

# WELCOME TO THRIVE!

## **THRIVE Mission:**

- To deliver high quality comprehensive health care that inspires individuals to thrive

## **THRIVE Core Values:**

- Deliver quality primary and specialty care that focuses on prevention and treatment of acute and chronic infections.
- Meet patients' medical and psychosocial needs by providing comprehensive, patient-centered, compassionate, interprofessional team-based care that incorporates a wide range of integrated services.
- Elevate the medical, emotional, social, and sexual health and well-being of diverse individuals and communities.
- Collaborate with academic, governmental, community, and research partners that further these values.

## **Switching your medical care providers**

For patients transferring into or out of our practice, we will make every effort to ensure a smooth transition, including getting your medical records to your new treatment team.

### **ADDRESS:**

University of Maryland Medical Center  
Midtown Campus  
827 Linden Avenue  
Armory Building, Suite B  
Baltimore, MD 21201

### **OFFICE HOURS:**

Monday	8:30 am - 5:00 pm
Tuesday	8:30 am - 5:00 pm
Wednesday	8:30 am - 5:00 pm
Thursday	9:15 am - 5:00 pm
Friday	8:30 am - 5:00 pm

## **Team based care**

- Medical providers: physicians, nurse practitioners, physician assistants
- Pharmacists and medication adherence support
- Nursing, social work, legal services (advanced directives, disability)
- Nutritionist
- Counselors specializing in employment, housing, substance abuse, and mental health
- Peer support and support groups (see monthly calendar by registration!)

## **HIV primary and specialty care**

- HIV specific primary care
- Connect 2 Care program - same day access for HIV treatment and HIV prevention appointments
- HIV prevention - PrEP, PEP, and 'Treatment as Prevention'
- Partner conversations - assistance in discussing HIV (HIV+ diagnosis, HIV testing, and HIV prevention options) with partners or loved ones
- Walk in appointments
- Age-based cancer screenings
- Screening for sexually transmitted infections
- Women's health - including Pap, colposcopy, and contraception
- Anal cancer screenings - including Pap and high-resolution anoscopy
- Buprenorphine maintenance
- Vaccinations

## **Hepatitis C specialty care**

- Testing, liver fibrosis evaluation (Fibroscan)
- Hepatitis C medication

## **Infectious Disease specialty care**

- Consultation for any infection
- Antibiotic infusion and monitoring
- Testing for penicillin allergy
- Vaccination and travel advice (not all vaccines available)

## **Research Opportunities**

## CONTACT US!

**PHONE: 410-225-8369**

**FAX: 443-552- 2685**

### URGENT MEDICAL QUESTION AFTER HOURS?

Call the main phone  
number and you will be  
transferred to the after-  
hours call service

### Call main phone number, then press...

Appointments	#1
Medication refills	#2
Medical question	#3
Message for nurse or provider	#3
Housing coordinator	#4
Employment counselor	#4
Social work	#5
Mental health	#5
Substance abuse	#5
Referrals	#6
JACQUES Treatment Retention & Adherence Center	#7
Other calls	#8

## SIGN UP FOR MyPORTFOLIO!

### MyPortfolio allows you to...

- **Communicate with your doctor:** Many providers can be reached through MyPortfolio; allowing you to get answers to your medical questions from the comfort of your own home!
- **Request prescription refills:** Send a refill request for any refillable medications
- **Access your test results:** No more waiting for a phone call or letter- view your result and your doctor's comments within days
- **Manage your appointments:** schedule your next appointment, or view details of your past and upcoming appointments

To sign up, see instructions on your check-out paperwork. For questions or technical difficulties with MyPortfolio, contact the MyPortfolio Support Team toll-free at 844-281-8667 or via email at [myportfoliosupport@umm.edu](mailto:myportfoliosupport@umm.edu) or [myportfoliosupport@mpcp.com](mailto:myportfoliosupport@mpcp.com).

