

WAKE COUNTY HUMAN SERVICES

Express Visits



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EXPRESS VISIT

- **The Need for Express Visits:**
 - Increase in turn away rate
 - Increase demand for testing
 - Asymptomatic clients complain of having to have the “Q-tip”
- **Steps taken after need was identified:**
 - 1) Research other areas using express visits and their concept
 - 2) Develop a Questionnaire
 - 3) Develop a Procedure

Triage Visit Protocol

Rationale:

The triage visit protocol sorts STD clinic patients according to the urgency and scope of their need for care. This protocol (and accompanying standing order) will be used by licensed clinicians generally and unlicensed clinicians (DIS) in specific instances. The clinician/DIS may offer urine-based testing for gonorrhea and Chlamydia for clients they triage, instead of a clinician visit with full exam and culture. Triage visits will still incorporate a lab visit for clients, so that they receive syphilis and HIV testing. If a provider discovers a questionable piece of data through the patient questionnaire, provider will discontinue triage visit protocol and revert to male and female exam and history protocol.

Triage Visit Protocol Continued

Triage Visit Steps:

Clients receive the triage visit questionnaire at the time of registration. Customer Service Representatives (CSRs) collect the questionnaire after the client’s demographic information is collected or updated.

CSR reviews the questionnaire:
 Questionnaires with any answer marked “YES” trigger male and female exam and history protocol; CSR completes client record for a full exam with culture.
 Questionnaires with all answers marked “NO” trigger triage protocol; CSR attaches answer sheet to the client record for review by the clinician or DIS. **(***NOTE: on triage visit clients, questionnaire will replace STD Exam sheet in the medical record.***)**

CSR places triage visit records in the walk-in box in the same manner as full exam visit records. All records will be addressed in the order they arrived.

Clinician/DIS reviews the triage visit questionnaire to assure client is eligible for triage visit.
 Clinician/DIS completes lab slips for gonorrhea, Chlamydia, syphilis and HIV testing.
 Clinician calls client by his/her designated number, then verifies client’s name.
 Clinician gives client a urine cup, then instructs client to go to the bathroom to collect a urine specimen.
 After collection of urine specimen, clinician must verify whether client has been to lab for syphilis and HIV blood draw.

If blood draw for syphilis and HIV has been completed, clinician gives call back instruction card to client and client may leave clinic.
 If blood draw for syphilis and HIV has not been completed, clinician escorts client to lab for blood draw.
 Clinician/DIS checks urine specimen in at the lab, along with the completed paperwork for gonorrhea, Chlamydia, syphilis and HIV.
 Clinician/DIS documents HIV CTS number on triage visit questionnaire and triage visit questionnaire is place in the client’s medical record.
 For positive urine gonorrhea and Chlamydia test results, client will be contacted by DIS and must return to clinic for treatment. **At treatment visit, STD history form will be completed by clinician at the time of treatment.**

STD TRIAGE

Clinic A’s mission is to provide high-quality care to all individuals needing STD services. Today, you will receive diagnosis, testing, treatment, follow-up and preventive services for syphilis, gonorrhea, Chlamydia and HIV (unless you specifically decline HIV testing). To assist us in determining if you need a physical exam or urine testing for gonorrhea and Chlamydia, please answer all of the following questions:

	Yes	No
1. Do you have any unusual discharge (liquid) coming from your rectum, penis or vagina?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have any unusual itching or tingling in your vagina, rectum, or penis?	<input type="checkbox"/>	<input type="checkbox"/>
3. (Females Only) Do you have any unusual pain or cramping in your stomach that you are worried about?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you have any sores, bumps, or rashes on your rectum, penis, vagina or body?	<input type="checkbox"/>	<input type="checkbox"/>
5. Has your partner been told he/she has a sexually transmitted disease, or does he/she have symptoms of a sexually transmitted disease?	<input type="checkbox"/>	<input type="checkbox"/>
6. Are you a male who has sex with another male?	<input type="checkbox"/>	<input type="checkbox"/>
7. Have you traded sex for drugs or money?	<input type="checkbox"/>	<input type="checkbox"/>

If you answered “no” to questions 1-7

Do you want urine testing for gonorrhea & Chlamydia with your blood testing today? Yes No

Or

Do you want a physical exam for gonorrhea & Chlamydia with your blood testing today? Yes No

Do Not Mark Below This Line (For Clinic Use Only)

Triage Visit Today: Yes No (Gonorrhea, Chlamydia, Syphilis & HIV)

HIV Specimen Number: _____

Instructions for Client to call for test results given? Yes No

Clinician/Disease _____

Intervention Specialist Signature: _____

Date: _____

EXPRESS VISIT BENEFITS

- Decreased turn away rate
- Decreased wait time for an exam
- Decreased anxiety and barrier to test for fear of the physical exam and pain of the swab
- Testing can still be done while female is having cycle

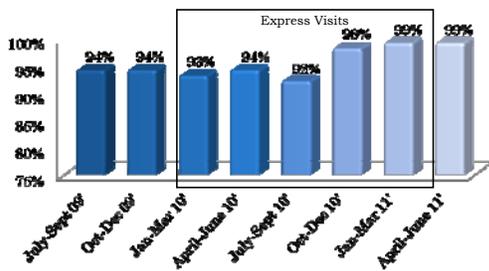
PROBLEM/CONCERN

- Slowed registration down at front desk
- Clients concerned they were missing something
- Missing trichomoniasis on asymptomatic females
- Clients would complete questionnaire with all NO's –qualifying them for an express visit, urine was collected, and the clients would want to be seen by a clinician
- When the positive clients came back to the clinic for treatment, clinicians were unable to identify those that were express visit and as a result, their past medical histories were missed

EVALUATE & REVISE

- Discontinue questionnaire
- Clinician completes the STD history on everyone
- All females get an exam
- Asymptomatic males can get a urine test if their history meets the criteria that was determined appropriate to receive an express visit

Percentage of Clients Seen



QUESTIONS...