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New Orleans

Prevention through Preparation can Mitigate Challenges to continued HIV Care during and after a Natural Disaster

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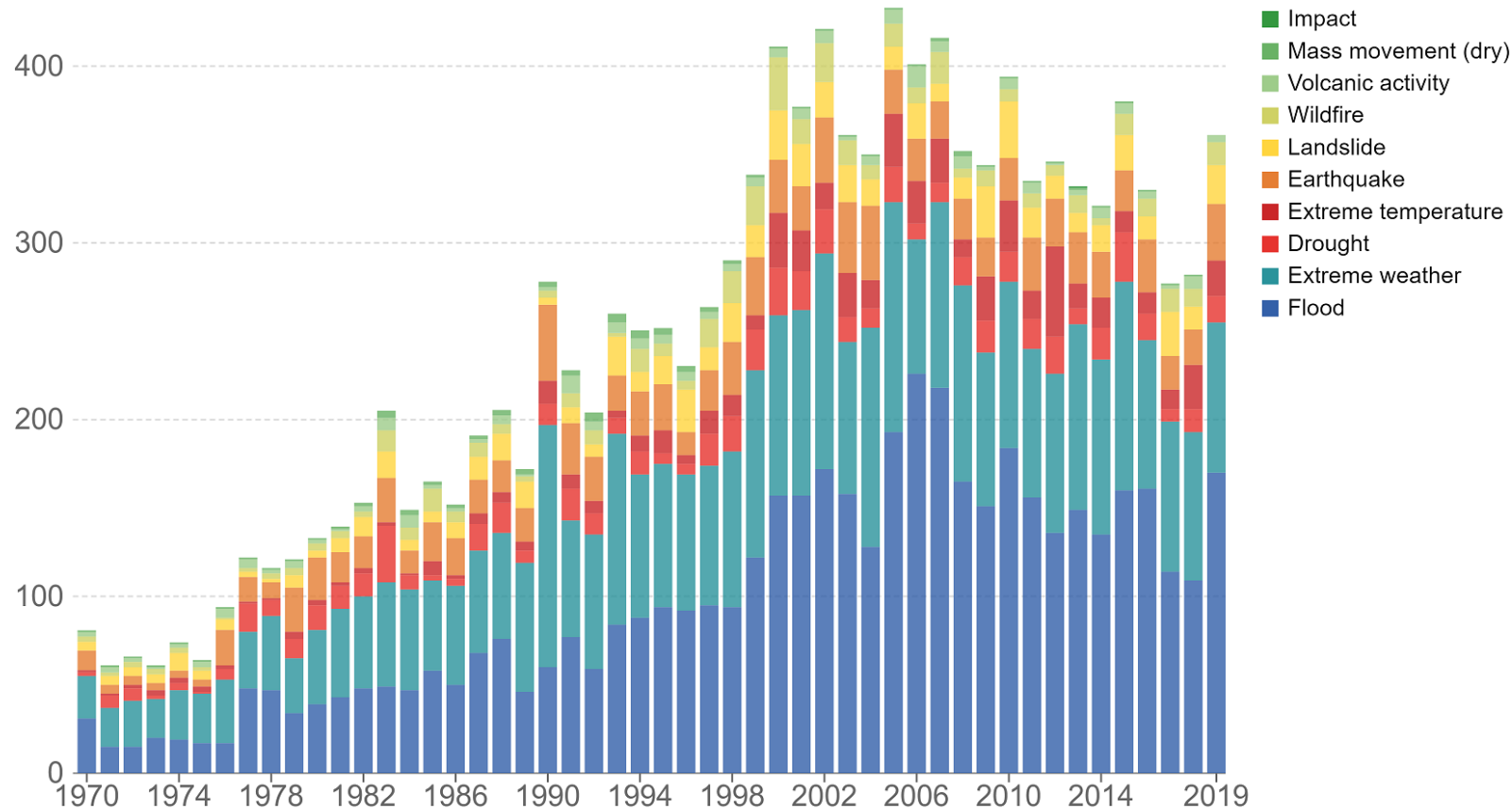
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Global reported natural disasters by type, 1970 to 2019

The annual reported number of natural disasters, categorised by type. This includes both weather and non-weather related disasters.

