

Providing HIV Care during a Natural Disaster: Experiences from Louisiana During Hurricane Ida

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NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT

Objectives

- Define key HIV clinic preparations prior to natural disasters, including patient education about preparations for the storm, regional and surrounding Ryan White and AIDS service organizations resources, local resources, communication plans, trainings and protocols.
- Identify the challenges faced during the recovery and response to a natural disaster and how to mitigate these challenges.
- Discuss innovative approaches to address structural barriers to high quality HIV care that are created after a natural disaster.

Background

- New Orleans is no stranger to natural disasters, however Hurricane Ida in August 2022 brought new challenges.
 - Recent Hurricanes include:
 - Hurricane Ida 2021 (33 deaths and 18 billion dollars in damages)
 - Hurricane Zeta 2020
 - Hurricane Laura 2020
 - Hurricane Isaac 2012
 - Hurricane Gustav 2008
 - Hurricane Katrina 2005 (levee failures flooded 80% of city, >1500 deaths)
 - Hurricane Cindy 2005 (until Hurricane Ida, this was the worst blackout since 1965)
- Plenty of opportunity to prepare and practice emergency preparedness



Photo by Mark
Wilson/Getty
Images

Lessons learned and implemented

- Congress passed the Post-Katrina Emergency Management Reform Act of 2006.

Designated FEMA Administrator as the principal advisor to the president, the Homeland Security Council, and the secretary of Homeland Security.

Codified into law that FEMA may provide accelerated federal assistance and support in the absence of a specific request by a state to save lives and prevent suffering.

Source: <https://www.fema.gov/disaster/historic>

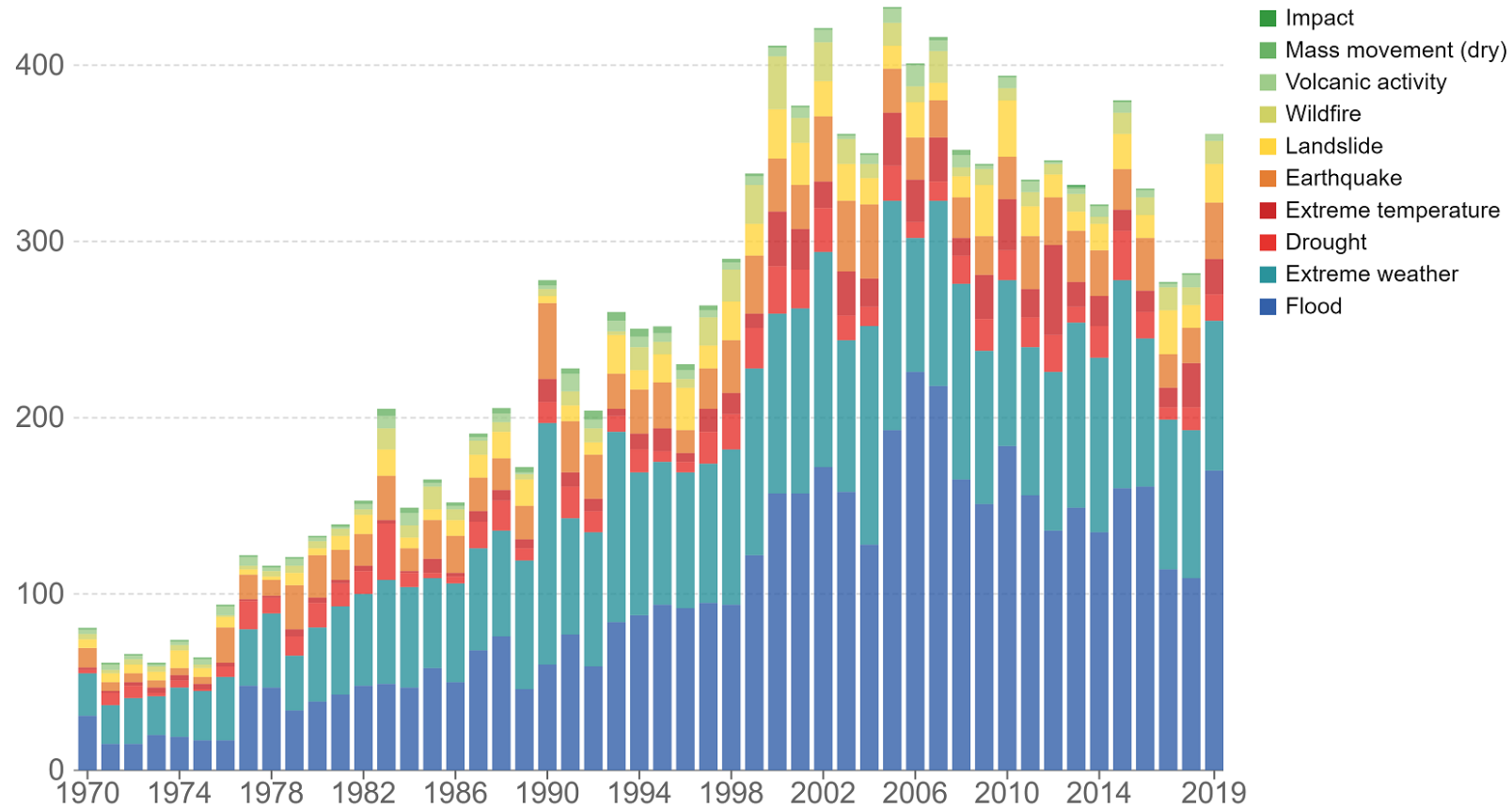
Lessons learned and implemented after Hurricane Katrina

- Emergency management leaders must be qualified
- Integrated community approach to emergencies
- Enhanced communication through alert systems and social media
- Advanced preparation essential

Source: <https://www.emergency-management-degree.org/faq/how-did-hurricane-katrina-change-disaster-management-in-america/>

Global reported natural disasters by type, 1970 to 2019

The annual reported number of natural disasters, categorised by type. This includes both weather and non-weather related disasters.



Source: EMDAT (2020): OFDA/CRED International Disaster Database, Université catholique de Louvain – Brussels – Belgium
 OurWorldInData.org/natural-disasters • CC BY

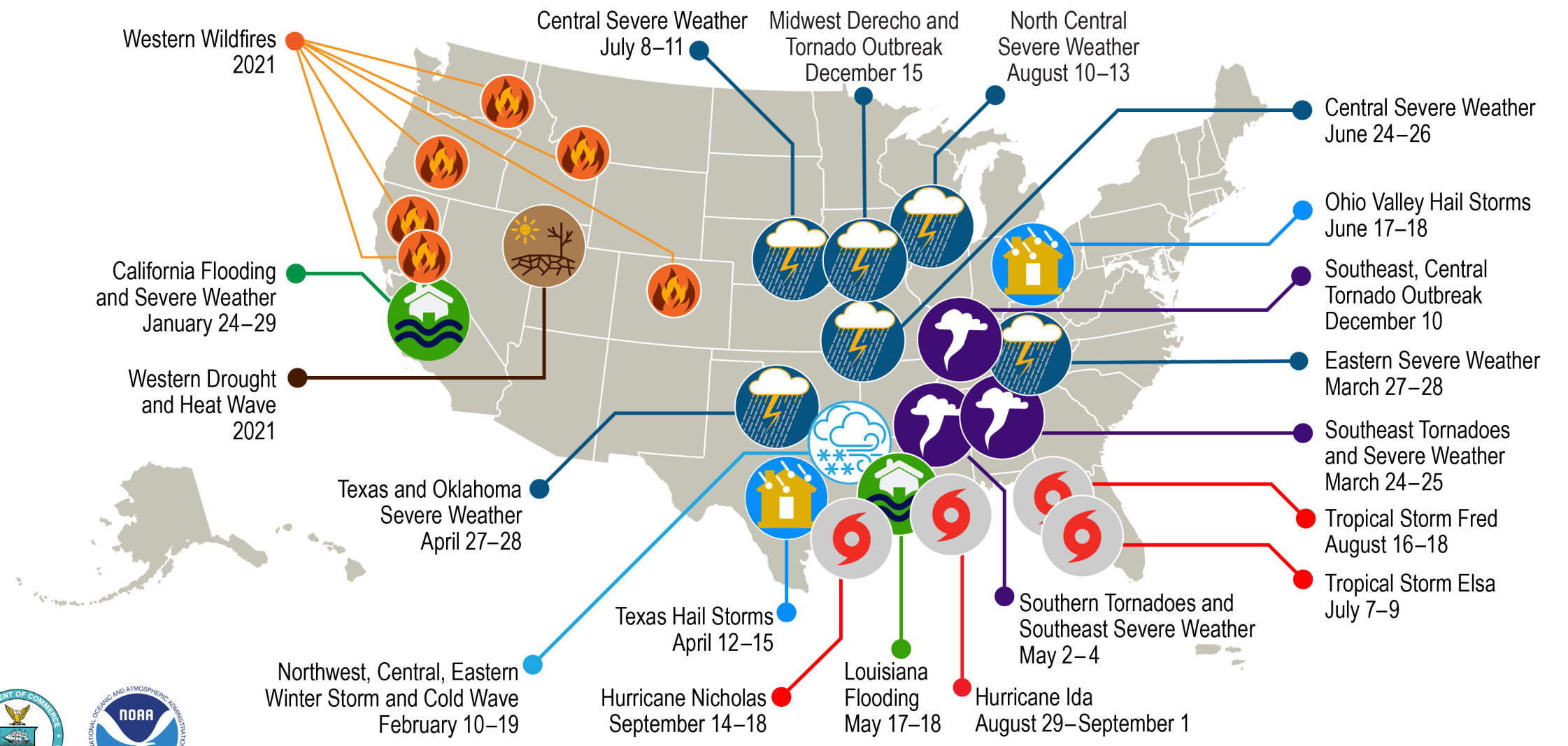
Disasters are Increasing

- The number of disasters has increased by a factor of 5 over the last 50 years
 - due to climate change, extreme weather, and better reporting.
- Weather, climate, and water hazards account for 50% of disasters.
- However, due to warnings and disaster management, deaths are down threefold.

World Meteorological Association: <https://public.wmo.int/en/media/press-release/weather-related-disasters-increase-over-past-50-years-causing-more-damage-fewer>

U.S. 2021 Billion-Dollar Weather and Climate Disasters

-  Drought/Heat Wave
-  Flooding
-  Hail
-  Hurricane
-  Tornado Outbreak
-  Severe Weather
-  Wildfire
-  Winter Storm/Cold Wave



This map denotes the approximate location for each of the **20 separate billion-dollar weather and climate disasters that impacted the United States in 2021**



Natural Disasters

- The real question isn't if a disaster will happen but when....
- The types of natural disasters vary by location
- The first step is to identify common natural disasters in the local area as well as uncommon but possible natural disasters; this will guide the preparations



Image source: www.nfcc.org

Emergency Preparedness Cycle- General Principles

Emergency Management Cycle



Includes 5 stages:

1. Prevention
2. Preparedness
3. Response
4. Recovery
5. Mitigation

<http://gohsep.la.gov/GRANTS/RECOVERY-GRANTS/Hazard-Mitigation-Assistance/Hazard-Mitigation-Overview>

Stage 1: Prevention

- Key Components
 - Surveillance
 - Avoidance (applies to preventable emergencies)
 - Creation of concrete plans, training and exercises prior to a disaster to prepare your organization.
 - Wherever possible, planning should capitalize on existing community efforts.

Stage 2: Preparedness

- Key Components
 - A continuous cycle of activities such as emergency planning, staff training, exercising, assessment and remedial actions.
 - Communication
 - Deliver coordinated, reliable, and actionable information
 - Use clear, consistent, and appropriate methods to relay information
 - Explain the actions being taken and the assistance available
 - Develop a Communication Plan for patients and the community
 - Develop a Communication Plan for employees and staff
- Goal of Prevention and Preparedness: **Plan** for and **reduce** impacts from an emergency or disaster.

Stage 3: Response defined

- The execution of all systems, plans and resources necessary to adequately **preserve life, property, and the environment during a disaster or emergency.**
- How organizations respond to whatever challenges disasters bring such as supply chain interruptions, changes in service delivery or day to day staffing.

Stage 3: Response Key Components

- Key Components:
 - Actions carried out immediately before, during, and immediately after a hazard impact:
 - aimed at saving lives
 - reducing economic losses, and
 - alleviating suffering.
 - Actions may include:
 - activating the emergency operations center
 - evacuating threatened populations and opening shelters
 - providing mass care, emergency rescue and medical care
 - fire fighting, and urban search and rescue.

