OVERCOMING CHALLENGES IN HIV WITH SCIENCE, INNOVATION AND COLLABORATIONS IN SOUTHEAST ASIA

IAS 2019 POST-CONFERENCE WORKSHOP

Malaysia, 04-05 October 2019
DSD for virologically suppressed & stable patients- The Sungai Buloh Experience

Dr Benedict Sim
Hospital Sungai Buloh
- Malaysians
- Viral load < 20 copies/ml for ≥ 2 times
- No change in regime ≥ 6 months
- Stable weight
- Without or stable Co-morbidities
- Non pregnant
- Normal baseline blood profiles FBC/RP/LFT
Substantial increase in number of HIV patients under our clinic follow up annually. Expect > 10000 patients this year.

Ratio of physician to patient in clinic is getting lower.

Waiting time and quality of consultations are likely to be jeopardized.

Overcrowded at all the respective areas (parking, registration counter, clinic, pharmacy)
Challenges

Transportation

Parking Space

Work Commitment

Long Waiting Hours

Harassed doctors
• Well informed patients
• Able to access video conferencing
• Stable disease
• Prior medical records available
• Usually physical examination not required
• Clinical needs usually straightforward
Stable Patient’s Schedule Yearly

1st Month: Blood Taking (with Viral Load)

2nd Month: Review the blood results

7th Month: Blood Taking (Routine Blood)

8th Month: Review the blood Results

1 - 2 Hours

4 – 5 Hours

1 – 2 Hours

4 – 5 Hours

✓ Including collecting medications monthly 1 – 2 hours

Overall Spending Time
22 – 42 Hours per year in hospital
Stable Patient’s Schedule Yearly

1st Month: Blood Taking (with Viral Load)

2nd Month: Video Call

7th Month: Blood Taking (Regular Blood) + See Doctor

8th Month: Text message

1 - 2 Hours

15 minutes

1 – 2 Hours

nil

✓ Including collecting medications monthly 1 – 2 hours.

However, other options to collect medications are available.

Overall Spending Time
14 - 18 Hours or less per year
First Phase (Now)

Recruit suitable patients into program - 2 steps process

1st screen by doctor 2ns screen by counsellor

Schedule appointments

Counsellor
Screening for the suitable patient

**Doctor checklist**
- Stable patient
  - 1st line HAART; CD4 >200 & VL suppressed > 2 years
  - No medication side effects*
  - No co-morbidity or well controlled co-morbidities - suitable to be reviewed 6 monthly*
- Fluent in Malay / English
- Familiar with teleconferencing

If patient fulfills the above criteria, please refer them to ID counselors

* if uncertain, to d/w specialist in charge of EZ clinic

**Paramedic checklist**
- Reconfirm doctor’s checklist
- *D/W specialist/consultant in charge of EZ clinic if co-morbidities present
- Good record of compliance (no history of defaults)
- Good rapport with clinic staff and doctors*
- Good understanding of RVD (eg understands CD4 and Viral load)
- Stable social circumstances*
- Able to read / converse in English / Malay
- Has **Whatsapp**
- Has suitable schedule to participate in video calls
- Agrees to update contact details if changed
Preparing doctor's roster for Video Call

WhatsApp reminder

Counsellor

Preparring doctor's roster for Video Call

Doctor

Document encounter in clinical notes

Doctor

Arrange for any further visits / interventions / referrals, if relevant

Doctor & Counsellor

Register patients in hospital system

Counsellor

Make sure patients ready for session

Counsellor

Attending patients

Doctor

Send Feedback Form & Follow up

Counsellor

Document platform issues and clinical issues faced

Doctor

Meeting once a month/debriefing

Doctor & Counsellor
EZ Clinic is a new service offered to selected stable patients by the ID Clinic, Hospital Sungai Buloh. This service aims to minimize the need for face-to-face attendance to the clinic, thus cutting down on time spent, transportation and taking time off work. Standard follow-up 4 hospital visits a year; EZ clinic 2 visits per year.

This handout will guide you on the steps to install the free VidyOConnect Apps, which will be used for this clinic.

Note: This service does not replace the need for regular face-to-face clinic reviews but will help minimize it. You will be able to opt-out of this service at any time.

Rules

01 If any abnormalities are seen in a client’s result or if a client feels unwell between visits, he/she is still required to make an appointment to visit the clinic in person.

