

# SUSTAINING HIV SERVICES AMIDST COVID-19



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# Operating amidst COVID

- Community centers remain open for HIV services
- Triageing before entering community centers: temperature check, mask provision, alcohols in doors, disinfection procedures
- Skeletal staffing and reallocation of resources
- Limiting number of volunteers in community centers
- Shift to online meeting and planning sessions, training and engagement
- Volunteers manning hotlines and social media pages remotely from home

# Client self-assessment

## LoveYourselfSCAN

### SCHEDULE AND ANNOUNCEMENT

Before visiting a community center for \*LoveYourself services\* , kindly take the RISK self-assessment below.

Do you have fever, cough or experiencing difficulty breathing or had close contact with a confirmed case of COVID-19?

#### YES, to any

Please help us protect you and others from any virus or infection by consulting nearby hospital of choice.

#### NO

You may visit our community centers during regular operating hours; however, kindly observe proper health and safety precautions.

#### NO, but can't visit

Talk to us on these hotlines:  
0917 628 8743 or 0998 563 7307

**Center-specific hotlines:**  
Anglo (Test): 0915 172 3707  
Anglo (Treat): 0920 502 1007 or 0956 615 1230  
Uni: (02) 8256 9384  
Victoria: 0915 831 8715  
Welcome: 0967 207 1976  
White House: 0927 873 7575  
Lily: 0928 689 6422 or 0917 155 5955  
Hero: (046) 537 7549

\*LoveYourself services: Testing, Treatment, Medicine Refills, Check-ups, and Consultations.



- Self-assessment encouraged prior to visiting a LoveYourself community center
- Staff and volunteers monitoring hotline for inquiries
- Staff and/or clients who respond “yes” are referred to the city government’s COVID hotline

# Booking: Managing client appointments



- Since going live on 1 June, has so far recorded the following client appointments (future appointments included):
  - Onsite ARV pickup and PhilHealth concerns - **733**
  - Onsite HIV testing and counseling - **1,648**
  - Hormone therapy consultation - **85**
  - iCON by LoveYourself (telemedicine consultation) - **519**

# Booking: Managing client appointments



- Other medical consultations, document requests & transfers - **87**
- PrEP enrolment - **111**
- Onsite PrEP/STI consultation - **17**
- Viral load testing - **241**
- Laboratory services, Pen G administration & other services - **319**

# iCON: Mainstreaming virtual consultations



- iCON, short for interactive consultations
- First step for clients needing medical consultation (for treatment, PrEP, STI, transhealth), to limit non-essential facility visits
- Clients triaged virtually by a nurse, then referred to a physician if a consultation is indeed needed at the latter's level
- **759** clients served/scheduled since 3 Apr launch

# Xpress: Ensuring treatment adherence



- Facilitates requests for ARV refill via deliveries or referrals for LoveYourself clients, and via referrals or walk-in for non-clients
- Manned by both staff and volunteers
- Up to 3 bottles sent for delivery, with condoms and lube included in package
- If under TB medication, TB medicines also delivered

# Xpress: Ensuring treatment adherence



- **6,604** refill sign-ups received, including repeat refills
- Approximately **13%** of clients who signed-up were indigents; delivery costs for them were partially supported by SKPA





# SelfCare: Demonstrating HIVST acceptability



- Demonstration study by LoveYourself and University of the Philippines Manila, with support from SKPA, WHO, UNAIDS and ChemBio Diagnostic Systems
- Clients are “assisted” via chatbot for delivery and testing process
- Volunteers man mobile and Messenger hotlines for assistance and counseling
- Condoms and lubricants included in HIVST kit delivery

# SelfCare: Demonstrating HIVST acceptability



- Meant to last six months, but allocated kits were used up within a month of implementation (14 Apr-14 May)
- **4,205** unique clients expressed interest; **2,259** were qualified; **1,689** were successfully delivered; **1,133** reported their results
- **93** were validated reactive (8% reactivity rate); **55** linked so far to testing and treatment

# acXess: Ensuring continuum of care



- Ambulatory service to bring clients to the community centers for facility-based HIV testing, initiation to treatment and other services
- Initially for reactive SelfCare clients
- **22** clients served for **31** visits
- Plans to expand into providing mobile diagnostic services (e.g. HIV, HBsAg, Syphilis, CD4, VL sample collection)

# PrEP Pilipinas: Diversifying access to PrEP



- Telemedicine option launched Oct 2019 and highlighted now amidst COVID
- Clients have the option to take diagnostic tests in any Hi-Precision branch, undergo telemedicine consultations via iCON, and have their PrEP bottles delivered
- PrEP deliveries can be facilitated for follow-up clients

# Safe Spaces PH: Your gateway to sexual health



- Started out as a condom distribution model, with 86 non-health establishments engaged as Safe Spaces and over 210,000 condom & lube units distributed in 2019
- Safe Spaces searchable via the website
- SKPA supports its Messenger chatbot providing clients recommendations on prevention methods most appropriate to them based on their responses to a set of questions

# Flourish Circle: Fostering resilience



- Initially designed as a 12-week in-person peer support program for people with mild to moderate depression/anxiety
- Sessions shifted online due to COVID
- Plans for starting new 6-week cohorts with SKPA support
- Complementary activities online, e.g. Flourish 101 talks, Flourish Friday playlists

# #SaferNow: Introducing combination prevention

- SKPA-led social marketing campaign introducing combination prevention (condoms & lube, PrEP, PEP and TasP/U=U) in the Philippines in line with the DOH's new HIV Strategic Plan
- Kicked off the first community-led Nat'l HIV Prevention Month celebration
- Primarily digital but with on-the-ground support activities in partnership with 20+ CBOs nationwide

# Other SKPA-supported activities during COVID



- Supported community surveys on HIVST, Filipinos' sexual health behaviors amidst COVID, and combination prevention
- COVID-19 outreach to Cebu City Jail
- #RiseAsOne online concert in honor of COVID and HIV frontliners



# Collaborating with CHAMPION Community Centers



- Active collaboration to amplify and localize online social marketing initiatives
- Network of community centers ready to scale up HIV innovations and replicate LoveYourself's differentiated care approaches
- SKPA to support online community systems strengthening modules for a new cohort of CBOs

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