Stage 4: Recovery

- Key Components
 - Restoring critical business functions to stabilize day to day services and increase capacity to continue to serve their community after a disaster.
 - Actions taken to return a community to normal or near-normal conditions, including the restoration of basic services and the repair of physical, social and economic damages.
 - Typical recovery actions include debris cleanup, financial assistance to individuals and governments, rebuilding of roads and bridges and key facilities, and sustained mass care for displaced human and animal populations.

Stage 5: Mitigation

- Key Components
 - Activities allow organizations to reduce loss of life and physical assets such as buildings and supplies. This lessens the overall effect of a disaster on organizations and the community.
 - Typical mitigation measures include establishing and enhancing infrastructure such as building codes and zoning requirements, installing shutters, and constructing barriers such as levees.

National Mitigation Framework

- **Focuses on Resilience and Sustainability**
- Preparing people, property, critical infrastructure resources, and the economy to withstand or absorb the impact of an incident and rebound in a manner that sustains our way of life in the aftermath makes communities more resilient.
- Resilience is **an outcome**—the state of being able to adapt to changing conditions and then withstand and rebound from the impacts of disasters and incidents.
- Sustainability employs a longer-term approach through policies and actions that reflect an understanding of the economic, social, and environmental systems within a community.
 - Ensuring that actions to reduce long-term vulnerability be supported over time is critical.

Source: FEMA, National Mitigation Framework

<https://www.fema.gov/emergency-managers/national-preparedness/frameworks/mitigation>

Prevention and Preparedness Steps:

- 1. Regional Risk Assessment**
2. Internal Plans, Trainings and Protocols
3. Patient Education Materials and Messaging



■ WILDFIRES
 ■ EARTHQUAKES (HIGH RISK)
 ■ FLOODS
 ■ HURRICANES
 ■ TORNADOS

January February March April May June July August September October November December



Image source:
<https://readywise.com/blogs/readywise-blog/natural-disaster-map-of-the-u-s>

Regional Risk Assessment

- FEMA Calculator

- <https://hazards.fema.gov/nri/map>
- Click your county or parish on the map to see calculated risks

Rank	Community	State	Rating	Score
1	Orleans Parish	LA	Very High	49.30
2	Philadelphia County	PA	Very High	41.10
3	Fulton County	GA	Relatively Moderate	16.31

- Example:

Coastal Flooding

Rank	Community	State	Rating	Score
1	Philadelphia County	PA	Relatively High	51.53
2	Orleans Parish	LA	Relatively Moderate	32.61
	Fulton County	GA	Not Applicable	--

Heat Wave

Rank	Community	State	Rating	Score
1	Philadelphia County	PA	Very High	89.78
2	Orleans Parish	LA	Relatively Moderate	14.64
	Fulton County	GA	No Rating	0.00

Hurricane

Rank	Community	State	Rating	Score
1	Orleans Parish	LA	Very High	80.14
2	Philadelphia County	PA	Relatively Low	5.66
3	Fulton County	GA	Very Low	4.14

Prevention and Preparedness Steps:

1. Regional Risk Assessment
- 2. Internal Plans, Trainings and Protocols**
3. Patient Education Materials and Messaging

Employee preparedness and expectations



Hurricane season is here

Are you ready?

Fill out your **Emergency Team Acknowledgement** in our **Emergency Communications System (ECS)** by June 30 and you'll be entered to win a Yeti Hopper M30 Soft Cooler.



Acknowledge your team for 2022

Planning is key. Being prepared starts with confirming your team designation in our Emergency Communications System (ECS).

Now is the time. We know you want to stay informed during hurricane season. This information will feed directly into our emergency texting system.

Know what to do when skies are grey! Code Grey is used in response to severe weather like flooding, thunderstorms, tropical weather, and tornadoes. Make sure you know what to do when severe weather approaches.

Code Grey Response
Guide

Severe Weather
Plan

Busy hurricane season ahead. The 2022 season is predicted to be extremely active. Now is the time to restock your emergency supply kit and develop a plan for severe weather. [Check out the 2022 Employee Hurricane Handbook >>](#)

Questions? If you still have questions regarding hurricane preparedness or your team assignment, please contact your supervisor.

Emergency Preparedness

- ID Center/HOP preparation includes an update to an internal phone tree at the beginning of Hurricane season.
- This phone tree quickly allows for clinic leadership to communicate with staff and to ascertain the safety and location of staff.
 - The staff member's location is important to assess the availability of staff and their ability to return to work when needed.
- The phone tree is not shared publicly and is used only for emergency purposes.

Employee preparedness and expectations

- Employees are expected to understand the emergency policy and Code Grey (severe weather) response levels:
- Level 1: heavy rain, tornadoes
- Level 2: ice storm, tropical storms
- Level 3: hurricanes

Code Grey response level guide



Level	Event type	Expect	Actions
I Short notice events	Heavy rain / thunderstorm Severe thunderstorm Risk 1 - 3	<ol style="list-style-type: none"> Potential street flooding Normal route may be impacted Potential car damage if street floods Patients may self cancel appt/test Staff on site may not be relieved at shift change 	<ol style="list-style-type: none"> Don't drive through flooded streets Take alternate route to work Move car if street flooding possible Wear rain boots, umbrella, rain coat Communicate concerns with supervisor
	Severe thunderstorm Risk 4 - 5	In addition to above: <ol style="list-style-type: none"> Potential for flash flooding High winds 	In addition to above: <ol style="list-style-type: none"> Monitor weather and take appropriate safety actions
	Tornado	<ol style="list-style-type: none"> Short notice/no notice Temporary shelter in place 	<ol style="list-style-type: none"> Shelter in place inside building Move away from windows if in direct path Consider delay travel or use alternate route
II Limited notice events	Ice storm	<ol style="list-style-type: none"> Possible road, overpass, or bridge traffic impacted Patients may self cancel appt/test Non-critical services may delay start or cancel services Short term voluntary sheltering may be offered for staff scheduled to work No plan for lockdown 	<ol style="list-style-type: none"> Take alternate route to work to avoid closed or impacted roads Talk to your supervisor regarding any travel issues and if you need short term voluntary sheltering (See your hospital's Emergency Operations Plan - Sheltering Plan)
	Tropical storm Tropical depression	<ol style="list-style-type: none"> Rain and wind event No mandatory evacuation No plan for lockdown - may be evaluated based on path, speed, and potential impact Employee short term voluntary sheltering may be offered for staff scheduled to work No hospital decompression 	<ol style="list-style-type: none"> Take alternate route to work Talk to your supervisor regarding any travel issues and if you are scheduled to work and need short term voluntary sheltering (See your hospital's Emergency Operations Plan - Sheltering Plan)
III Notice events	Hurricane Category 1-2	<ol style="list-style-type: none"> Potential direct impact to city Voluntary evacuations outside the levee protection system Possible state emergency declaration Decision for lock down will be made based on path, forward speed, and potential impact. 	In addition to Level II event actions: <ol style="list-style-type: none"> Update information in Emergency Communication System Staff prepare home, family, and pets If no lockdown, evaluate if short term voluntary hospital sheltering is needed
	Hurricane Category 3-5	<ol style="list-style-type: none"> Direct impact to city Mandatory evacuations State/federal emergency declaration Hospital decompression Lock down typically 12 hours before landfall Activation of Disaster Severe Weather Response Staffing Policy 	<ol style="list-style-type: none"> Update information in Emergency Communication System Essential Team A staff prepare home, family, and pets

Employee preparedness and expectations

- Level 3: hurricanes

Level	Event type	Expect	Actions
III Notice events	Hurricane Category 1-2	<ol style="list-style-type: none"> 1. Potential direct impact to city 2. Voluntary evacuations outside the levee protection system 3. Possible state emergency declaration 4. Decision for lock down will be made based on path, forward speed, and potential impact. 	In addition to Level II event actions: <ol style="list-style-type: none"> 1. Update information in Emergency Communication System 2. Staff prepare home, family, and pets 3. If no lockdown, evaluate if short term voluntary hospital sheltering is needed
	Hurricane Category 3-5	<ol style="list-style-type: none"> 1. Direct impact to city 2. Mandatory evacuations 3. State/federal emergency declaration 4. Hospital decompression 5. Lock down typically 12 hours before landfall 6. Activation of <i>Disaster Severe Weather Response Staffing Policy</i> 	<ol style="list-style-type: none"> 1. Update information in Emergency Communication System 2. Essential Team A staff prepare home, family, and pets

Employee designation

All employees/team members are considered essential. Department leadership will discuss team assignments and employee/team members will complete the *Disaster Staffing Employee Designation Acknowledgment* in the [Emergency Communication System](#). Based on the event and patient care needs, your team assignment may need to change. Your manager/director will review any team changes and provide as much advance notice as possible. Clinical staff will be designated to team A or B unless on medical leave or PTO approved in advance.

Essential Activated Team A

Your responsibility as an essential activated employee is to report to the hospital at a designated time prior to the disaster and be prepared to stay on-site for as long as needed until lockdown ends which may be up to 96 hours or when you are relieved by Essential Activated Recovery Team B. In the event the census does not require all members of Essential Activated Team A, your director may move you to Essential Activated Recovery Team B.

Employee preparedness and expectations

Essential Activated Recovery Team B

Your responsibility as an activated recovery team member is to be prepared to return to the area 48 hours post landfall. Be prepared to return to work within 24 hours of notification to report. This may be before the general population is allowed to return to the area and before the hospital is at normal operations. Monitor your facility's website and email and remain in contact with your director during and after the event. Contact your director for new shift/work assignment (existing work schedules may no longer be applicable). In the event additional staffing is needed, you may be required to move to Essential Activated Team A.

Non-activated

Your responsibility as a member of the non-activated team is to monitor your facility's website and email for when we return to normal operations. You must be prepared to return to work when the hospital advises we have returned to normal operations and returned to normal employee scheduling.

Note: Based on department staffing needs, your team assignment may change. When a change is necessary, your director will provide as much advance notice as possible.

Employee preparedness and expectations

Employee hurricane communication information

- Employees should check their respective hospital's website and social media for the most up-to-date information.
- Email will also be a main form of communication before, during, and after a storm. Please see below for how to access your email remotely.
- Questions? Please direct specific questions to your manager or director.
- During a disaster/severe weather event, our emergency information line (504.702.3700) will be updated daily with important status reports for the system and our hospitals.

Using multiple communication channels is key to reaching employees and patients. Following Hurricane Ida, much of New Orleans was without power for 5 or more days. Internet was out for much of the time. People that evacuated had access to information that was not available to people who had sheltered in place.

University Medical Center New Orleans



umcno.org



To access email remotely, visit
outlook.office365.com



facebook.com/umcno



twitter.com/umcno



instagram.com/umcnoa



Intranet
LCMHealth.sharepoint.com/UMC



Emergency information
504.702.3700

Employee Handbook



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Prevention and Preparedness Steps:

1. Regional Risk Assessment
2. Internal Plans, Trainings and Protocols
3. **Patient Education Materials and Messaging**

Preparedness guides for City Resources

The NOLA Ready guides are available in clinic in English and Spanish.



Each year in New Orleans, hurricane season lasts from June to November.
You're probably no stranger to storms. Still, it's important to make a plan with your family in case a storm comes our way. This guide offers the basics.

As a city on the Gulf Coast, New Orleans regularly experiences tropical weather and is at a higher risk for hurricanes. Dangers include high winds, heavy rains, tornadoes, flooding, and power outages, which means you should ensure your property for both wind and flood damage.

There are extra things to consider during an emergency for seniors, young children, people with medical needs, and pet owners.

Find more information at ready.nola.gov.

Helping you stay ready year round,
- THE TEAM AT NOLA READY

NOLA Ready is the city of New Orleans' emergency preparedness campaign, managed by the New Orleans Office of Homeland Security and Emergency Preparedness.

