

Welcome to 2 West Clinics

Madison Clinic: Provides primary care to HIV+ adults. Clinic meets Monday through Friday, 8:00 a.m. - 12:00 a.m. (Noon), 1:00 p.m. - 4:30 p.m. Tuesday and Wednesday mornings, Clinic starts at 9:00 a.m.

Disciplines that work in Madison Clinic include:

- Pharmacy
- Social Work
- Financial Advisor
- Nutrition
- Research Coordinator
- Nursing
- Front Desk
- Health Education Coordinator

Madison Clinic Flow: Patients scheduled for appointments check in at the front desk where patient information is updated and paperwork generated. The paperwork you receive will include:

- Nursing Assessment Form (vital signs & reason for visit)
- Providers Note Form: (Assessment form for providers)
- Routing Sheet: (to order labs: other procedures, and/or to mark for Return Appointment)
- PPR: Mini medical record that includes diagnosis, lab results, problems, encounter notes and medication list.

After patient has had their vital signs taken, s/he will be placed in exam room and paper work will be placed in provider mail slot near flow station. If the exam room is not available, the patient will be escorted back to waiting room. Providers will be notified if they are 15 minutes behind and next patient is waiting.

When the appointment is completed, give patient the routing sheet with any lab request and return to clinic date and any referrals you have completed. Patient will take paperwork to front desk where all requests will be processed.

***For afternoon Providers:** To ensure orderly closing of clinic, all **lab requests** and **prescriptions** need to be submitted by 4 p.m. If provider submits later than 4 p.m., the patient will be sent to the GWH where laboratory and pharmacy are located.

Expectations:

- **It is expected that providers will arrive at the clinic on time.**
- **If you are ill, it is expected that you will contact the clinic directly and as soon as possible to cancel your appointments.**
- **It is expected that if you are running late, you will contact the clinic directly to notify us.**

Other Clinics that meet at 2 West Clinics:

- **Infectious Disease Clinic:** Specialty clinic for individuals 16 and older with infectious diseases. Clinic meets Monday 1-4:30 p.m.; Thursday 8 a.m.-12 p.m.
- **Hansen's Disease Clinic:** Specialty clinic for individuals 16 and older who have leprosy. Clinic meets every Wednesday, 9:00 a.m. - 12:00 p.m.
- **Obstetric Clinic:** Primary Care Clinic for pregnant HIV+ women 16 years and older. Clinic meets every Monday, 9:00 a.m. - 12:00 p.m.

Disciplines:

Pharmacy: Madison Clinic has an onsite pharmacy that is open Monday through Friday 9 a.m.- 5 p.m. Drug information handouts are available along with other medication teaching devices and medisets. If patients have particular difficulty with managing their medications, the pharmacy provides a mediset filling service where patients can pick up filled medisets once weekly. If you are interested in this service for your patient, have any medication related questions, or are in need of a narcotic contract, please contact any of the pharmacists. You can either walk down the hall, or call 206-744-5151.

Social Work: Madison patients are assigned to a Social Worker at their initial medical appointment. Social Workers complete psychosocial assessments, connect patients to resources (financial, housing, basic needs, chemical dependency treatment, and mental health), and provide ongoing HIV/AIDS medical case management services.

Financial: Ensure patient have some form of insurance coverage for clinic visits and HIV medications. Assist with getting insurance as needed and clinic billing issues.

Nutrition Services: Madison Clinic has a full time registered dietitian (RD). The dietitian advises patients on the appropriate diet for their HIV medications, makes diet and life style recommendations to minimize side effects of the HIV medications, and performs tests to determine how much fat and muscle one has. Other services include diet assessments, meal and menu planning for general health or for specific disease conditions. The dietitian is also responsible for assessing patients' needs to obtain oral supplements, and ordering appropriate products.

Research Coordinator: HIV Research Coordinator acts as a liaison/referral service between Madison Clinic providers, clients, and HIV studies. For more information, please contact Carol Glenn.

Nursing Staff: Comprised of RNs and MAs. The nursing staff performs assessments, IV infusions, blood transfusions, venipunctures, EKGs, ABGs, and other necessary tasks or procedures needed.

Triage: This nurse has an overview of the clinic, assesses patients for same day appointments, will add patients to provider's schedule depending on availability.

Back flow: Nursing staff keep the clinic running smoothly by monitoring patient flow in and out of exam rooms, notifying providers when their patients are here, etc.

Front Desk: Comprised of Ambulatory Service Representatives. The ASR assists patients with check-in/out, scheduling, and general clinic information. The ASR Scheduler is the contact for providers. The schedulers number is 744-8215 or 744-5177 or madsched@u.washington.edu for scheduling inquiries.

Health Education Coordinator: Provides health education to patients that includes HIV, STDs, other viral/bacterial illnesses, medication resistance, sexual health, and review of injection drug safety. Health Education Coordinator assists with information regarding Partner Notification Referral Services as well as assistance with patients coming in for non-occupational Post-Exposure Prophylaxis (PEP). He also maintains education material in the lobby and exam rooms. The Health Education Coordinator is also certified to conduct smoking cessation education. For more information, please contact Dennis Torres.

Specialties provided to Madison Clinic patients include:

- Neurology
- Hematology/Oncology
- Dermatology
- Acupuncture
- Psychiatry

Psychiatric Referrals: Psychiatrists offer diagnoses and initial treatment plans, medication management, and brief and/or ongoing individual psychotherapy. To access a psychiatric evaluation, complete and submit the HMC consult form in the same way that you do for other services. Information to include for these is: (1) the diagnostic question; (2) substance abuse history; (3) medications; (4) psychiatric history; and (5) current living situation. You are advised also to contact the patient's social worker for what they can add to your assessment.

*All specialties meet here in 2 West Clinics. If you need to refer a patient to one or more of these specialties, please complete a referral form located in the file cabinet in the Provider Room.