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Tour of San Francisco - General, 5/26/94

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National Rural Health Association

Are you interested?

Yes, if there's time

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March 24, 1994

W. Steve Lee, Executive Assistant
and Scheduler to the
National AIDS Policy Coordinator
Executive Office of the President
750 17th Street, N.W.
Suite 1060
Washington, DC 20503

Dear Mr. Lee:

Enclosed are copies of the information sent to me from Dr. Ronald Goldschmidt, Director of Family Practice Inpatient Service at San Francisco General Hospital. Dr. Goldschmidt will also be speaking at the National Rural Health Association National Conference on Rural Health. He will be presenting a clinical session on "HIV/AIDS Care by the Family Physician in a Rural Setting" on Friday, May 27 from 2:00 p.m. - 3:30 p.m.

Dr. Goldschmidt is the Director of a federally funded HIV Telephone Consultation Service. This service provides clinicians with quick and relevant clinical HIV information and case consultation. Dr. Goldschmidt has offered to show Ms. Gebbie the service in action and to show her around San Francisco General Hospital. The NRHA is also available to coordinate a press conference in conjunction with this tour if you feel this would be of interest to Ms. Gebbie and if her schedule permits.

If you are interested in these activities, may I suggest that you contact Dr. Goldschmidt directly. He can be reached at 415-206-8651. If you are interested in holding a press conference, please advise me and we will also work directly with Dr. Goldschmidt and his staff to coordinate this event.

Thank you for your interest in the National Rural Health Association and the impact that HIV/AIDS is having on rural populations. We are looking forward to Ms. Gebbie's participation and want to make this a most worthwhile experience for her.

Please do not hesitate to contact me should you have any questions.

Sincerely,

Donna Williams
Donna M. Williams
Deputy Executive Director

cc: Ronald H. Goldschmidt, M.D.
Robert Quick, NRHA Communications Director
Pam Williams, American Academy of Family Physicians

RECEIVED

MAR 29 1994

*SFGH tour
should be
coordinated with
Paul Volberding*

Walter P. Pidgeon Jr.
Executive Director

NATIONAL HEADQUARTERS
1320 19th Street, N.W., Suite 350
Washington, D.C. 20036-1610
Telephone (202) 232-6200
Fax (202) 232-1133

NATIONAL SERVICE CENTER
One West Armour Boulevard, Suite 301
Kansas City, Missouri 64111
Telephone (816) 756-3140
Fax (816) 756-3144

HIV TELEPHONE CONSULTATION SERVICE OVERVIEW

Recognizing the importance of providing clinicians with quick and relevant clinical HIV information and case consultation, the Health Resources and Services Administration's (HRSA) Community Provider AIDS Training (CPAT) project at San Francisco General Hospital offers a toll-free telephone consultation service for health care providers. The principal targets of this service are primary care providers. By supporting these health care providers in caring for their patients with asymptomatic and symptomatic HIV disease, more patients will be able to remain in their communities with their own medical providers and social support networks.

The HIV Telephone Consultation Service is staffed by faculty physicians, nurse practitioners, and clinical pharmacists 7:30 AM to 5 PM Monday through Friday. The CPAT faculty has extensive outpatient and inpatient experience in the primary care of patients with HIV disease. Whenever possible, calls are answered immediately and referred to a faculty member of the discipline best able to answer the inquiry. A voice mail system takes messages 24 hours/day 7 days a week. Some inquiries require further investigation, either by additional literature search (eg. AIDSLINE, AIDS Clinical Trials), consultation with other AIDS experts, or consultation with community organizations before the question can be answered. Printed materials are mailed or FAXed when needed. Referrals are also made to local, regional and national information services and community resources. We call this service a "warmline" because we are not staffed 24 hours a day. We address questions with urgency, but are not a substitute for emergency care nor consultation with local experts.

This service has been in operation since October 1, 1991. Feedback from callers regarding the quality of service has been excellent. Callers have noted that they receive timely and clinically relevant information. This consultation service has been especially helpful in communities and clinical sites where HIV expertise is not readily available. As expected, rural communities and clinics serving the underserved express great appreciation for access to this kind of service. The usefulness of this service is also reflected in the fact that approximately 40% of the callers have called more than once.

The HIV Telephone Consultation Service is based in the University of California, San Francisco Department of Family and Community Medicine at San Francisco General Hospital. It is part of the CPAT project of the Western AIDS Education and Training Center of the AIDS ETC program in the Health Resources and Services Administration (HRSA). CPAT is funded by DHHS Grant No. 1 D35 PE00108-01. Funding has also been provided in part by the American Academy of Family Physicians. CPAT is a joint effort of the UCSF Department of Family and Community Medicine and the School of Pharmacy Department of Clinical Pharmacy, the San Francisco Department of Public Health and the San Francisco Community Clinic Consortium, in collaboration with the AIDS Program at San Francisco General Hospital.

