

# SUPPORTING PEOPLE LIVING WITH HIV TO BE CURED OF HEPATITIS C THROUGH TELEPHONE PATIENT NAVIGATION SERVICES FROM THE NEW YORK CITY HEALTH DEPARTMENT

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## Background

By the end of 2020, among 89,466 New York City (NYC) residents diagnosed and living with human immunodeficiency virus (HIV) with either a HIV or hepatitis C virus (HCV) test results since 2014, 11,203 (12.5%) were ever diagnosed with confirmed HCV infection.<sup>i,1</sup>

HIV infection was the fourth most common risk factor among 18 to 34 year olds with newly reported HCV in NYC in 2020.<sup>2</sup>

People with HCV/HIV co-infection are at higher risk for liver disease and death.<sup>3</sup>

Treatment of HCV for people living with HIV is essential to prevent progression to liver cirrhosis, development of hepatocellular carcinoma and liver failure.<sup>4</sup>

The NYC Department of Health and Mental Hygiene (DOHMH) used surveillance data to identify NYC's population with co-infection and provide telephone-based patient navigation services to support linkage to HCV care.

<sup>i</sup> The number 89,466 is an unpublished data.

## Description of model of intervention

The NYC DOHMH identified people with HCV/HIV co-infection by matching HIV and HCV surveillance data.

Laboratory reports of people living with HIV whose last HCV RNA test was positive were used to direct outreach.

DOHMH navigators used the phone number found in the NYC disease surveillance system and other health information systems to contact people using calls and text messages. Navigators performed at least three telephone outreach attempts.

Navigators conducted an assessment in the initial call, connected people to a community-based HCV provider, made appointments, provided reminders, and supported treatment initiation and completion.

Navigators provided HCV health and overdose prevention education. Navigators also connected people to HIV care, harm reduction services, medication assisted treatment (MAT), and insurance enrollment as needed.

Navigators spoke patients' language or used interpretation services to communicate with people.

HCV blood test history and linkage to care activities were entered in the NYC disease surveillance system.

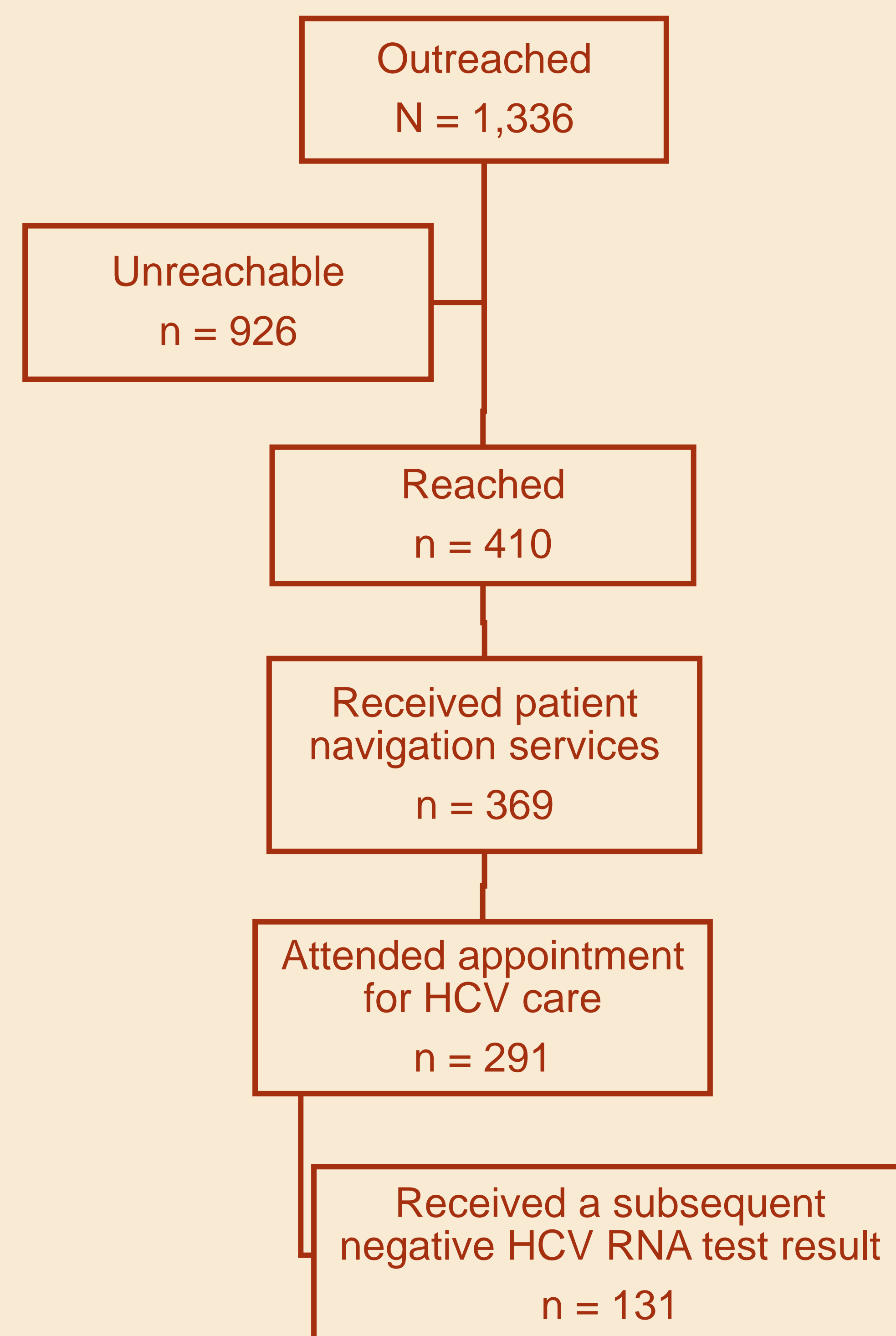
## Effectiveness

From May 2018–January 2022, NYC DOHMH navigators outreached to 1,336 NYC residents living with HCV/HIV co-infection, and reached 410 (31%) people.

Of these 410 people, 369 (90%) people received telephone patient navigation services from DOHMH navigators and were connected to a community-based provider who could treat HCV.

After this connection, 291 (79%) people attended an appointment, and 131 (45%) people had a subsequent negative HCV RNA test result after navigation services were received.

### Linkage to HCV care outcome among HCV/HIV co-infection population in NYC, May 2018-Jan 2022



## Conclusion and next steps

The NYC DOHMH effectively used surveillance data to identify people living with HCV/HIV co-infection and established a team of navigators to support people living with HIV through HCV care and treatment.

## Contact

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## References

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