Our World
in Data



Source: EMDAT (2020); OFDA/CRED International Disaster Database, Université catholique de Louvain – Brussels – Belgium
OurWorldInData.org/natural-disasters • CC BY

**Natural
Disasters
are
Increasing**



U.S. 2024 Billion-Dollar Weather and Climate Disasters



Drought/Heat Wave



Flooding



Hail



Severe Weather



Tornado Outbreak



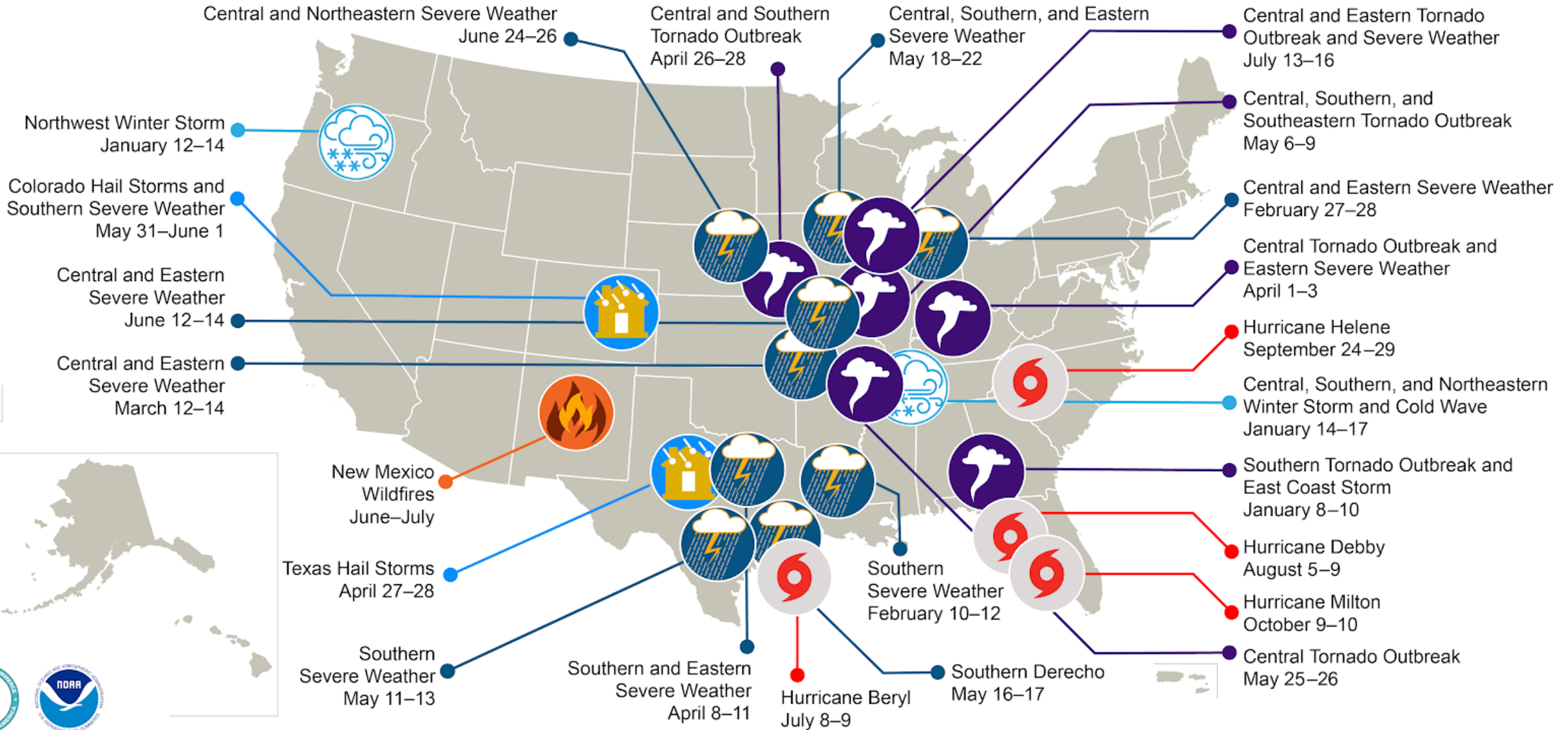
Tropical Cyclone



Wildfire



Winter Storm/Cold Wave



This map denotes the approximate location for each of the **24 separate billion-dollar weather and climate disasters** that impacted the United States through October 2024.

Fundamental formula used in risk assessment

Population Risk=hazard * vulnerability * exposure

- **Hazard** refers to the inherent danger of the risk, such as natural disasters or human-made risks, it cannot be changed.
- **Vulnerability** indicates how susceptible a community or group is to those hazards
- **Exposure** is how long or how many people are exposed or at risk
- Reducing **exposure** and **vulnerability** can significantly lower casualty rates and flatten the case curve.