PHONE NUMBER: (800) 933 - 3413

FACULTY

Ronald H. Goldschmidt, MD
Project Director

Kirsten Brossier Balano, PharmD
Director, Drug Information

Jill J. Legg, MD
Director, Medical Consultation

Alexander Moy, MD

Barbara Brodie Kinsey, MN, FNP

Masa Rambo, MS, FNP

Betty J. Dong, PharmD

Pamela Arbuckle, DDS, MPP

Petra Liljestrand, PhD
Project Evaluator

Claire Rappoport, MA
Project Manager



111
San Francisco General Hospital
Bldg. 80, Ward 83
San Francisco, California 94110

HIV TELEPHONE CONSULTATION SERVICE

from San Francisco General Hospital



(800) 933-3413
(415) 476-7969

The HIV Telephone Consultation Service is offered by the Community Provider AIDS Training (CPAT) Project of the Western AIDS Education and Training Centers of the AIDS ETC program in the Health Resources and Services Administration (HRSA). CPAT is funded by DHHS Grant No. 1 D35 PE00108. Funding has also been provided in part by the American Academy of Family Physicians.



CPAT is a joint effort of the UCSF Departments of Family and Community Medicine and Clinical Pharmacy and the San Francisco Department of Public Health, in collaboration with the AIDS Program at San Francisco General Hospital.

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We call this service a "warmline" because we are not staffed 24 hours a day. We address questions with urgency, but do not substitute for emergency care or consultation with local experts. Referrals to local clinical consultants and community resources will be made through the national network of regional AIDS Education and Training Centers.

HOURS FOR THE WARMLINE:

**7:30am - 5:00pm PST
Monday - Friday**

Voice mail available 24 hours a day,
7 days a week

PHONE NUMBER:

(800) 933 - 3413

WHO SHOULD CALL:

- Physicians
- Nurse Practitioners
- Pharmacists
- Dentists
- Other health care workers involved in primary care of HIV infected persons

WHEN YOU CALL THIS SERVICE:

- The phone is answered by either a clinical pharmacist, physician or nurse practitioner.
- Patient-specific information (CD₄ cell count, current medications, previous manifestations of HIV disease, sex, age, and transmission category) is requested for case consultation.
- Demographic information about callers (address, phone number, number of HIV patients in practice, type of practice, field of medicine) is also requested.
- Whenever possible, your question is answered immediately. Most calls are answered within 2 hours. Almost all calls are answered within a day.
- Written materials supporting the telephone discussion are sent by mail or facsimile whenever needed.

This service is provided free of charge.

THE WARMLINE PROVIDES:

- case consultation
- drug information regarding HIV/AIDS medications
- infection control and HIV prevention information
- clinical trials information
- subspecialty case referral information
- literature searches

TOPICS INCLUDE

(but are not limited to):

Antiretroviral Therapy
Cytomegalovirus Infections
Dermatologic Issues
Diarrhea
General HIV Clinical Management
Liver and Biliary Tract Disease
Immunizations
Kaposi's Sarcoma
Mycobacterium Avium Complex
Neurologic Problems
Pneumocystis Carinii Pneumonia
Prevention/Transmission
Counseling and Testing
Toxoplasmosis
Tuberculosis
Weight Loss
Women and HIV

We provide information about needlestick and other injuries, but do not provide the comprehensive program necessary to support health care workers or others sustaining contact with possible blood-borne pathogens.

HHS NEWS

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES

FOR IMMEDIATE RELEASE
Thursday, March 4, 1993

Contact: Public Health Service
Craig Packer
(301) 443-3376

HHS Secretary Donna E. Shalala today announced the first nationwide clinical consultation telephone service for doctors and other health care professionals who have questions about providing care to people with HIV infection or AIDS.

The toll-free National HIV Telephone Consulting Service is staffed by a physician, a nurse practitioner and a pharmacist. It provides information on drugs, clinical trials and the latest treatment methods. The service is funded by the Health Resources and Services Administration and operates out of San Francisco General Hospital.

Secretary Shalala said, "One goal of this project is to share expertise so patients get the best care. A second goal is to get more primary health care providers involved in care for people with HIV or AIDS, which reduces treatment cost by allowing patients to remain with their medical providers and community social support networks. Currently, many providers refer patients with HIV or AIDS to specialists or other providers who have more experience."

Secretary Shalala said, "This clinical expertise should be especially helpful for physicians and providers who treat people with HIV or AIDS in communities and clinical sites where HIV expertise is not readily available."

- More -

The telephone number for health care professionals is 1-800-933-3413, and it is accessible from 10:30 a.m. to 8 p.m. EST (7:30 a.m. to 5 p.m. PST) Monday through Friday. During these times, consultants will try to answer questions immediately, or within an hour. At other times, physicians and health care providers can leave an electronic message, and questions will be answered as quickly as possible.