02 Each session will take 10-15 minutes. The doctor might need to end the consultation earlier if needed.

03 We discourage interruptions during the consultation. Proper etiquette must be observed at all times.

04 Please be prepared physically before the consultation (i.e., quiet corner you are encouraged to use headphones), have a stable internet connection and appropriate dress code.

For further queries, please refer to the FAQ document.
Doctor’s criteria

- Completed HIV connect module
- At least 3 months experience in HIV clinic
- Have witnessed / sat in at least 1 session of teleclinic before
- Committed to monthly debriefing session with specialist or consultant
[WELCOME] I am a counselor from Hospital Sungai Buloh. Tomorrow (Thursday) we will have video call with you at ___PM. Please be ready at least 5 minutes before your session.

- Kindly refer to attachment below for further information.
- Reminder
  - If you are using IOS, please download "VidyoMobile“ (https://tinyurl.com/VidyoMobile1)
  - If you are using Android, please download "VidyoConnect“ (https://tinyurl.com/VidyoConnect1)
  - Find a private place with stable internet connection for video conferencing
  - Encouraged to use headphones
  - Please be decently attired

Whatsapp message 24 hours earlier
Whatsapp message 5 minutes before appointment

• [INVITATION] - 3.00 PM (A)
• Welcome to EZ Clinic, Hospital Sungai Buloh. Please click on this link to connect with doctors on duty in 5 minutes time. (3pm) . Please be punctual as other patients are waiting.
• [https://vc.meet247.co/flex.html?roomdirect.html&key=qTU4uqNMuG](https://vc.meet247.co/flex.html?roomdirect.html&key=qTU4uqNMuG)
• Thank you.
• Regards, Doctor, Hospital Sungai Buloh
Issues encountered

- Pt missing appointments
- Privacy lacking
- New clinical problems during consults
- Pt calling in late
- Unsuitable pt chosen
How satisfied were you with this service?

25 responses

- 21 (84%)
- 4 (16%)
- 0 (0%)
- 0 (0%)
- 0 (0%)
How relevant and helpful do you think this service was for you?

25 responses

- 5 (100%)
How satisfied were you with the following?
Where were you when answered the video call?

25 responses

- **Office/Workplace**: 44%
- **Home**: 36%
- **In your own transportation**: 16%
- **In public area**: 10%

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21
How you rate your privacy during the session

25 responses

- 0 (0%)
- 0 (0%)
- 0 (0%)
- 5 (20%)
- 20 (80%)
Any additional comments/suggestion for us to improve this service?
11 responses

<table>
<thead>
<tr>
<th>Comment</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keep it up</td>
<td>Using Skype as another alternative options of vid call platform would be great (supported by both laptop &amp; mobile)</td>
</tr>
<tr>
<td></td>
<td>Few days prior notice would help so the user could get ready</td>
</tr>
<tr>
<td></td>
<td>Keep continue to use in other medical clinic services</td>
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<tr>
<td></td>
<td>Maybe could tell me what is considered &quot;normal&quot; reading... i only assume it as having no problem for me, but no motivation for me to be better.</td>
</tr>
<tr>
<td></td>
<td>Nil</td>
</tr>
<tr>
<td></td>
<td>Overall all good and better experience compare to traditional way</td>
</tr>
<tr>
<td></td>
<td>Keep this vc as one the methods of seeing patients.</td>
</tr>
<tr>
<td></td>
<td>Sometimes the voice cant be heard.may be due to connection.</td>
</tr>
<tr>
<td></td>
<td>Possible to extend to 30min so patients have adequate time to address their questions.</td>
</tr>
<tr>
<td></td>
<td>So far so good</td>
</tr>
</tbody>
</table>
Please tell us about your experience using this service?

19 responses

<table>
<thead>
<tr>
<th>It was good method</th>
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<tbody>
<tr>
<td>It's a good initiative for the working patient</td>
</tr>
<tr>
<td>Ease of use</td>
</tr>
<tr>
<td>Overall is great. Convenience</td>
</tr>
<tr>
<td>Very convenient</td>
</tr>
<tr>
<td>Great &amp; ease the appointment</td>
</tr>
<tr>
<td>It is quite easy and helpful since I stay quite far from the hospital.</td>
</tr>
<tr>
<td>Very convenient to speak with Dr.</td>
</tr>
<tr>
<td>Good overall</td>
</tr>
<tr>
<td>Easy to use and save lot of time on using have doctor appointment</td>
</tr>
<tr>
<td>I really prefer this vc. The drs also is very nice and attentive.</td>
</tr>
<tr>
<td>Hassle free I just need to allocate time for the video conferencing</td>
</tr>
</tbody>
</table>
Task Shifting