Vulnerability plays an important role in the risk in people with HIV

- Immune system vulnerability (varies based on CD4 count)
- Lower response to vaccination due to immune system defects
- Social and economic disadvantages
- Stigma and discrimination, resulting in less access to healthcare
 - Can include marginalized groups (LGBTQ, Sex Workers, IV Drug Users)
- Malnutrition / Non-optimal nutrition
- Co-Infections and Comorbidities
 - Such as Hepatitis C, Heart disease, COPD
- Higher rates of tobacco use



Prevention and Preparedness Steps:

1. Regional Risk Assessment
2. Internal Plans, Trainings and Protocols
3. Patient Education Materials and Messaging

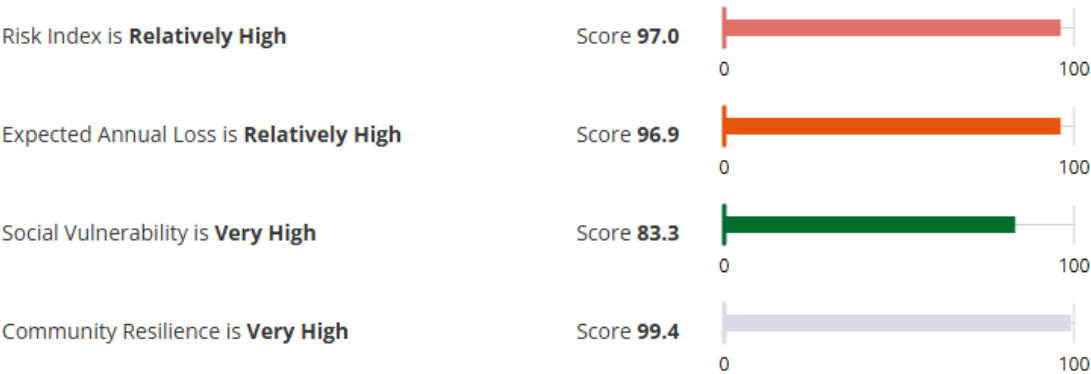


Regional Risk Assessment

- FEMA Calculator
 - <https://hazards.fema.gov/nri/map>
 - Click your county or parish on the map or enter zip code then select create report

Orleans Parish, Louisiana

Summary



- Example:

Hazard Type Risk Index

Hazard type Risk Index scores are calculated using data for only a single hazard type, and reflect a community's Expected Annual Loss value, community risk factors, and the adjustment factor used to calculate the risk value.

Hazard Type	Risk Index Rating	Risk Index Score	National Percentile
Avalanche	Not Applicable	--	
Coastal Flooding	Relatively Moderate	77.9	0 100
Cold Wave	No Rating	0	0 100
Drought	Very Low	35.8	0 100
Earthquake	Relatively Low	78	0 100
Hail	Relatively Moderate	93.7	0 100
Heat Wave	Relatively High	97.2	0 100
Hurricane	Relatively High	98.4	0 100
Ice Storm	Relatively Low	49.1	0 100
Landslide	Relatively Moderate	83.2	0 100
Lightning	Relatively High	97.1	0 100
Riverine Flooding	Relatively Low	38.7	0 100
Strong Wind	Relatively Low	27.7	0 100
Tornado	Relatively Low	67	0 100

Prevention and Preparedness Steps:

- **Internal Plans, Trainings and Protocols**
 - 4 key steps
 1. Phone tree/Updated contacts for all employees
 2. Emergency Categories : expectations and actions
 3. Employee Categories: active, recovery, non-activated
 4. Communication Plan

Employee preparedness and expectations

- Employees are expected to understand the emergency policy and weather response levels:
- Example:
 - Level 1: heavy rain, tornadoes
 - Level 2: ice storm, tropical storms
 - Level 3: hurricanes

Code Grey response level guide



Level	Event type	Expect	Actions
I Short notice events	Heavy rain / thunderstorm Severe thunderstorm Risk 1 - 3	1. Potential street flooding 2. Normal route may be impacted 3. Potential car damage if street floods 4. Patients may self cancel appt/test 5. Staff on site may not be relieved at shift change	1. Don't drive through flooded streets 2. Take alternate route to work 3. Move car if street flooding possible 4. Wear rain boots, umbrella, rain coat 5. Communicate concerns with supervisor
	Severe thunderstorm Risk 4 - 5	In addition to above: 1. Potential for flash flooding 2. High winds	In addition to above: 1. Monitor weather and take appropriate safety actions
	Tornado	2. Short notice/no notice 3. Temporary shelter in place	1. Shelter in place inside building 2. Move away from windows if in direct path 3. Consider delay travel or use alternate route
II Limited notice events	Ice storm	1. Possible road, overpass, or bridge traffic impacted 2. Patients may self cancel appt/test 3. Non-critical services may delay start or cancel services 4. Short term voluntary sheltering may be offered for staff scheduled to work 5. No plan for lockdown	1. Take alternate route to work to avoid closed or impacted roads 2. Talk to your supervisor regarding any travel issues and if you need short term voluntary sheltering (See your hospital's Emergency Operations Plan - Sheltering Plan)
	Tropical storm Tropical depression	1. Rain and wind event 2. No mandatory evacuation 3. No plan for lockdown - may be evaluated based on path, speed, and potential impact 4. Employee short term voluntary sheltering may be offered for staff scheduled to work 5. No hospital decompression	1. Take alternate route to work 2. Talk to your supervisor regarding any travel issues and if you are scheduled to work and need short term voluntary sheltering (See your hospital's Emergency Operations Plan - Sheltering Plan)
III Notice events	Hurricane Category 1-2	1. Potential direct impact to city 2. Voluntary evacuations outside the levee protection system 3. Possible state emergency declaration 4. Decision for lock down will be made based on path, forward speed, and potential impact.	In addition to Level II event actions: 1. Update information in Emergency Communication System 2. Staff prepare home, family, and pets 3. If no lockdown, evaluate if short term voluntary hospital sheltering is needed
	Hurricane Category 3-5	1. Direct impact to city 2. Mandatory evacuations 3. State/federal emergency declaration 4. Hospital decompression 5. Lock down typically 12 hours before landfall 6. Activation of Disaster Severe Weather Response Staffing Policy	1. Update information in Emergency Communication System 2. Essential Team A staff prepare home, family, and pets