Health care professionals may call the service to ask any question related to providing HIV care, including the latest HIV/AIDS drug treatment information, clinical trials information, subspecialty case referral, literature searches and other information. The service is designed for health care professionals rather than patients, families or others who have alternate sources of information or materials.

When a health care professional calls the new service, the call is taken by either a clinical pharmacist, primary care physician or family nurse practitioner. All staff members have extensive experience in outpatient and inpatient primary care for people with HIV-related diseases. The consultant asks for patient-specific information, including CD4 cell count, current medications, sex, age and the patient's HIV history.

This national service has grown out of a 16-month local effort that responded to nearly 1,000 calls from health care providers in northern California. The initial project was funded by HRSA's Bureau of Health Professions, through its Community Provider AIDS Training (CPAT) project, and by the American Academy of Family Physicians.

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"When providers expand their knowledge, they also improve the quality of care they are able to provide to their patients," said HRSA Administrator Robert G. Harmon, M.D., M.P.H. "This project will be a great resource for health care professionals and the HIV/AIDS patients they serve."

"This service has opened a new means of communication between health care professionals and experts on HIV care management," said HRSA's associate administrator for AIDS and director of the Bureau of Health Resources Development, C. Stephen Bowen, M.D., M.P.H. "Providers who treat people with HIV or AIDS have access to the latest information on new drugs, treatment methods and therapies for people with HIV or AIDS."

HRSA is one of eight U.S. Public Health Service agencies within HHS.

AIDS Hotline Numbers for Consumers

CDC National AIDS Hotline -- 1-800-342-AIDS

for information in Spanish -- 1-800-344-SIDA

AIDS Clinical Trials (English & Spanish) -- 1-800-TRIALS-A

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Agenda - Thursday, 26 May 1994, 3:00 - 4:00 p.m.
San Francisco, CA
Kristine Gebbie, RN, MSN, FAAN
National AIDS Policy Coordinator

Thursday, 26 May 1994

San Francisco General Hospital

- 3:00 p.m.** Arrive, Building 80 entrance at 995 Potrero Avenue (corner 22nd St.)
Dr. Goldschmidt will meet
- 3:05 p.m.** **HIV Telephone Consultation Service of the Western AIDS ETC**
(AIDS Education and Training Centers, HRSA) and
the American Academy of Family Physicians
- Ron Goldschmidt, MD (415) 206-8651 (800) 933-3413
Professor of Clinical Family and Community Medicine
Director, San Francisco Area AIDS ETC
Director, Family Practice Inpatient Service, SFGH
- Denise Rodgers, MD
Director, Family Practice Residency Program
Chief of Staff, Elect, SFGH
- 3:30 p.m.** **AIDS Clinic**
- Paul Volberding, MD
Professor of Medicine
Chief, AIDS Programs, SFGH
- JB Molaghan, RN, NP
Head Nurse, AIDS Clinic
- 3:45 p.m.** **AIDS Ward, 5A**
- Dian Jones, RN
Head Nurse, 5A
- Laura Worth, MD
Clinical Instructor, Medicine
Medical Director, Inpatient AIDS Service, SFGH

AGENDA

SCHEDULE FOR

KRISTINE M. GEBBIE
NATIONAL AIDS POLICY COORDINATOR
May 26, 1994

MAY 25, 1994
10:10p

Arrive San Francisco

RON - Hyatt Regency Hotel

May 26, 1994
7:00a -
9:15a

Office time/breakfast - Hotel

9:15a

Depart for Mayor's Office (see attached bio)
400 Van Ness Avenue - 2nd Floor
Room 200 POC: Meridith Halperin 415/554-6131

9:30a

Meeting with Mayor Frank Jordan

10:00a

Depart for Un Puente para Ninos (Bridge for Kids)
Kelly Smith, Executive Director 415/522-0100
45 Franklin Street, Suite 303 (at Page Street)

10:15a

Tour Un Puente para Ninos

11:00a

Depart for National Task Force on AIDS Prevention
Brothers Network -- Health Services for Men of Color
Randy Miller, Executive Director 415/403-3800
944 Market Street suite 210

11:15a

Tour and lunch at National Task Force

12:40p

Depart for Arc of Refuge -- Residential Treatment for African
American Women -- Reverend Yvette Flunder, Executive Director
304 Goldmire Drive 415/431-8811

12:45p

Tour Arc of Refuge

1:30p

Depart for San Francisco AIDS Foundation
Lance Henderson, Executive Director 415/487-3036
25 Van Ness Avenue, Suite 600

*HOPWA -
Tech Assist -
new to work c
housing
development
HOPWA / Ryan
White
Frame body
do both policies
Planning
Council
and (Title I, II)
annual tech
2800 mtgs -
for housing
developers -
services/housing
interface*