Congratulations!
You are now a member of ID Wellness Clinic

ACC
- Your HIV disease is now under control
- Stable HIV patients still face risks of heart, liver, kidney diseases and cancer
- You are chosen to participate in a specialized clinic under trained nurse counselors who will regularly assess you for these conditions besides your HIV

CONSENT
- Will be situated in PKKN – away from crowds
- Easier and faster visits
- Specialists on hand to address any medical needs
Open area carparks
Garden settings
Relaxing environment
ID Wellness Clinic

• Patients’ care by physician and counselors.

• Task shifting to counselors.

• Trained in providing holistic care for our HIV patients beyond HIV and ART care, such as cardiovascular risk assessment and optimization, nutrition and healthy lifestyle promotion, cancer screening.
Criteria

- Malaysian
- Viral load < 20 copies/ml for ≥2 times
- No change in regime ≥ 6 months
- Stable weight
- Without or stable Co-morbidities
- Non pregnant
- Normal baseline blood profiles FBC/ RP/LFT
Methodology

1. Retrospective study
2. Convenient sampling
3. First 151 HIV-infected patients who presented to Advance Care Clinic (co-managed by nurse counsellors) or Saturday Clinic (managed exclusively by doctors) in 2015
4. Patient completed at least 1 year of follow up.
5. Data collected from electronic database in Hospital Sungai Buloh.
Results
Demographic
(Sex and Age)

Advance Care Clinic (N=151)
- Age: 44.0 (38.0-53.0)
  - Male (n=122): 80.8%
  - Female (n=29): 19.2%

Saturday Clinic (N=151)
- Age: 36.0 (31.0-43.0)
  - Male (n=135): 89.4%
  - Female (n=16): 10.6%
Demographic (Ethnicity)

Advance Care Clinic (N=151)

- Malay (n=48)
- Chinese (n=90)
- Indian (n=10)
- Others (n=3)

Saturday Clinic (N=151)

- Malay (n=71)
- Chinese (n=68)
- Indian (n=11)
- Others (n=1)
Demographic

(Mode of Transmission)

Advance Care Clinic
(N=151)

- Homosexual (n=52)
- Heterosexual (n=43)
- IVDU (n=10)
- Unknown (n=46)

Saturday Clinic (N=151)

- Homosexual (n=92)
- Heterosexual (n=32)
- IVDU (n=1)
- Unknown (n=26)
Findings
(CD4 Count)

Advance Care Clinic (N=151)       Saturday Clinic (N=151)

Before programme  |  Current  |
------------------|-----------|
Advance Care Clinic | 493       | 509       |
Saturday Clinic    | 452       | 524       |
Findings
(Viral Load)

Advance Care Clinic
(N=151)

Saturday Clinic (N=151)

<table>
<thead>
<tr>
<th>Range</th>
<th>Advance Care Clinic</th>
<th>Saturday Clinic</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;200 copies</td>
<td>97.4</td>
<td>97.4</td>
</tr>
<tr>
<td>201 - 999 copies</td>
<td>1.3</td>
<td>2</td>
</tr>
<tr>
<td>&gt;1,000 copies</td>
<td>1.3</td>
<td>0.6</td>
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Conclusion

- With increasing number of HIV patients achieving stable good health, there exist a need to streamline these patients into more focused and less resource intensive settings utilizing IT and task shifting.
- Patients managed via teleconference have given good feedback on the service provided.
- Patients co-managed with nurse counsellors and those who were managed exclusively by doctors had similar outcome.
Looking forward to exchange views and ideas

Thank you!
Steps in recruiting patients

Explanation checklist
• Benefits of EZ clinic
• Limitations of EZ clinic *(see patient information)*
• EZ clinic time-table
• New Follow up clinic : MOPD 3 and how to get there
• Download “Vidyo Connect” app.
  – Use full-name for Guest name and last 6 digits of IC for password.
• Give 3 appointments (blood taking appointment, EZ- Video Call and EZ review appointment) and explain what to expect from each appointment
• Confirm / change phone number in system
• Document patient’s mother name (for security)
Patient Information