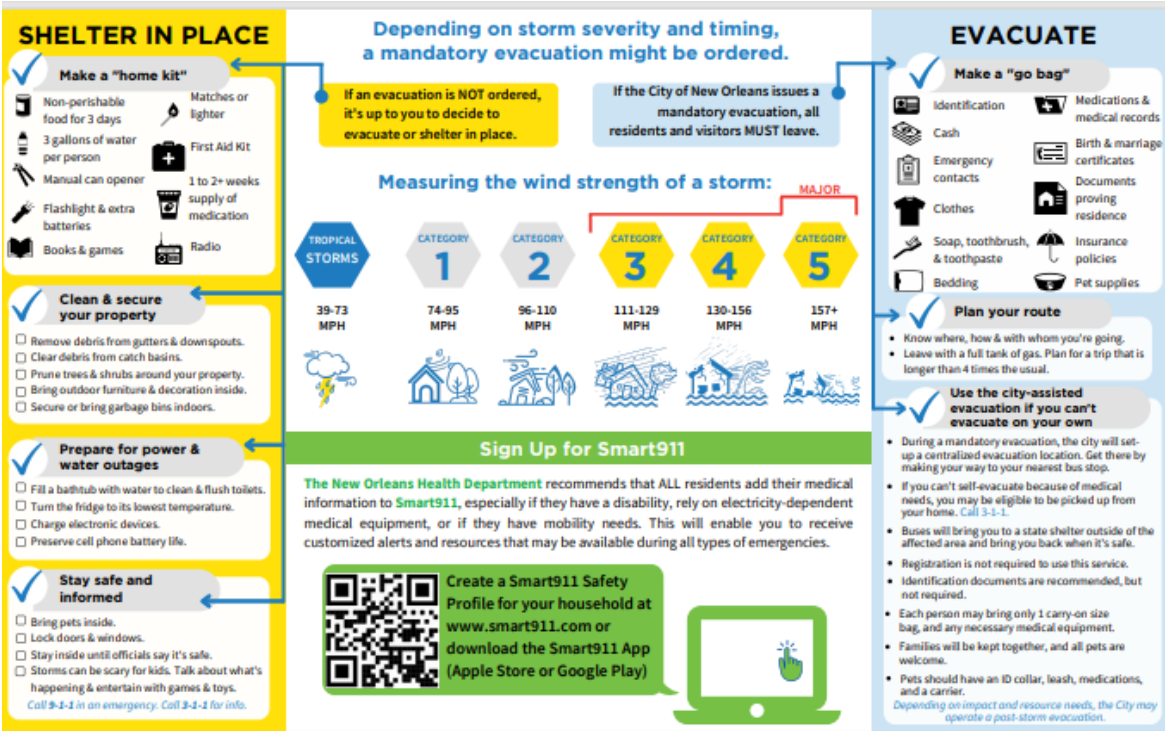
STAY CONNECTED
Sign up for NOLA Ready emergency alerts. Text **NOLAREADY** to 77295 or go to ready.nola.gov

MAKE A PLAN
Make plans in case you need to evacuate or shelter at home. Include your family's and pets' specific needs in your plans.

GATHER SUPPLIES
Gather supplies for a "go bag" and a "home kit" in advance.

NOLA READY
GUIDE TO HURRICANES

CITY OF NEW ORLEANS



SHELTER IN PLACE

Make a "home kit"

- Non-perishable food for 3 days
- 3 gallons of water per person
- Manual can opener
- Flashlight & extra batteries
- Books & games
- Matches or lighter
- First Aid Kit
- 1 to 2+ weeks supply of medication
- Radio

Clean & secure your property

- Remove debris from gutters & downspouts.
- Clear debris from catch basins.
- Prune trees & shrubs around your property.
- Bring outdoor furniture & decoration inside.
- Secure or bring garbage bins indoors.

Prepare for power & water outages

- Fill a bathtub with water to clean & flush toilets.
- Turn the fridge to its lowest temperature.
- Charge electronic devices.
- Preserve cell phone battery life.

Stay safe and informed

- Bring pets inside.
- Lock doors & windows.
- Stay inside until officials say it's safe.
- Storms can be scary for kids. Talk about what's happening & entertain with games & toys.

Call 9-1-1 in an emergency. Call 3-1-1 for info.

Depending on storm severity and timing, a mandatory evacuation might be ordered.

If an evacuation is NOT ordered, it's up to you to decide to evacuate or shelter in place.

If the City of New Orleans issues a mandatory evacuation, all residents and visitors MUST leave.

Measuring the wind strength of a storm:

TROPICAL STORMS	CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4	MAJOR CATEGORY 5
39-73 MPH	74-95 MPH	96-110 MPH	111-129 MPH	130-156 MPH	157+ MPH

EVACUATE

Make a "go bag"

- Identification
- Cash
- Emergency contacts
- Clothes
- Soap, toothbrush, & toothpaste
- Bedding
- Medications & medical records
- Birth & marriage certificates
- Documents proving residence
- Insurance policies
- Pet supplies

Plan your route

- Know where, how & with whom you're going.
- Leave with a full tank of gas. Plan for a trip that is longer than 4 times the usual.

Use the city-assisted evacuation if you can't evacuate on your own

- During a mandatory evacuation, the city will set-up a centralized evacuation location. Get there by making your way to your nearest bus stop.
- If you can't self-evacuate because of medical needs, you may be eligible to be picked up from your home. Call 3-1-1.
- Buses will bring you to a state shelter outside of the affected area and bring you back when it's safe.
- Registration is not required to use this service.
- Identification documents are recommended, but not required.
- Each person may bring only 1 carry-on size bag, and any necessary medical equipment.
- Families will be kept together, and all pets are welcome.
- Pets should have an ID collar, leash, medications, and a carrier. Depending on impact and resource needs, the City may operate a post-storm evacuation.

Sign Up for Smart911

The New Orleans Health Department recommends that ALL residents add their medical information to Smart911, especially if they have a disability, rely on electricity-dependent medical equipment, or if they have mobility needs. This will enable you to receive customized alerts and resources that may be available during all types of emergencies.

Create a Smart911 Safety Profile for your household at www.smart911.com or download the Smart911 App (Apple Store or Google Play)

Ryan White Part B (LA HAP) Resources



Emergency Preparedness Information from LA HAP

As we have now entered hurricane season it's important to remain prepared in the event of an emergency. Hurricane season began June 1st and lasts through November 30th.

The LA HAP team has created the LA HAP Emergency Preparedness Guide designed for LA HAP clients to use in the event of an evacuation due to a hurricane or other emergency.

The LA HAP Emergency Preparedness Guide can be found [here](#) and at the new "LA HAP & Emergency Preparedness" ribbon on www.lahap.org. Spanish translated version found [here](#).

If you have questions about this email, please contact LA HAP at lahap@la.gov.

LA HAP Emergency Preparedness Guide

In the event of an evacuation due to a hurricane or other emergency, please remember to do the following:

Ahead of time, prepare:

- Keep your prescriptions up to date.
- Refill your medications as early as possible.
- Ask your doctor for a copy of your current labs and an extra paper copy of all of your prescriptions.
- Prepare a list of important phone numbers:
 - > LA HAP: 504-568-7474
 - > HIP: 225-424-1799
 - > Ramsell: 1-888-311-7632
 - > Your case manager
- Visit lahap.org to see a list of LA HAP network pharmacies and print it if you can.
- At the beginning of hurricane season contact your case manager for updated emergency preparedness information.

When you evacuate, take:

- All your medications in their original bottles
- An extra paper copy of all of your prescriptions
- Copies of your medical information
- Important phone number list
- Doctor & clinic name & contact information
- LA HAP card and (if you have one) insurance card
- Medical equipment and devices (such as dentures, crutches, prostheses, etc.)
- Water and non-perishable food
- Clothes, sleeping supplies, maps, cash
- Your family members and pets

If you can't get to your usual pharmacy or if your usual pharmacy is closed, and you are:

- **Uninsured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in the LA HAP **uninsured** network.
- **Insured:** you can bring your LA HAP card and a copy of your prescription to any pharmacy that is in both the LA HAP network and your insurance company's network.

You can see your insurance company's pharmacy network by going to their website or calling the number on the back of your insurance card. You can see LA HAP's pharmacy network on www.lahap.org/pharmacists. Pharmacies that accept uninsured clients are written in **blue**. Because you may not have internet access during an emergency, it is advisable to print or write down the information for several pharmacies in the area where you plan to be.

In an emergency situation only, LA HAP will authorize medications to be mailed out of state. LA HAP's list of their pharmacy network indicates which pharmacies provide mail order services.

Examples of mail order pharmacies include:

- Avita New Orleans: 504-822-8013
- Avita Baton Rouge: 225-924-1930
- Reliant Healthcare Monroe: 318-332-8326

If you evacuate outside Louisiana and need long-term assistance (example: you do not plan to return to Louisiana), contact the state's AIDS Drug Assistance Program for medication and case management assistance.

- Alabama: 1-866-574-9964
- Arkansas: 501-661-2408
- Florida: 850-245-4422
- Georgia: 404-656-9805
- Mississippi: 1-888-343-7373
- Tennessee: 1-800-525-2437
- Texas: 1-800-255-1090

Remember, your agency, clinic or medical home may be temporarily closed after a major emergency. Be patient, persistent and understanding when contacting agencies. It takes time to return to 'business as usual.'

Available in
 English and
 Spanish

Ryan White Part B (LA HAP) Resources

- People who evacuate may need resources during their evacuation.

The 4th page of the LA HAP document includes a list of Louisiana agencies patients may contact.

Louisiana Ryan White Case Management Agencies

Each part of the state has agencies to provide support services for people living with HIV. These services help you stay healthy and well. Call them directly to find out how to get medical care, medicine, dental care, housing, and transportation. Contact info can be found below.

Region 1 – New Orleans

CrescentCare- Health & Wellness Center
 3308 Tulane Ave
 New Orleans, LA 70119
 Tel: 504-207-2273
 www.crescentcare.org

CrescentCare- NO/AIDS Taskforce
 1631 Elysian Fields Ave
 New Orleans, LA 70117
 Tel: 504-821-2601
 www.crescentcarehealth.org

Frontline Legal Services
 631 St. Charles Avenue
 New Orleans, Louisiana 70130
 http://frontlinelegalservices.org/

Priority Health Care Inc. - Marrero
 4700 Wickers Dr, Suite 307
 Marrero, LA 70072
 Tel: 504-309-6057
 www.priorityhealthcare.org

Priority Health Care Inc. - Gretna
 12 A Westbank Expressway
 Gretna, LA 70053
 Tel: 504-509-4800

St. Thomas Community Health Center
 1936 Magazine St
 New Orleans, LA 70130
 Tel: 504-529-5558
 www.stthomaschc.org

Tulane Total Health Clinic at Ruth Fertel
 711 North Broad Street
 New Orleans, LA 70119
 Tel: 504-988-3002
 https://medicine.tulane.edu/tulane-doctors/total-health-clinic-ruth-fertel-tulane-community-health-center/services

UMCNO ID CENTER/ HOP clinic
 2000 Canal St
 Ambulatory Care Building - 4C
 New Orleans, LA 70112
 Tel: 504-702-4344
 www.umcno.org/infectiousdisease

Region 2 – Baton Rouge

CareSouth
 3140 Florida Blvd
 Baton Rouge, LA 70806
 Tel: 225-650-2000
 www.ccthc.org

Family Service of Greater Baton Rouge IFSGBR1
 4727 Revere Ave
 Baton Rouge, LA 70802
 Tel: 225-927-9810
 www.fsgbr.org

Open Health Care Clinic (HAART)
 3849 North Blvd
 Baton Rouge, LA 70806
 Tel: 225-655-6422
 www.ohcc.org

Volunteers of America, Greater Baton Rouge (VOAGBR)
 7389 Florida Blvd – Suite 101 A
 Baton Rouge, LA 70806
 Tel: 225-387-0061
 www.voagbr.org

Region 3 – Houma

Exchange Support Services
 106 Exchange Alley
 Houma, LA 70360
 Tel: 985-223-4017
 www.crescentcarehealth.org/crescentcare/services/exchange-support

Region 4 – Lafayette

AcadianaCARES
 809 Martin Luther King Jr. Dr
 Lafayette, LA 70501
 Tel: 337-233-2437
 www.acadianacares.org

Region 5 – Lake Charles

Comprehensive Care Center SWLA
 425 Kingsley St
 Lake Charles, LA 70601
 Tel: 337-439-5861

Region 6 – Alexandria

Central Louisiana AIDS Support Services (CLASS)
 1785 Jackson St
 Alexandria, LA 71301
 Tel: 318-445-1010
 www.class-cento.org

Tulane Doctors – Alexandria
 1208 Wisteria St
 Alexandria, LA 71301
 Tel: 318-484-4801
 www.tulane.edu/som/department/medicine/tmcd/clinical-care/tulane-cd4-clinic.cfm

Region 7 – Shreveport

The Philadelphia Center
 2020 Centenary Blvd
 Shreveport, LA 71104
 Tel: 318-222-6633
 www.philadelphiacenter.org

Region 8 – Monroe

Greater Ouachita Coalition Providing AIDS Resources and Education (GO CARE)
 1801 North 7th Street
 West Monroe, LA 71291
 Tel: 318-325-1092
 www.go-care.org

Region 9 – Bogalusa/Mandeville

Volunteers of America IX
 823 Carroll St, Suite 8
 Mandeville, LA 70448
 Tel: 985-674-0488
 www.voagno.org


S.E. Louisiana AHFC
 1302 J.W. Davis Dr
 Hammond, LA 70403
 Tel: 985-345-1119
 www.selahfec.org

Available in
 English and
 Spanish

Patient Portal

- Throughout the year, patients are encouraged to sign up for MyChart (patient portal).
- Instructions are included on the “after-visit summary” document patients receive after their visits.
- Instructions are also included on the HOP Emergency Preparedness Guide.
- Flyers are available throughout the clinic promoting the benefits of MyChart.
- Access to a computer (or smart phone) and to the internet is required. Not all patients have access to the technology required.