Employee Designations

- Employees are expected to know their designation during an event
- Activated- stay on-site until lockdown ends
- Recovery- Return within 48 hours, plan to return to work with 24 hours notice
- Non-Activated- monitor and return when normal operations resume



Look into local Resources

The NOLA Ready guides are available in clinic in English and Spanish.



Each year in New Orleans, hurricane season lasts from June to November.

You're probably no stranger to storms. Still, it's important to make a plan with your family in case a storm comes our way. This guide offers the basics.

As a city on the Gulf Coast, New Orleans regularly experiences tropical weather and is at a higher risk for hurricanes. Dangers include high winds, heavy rains, tornadoes, flooding, and power outages, which means you should ensure your property for both wind and flood damage.

There are extra things to consider during an emergency for seniors, young children, people with medical needs, and pet owners.

Find more information at ready.nola.gov.

Helping you stay ready year round,
- THE TEAM AT NOLA READY

NOLA Ready is the city of New Orleans' emergency preparedness campaign, managed by the New Orleans Office of Homeland Security and Emergency Preparedness.

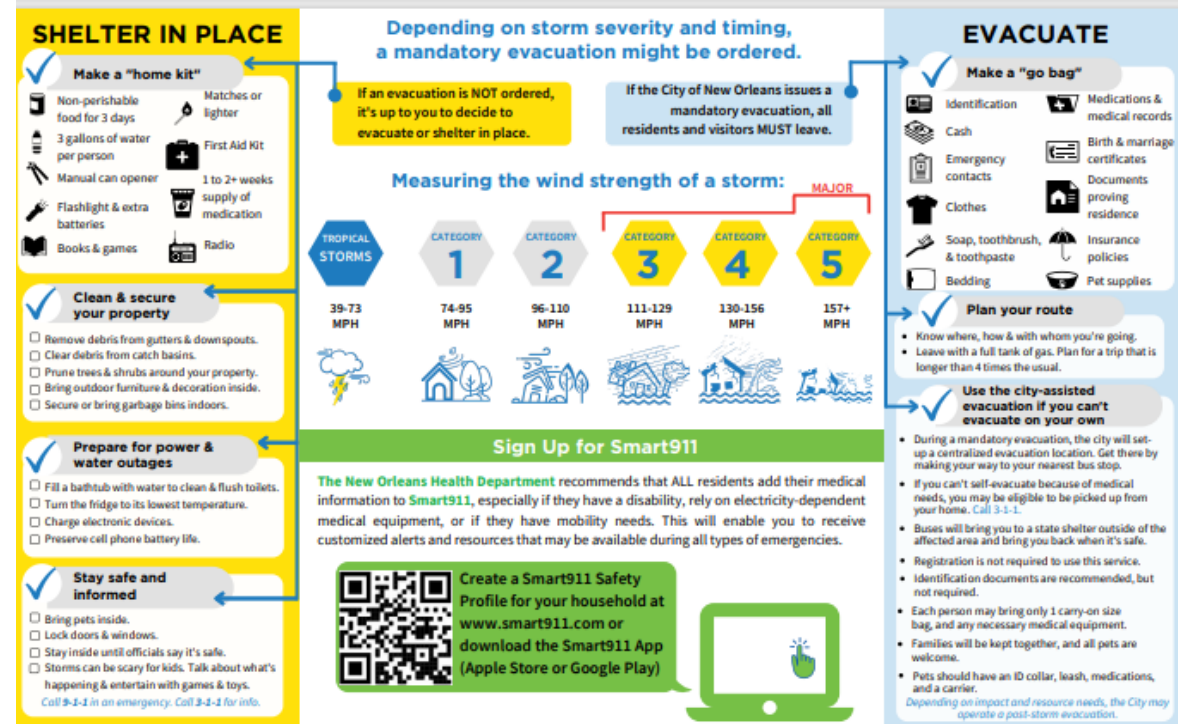
STAY CONNECTED
Sign up for NOLA Ready emergency alerts. Text **NOLAREADY** to 77295 or go to ready.nola.gov

MAKE A PLAN
Make plans in case you need to evacuate or shelter at home. Include your family's and pets' specific needs in your plans.