- Understands schedule of EZ-clinic
- Able to adhere to scheduled appointments
- Understands the scope of EZ teleclinic
- Understands the limitations of EZ teleclinic
  - Cannot choose doctor
  - Cannot address acute problems that may arise in between clinic visits
  - Does not allow for physical examination, thus, may need to arrange a separate visit if a complication / new problem arise
  - Does not replace the on going need for face-to-face consultation
  - Should new chronic complications arise, further follow-up in EZ clinic is the decision of the doctor in charge; patient cannot insist on EZ clinic follow-up
Doctor’s responsibilities – EZ teleclinic

• Before video call
  – Attend EZ-teleclinic as scheduled - be punctual
  – Review case notes, vital signs and blood investigations 1/2 hour before the clinic starts. If investigation results are not available, call patient to apologize and reschedule the appointment

• During video call
  – Be professional
  – Confirm identity with IC and mother’s name
  – Do not use disease-defining words, e.g. HIV, AIDS
  – Follow checklist - do not miss important details *next slide
  – Keep to time

• After video call
  – Document the EZ-teleclinic session in case notes
  – Inform specialist if encounter problem(s)
  – Make any arrangements if needed for patients
Dr’s guide during teleclinic

• Q1. Is this a convenient time and place for you to talk?
• Q2. Kindly confirm your identity
  – what is your IC number? What is your mother’s name?
• Q3. Adherence to medications
  – What are the names of your medications?
  – Some patients miss medications on and off. In the last 30 days, how many times did you miss your medications?
• Q4. Can you remember what your previous viral load was?
  – Inform patient of latest blood test results.
• Q5. Side effects
  – Some patients have side effects with their medicines. What side effects do you experience now?
• Q6. Systems review
  – Some people develop other illnesses along the way. Do you have any problems with eating, passing urine, passing motion, weight loss, sleeping etc?
• Q7. Positive prevention
  – Apologies but I have to ask you an awkward question about sex.
  – I presume you are sexually active?
  – Are you in a stable relationship currently?
  – How many partners have you had in the last one month?
  – In your last 10 sexual encounters, how often did you manage to use a condom?
• Q8. Is this disease affecting your work or relationships?
• Q9. Do you know when your next appointment is?
• Q10. Are you comfortable continuing with EZ clinic? Any feedback for this before session?
* If patient has a problem that you are not certain how to deal with, always mention “Let me discuss with my consultant and call you back.”
EZ teleclinic – role of counsellors’
Counsellors’ responsibilities for EZ teleclinic

Before video call
- Register patients for Video Call
- Remind doctor in charge
- Confirm that the patient took blood tests a month before
- Send reminder for patients
  - 24 hours before
  - 5-10 minutes before appointment time and link to Vidyo
Whatsapp after the video call

• [FEEDBACK] What is your opinion about the clinic service?
• We would like to ask for your kind help to rate EZ Clinic service (video call with doctor). Your feedback will be used to improve and expand this service.
• Let us hear your voice 😊 Thank you in advance!
• https://tinyurl.com/ezfeedback2019
Patient’s responsibilities for EZ-teleclinic

Before video call

• Prepare any queries beforehand
• Be punctual, the doctor can only hold the call for maximum 5 minutes
• Please be decently attired
• Ensure that you are at a suitable place for video calls (good reception, privacy to ensure confidentiality, minimal background noise).
• Use mobile phone / tablet for better clarity and simplicity. Consider using headphones / earphones for better privacy and clarity
• If unable to call at the appointed time, please inform us via WhatsApp at least 24 hours before the call is scheduled for us to arrange a new appointment. Please keep rescheduling to a minimum.
• If you have a companion during the teleclinic, please ensure that he/she is aware of your status and does not interfere with the tele-clinic consult.
Diagnosed but not engaged in care
Cd4 count too high
Dead

68%
Stable patients who fulfill criteria will be offered to be followed up under Wellness Clinic (Tuesday and Thursday).

Blood taking and registration to be done in Klinik Pakar Perubatan 3. Fee waived as Malaysian ID patient.

Consultation by counselors alternating with physicians 6 monthly.

Collect medicine from pharmacy PKKN.
Benefit To Hospital/Ministry

Decongest the car park, clinic registration, ID clinic, pharmacy in main HSB building area.

Up skill counselors and more counselors can be trained for the tasks shifting programme.