What you Can Do with the Patient Portal

 <p>Message your doctor Get answers to medical questions on the go!</p>	 <p>Access your test results No more waiting for a phone call or letter.</p>
 <p>Pay your bill View & pay your bill quickly & securely.</p>	 <p>Request prescription refills Send a refill request for any of your refillable medications.</p>
 <p>View upcoming appointments View your appointments & book your next one.</p>	 <p>Manage healthcare for others Manage other's healthcare & print their records.</p>

Clinic Emergency Preparedness Guide

HOP's plans start with updating the guide and distributing to patients in clinic as early as March. The guide is available and offered throughout the clinic and on the website for the Infectious Disease Center.

Emergency Preparedness

Prepare for hurricane season by planning for your medical needs and medications.

Step 1: Get ready. Have a plan.

Register for assisted evacuation if you have no way of evacuating on your own.

- In **Orleans Parish**, register online with the City-Assisted Evacuation Plan (CAEP) at ready.nola.gov/plan/hurricane/#cae
- **Call 311 if you are unable to register online.** If you have medical or mobility needs and cannot get to your closest Evacuspot, you must also sign up for the Special Needs Registry online or by calling 311
- **Sign up for NOLA Ready alerts** at ready.nola.gov/stay-connected/emergency-alerts/
- In **Jefferson Parish**, register online at jeffparish.net or call **504.349.5360**
Sign up for JP Alerts online or by phone
- **Keep your prescriptions up-to-date.** Refill your prescriptions before the storm. Do not wait until the last minute. At all times, keep enough medication on hand to last you at least 14 days.
- **Ask your doctor to give you a copy** of helpful medical information—and keep it with you.
- **Sign up for a free LCMC Health Patient Portal account online.** The LCMC Health Patient Portal lets you to view your upcoming appointments. You can also request prescription renewals. Ask a nurse for your activation code to get you started. The code will print out on your "After Visit Summary" sheet.

For emergencies, call 911.

For non-emergency information and referrals in Louisiana, call 211.



Clinic Emergency Preparedness Guide

The HOP guide is geared towards what to do prior to and during evacuation.

Step 2: Evacuate when instructed and take:

- All of your medicines and supplements in their original bottles, with a back-up list of medications and dosages
- Helpful medical information—your condition, diagnoses, and allergies
- Your clinic’s name, your doctor’s name, and phone number
- Your most recent hospital card, LDAP medication card (formerly called ADAP), insurance cards, etc.
- Picture identification, Social Security card, insurance policies, birth certificates, and other important legal papers
- Medical equipment and supplies (dentures, glucometers and strips, nebulizers, crutches, prostheses, etc.)
- First aid kit, battery powered radio, flashlight, extra batteries, cell phone, and charger
- Clothes, sleeping supplies, maps, and personal hygiene items
- A three-day supply of water, non-perishable food, and cash
- Plan for your pet’s needs

Step 3: Medication, medication, medication – bring all of your medications with you.



It’s a good idea to have enough to last 14 days or more. **Do not** skip dosages to stretch them out. Get refills as soon as possible.

- **If** you run out of one of your HIV medications **stop all HIV medications** until you get refills. But, **take your other medications** which lower your blood pressure or cholesterol, control your diabetes, or treat your eye or lung infections
- Ask your doctor, nurse, or pharmacist if you have questions about which medications you are taking for different conditions
- If you are on LDAP, call 504.568.7474 or the LA Statewide AIDS/STD Info Line at 800.992.4379 for assistance. You may be able to fill your prescriptions in your evacuation city

Clinic Emergency Preparedness Guide

The HOP guide provides a list of resources in nearby “evacuation” cities.

Local pharmacies

City	Phone	Fax	Website
Avita New Orleans	504.822.8013	504.822.8141	avitapharmacy.com
Avita Baton Rouge	888.792.8482	877.284.8232	avitapharmacy.com
Avita Atlanta	404.270.9242	404.270.9273	avitapharmacy.com
Avita Houson	713.592.0211	713.432.0307	avitapharmacy.com
Mumfrey's Chalmette	504.279.6312	504.279.6314	mumfreyspharmacy.com
Walgreens New Orleans	504.758.3718	504.758.3720	umcno.org/walgreenspharmacy

Louisiana: HIV/AIDS service organizations

City	AGENCY (* case management available)	Phone
Alexandria	Central LA AIDS Support Services*	318.442.1010
Baton Rouge	Family Services of Greater Baton Rouge*	225.927.9810
Baton Rouge	Volunteers of America	225.387.0061
Baton Rouge	HAART *	225.927.1269
Hammond	Southeast Louisiana AHEC	985.345.1119
Houma	Exchange Support Services*	985.223.4017
Lafayette	Acadiana Cares*	337.233.2437
Lake Charles	Southwest Louisiana AIDS Council	337.439.5861
Mandeville	Volunteers of America	985.674.0488
Monroe	GO CARE *	318.325.1092
New Orleans	New Orleans Regional AIDS Planning Council	504.821.7334
New Orleans	FACES* (of NO/AIDS Task Force)	504.821.4611
New Orleans	Crescent Care–NO/AIDS Task Force*	504.821.2601
New Orleans	Orleans Family Practice* NO East	504.208.8467
New Orleans	Priority Health Care (Marrero, Westbank)	504.309.6057
Shreveport	The Philadelphia Center*	318.222.6633

Other states: HIV/AIDS service organizations

State	State	Agency	Phone
Alabama	Birmingham	AIDS Alabama	205.324.9822
Alabama	Mobile	AIDS Alabama	251.471.5277
Arkansas	Little Rock	Arkansas AIDS Foundation	501.376.6299
Florida	Jacksonville	NE Florida AIDS Network	904.356.1612
Georgia	Atlanta	AID Atlanta	404.870.7700
Mississippi	Biloxi	South MS AIDS Task Force	228.385.1214
Mississippi	Hattiesburg	AIDS Services Coalition	601.450.4286
Mississippi	Jackson	Mississippi Dept. of Health	601.576.7723
Tennessee	Memphis	Friends for Life Corp	901.272.0855
Texas	Austin	AIDS Services of Austin	512.458.2437
Texas	Dallas	AIDS Resource Center	214.528.0144
Texas	Houston	Montrose Counseling	713.529.0037
Texas	Houston	Thomas Street Health	713.873.4000
Texas	San Antonio	San Antonio AIDS Foundation	210.225.4715

Clinic Emergency Preparedness Guide

The last page of the HOP guide includes the HIV clinics at Louisiana hospital systems.

Hospitals and Clinics (alphabetical order by city)	Clinic Phone	Pharmacy Phone/Fax
Alexandria Tulane University Medical Clinic	318.484.4801	P 225.924.1930 F 225.924.3217
Baton Rouge Our Lady of the Lake EIC	225.987.9166	P 225.374.0270 F 225.374.0271
Bogalusa Our Lady of the Angels ID Clinic	985.730.6970	P 985.730.7219 F 985.730.7220
Houma Chabert Medical/Ochsner	985.873.1880 or 985.873.1234	P 985.873.2148 F 985.873.5192
Independence Lallie Kemp Medical Center	985.878.1681	P 985.878.1317 F 985.878.1548
Lafayette UMC/Lafayette General Medical	337.261.6480	P 337.261.6238 F 337.261.6237
Lake Charles Moss Center Urgent Care	337.480.8185	P 337.475.8275 F 337.475.8477
Monroe E.A. Conway Medical Center	318.330.7820	P 318.330.7819 F 318.330.7760
New Orleans University Medical Center ID Center/HOP	504.702.4344	UMC 504.758.3718 Clinic F 702.5733
Shreveport LSU Medical Center/University	318.862.9977	P 318.813.1814 F 318.813.1810

Listen to local radio before, during, and after evacuation for current updates.

City	AM Radio	FM Radio
New Orleans	WWL 870	WLMG 101.9
Alexandria	KZMZ 580	KZMZ 96.9
Baton Rouge	WJBO 1150	WFMF 102.5
Lafayette	KVOL 1330	KTDY 99.9
Lake Charles	KLCL 1470	KNGT 99.5
Monroe	KNOX 540	KNOX 101.9
Shreveport	KWKH 1130	KRUF 94.5

Estimated evacuation drive times from New Orleans to:
Alexandria, LA— 16 hours
Baton Rouge—8 hours
Lafayette, LA—8 hours
Lake Charles, LA—16 hours
Shreveport, LA—20 hours
Hattiesburg, MS— 8 hours
Jackson, MS— 24 hours
Meridian, MS— 16 hours

New Orleans Metro News	Website
The Times Picayune	nola.com
The New Orleans Advocate	theadvocate.com/new_orleans
City of New Orleans	nola.gov
WVUE TV (FOX Channel 8)	fox8live.com
WWL TV (CBS Channel 4)	wwlvtv.com

LSU Patient Relations: 877.578.8255

19-2486-0620

Clinic Emergency Preparedness during COVID-19 Materials

- Additional safety measures during the pandemic were necessary and were distributed using NOLA Ready website as the guide.
- Sheltering in place may become the only option in situations of a storm’s “rapid intensification” (limiting time available for people to evacuate in time).

Hurricanes and Tropical Weather

Reference: adapted from <https://ready.nola.gov/plan/hurricane/> as of May 25, 2020

Due to the COVID-19 pandemic, it is important now more than ever, that residents are prepared for hurricane season.

COVID-related information is noted on the following pages.

Each year, hurricane season lasts from June 1st to November 30th. Dangers from these storms include high winds, heavy rain, tornadoes, flooding, and power outages. Depending on a storm’s severity, the City of New Orleans might issue a mandatory evacuation order.

If the City issues a mandatory evacuation, all residents and visitors must leave. If an evacuation is not ordered, it's up to you to decide to evacuate or shelter in place.

Tropical weather begins with a low-pressure area of circulating winds over water. A system can develop into a:

Tropical depression: winds of 38 miles per hour (mph) or less

Tropical storm: winds between 39 and 73 mph

Hurricane: winds of 74 mph or more. Hurricanes are given a category—1 through 5—based on wind speed. The higher the winds, the higher the category.

Shelter in place

If a mandatory evacuation is not ordered, decide whether to evacuate or to shelter in place.

Gather what you’ll need to shelter in place

- Non-perishable food for 3 days
- 3 gallons of water per person
- Manual can opener
- Flashlight and extra batteries
- Matches or lighter
- First Aid Kit
- Week’s supply of prescription medications
- Radio (battery operated or hand crank)
- Books and games

Due to the COVID-19 pandemic, you should also include face coverings, hand sanitizer, and disinfectants in your home kit to prevent the spread during recovery activities.

Prepare for power & water outages

- Fill your bathtub with water to clean and flush toilets.
- Turn your fridge to its lowest temperature.
- Charge electronic devices.
- Preserve cell phone battery life.
- Stay away from low-hanging or downed power lines.

