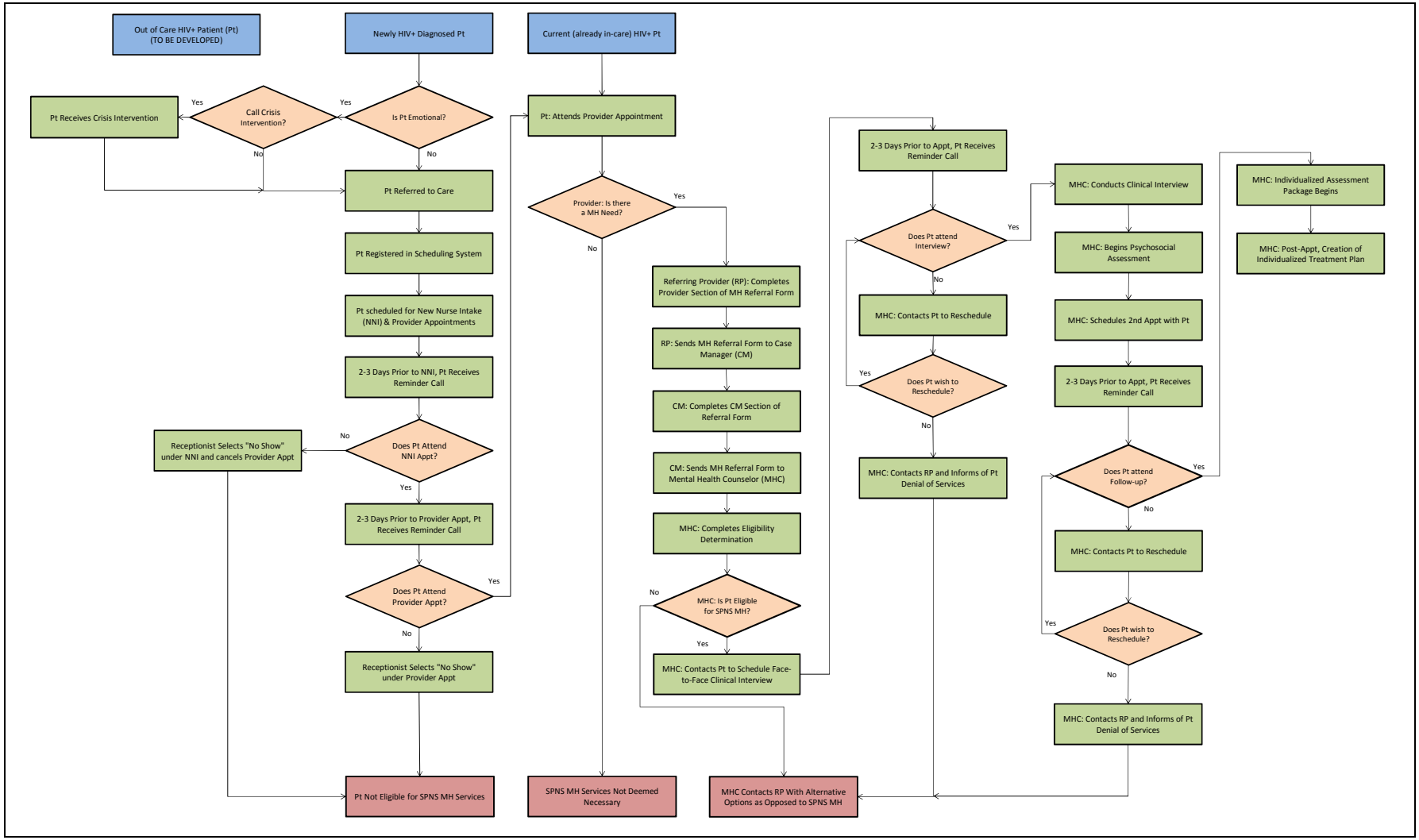
Out of Care HIV+ Patient (Pt)
(TO BE DEVELOPED)
Newly HIV+ Diagnosed Pt
Current (already in-care) HIV+ Pt
Pt Receives Crisis Intervention
Yes
Call Crisis Intervention?
Yes
Is Pt Emotional?
No
No
Pt Referred to Care
Pt Registered in Scheduling System
Pt scheduled for New Nurse Intake (NNI) & Provider Appointments
2-3 Days Prior to NNI, Pt Receives Reminder Call
Receptionist Selects "No Show" under NNI and cancels Provider Appt
No
Does Pt Attend NNI Appt?
Yes
2-3 Days Prior to Provider Appt, Pt Receives Reminder Call
Does Pt Attend Provider Appt?
Yes
No
Receptionist Selects "No Show" under Provider Appt
Pt Not Eligible for SPNS MH Services
Pt: Attends Provider Appointment
Provider: Is there a MH Need?
Yes
No
SPNS MH Services Not Deemed Necessary
Referring Provider (RP): Completes Provider Section of MH Referral Form
RP: Sends MH Referral Form to Case Manager (CM)
CM: Completes CM Section of Referral Form
CM: Sends MH Referral Form to Mental Health Counselor (MHC)
MHC: Completes Eligibility Determination
No
MHC: Is Pt Eligible for SPNS MH?
Yes
MHC: Contacts Pt to Schedule Face-to-Face Clinical Interview
MHC Contacts RP With Alternative Options as Opposed to SPNS MH
2-3 Days Prior to Appt, Pt Receives Reminder Call
Does Pt attend Interview?
Yes
No
MHC: Contacts Pt to Reschedule
Yes
Does Pt wish to Reschedule?
No
MHC: Contacts RP and Informs of Pt Denial of Services
MHC: Conducts Clinical Interview
MHC: Begins Psychosocial Assessment
MHC: Schedules 2nd Appt with Pt
2-3 Days Prior to Appt, Pt Receives Reminder Call
Does Pt attend Follow-up?
Yes
No
MHC: Contacts Pt to Reschedule
Yes
Does Pt wish to Reschedule?
No
MHC: Contacts RP and Informs of Pt Denial of Services
MHC: Individualized Assessment Package Begins
MHC: Post-Appt, Creation of Individualized Treatment Plan