



# SERVICE STANDARDS FOR OUTPATIENT/ AMBULATORY HEALTH SERVICES

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*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 [HRSA PCN 16-02 Rev. 10/22/18]

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, urgent care facilities, and/or telehealth for HIV-related visits.

Allowable activities include:

- Medical history taking
- Physical examination
- Diagnostic testing (including HIV confirmatory and viral load testing), as well as routine 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

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.

## 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
- 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 methods including PrEP and PEP for partner counseling as appropriate
- Preconception counseling as indicated.
- 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

#### **IV. SERVICE LIMITATIONS/REQUIREMENTS**

Parameters for service category spending are determined by the recipient's office and communicated directly to funded organizations by the recipient.

#### **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: IDSA Primary Care Guidelines for Persons with HIV, Nov. 6, 2020
  - CD4 T-Cell count & CBC blood count
  - HIV Viral Load (RNA PCR)
  - Comprehensive panel – (including liver function test)
  - Urinalysis
  - Serologies for Hepatitis A, B, & C
  - If previously HCV antibody positive, annual Hep C viral load; if positive for HBsAg or HBV Core antibody and HBV Surface antibody negative, test for Hep B DNA PCR
  - Fasting blood glucose and serum lipids
  - HIV Genotypic resistance testing
  - STI screening (Syphilis, Gonorrhea, and Chlamydia)—three site screening if indicated
  - TB test and/or history of TB treatment
  - MMR and Varicella titers as indicated
  - HLAB5701, must be performed before the initiation of abacavir, otherwise not routine
  - Tropism testing (if considering (CCR5 antagonist)
  - G6PD (if indicated)
- Medical/Surgical History, including chronic disease history
- Date of initial HIV Test & result and previous ART therapy and resistance history
- Mode of transmission
- Previous hospitalizations and surgeries
- Sexual history, including 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 (Follow clinical guidelines)
  - Hepatitis A & B
  - HPV, if applicable
  - Tdap, meningococcal
  - Herpes Zoster (for age 50+ clients provided CD4>200)
  - MMR provided CD4 >200
  - COVID-19 vaccine recommended
  - Modified Vaccinia Ankara (MVA) / Orthopox Vaccine
- 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, if indicated
- Preconception counseling
- Mammography
- Contraceptive history

**B. Develop and Implement Individualized Plan of Service**

- 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