Stay safe and informed

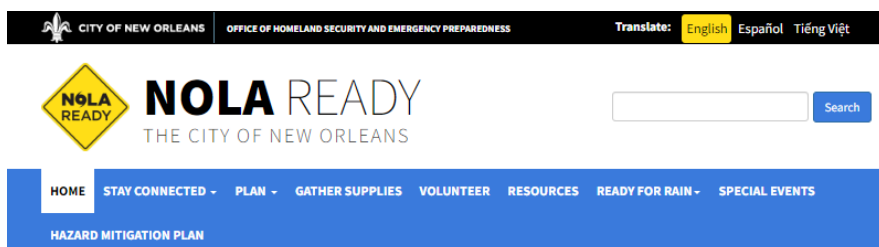
- Bring pets inside.
- Lock doors and windows. Close curtains and blinds.
- Stay inside until officials say otherwise.
- Call 911 in an emergency. Call 311 for information or to report non-emergency service requests like downed trees.

Page 2

Clinic Emergency Preparedness during COVID-19 Materials

Pages 3 and 4 of the document explain what to do if the City orders a mandatory evacuation.

The NOLA Ready website (ready.nola.gov) includes this information in Spanish and in Vietnamese.



Evacuate

If the City orders a mandatory evacuation, all residents and visitors must leave.

If a mandatory evacuation order is issued during the COVID-19 pandemic, you must leave. The immediate threat to life from a major hurricane is more severe than the potential of virus exposure.

We know our residents are concerned about exposing themselves to COVID-19 during evacuation. But, there are ways to protect yourself. To the greatest extent possible, do the following while evacuated:

- Practice social distancing - stay at least 6 feet away from other people
- Wear face coverings
- Wash your hands often and use hand sanitizer during transit

Gather what you'll need to leave

Estimate that it will take 4 times longer than usual to get to your destination. Try to leave early.

- Clothes
- Soap, toothbrush and toothpaste
- Bedding
- Identification
- Cash
- List of emergency contacts
- Medications, copy of medical records and prescriptions
- Birth and marriage certificates
- Documents that prove where you live
- Insurance policies
- Pet supplies

Due to the COVID-19 pandemic, you should also include face coverings, hand sanitizer, and disinfectants in your go-bag to prevent the spread while you are evacuated.

Page 3

City-assisted evacuation

If you can't evacuate on your own during a mandatory evacuation, the City of New Orleans can help. City-assisted evacuation provides free transportation out of harm's way.

Text EVACNOLA to 888777 if you might need to use City-Assisted Evacuation. The City of New Orleans will text you information if there is a mandatory evacuation. Or you can call 311 to sign up. Let them know if you have special medical needs and need to sign up for the special needs registry.

If a mandatory evacuation order is issued during the COVID-19 pandemic, City-Assisted Evacuation will still occur. All evacuees will be provided with masks.

To the greatest extent possible, social distancing measures will be in place at evacuspots and at the Smoothie King processing center to prevent the spread of the virus.

The State of Louisiana is securing additional shelter facilities throughout the state to spread out evacuees. Families will be kept together to the greatest extent possible.

How it works There are 17 pickup locations across the city, called evacuspots. 5 are specifically for seniors. During a mandatory evacuation, go to your closest evacuspot. A bus will pick you up and bring you to the Smoothie King Center. There, you'll board a bus to a state or federal shelter. Once it's safe to return to New Orleans, the City will bring you back.

What to bring Each person can bring 1 carry-on sized bag with supplies for a go bag. Pets should have an ID collar, leash, medications, and a carrier. Your pet will be taken to an animal shelter near where you're sheltered.

Due to the COVID-19 pandemic, you should also include face coverings, hand sanitizer, and disinfectants in your go-bag to prevent the spread while you are evacuated.

Page 4

Event



Hurricane Ida



- No mandatory evacuation was ordered for New Orleans (except for areas outside the levees) due to a shortage of time
- Made landfall as a Category 4 hurricane. Maintaining category 4 status for 4 hours.
- \$55 Billion dollars in damages in the state, 107 total fatalities

Response and Recovery Challenges



- Lack of power for over 1 million people
 - Ten days for some
 - 90% restored within a month
- Average high temperature 92 degrees, exacerbated health issues of chronically ill
 - 141 hospitalized for carbon monoxide poisoning, 4 deaths

Clinic Level Response and Recovery Challenges

Infrastructure Issues

- Internet outages prevented phone service at the hospital (internet phone service)
 - Despite being staffed, phones did not work, and no messages could get through
- Lack of power limited team's ability to communicate
 - Some could access city sponsored cell phone charging stations
- Mandatory curfews in place
- Lack of access to basic needs (food, gas, ice, housing etc)

Staffing Issues

- Employees dispersed across the region in hotels and with extended family
- Employees with significant damages to their house
- Boil Advisories and lack of potable water limited staff in area

Initial Weeks

Week 1

- Clinic closed, no power or phones and not enough staff to reopen

Week 2

- Enough staff available to have walk-ins and address urgent issues
- Now able to return calls and answer the phones
- Regular appointments canceled due to lack of staff and providers (not having been able to return due to lack of power/water/housing)

Week 3

- Some staff still not able to return
- Staff accessing hotels paid for by the hospital
- Return to normal services as much as possible
- Many homes still without power, no working traffic lights downtown

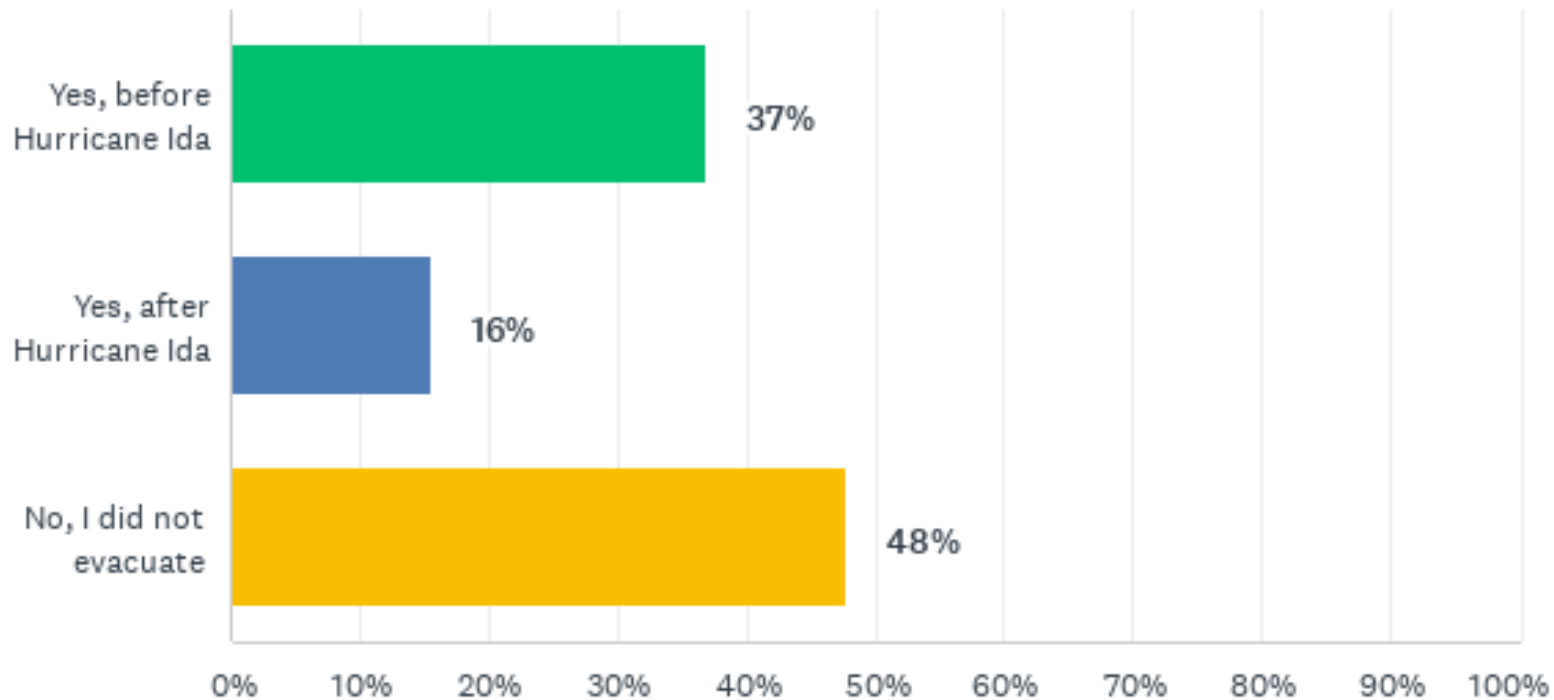
Patient Level Response and Recovery Challenges

- Some reported issues with getting medications
 - Not sure who to call or where to go
- Unable to evacuate
- Housing unlivable
- Unable to work, employers not open
- Staying with extended family or friends, fearful to be seen taking HIV medicines
- Lack of food

Patient Level Challenges

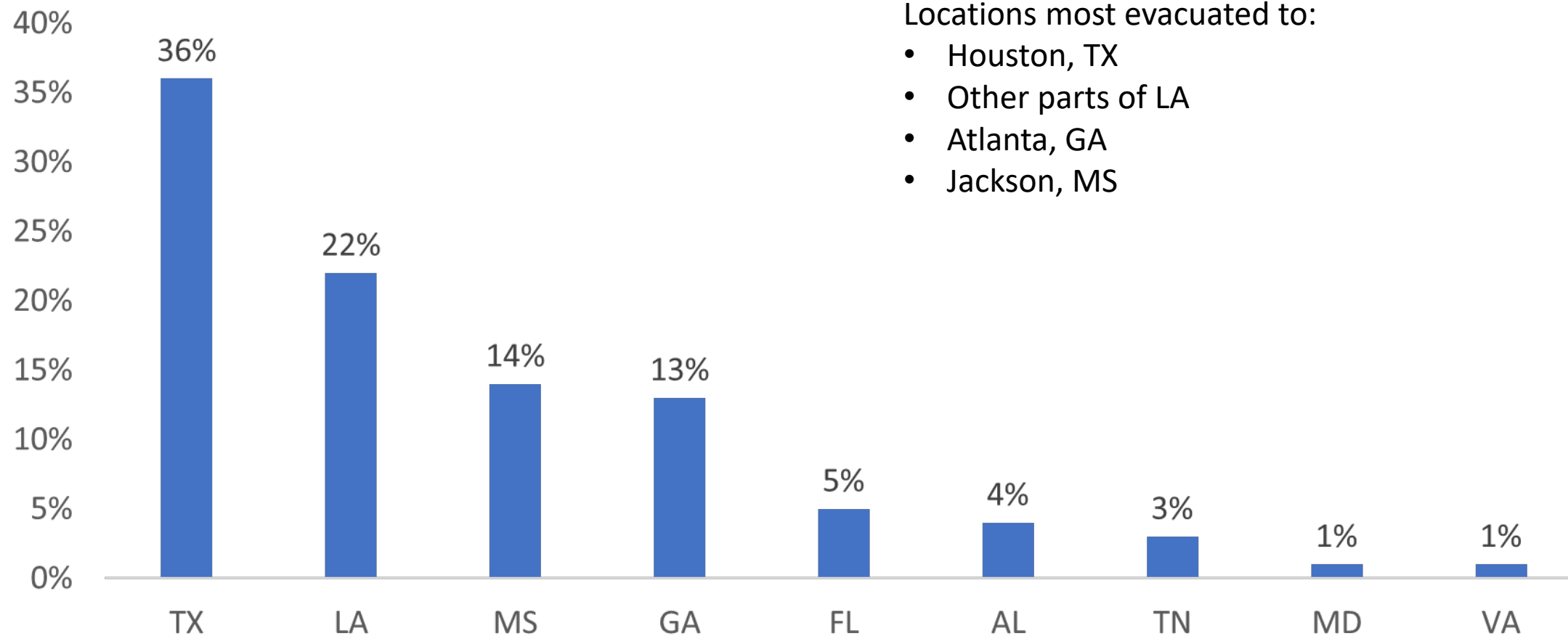
- In order to quantify and understand the issues facing our patients, the Office of Health Policy and AIDS Funding, Part A Administrator, completed an Emergency Preparedness Survey
- Included 194 respondents from the 10 Ryan White Funded agencies in the New Orleans EMA

Q1 Did you evacuate because of Hurricane Ida?