GATHER SUPPLIES
Gather supplies for a "go bag" and a "home kit" in advance.

NOLA READY
GUIDE TO HURRICANES

CITY OF NEW ORLEANS



SHELTER IN PLACE

Make a "home kit"

- Non-perishable food for 3 days
- 3 gallons of water per person
- Manual can opener
- Flashlight & extra batteries
- Books & games
- Matches or lighter
- First Aid Kit
- 1 to 2+ weeks supply of medication
- Radio

Clean & secure your property

- Remove debris from gutters & downspouts.
- Clear debris from catch basins.
- Prune trees & shrubs around your property.
- Bring outdoor furniture & decoration inside.
- Secure or bring garbage bins indoors.

Prepare for power & water outages

- Fill a bathtub with water to clean & flush toilets.
- Turn the fridge to its lowest temperature.
- Charge electronic devices.
- Preserve cell phone battery life.

Stay safe and informed

- Bring pets inside.
- Lock doors & windows.
- Stay inside until officials say it's safe.
- Storms can be scary for kids. Talk about what's happening & entertain with games & toys.

Call 9-1-1 in an emergency. Call 3-1-1 for info.

Depending on storm severity and timing, a mandatory evacuation might be ordered.

If an evacuation is NOT ordered, it's up to you to decide to evacuate or shelter in place.

If the City of New Orleans issues a mandatory evacuation, all residents and visitors MUST leave.

Measuring the wind strength of a storm:

TROPICAL STORMS	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	MAJOR CATEGORY 5
39-73 MPH	74-95 MPH	96-110 MPH	111-129 MPH	130-156 MPH	157+ MPH

EVACUATE

Make a "go bag"

- Identification
- Cash
- Emergency contacts
- Clothes
- Soap, toothbrush, & toothpaste
- Bedding
- Medications & medical records
- Birth & marriage certificates
- Documents proving residence
- Insurance policies
- Pet supplies

Plan your route

- Know where, how & with whom you're going.
- Leave with a full tank of gas. Plan for a trip that is longer than 4 times the usual.

Use the city-assisted evacuation if you can't evacuate on your own

- During a mandatory evacuation, the city will set-up a centralized evacuation location. Get there by making your way to your nearest bus stop.
- If you can't self-evacuate because of medical needs, you may be eligible to be picked up from your home. Call 3-1-1.
- Buses will bring you to a state shelter outside of the affected area and bring you back when it's safe.
- Registration is not required to use this service.
- Identification on documents are recommended, but not required.
- Each person may bring only 1 carry-on size bag, and any necessary medical equipment.
- Families will be kept together, and all pets are welcome.
- Pets should have an ID collar, leash, medications, and a carrier.

Depending on impact and resource needs, the City may operate a post-storm evacuation.

Sign Up for Smart911

The New Orleans Health Department recommends that ALL residents add their medical information to Smart911, especially if they have a disability, rely on electricity-dependent medical equipment, or if they have mobility needs. This will enable you to receive customized alerts and resources that may be available during all types of emergencies.

Create a Smart911 Safety Profile for your household at www.smart911.com or download the Smart911 App (Apple Store or Google Play)

US FAST TRACK CITIES 2025 SUMMIT

Gather Local Ryan White/ HIV Resources

AVAILABLE IN ENGLISH
AND SPANISH

LA HAP Emergency Preparedness Guide

In the event of an evacuation due to a hurricane or other emergency, please remember to do the following:

Ahead of time, prepare:

- Keep your prescriptions up to date.
- Refill your medications as early as possible.
- Ask your doctor for a copy of your current labs and an extra paper copy of all of your prescriptions.
- Prepare a list of important phone numbers:
 - LA HAP: 504-568-7474 ➢ HIP: 225-424-1799
 - Ramsell: 1-888-311-7632 ➢ Your case manager
- Visit lahap.org to see a list of LA HAP network pharmacies and print it if you can.
- At the beginning of hurricane season contact your case manager for updated emergency preparedness information.

When you evacuate, take:

- All your medications in their original bottles
- An extra paper copy of all of your prescriptions
- Copies of your medical information
- Important phone number list
- Doctor & clinic name & contact information
- LA HAP card and (if you have one) insurance card
- Medical equipment and devices (such as dentures, crutches, prostheses, etc.)
- Water and non-perishable food
- Clothes, sleeping supplies, maps, cash
- Your family members and pets

If you can't get to your usual pharmacy or if your usual pharmacy is closed, and you are:

- **Uninsured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in the LA HAP **uninsured** network.
- **Insured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in both the LA HAP network and your insurance company's network.

