AN OPEN DOOR FOR CARE – IMPLEMENTING A WALK-IN SEXUAL HEALTH CLINIC IN DOWNTOWN SAO PAULO, BRAZIL

Fernanda Rick
Medical Director of AHF Community Sexual Health Clinic - Sao Paulo, Brazil

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Introduction

- Impoverished and socially excluded individuals are highly vulnerable to sexual health issues and STIs.

- Discriminatory barriers in health services may further aggravate their susceptibility.

- The availability of easily accessible, comprehensive sexual health services could facilitate prevention and care, reducing complications and interrupting chains of transmission.

- Non-discriminatory services can provide first access to health services for a wide range of vulnerable people.
Needs Assessment and Planning

1. Identify the local to set up a clinic
2. Identify specific needs of potential clients by mapping the area and interviewing target populations;
3. Plan medical services, supplies, and benchmarks;
4. Develop quality care tools and inclusive communication strategies;
5. Provide training to healthcare workers for non-discriminatory care;
6. Identify potential barriers and facilitators.
Innovation

- Community engagement: capacity building, community-driven solutions;

- Individualized care (addressing specificities, including medication);

- Electronic medical system: data collection to strategic information about KP, programmatic data for action/advocacy.
Innovation

Consultation’s rooms

Training room

Reception
Client’s Profile
(AHF Brasil Sexual Health Clinic São Paulo/Brazil, Dec 2022 – Sept 15th, 2023)

**Schooling**
- 12-17 years: 42.5% (494/1,162)
- 12 years: 35% (411/1,162)
- >=17 years: 9% (108/1,162)

**Sexual Orientation**
- Gay: 44% (508/1,171)
- Heterosexual: 37% (429/1,171)
- Bisexual: 13% (157/1,171)

**Race/color**
- White: 46% (646/1,402)
- Brown: 30% (418/1,402)
- Black: 21% (292/1,402)
- Yellow: 1% (12/1,402)
- Indigenous: 0.6% (8/1,402)

**Income (monthly)**
- 520-1300 USD: 33% (407/1,208)
- 260-520 USD: 31% (377/1,208)
- 130-260 USD: 12% (152/1,208)
- No income: 10% (122/1,208)
Medical Findings
(AHF Brasil Sexual Health Clinic Client’s Profile
São Paulo/Brazil, Dec 2022 – Sept 15th, 2023)

Testing (positivity ratio)

<table>
<thead>
<tr>
<th></th>
<th>All rapid tests (HIV, Syphilis, Hep B and C)</th>
<th>HIV rapid test</th>
<th>Syphilis rapid test</th>
</tr>
</thead>
<tbody>
<tr>
<td>All clients</td>
<td>2.88% (143/4,714)</td>
<td>2.28% (30/1,315)</td>
<td>10.21% (100/977)</td>
</tr>
<tr>
<td>Cis People</td>
<td>2.93% (136/4,638)</td>
<td>2.26% (28/1,236)</td>
<td>11.2% (97/862)</td>
</tr>
<tr>
<td>Trans People</td>
<td>4.86% (7/138)</td>
<td>5.12% (2/39)</td>
<td>33% (3/9)</td>
</tr>
</tbody>
</table>

Main STI Syndromes (treatment initiation)

- Urethritis/ discharges **446**
- Syphilis **132**
- Ulcers **230**
- Genital warts **60**
Challenges

- High turnover of medical staffs
- Violence
- Delays due to the pandemic, bureaucracy, negotiations for referral

Total of clients attended per month

- 400
- 380
- 391

- 12:00-12:59 PEAK TIME
- 11:17-59:54 Average length of stay
Lessons Learned: Continuum Quality Care

- Fast-Track Cities 2023 • September 25-27, 2023

**Infrastructure**
Safe space for the care and prevention of STIs for the most vulnerable populations

**Innovation**
Technological and educational evolution ensure quality customer service by implementing combined prevention strategies

**Capacity building**
Educational activities as a way of improving care and empowering communities

**Protocols**
Standardization of procedures, use of clinical institutional protocols to reduce variability in processes and results

**Investment**
Investment in and adaptation of new technologies, allowing a safe environment and timely and accurate decisions

**Communication/Campaigns**
Marketing strategy ranging from publications, educational workshops and facilitating teams, optimizing behavioral change that will have a positive effect on the client's health and self-care

**Indicators**
Identify necessary adjustments through programmatic data

**Client-centered approach**
Individualized care, addressing specific needs of each individual

**Participative management**

**Quality**

**Values, vision and principles**
Way Forward

- Improvements in our Electronic Health System and Data Management
- Reaching the Specific Population (Peer-to-Peer Strategies, Communication, Community Activities)
- Operational Research
Acknowledgment

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