Total Respondents: 194
Participation: Ryan White Part A
funded agencies

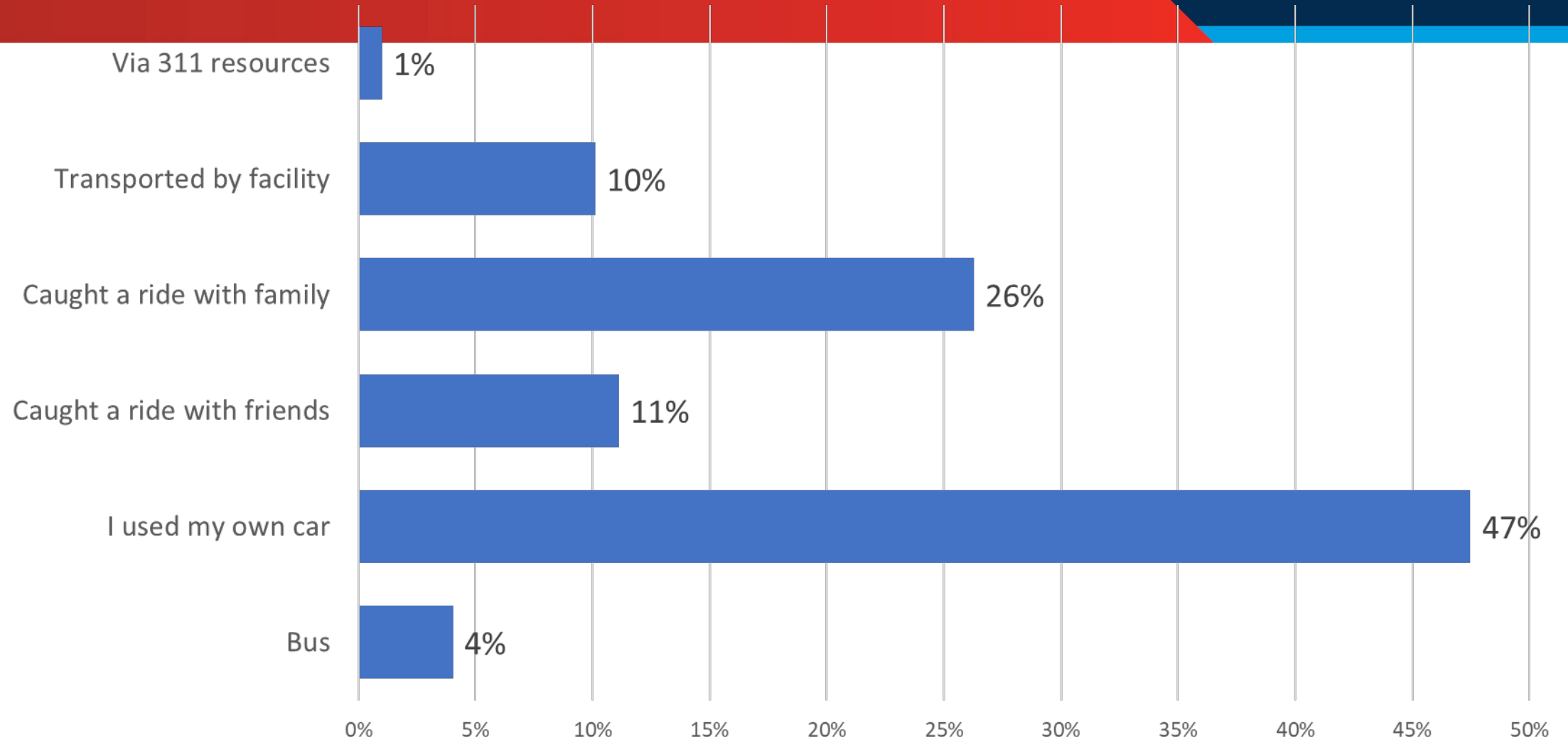
Evacuation Locations



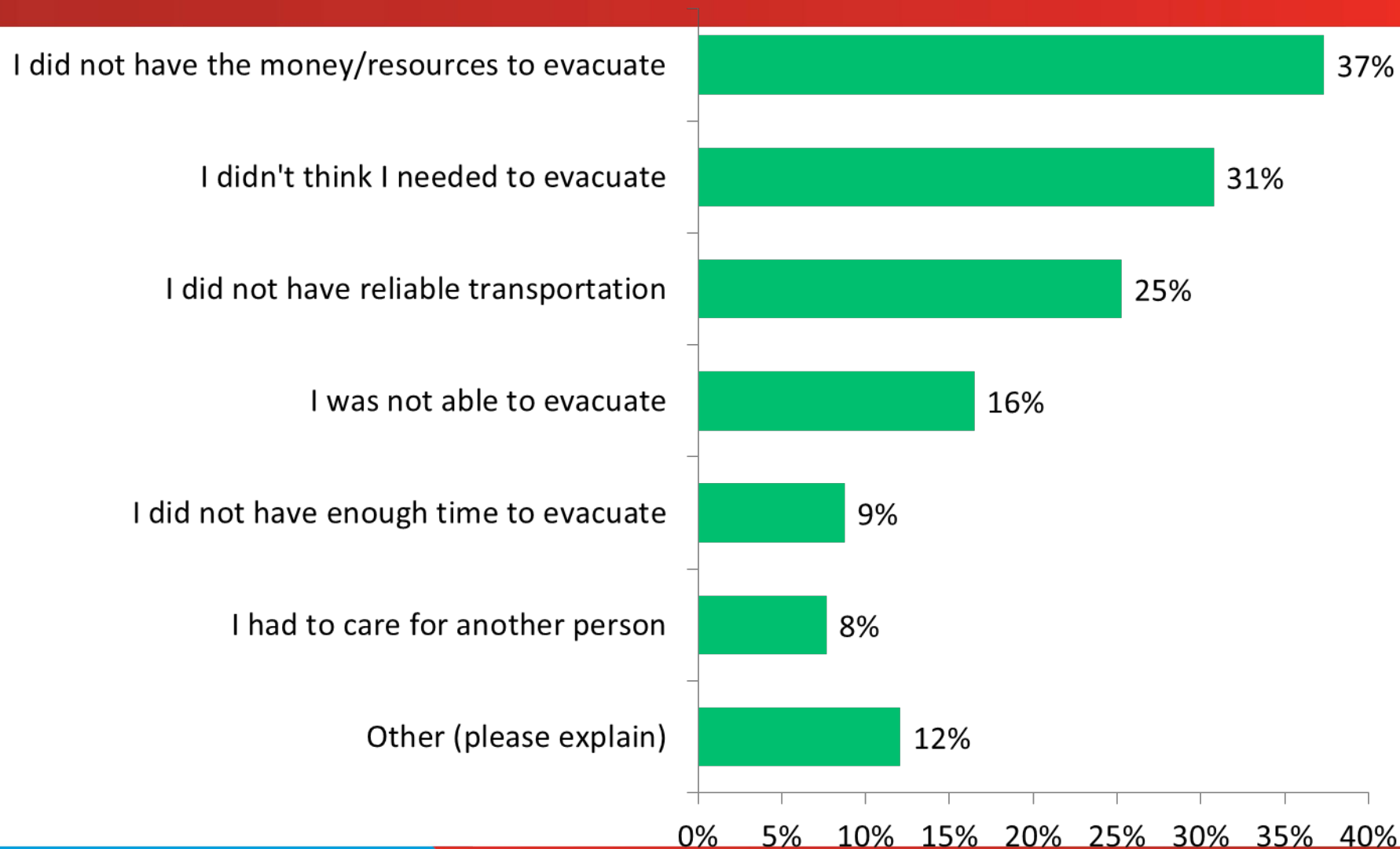
Locations most evacuated to:

- Houston, TX
- Other parts of LA
- Atlanta, GA
- Jackson, MS

How did you evacuate?



If no, what are the reasons why you did not evacuate? [Check all that apply]



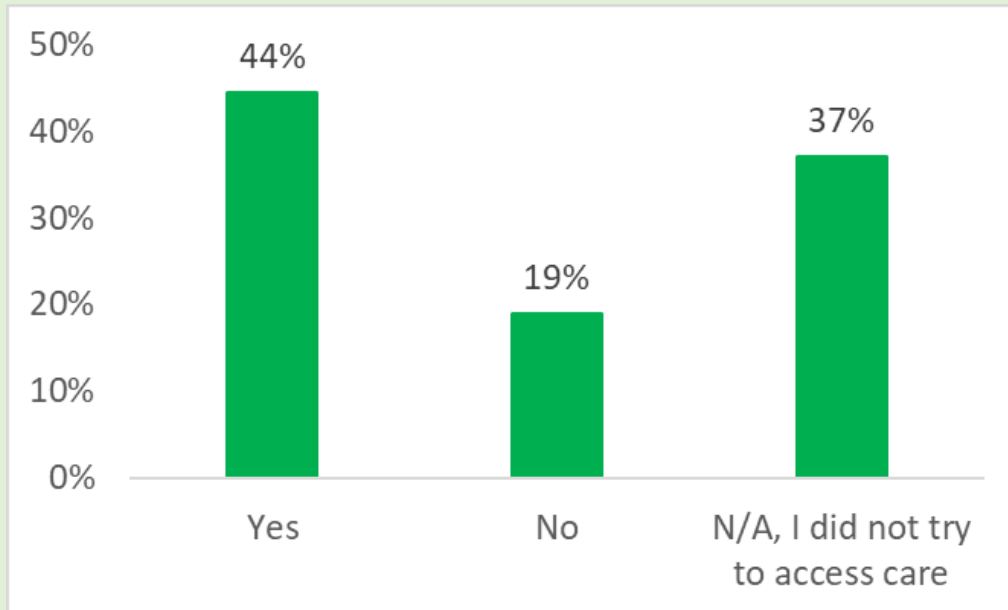
Other Reasons for Not Evacuating

- Already living or visiting out of state
- Had to work
- Had to care for pets
- Staying at a hotel

Access to Care

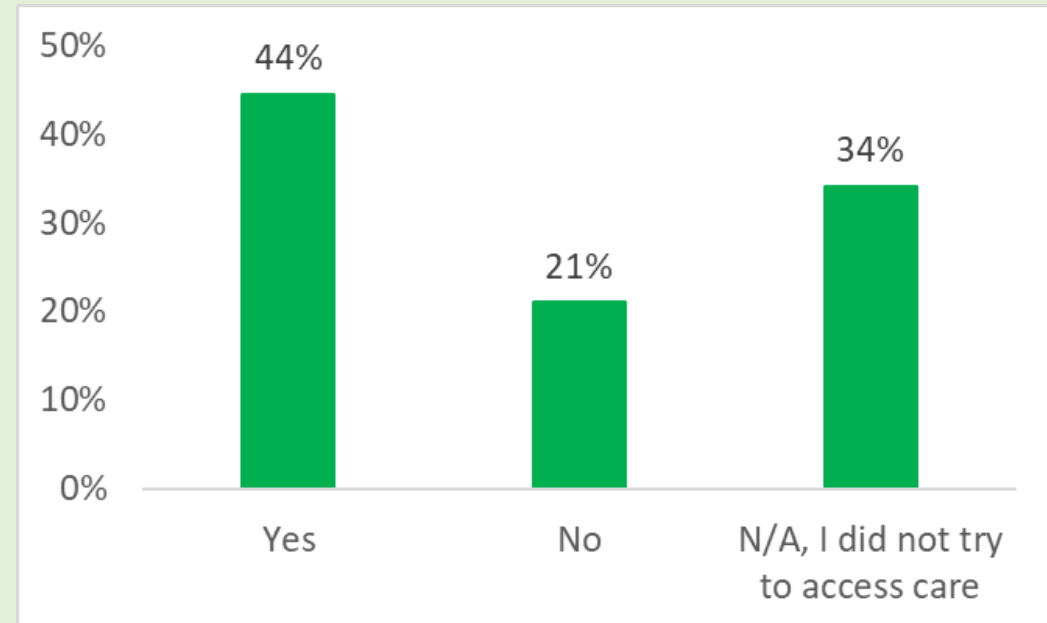
Q: Were you able to access HIV related care during or immediately after Hurricane Ida?

Clients who Evacuated



Of those who tried to access care, 30% were unable to access care.