You can see your insurance company's pharmacy network by going to their website or calling the number on the back of your insurance card. You can see LA HAP's pharmacy network on www.lahap.org/pharmacists. Pharmacies that accept uninsured clients are written in [blue](#). Because you may not have internet access during an emergency, it is advisable to print or write down the information for several pharmacies in the area where you plan to be.

In an emergency situation only, LA HAP will authorize medications to be mailed out of state. LA HAP's list of their pharmacy network indicates which pharmacies provide mail order services.

Examples of mail order pharmacies include:

- Avita New Orleans: 504-822-8013
- Avita Baton Rouge: 225-924-1930
- Reliant Healthcare Monroe: 318-332-8326

If you evacuate outside Louisiana and need long-term assistance (example: you do not plan to return to Louisiana), contact the state's AIDS Drug Assistance Program for medication and case management assistance.

- | | |
|---------------------------|-------------------------------|
| • Alabama: 1-866-574-9964 | • Mississippi: 1-888-343-7373 |
| • Arkansas: 501-661-2408 | • Tennessee: 1-800-525-2437 |
| • Florida: 850-245-4422 | • Texas: 1-800-255-1090 |
| • Georgia: 404-656-9805 | |

Remember, your agency, clinic or medical home may be temporarily closed after a major emergency. Be patient, persistent and understanding when contacting agencies. It takes time to return to 'business as usual.'



Emergency Preparedness Information from LA HAP

As we have now entered hurricane season it's important to remain prepared in the event of an emergency. Hurricane season began June 1st and lasts through November 30th.

The LA HAP team has created the LA HAP Emergency Preparedness Guide designed for LA HAP clients to use in the event of an evacuation due to a hurricane or other emergency.

The LA HAP Emergency Preparedness Guide can be found [here](#) and at the new "LA HAP & Emergency Preparedness" ribbon on www.lahap.org. Spanish translated version found [here](#).

If you have questions about this email, please contact LA HAP at lahap@la.gov.



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Create your own Clinic / Agency Emergency Preparedness Guide for Patients

► The plan starts with updating the guide and distributing to patients in clinic as early as March for Hurricane prone areas. The guide is available and offered throughout the clinic and on our website.

Step 1: Get ready. Have a plan for evacuation and for sheltering in place.

If a mandatory evacuation is issued and you can't evacuate on your own, the city will set up centralized evacuation locations throughout Orleans Parish. Text EVACNOLA to 77295 to get set up and stay informed about city-assisted evacuation.

- Sign up for **NOLA Ready alerts** at ready.nola.gov/stay-connected/emergency-alerts/ or text NOLAREADY to 77295.
- Sign up for **Smart911**. It's free and can provide updates on resources specific to your needs. Create a Smart911 Safety profile for your household at smart911.com or download the Smart911 app from your app store.
- In **Jefferson Parish**, register online at jeffparish.net or call 504.349.5360. Or, just text JPALERT to 888777. Spanish speaking residents can text JPNOTICIAS to 888777.
- **Keep your prescriptions up-to-date.** Refill your prescriptions before the storm. Do not wait until the last minute. At all times, keep enough medication on hand to last you at least 14 days.
- **Ask your doctor to give you a copy** of helpful medical information—and keep it with you.
- **Sign up for a free LCMC Health Patient Portal account online.** The LCMC Health Patient Portal lets you to view your upcoming appointments. You can also request prescription renewals. Ask a nurse for your activation code to get you started. The code will print out on your "After Visit Summary" sheet.

For emergencies, call 911.

For non-emergency information and referrals in Louisiana, call 504.269.2673 or visit 211.org.

University 
Medical Center
New Orleans
LCMC Health

Emergency Preparedness

Prepare for hurricane season by planning for your medical needs and medications.



Step 2: Evacuate when instructed and take:

- All of your medicines and supplements in their original bottles, with a back-up list of medications and dosages
- Helpful medical information—your condition, diagnoses, and allergies
- Your clinic's name, your doctor's name, and phone number
- Your most recent hospital card, LDAP medication card (formerly called ADAP), insurance cards, etc.
- Picture identification, Social Security card, insurance policies, birth certificates, and other important legal papers
- Medical equipment and supplies (dentures, glucometers and strips, nebulizers, crutches, prostheses, etc.)
- First aid kit, battery powered radio, flashlight, extra batteries, cell phone, and charger
- Clothes, sleeping supplies, maps, and personal hygiene items
- A three-day supply of water, non-perishable food, and cash
- Plan for your pet's needs

Step 3: Medication, medication, medication – bring all of your medications with you.



It's a good idea to have enough to last 14 days or more. **Do not** skip dosages to stretch them out. Get refills as soon as possible.

