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SERVICE STANDARDS FOR Outpatient/Ambulatory Health Services

Origination Date: May 14, 2020					
Reviewed/approved by the Continuum of Care Committee	May 14, 2020				
Approved by the Planning Council	June 17, 2020				

In addition to the Universal Standards, you are also expected to follow the following guidelines.

I. GOAL

The goal of this service category is to provide or make available the full continuum of primary care as well as HIV care to people living with HIV/AIDS. This includes diagnostic and therapeutic services rendered by a licensed physician, physician assistant, nurse practitioner or clinical nurse specialist in an outpatient setting.

II. DESCRIPTION

Outpatient/Ambulatory Health Services provide diagnostic and therapeutic-related activities directly to a client by a licensed healthcare provider in an outpatient medical setting. Outpatient medical settings may include: clinics, medical offices, mobile vans, using telehealth technology, and urgent care facilities for HIV-related visits.

Allowable activities include:

- Medical history taking
- Physical examination
- Diagnostic testing (including HIV confirmatory and viral load testing), as well as laboratory testing
- Treatment and management of physical and behavioral health conditions
- Behavioral risk assessment, subsequent counseling, and referral
- Preventive care and screening
- Pediatric developmental assessment
- Prescription and management of medication therapy
- Treatment adherence
- Education and counseling on health and prevention issues
- Referral to and provision of specialty care related to HIV diagnosis, including audiology and ophthalmology

III. KEY SERVICE COMPONENTS AND ACTIVITIES

The Healthcare provider is ultimately responsible for ensuring that the client understands all information exchanged in the clinical setting, including their rights and responsibilities.

- Medical history taking
- Physical examination
- Diagnostic testing including laboratory testing

"To plan for the development, implementation and continual improvement of the health care and treatment services for People Living With and Affected by HIV & AIDS who reside in the five New Jersey Counties of Essex, Morris, Sussex, Union and Warren."

- Treatment and management of physical and behavioral health conditions
- Behavioral risk assessment, subsequent counseling, and referral
- Preventive care and screening
- Pediatric developmental assessment (Well-baby care)
- Prescription, and management of medication therapy
- Treatment Adherence
- Education and counseling on health and prevention issues including PrEP and PEP and contraception counseling.
- Partner testing and counseling for PrEP and PEP
- Referral to and provision of specialty care related to HIV diagnosis
- Continuing care and management of chronic conditions
- Early Intervention and risk assessment
- Oral health screening

Indicators/Performance Measures:

- Viral load suppression
- Improved health status
- Reduction of HIV transmission
- Reduced rate of progression to AIDS
- Reduction of new AIDS-defining conditions
- Retention in care
- Reduction of Emergency Room Visits
- Early detection and treatment of preventable illnesses or conditions

IV. SERVICE LIMITATIONS/REQUIREMENTS

None

V. ASSESSMENT AND SERVICE PLAN

A. Initial Evaluation– Collection of health history

- a. Baseline medical examination (this may take multiple visits) which may include but not limited to the following:
 - Initial Laboratory testing:
 - CD4 T-Cell count & CBC blood count
 - Viral Load
 - Comprehensive panel – (including liver function test)
 - Urinalysis
 - Serologies for Hepatitis A, B, & C
 - If previously antibody positive, annual Hep C viral load; if positive for Hep B test for Hep B DNA PCR
 - HSV serology
 - Fasting blood glucose and serum lipids
 - HIV Genotypic resistance testing
 - STI screening (Syphilis, Gonorrhea, and Chlamydia)
 - Toxoplasma Antibody status
 - TB test and/or history of TB treatment
 - HLAB5701
 - Cytomegalovirus (CMV)
 - Tropism testing (if considering (CCR5 antagonist)

- G6PD
- Medical/Surgical History
- Date of initial HIV Test & result and previous ART therapy and resistance history
- Mode of transmission
- Chronic disease history
- Previous hospitalizations and surgeries
- Sexually transmitted infection history
- Immunization history
- Allergies and medication intolerance
- Family medical history
- Reconcile prescribed, OTC and alternative medications
- Mental Health status and/or previous psychiatric hospitalizations
- Substance Abuse (including alcohol, tobacco and detox history)
- Nutritional status
- Oral Health
- Health Education/Risk Reduction
- Age appropriate screenings as indicated
- Vaccinations:
 - Influenza
 - Pneumococcal (Pneumovax 23, Prevnar 13)
 - Hepatitis A & B
 - HPV
 - Tdap, meningococcal
 - Herpes Zoster (for age 50+ clients provided CD4>200)
 - MMR provided CD4 >200

Female clients (In addition to the above) Pregnancy or pregnancy potential. [Clinicians should refer to the latest Perinatal Guidelines for more detailed recommendations on the safety and effectiveness of ARV meds during pregnancy]

- Detailed reproductive history
- Pregnancy test as indicated
- Pregnancy history
- Receipt of antiretroviral therapy during pregnancies
- Pap smear
- Pelvic exam
- Preconception counseling
- Mammography
- Contraceptive history

B. Develop and Implement Individualized Plan of Service

- a. Develop a plan that is agreed upon by client and agency, which outlines service goals and the services provided to meet these objectives
 - Complete laboratory tests
 - Prescribe necessary vaccinations
 - Refer for needed social services
 - Refer for Specialty Care if needed
 - Prescribe ART
 - Education (Adherence, risk reduction, PrEP, PEP, safe sex practices and family planning)

C. Follow Up Visits for Re-evaluation

- In compliance with HRSA requirements and best practices, additional laboratory testing as recommended by the provider.

VI. ENGAGEMENT AND RETENTION OF CLIENTS

Refer to Universal Service Standards.

VII. PERSONNEL QUALIFICATIONS AND TRAINING

Qualifications/Training

- HIV experience preferred
- Obtain and maintain appropriate licenses and/or certifications for all providers of Healthcare Services and as appropriate, must be licensed to practice in the State of New Jersey
- All personnel should participate in continuing education to stay abreast with current developments.
- The Agency will provide new hires with training: HIPAA privacy and confidentiality, client rights and the agency's grievance procedure.
- Annual staff evaluation/review

VIII. ADDITIONAL PROGRAM GUIDANCE: [HIV/AIDS BUREAU POLICY 16-02]

Treatment adherence activities provided during an Outpatient/Ambulatory Health Service visit are considered Outpatient/Ambulatory Health Services, whereas treatment adherence activities provided during a Medical Case Management visit are considered Medical Case Management services.

Non-HIV related visits to urgent care facilities are not allowable costs within the Outpatient/Ambulatory Health Services Category.

Emergency room visits are not allowable costs within the Outpatient/Ambulatory Health Services Category.

See PCN 13-04: [Clarifications Regarding Clients Eligible for Private Insurance and Coverage of Services by Ryan White HIV/AIDS Program](#)

See also Early Intervention Services.