Clients who Stayed

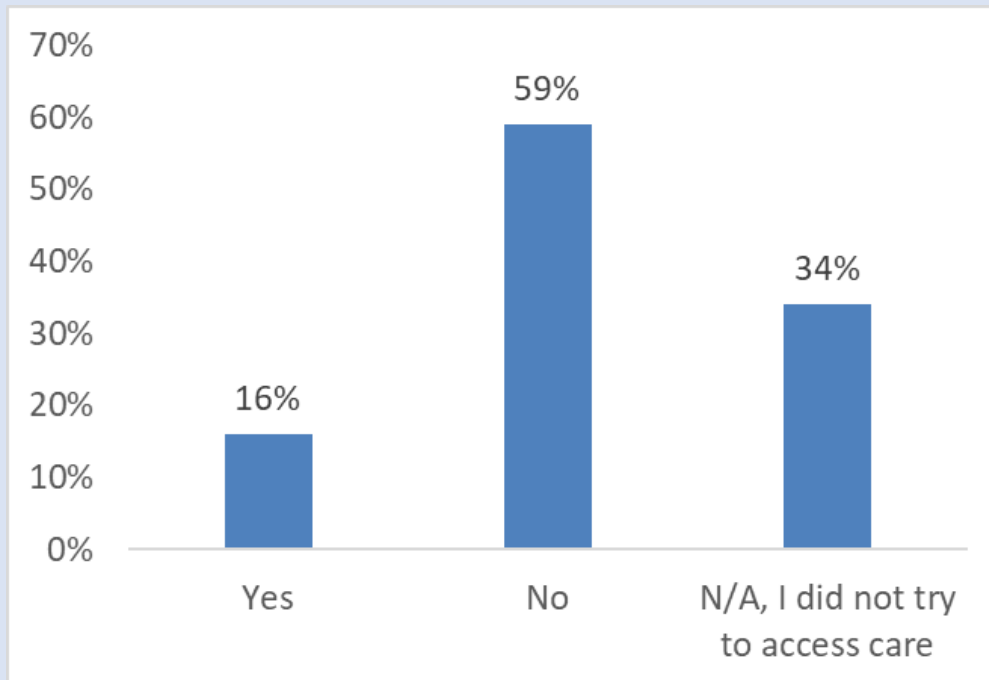


Of those who tried to access care, 32% were unable to access care.

Access to Medications

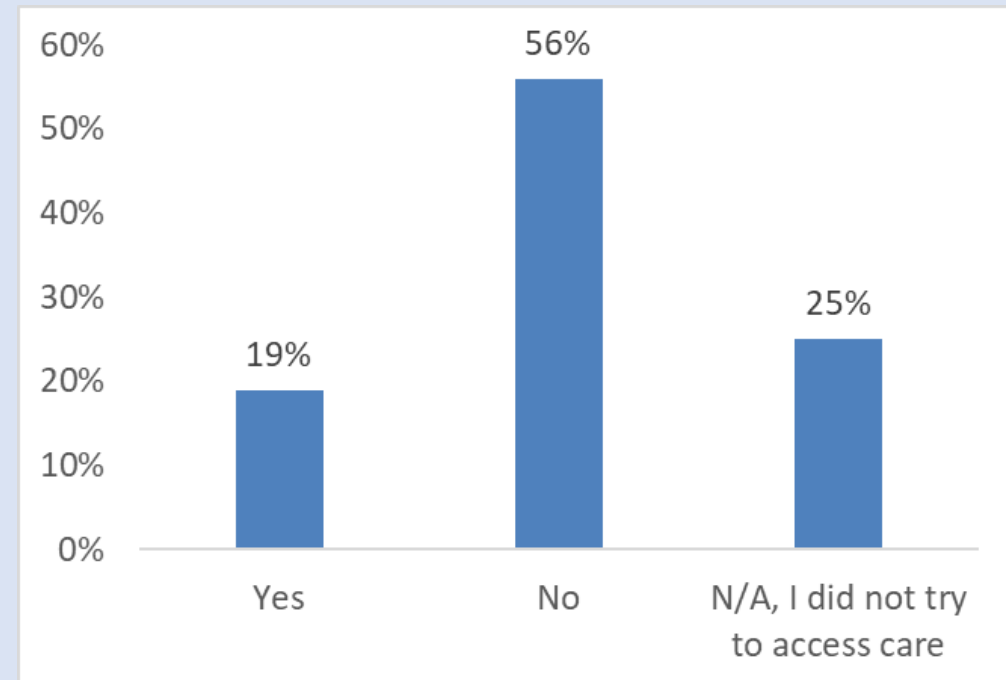
Q: Did you have problems with accessing your medications during or after Hurricane Ida?

Clients who Evacuated



Of those who tried to access medications, 21% had problems.

Clients who Stayed

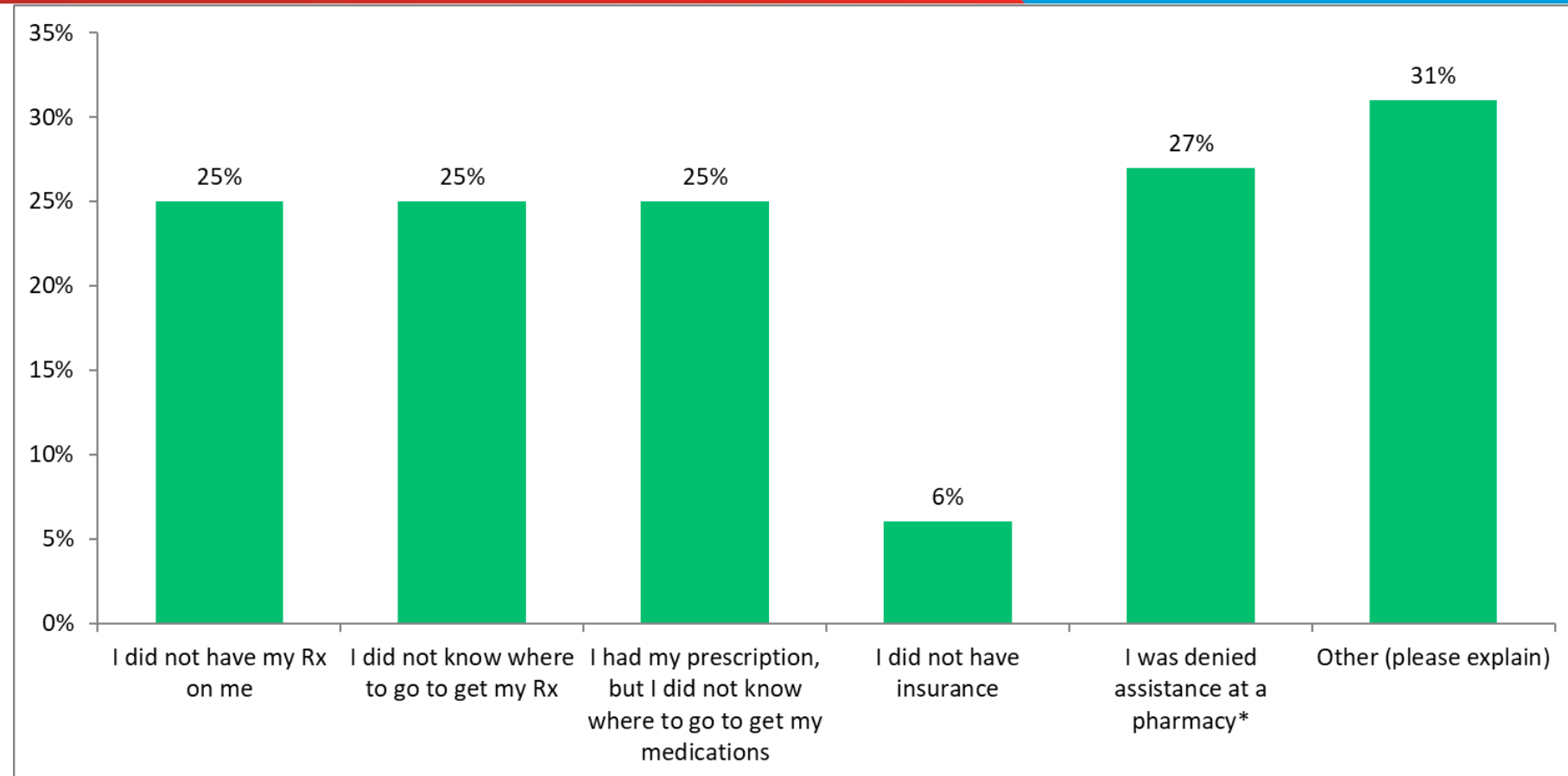


Of those who tried to access medications, 25% had problems.

Problems Accessing Meds - Clients who Evacuated

Other Meds Access Problems

- “I had to order it and it took 9 days to go through to get my medications.”
- “I needed a doctor and wasn't able to get a referral or care anywhere I had gone to.”
- “Facility was responsible for my medication.”
- “My family doesn't know my status.”

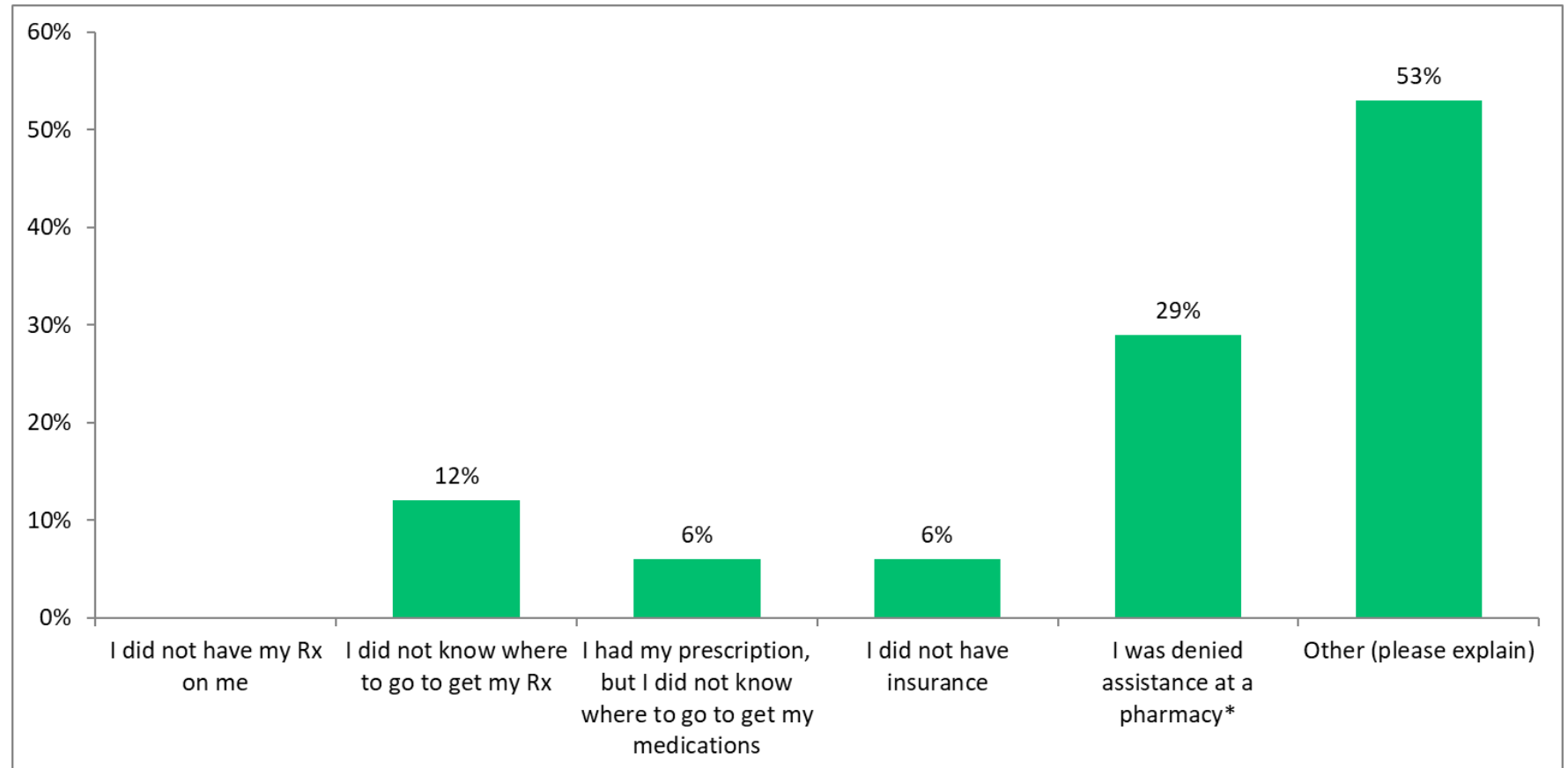


*pharmacy did not accept insurance, pharmacy would not fill, pharmacy did not have medications, pharmacy did not have my prescription, etc.