- **If** you run out of one of your HIV medications **stop all HIV medications** until you get refills. But, **take your other medications** which lower your blood pressure or cholesterol, control your diabetes, or treat your eye or lung infections
- Ask your doctor, nurse, or pharmacist if you have questions about which medications you are taking for different conditions
- If you are on LDAP, call 504.568.7474 or the LA Statewide AIDS/STD Info Line at 800.992.4379 for assistance. You may be able to fill your prescriptions in your evacuation city

Clinic Emergency Preparedness Guide

MY GUIDE IS GEARED TOWARDS WHAT TO DO PRIOR TO AND DURING EVACUATION.



Local pharmacies

City	Phone	Fax	Website
Avita New Orleans	504.822.8013	504.822.8141	avitapharmacy.com
Avita Baton Rouge	888.792.8482	877.284.8232	avitapharmacy.com
Avita Atlanta	404.270.9242	404.270.9273	avitapharmacy.com
Avita Houson	713.592.0211	713.432.0307	avitapharmacy.com
Mumfrey's Chalmette	504.279.6312	504.279.6314	mumfreyspharmacy.com
Walgreens New Orleans	504.758.3718	504.758.3720	umcno.org/walgreenspharmacy

Louisiana: HIV/AIDS service organizations

City	AGENCY (* case management available)	Phone
Alexandria	Central LA AIDS Support Services*	318.442.1010
Baton Rouge	Family Services of Greater Baton Rouge*	225.927.9810
Baton Rouge	Volunteers of America	225.387.0061
Baton Rouge	HAART *	225.927.1269
Hammond	Southeast Louisiana AHEC	985.345.1119
Houma	Exchange Support Services*	985.223.4017
Lafayette	Acadiana Cares*	337.233.2437
Lake Charles	Southwest Louisiana AIDS Council	337.439.5861
Mandeville	Volunteers of America	985.674.0488
Monroe	GO CARE *	318.325.1092
New Orleans	New Orleans Regional AIDS Planning Council	504.821.7334
New Orleans	FACES* (of NO/AIDS Task Force)	504.821.4611
New Orleans	Crescent Care--NO/AIDS Task Force*	504.821.2601
New Orleans	Orleans Family Practice* NO East	504.208.8467
New Orleans	Priority Health Care (Marrero, Westbank)	504.309.6057
Shreveport	The Philadelphia Center*	318.222.6633

Other states: HIV/AIDS service organizations

State	State	Agency	Phone
Alabama	Birmingham	AIDS Alabama	205.324.9822
Alabama	Mobile	AIDS Alabama	251.471.5277
Arkansas	Little Rock	Arkansas AIDS Foundation	501.376.6299
Florida	Jacksonville	NE Florida AIDS Network	904.356.1612
Georgia	Atlanta	AID Atlanta	404.870.7700
Mississippi	Biloxi	South MS AIDS Task Force	228.385.1214
Mississippi	Hattiesburg	AIDS Services Coalition	601.450.4286
Mississippi	Jackson	Mississippi Dept. of Health	601.576.7723
Tennessee	Memphis	Friends for Life Corp	901.272.0855
Texas	Austin	AIDS Services of Austin	512.458.2437
Texas	Dallas	AIDS Resource Center	214.528.0144
Texas	Houston	Montrose Counseling	713.529.0037
Texas	Houston	Thomas Street Health	713.873.4000
Texas	San Antonio	San Antonio AIDS Foundation	210.225.4715

Clinic Emergency Preparedness Guide

THE HOP GUIDE PROVIDES A LIST OF RESOURCES IN NEARBY "EVACUATION" CITIES.



Listen to local radio before, during, and after evacuation for current updates.

City	AM Radio	FM Radio
New Orleans	WWL 870	WLMG 101.9
Alexandria	KZMZ 580	KZMZ 96.9
Baton Rouge	WJBO 1150	WFME 102.5
Lafayette	KVOL 1330	KTDY 99.9
Lake Charles	KLCL 1470	KNGT 99.5
Monroe	KNOX 540	KNOX 101.9
Shreveport	KWKH 1130	KRUF 94.5

New Orleans Metro News	Website
The Times Picayune	nola.com
The New Orleans Advocate	theadvocate.com/new_orleans
City of New Orleans	nola.gov
WVUE TV (FOX Channel 8)	fox8live.com
WWL TV (CBS Channel 4)	wwltv.com

LSU Patient Relations: 877.578.8255

19-2486-0620

Estimated evacuation drive times from New Orleans to:
Alexandria, LA— 16 hours
Baton Rouge—8 hours
Lafayette, LA—8 hours
Lake Charles, LA—16 hours
Shreveport, LA—20 hours
Hattiesburg, MS— 8 hours
Jackson, MS— 24 hours
Meridian, MS— 16 hours