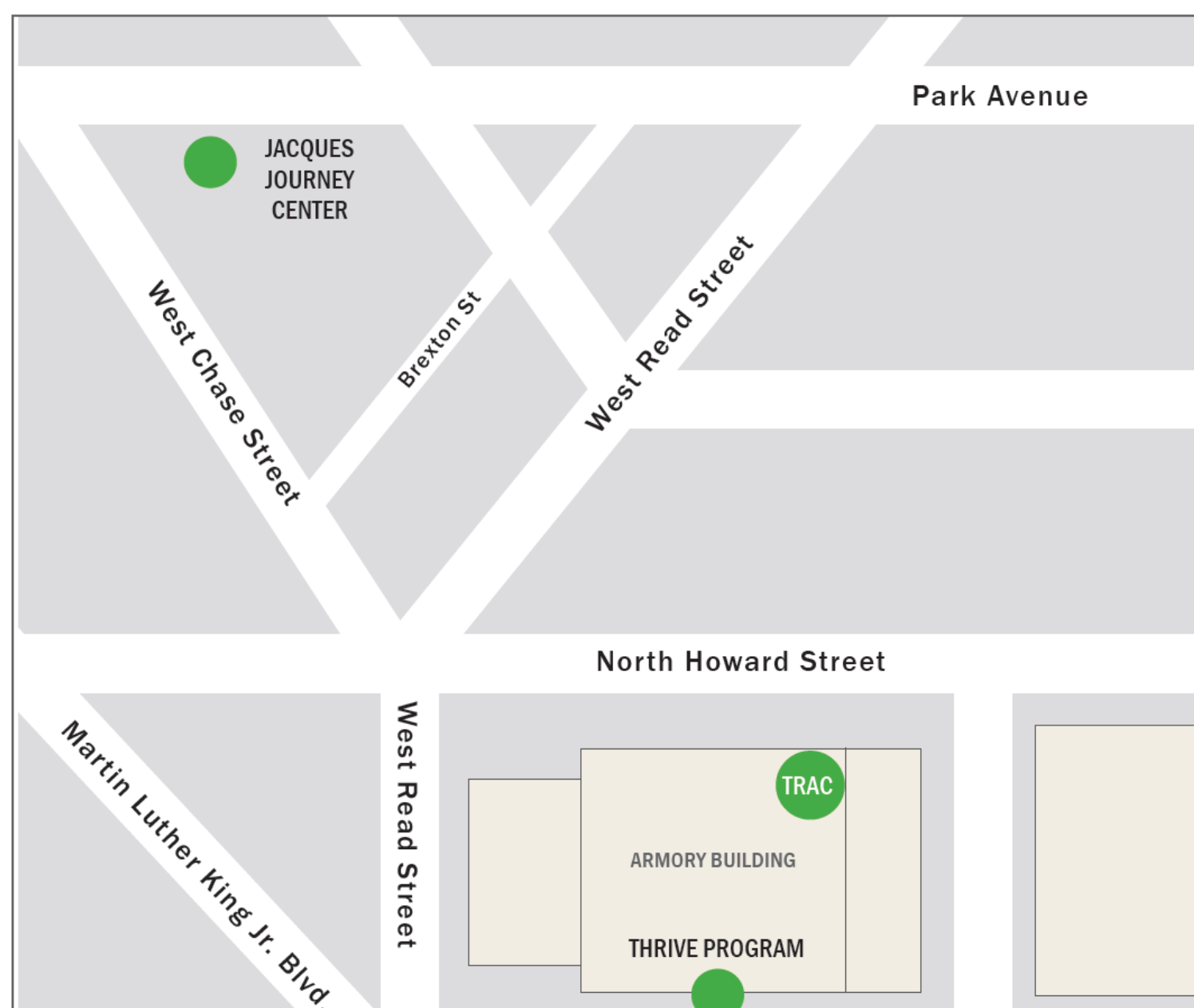
# the THRIVE program

## WHERE TO FIND US



The THRIVE Program  
827 Linden Avenue  
Armory Building, Suite B  
Baltimore, MD 21201

JACQUES Treatment Retention & Adherence Center (TRAC)  
827 Linden Avenue  
Armory Building, Suite D (Enter on Howard Street)  
Baltimore, MD 21201



the JACQUES initiative  
*Changing Lives, Engaging Communities,  
Supporting Health Systems*

JACQUES Journey Center  
880 Park Avenue, #300  
Baltimore, MD 21201



Many of the services available at the THRIVE program are funded by the Ryan White HIV/AIDS Program. Eligibility for these services requires:

- HIV+ status documented by physician or laboratory test results
- Income that is below 500% of the Federal Poverty Level
- Residency in Baltimore or the 6 surrounding counties (for Part A Services) and/or in the state of Maryland (for Part B Services)
- Lack of insurance coverage for needed services

