



Public Health
Prevent. Promote. Protect.

Muskegon County

HEPATITIS C HOMETOWN- BASICS

Linda Scott, RN, BSN

April 18, 2019

HEPATITIS C – HOMETOWN BASICS

From 2016 to 2017: 42% Increase In Hepatitis C Cases

MAJOR ROAD BLOCK:

- No Ordering Provider
- No Phone Number for Client

STRATEGIES:

- Customer Service in Lab to obtain information
- Cherry Health, Muskegon Recovery Center (MRC) RN's for information

FAXES:

- Developed Faxes that were used to Ask and Receive Information
- Primarily between the Lab and MRC

To:	Customer Service Lab	Fax #: 231-672-6266
From:	Linda Scott RN, BSN	Phone #: 231-724-4723
Date:	05/24/2017	
Subject:	Please see below. I need ordering provider or PCP & telephone number for client.	
Pages:	Including This Page: 1	

Name: Doe John
DOB: 01/01/1900

Ordering Provider or PCP? _____ Tel # for client: _____

Name: Nurse, Nancy
DOB: 01/01/1901

Ordering Provider or PCP? _____ Tel # for client: _____

Thank you! Linda

This was highly successful !

06/01/2017

Please see below. I need ordering provider or PCP & telephone number for client.
Also if you have any Hep C RNA studies & labs that have SGOT & SGPT

08/30/2017

I would like the following on these clients below: Any & all that are available

- **Acute Hep Panel**
- **Further Hep labs that would include RNA or Genotype**
- **Comprehensive Panel which lists AST & ALT (A.K.A. SGOT & SGPT)**

LAB RESULTS:

- **QNS (Quantity Not Sufficient)**
- Provider didn't note and/or know what that meant
- PHN realized Confirmatory labs were not getting done.
- MHP Customer Service –worked with lab personnel at Provider Office

PHN UNABLE TO CONNECT WITH CLIENT:

- Procedure: Call Client up to Two times.
- No Response: Mail Letter.
- Obtain Demographic and Medical Information from Provider

CLIENT INTERVIEW:

- PHN takes Cues from Reception Received by Client.
 - Explains Reporting Requirements.
 - Assures Confidentiality of Information.
 - Asks: Results? Why testing Done?

Client Interview Continued

HOW DOES HEALTH DEPARTMENT KNOW?

- CDC Emphasis on Testing, especially Baby Boomers.
- Explains Treatment Available.



OBTAINING INFORMATION:

- Verify Demographics
- Reactions: Crying, disbelief, "How did I get this?"
 - PHN Explains the Questions might Reveal.
- **BABY BOOMERS** (Born between 1945 – 1965)
 - Blood Products** before 1987
 - Blood Transfusion** before 1992
 - Organ Transplant** before 1992
 - Current IV Drug Users**



CLIENT EDUCATION:

- Blood born precautions /Partner testing
- “Clearing,” /Antibodies show up in further testing
- “Hepatitis C Basics. Testing Positive, Now What?” (HCV Advocate, July 2012)
- *Need Provider referral for Hepatitis C Clinic*
- Provide Information on the 2 FQHC’s and/or Health Project

Federally Qualified Health Care Centers:

Hackley Community Care Center
2700 Baker Street, 49444
231-737-1335

Muskegon Family Care
2201 S. Getty Street, 49444
231-739-9315

Additional Resource:

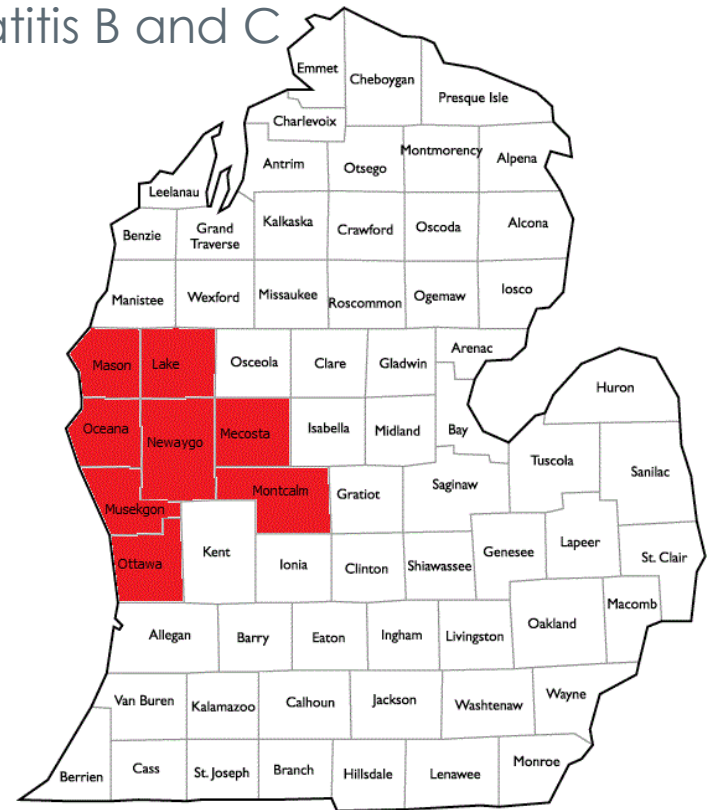
Muskegon
Community Health
Project
565 W. Western Ave.,
49440
231-672-3201
866-671-4819 (Toll
Free)

www.mchp.org

Hackley Hepatitis Clinic

Hackley Hepatitis Clinic

- Clinic Opened in 2011
 - Service Area: Northwest Michigan Region.
 - Muskegon, Ottawa, Oceana, Mason, Lake, Newaygo, Mecosta, Montcalm
 - Offer Comprehensive Care for Hepatitis B and C
- Have Successfully Cured***
- ***over 600 patients of hepatitis C.***



Physician Referral Needed

- Clinic number 231-727-5575
- Monday - Friday 8:00 AM - 3:30 PM