Hospitals and Clinics (alphabetical order by city)	Clinic Phone	Pharmacy Phone/Fax
Alexandria Tulane University Medical Clinic	318.484.4801	P 225.924.1930 F 225.924.3217
Baton Rouge Our Lady of the Lake EIC	225.987.9166	P 225.374.0270 F 225.374.0271
Bogalusa Our Lady of the Angels ID Clinic	985.730.6970	P 985.730.7219 F 985.730.7220
Houma Chabert Medical/Ochsner	985.873.1880 or 985.873.1234	P 985.873.2148 F 985.873.5192
Independence Lallie Kemp Medical Center	985.878.1681	P 985.878.1317 F 985.878.1548
Lafayette UMC/Lafayette General Medical	337.261.6480	P 337.261.6238 F 337.261.6237
Lake Charles Moss Center Urgent Care	337.480.8185	P 337.475.8275 F 337.475.8477
Monroe E.A. Conway Medical Center	318.330.7820	P 318.330.7819 F 318.330.7760
New Orleans University Medical Center ID Center/HOP	504.702.4344	UMC 504.758.3718 Clinic F 702.5733
Shreveport LSU Medical Center/University	318.862.9977	P 318.813.1814 F 318.813.1810

Clinic Emergency Preparedness Guide

THE LAST PAGE OF THE HOP GUIDE INCLUDES THE HIV CLINICS AT LOUISIANA HOSPITAL SYSTEMS.



Providers – please review this with your patients on Cabenuva and give this information to them:

Hurricanes may affect HOP clinic visits and cause disruptions in your Cabenuva dosing schedule. There is a window that you can receive your Cabenuva injection after the previous dose (**dosing is either every 28 or 56 days; your window is +/- 7 days from day 28 or 56 after receiving your last injection**). If your schedule is interrupted, you may need to start oral HIV medication as a bridge until you can receive your next Cabenuva injection.

Before the storm:

1. Know your injection frequency (yes/no)
 - a. Every 28 days: _____
 - b. Every 56 days: _____
2. Know your injection window:
 - a. Last injection date: _____
 - b. Next injection due: _____
 - c. Your injection window:
 - i. Earliest (7 days before injection due): _____
 - ii. Latest (7 days after injection due): _____

Talk to your provider:

1. You may need a paper prescription for an HIV medication you can take by mouth from your provider.
2. Let your provider know if you have non-expired HIV medication that can be taken by mouth left over from before you started Cabenuva and how much (this may be used if a bridge is required).
3. Let your provider know if you have the pill version of Cabenuva left over and how much (if you completed the pill lead in for the Cabenuva injection).

What to do if you can't get your Cabenuva injection in your window due to a hurricane:

1. You should start taking the by-mouth antiretroviral medication at the end of your injection window (on the latest date of your injection window, 7 days after your injection is due).
 - a. Your provider may instruct you to fill the paper prescription for the by-mouth HIV medication prior to the storm if a hurricane affects your Cabenuva dosing schedule.
 - i. Try to fill in Louisiana if possible to avoid issues with insurance.
 - b. Your provider may instruct you to take leftover by-mouth antiretroviral therapy if a hurricane affects your Cabenuva schedule.

Contact us if you have any questions:

Clinic Phone Number: 504-702-4344; Send a message in MyChart

- Special attention and education needed for patients on injectable ART



Patient Portal

- Throughout the year, patients are encouraged to sign up for MyChart (patient portal).
- Instructions are also included in Emergency Preparedness Guide.
- Allows easy access to labs, records and messaging to the clinic

What you Can Do with the Patient Portal



Message your doctor

Get answers to medical questions on the go!



Access your test results

No more waiting for a phone call or letter.



Pay your bill

View & pay your bill quickly & securely.



Request prescription refills

Send a refill request for any of your refillable medications.



View upcoming appointments

View your appointments & book your next one.



Manage healthcare for others

Manage other's healthcare & print their records.



Take Home Points:

How to reduce vulnerability in PWH at your health center

- Provide patient centered, discrimination free care that engages and retains patients with HIV in care, resulting in viral suppression and improved immune systems (increased CD4)
- Keep patients healthy by encouraging exercise, a proper nutrient rich diet and maintaining a normal weight
- Keep vaccinations for pneumonia, influenza, RSV, COVID, tetanus, etc. up to date
- Encourage and/or provide masks, disinfectants, and hand hygiene products for both shelter in place and evacuation supplies
- Enhance the physical structure of the buildings that serve to provide medical and social support to PWH to reduce disruption after hazards (fortified roofs, sandbags, etc.)
- Educate patients to improve their knowledge of HIV, their numbers and what to do if short on medicines, including injectable ART. Encourage them to create an individual disaster plan.
- Provide materials for patients to take during disasters which provide information on local and surrounding HIV resources.
- Have clear disaster definitions, employee designations, and communication plan for employees



Thank you!

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