### **Ryan White Services at THRIVE**

- Outpatient ambulatory health services (primary care and HIV specialty care)
- Medical case management (clinic and community based)
- Mental health care
- Substance abuse outpatient (treatment for opioid use disorder, including Suboxone® prescriptions)
- Medical nutritional therapy (nutritionist consults, Ensure®)
- Food bank/home delivered meals
- Other professional services (legal services)
- Transportation (tokens for public transportation)
- Health insurance premium cost sharing (assistance with copays)
- Emergency financial assistance (medications)

In order to receive the benefit of ANY of these Ryan White funded programs, you must provide address and proof of your income yearly and verify any changes every six months. If you are seen at the THRIVE program for HIV care, your eligibility for Ryan White funded services will periodically be reviewed. Those eligible for Ryan White services can receive any of the services listed.

Speak to your social worker if you are interested in any of these services.

We also offer referral to other Ryan White funded services, including dental care.

### **HOPWA Services at THRIVE**

- Housing case management and financial assistance
- Employment counseling

### **SUPPORT**

- Case management for those who would benefit from someone to help them stay on track with goals
- Help with obtaining community resources
- Opportunities to get involved by joining the Consumer/Patient Advisory Board (CAB)
- Support groups at both THRIVE and the JACQUES Journey Center
- Help in identifying barriers to taking medicines or keeping appointments through a Treatment Coach
- Support and guidance around talking about your illness with loved ones
- Resume writing, job leads, practice interviewing, career training info with the Employment Counselor
- Coordination with Legal services via the UM School of Law for assistance with advance directives, SSI/SSDI appeals, name/gender marker change, and more

### **BEHAVIORAL HEALTH**

- Mental health services on-site or through a referral, including immediate help in a crisis
- Substance use consultation and referrals for treatment
- On-site Suboxone maintenance program
- Substance Use specific group offered at the JACQUES Journey Center
- Support/assistance with obtaining medical marijuana certification

### **INSURANCE AND FINANCIAL**

- Help navigating insurance programs (including Medicare, MA, private insurance and hospital Financial Assistance) to limit patient expenses and out of pocket costs
- Housing resources and occasional emergency rent/mortgage/utility assistance
- Emergency coverage of almost all medication and medication co-pays
- Coverage for some medical equipment for patients 50+ that cannot be obtained through insurance
- Transportation assistance for appointments

### **MEDICAL**

- Free medical care if uninsured and your income is less than \$62,000/year (for an individual) via Ryan White funds (includes labs and outpatient medical care costs)
- Team based medical care including provider, Nurse, MA, Social Worker and Treatment Coach
- Prevention services: education and treatment including PrEP, PEP, U=U
- Referrals for free/prorated dental care and help with eyeglasses
- Referrals for food and nutrition resources
- Coordination of referrals to support personal weight goals and/or to set healthy eating habits

*\*There are some requirements for many but not all of the above services*

**CALL YOUR TEAM SOCIAL WORKER FOR MORE INFO: 410-225-8369 OPTION 5**



INSTITUTE OF  
HUMAN VIROLOGY



UNIVERSITY of MARYLAND  
SCHOOL OF MEDICINE



## HIV PREVENTION MEDICATIONS

- **PEP: POST-Exposure Prophylaxis**
  - PEP is for people who do not have HIV, but are at risk from an exposure
    - Examples of exposures: a needlestick injury in a healthcare worker, a sexual exposure, or exposure through shared drug-use supplies
  - PEP must be started within 72 hours (3 days) of the exposure and is taken for 28 days
- **PrEP: PRE-Exposure Prophylaxis**
  - PrEP is for people who do not have HIV, but are at risk from ongoing exposure
    - Examples of people at risk: sex partners of people living with HIV, men who have sex with men, transgender women, and people who inject drugs
  - PrEP is a single pill that must be taken daily while someone is at risk
- **TasP: Treatment as Prevention**
  - TasP protects HIV-negative sexual partners of people living with HIV
  - When a person living with HIV is treated with effective medications and the HIV viral load is suppressed (also called 'nondetectable' or 'undetectable') there is **no risk** of transferring HIV to a sexual partner.
  - **Undetectable = Untransmittable! U = U!**

## HIV PREVENTION THROUGH HEALTHY PRACTICES

- Use condoms and lubricants!
- Know the HIV status of any sex partners - get tested!
- Never share needles or other equipment for drug use or other injections



## HIV TESTING + SUPPORT

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### FREE HIV TESTING

- **University of Maryland:**
  - JACQUES Initiative Journey Center, 880 Park Avenue
    - Monday to Thursday, 11am to 4pm
  - Community Health Education Center, 821 N. Eutaw St, first floor, suite 106
    - Monday to Friday, 8am to 4:30pm
  - Adolescent and Young Adult Center, 120 Penn Street
    - Monday to Friday, 9:30am to 4pm
- Visit [www.baltimorestatusupdate.com/get\\_tested/](http://www.baltimorestatusupdate.com/get_tested/) for a list of free testing sites

### HIV CONVERSATION SUPPORT

- **How to share your HIV diagnosis with loved ones:**
  - Tell your loved ones at a time and place most comfortable to you
  - Tell your loved ones at THRIVE, with the aid of our staff and providers
  - Ask THRIVE to assist in anonymous partner notification services through the local health department
  - The local health department will also routinely contact any person newly diagnosed with HIV to offer partner notification services
- **HIV prevention services:**
  - Sexual partners of any person living with HIV infection may be eligible for HIV prevention services above. They may call the #s below for more information or to schedule an appointment to discuss HIV prevention.

**SHARE THIS INFORMATION WITH YOUR PARTNERS!**

**CALL A PREVENTION NAVIGATOR FOR MORE INFORMATION: 443-386-1746**

**CALL THRIVE TO SCHEDULE A PREVENTION APPOINTMENT: 410-225-8369**



## **PATIENT EXPECTATIONS OF THE THRIVE PROGRAM**

- To receive care in a safe setting
- To be treated with dignity and respect
- To participate in decisions regarding your treatment
- Privacy and confidentiality of your health information
- To be fully informed of the rules and the services that are available to you
- To voice concerns and/or grievances without fear of retaliation
- To receive all of these rights without regard to race, sex, gender identity or expression, sexual orientation, economic circumstances, educational background, religion, or insurance status

## **THRIVE PROGRAM EXPECTATIONS OF PATIENTS**

- Show respect to the entire THRIVE staff and property
- Show respect to other patients and their property
- Keep your voice low and use polite words and tones when talking to others
- Be in control of your behavior at all times, even when you are feeling angry or frustrated
- Follow all clinic rules and policies

## **THE FOLLOWING BEHAVIORS WILL NOT BE TOLERATED**

- Possession of any type of weapon
  - Violence or threats of violence toward any staff, patient, or visitor
  - Threatening or intimidating language or gestures
  - Use of foul or derogatory language (including racial, ethnic, or gender-specific slurs)
  - Sexually explicit comments or gestures
  - Touching someone without their consent
  - Spitting or throwing objects at others
  - Intentional destruction or theft of property belonging to THRIVE, staff, or other patients
  - Buying, trading, or selling tobacco, drugs, or alcohol in the clinic
  - Using tobacco, drugs, or alcohol in the clinic
  - Entering staff work areas or clinical spaces without a staff escort
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If you witness any of these behaviors while visiting the clinic,  
please report your experiences to staff right away

**VIOLATORS MAY BE ESCORTED OUT OF THE CLINIC BY HOSPITAL SECURITY AND/OR  
PERMANENTLY DISCHARGED FROM THE PRACTICE**



## GRIEVANCE PROCESS

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### IF YOU HAVE CONCERNS OR SUGGESTIONS ABOUT THE CARE YOU RECEIVE...

- Submit anonymous concerns or suggestions through the suggestion box in the waiting room
- Attend a consumer advisory board meeting (held monthly; ask THRIVE staff when next meeting is)
- Request to speak to the Clinic Manager or Business Operations Supervisor
- Contact the Patient Advocacy office (443-552-2870)
- Contact The University of Maryland Human Research Protections Office with any concerns related to research (410-706-5037)
- A copy of the UMMC Midtown Campus grievance policy is given to each patient during registration for every visit. This policy includes information on how to file a grievance with UMMC Midtown Campus and with the U.S. Department of Health and Human Services, Office for Civil Rights if you believe you have been discriminated against on the basis of race, color, national origin, age, disability, or sex.

**WE AIM TO PROVIDE EXCELLENT CARE AT EVERY VISIT. IF WE HAVE  
FALLEN SHORT PLEASE LET US KNOW HOW WE CAN DO BETTER.**