Problems Accessing Meds - Clients who Stayed

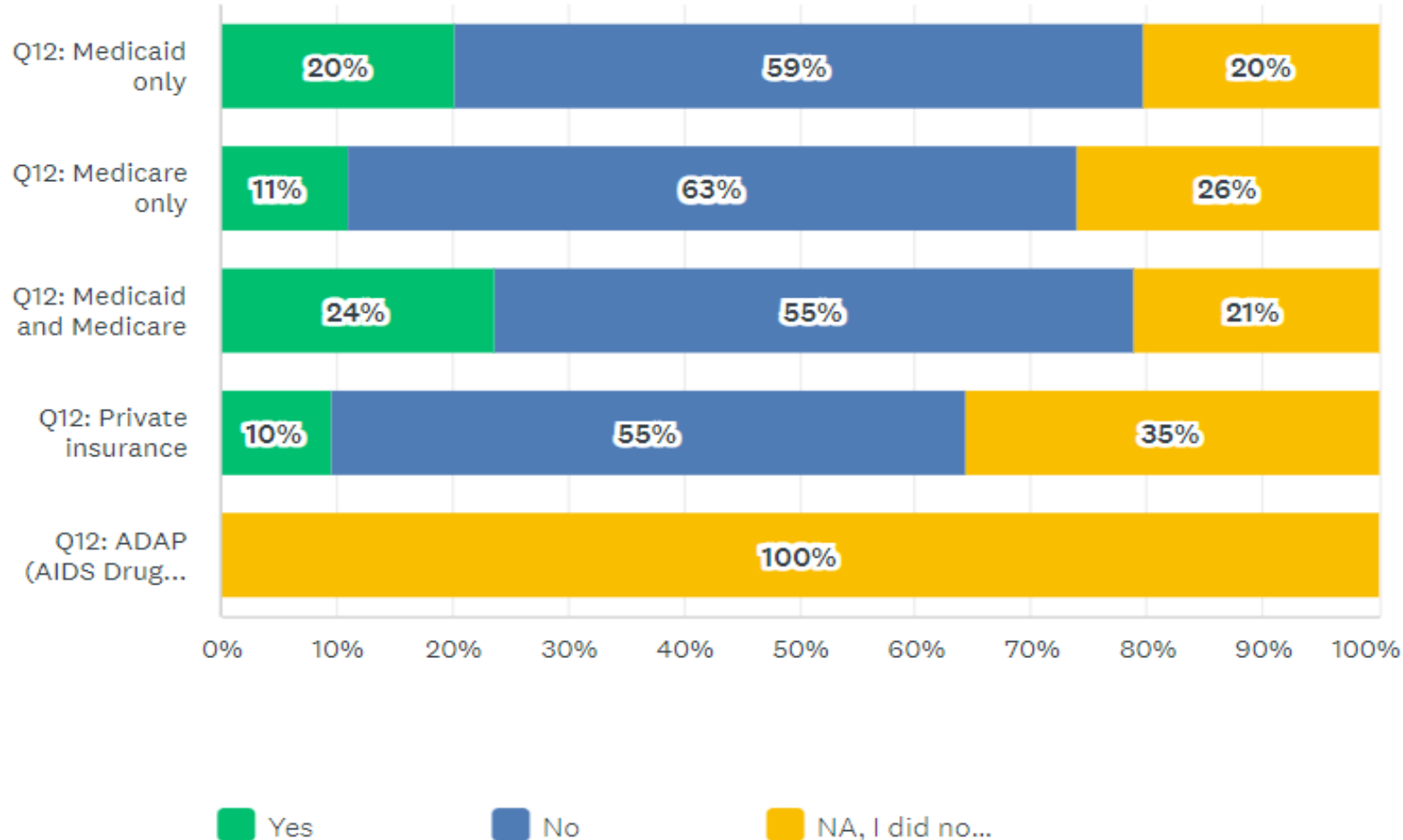
Other Meds Access Problems

- Pharmacy was closed
- Could not find pharmacy with medications in stock
- “I was out of night meds and depression meds.”
- “Very long wait at pharmacy and they did not have some medications in stock. They were not open regular hours.”



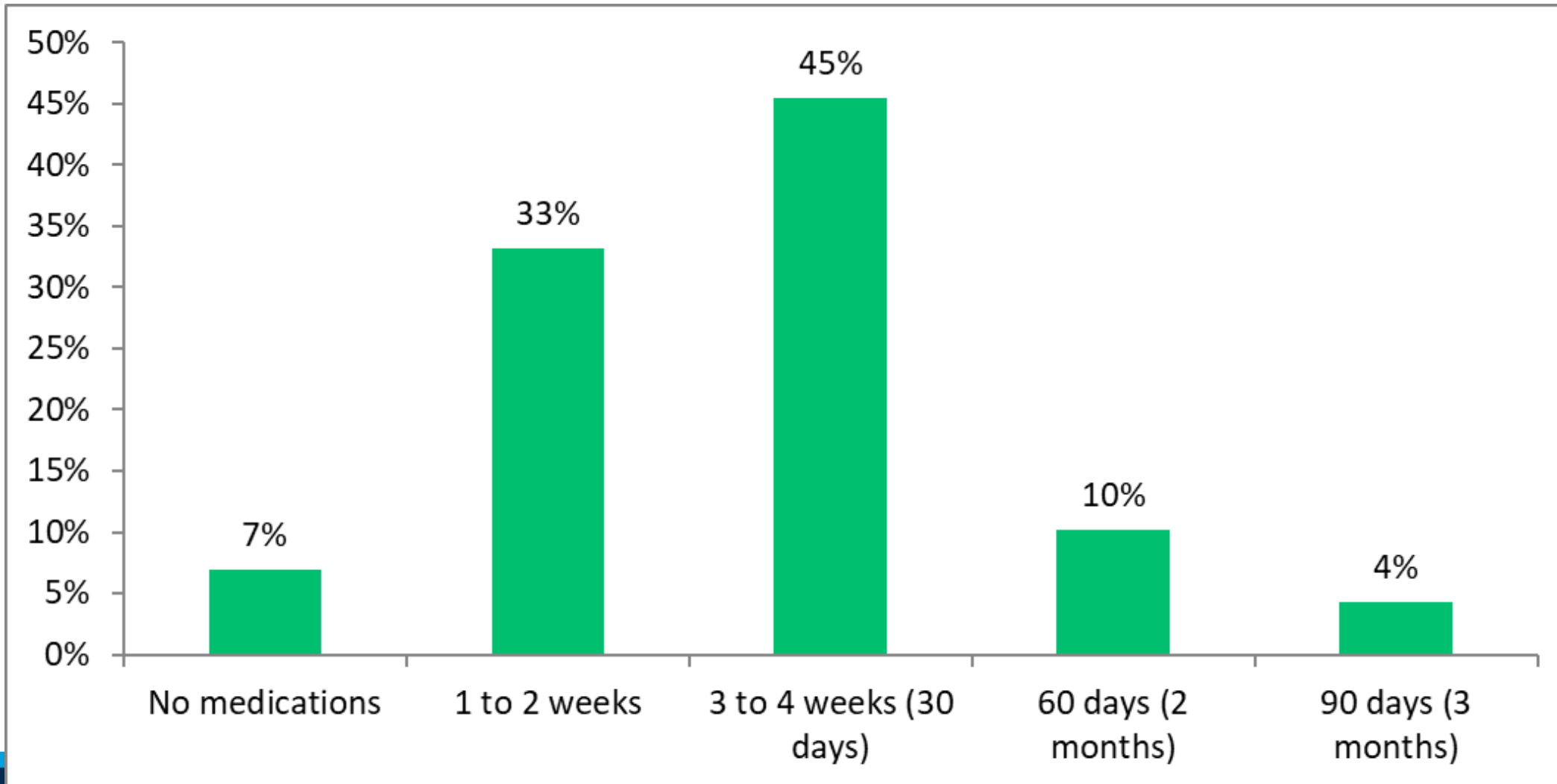
*pharmacy did not accept insurance, pharmacy would not fill, pharmacy did not have medications, pharmacy did not have my prescription, etc.

Problems Accessing Meds by Insurance



Medication on Hand – All Clients

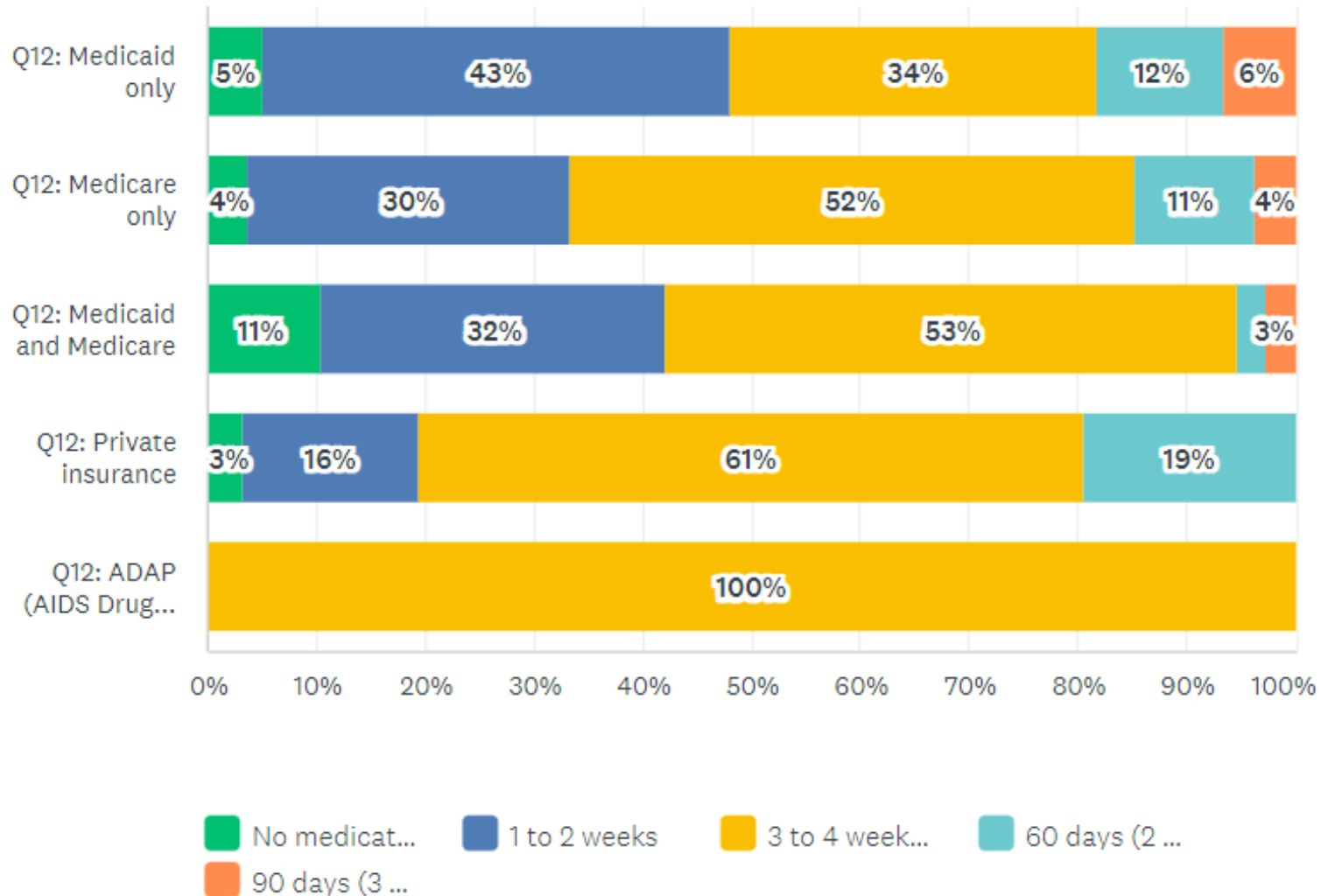
Q: How much medication did you have on hand when Hurricane Ida hit?
(n=187)



Note: Prior to the hurricane, the national emergency declaration was in effect due to COVID-19 and 90 day refills were allowable

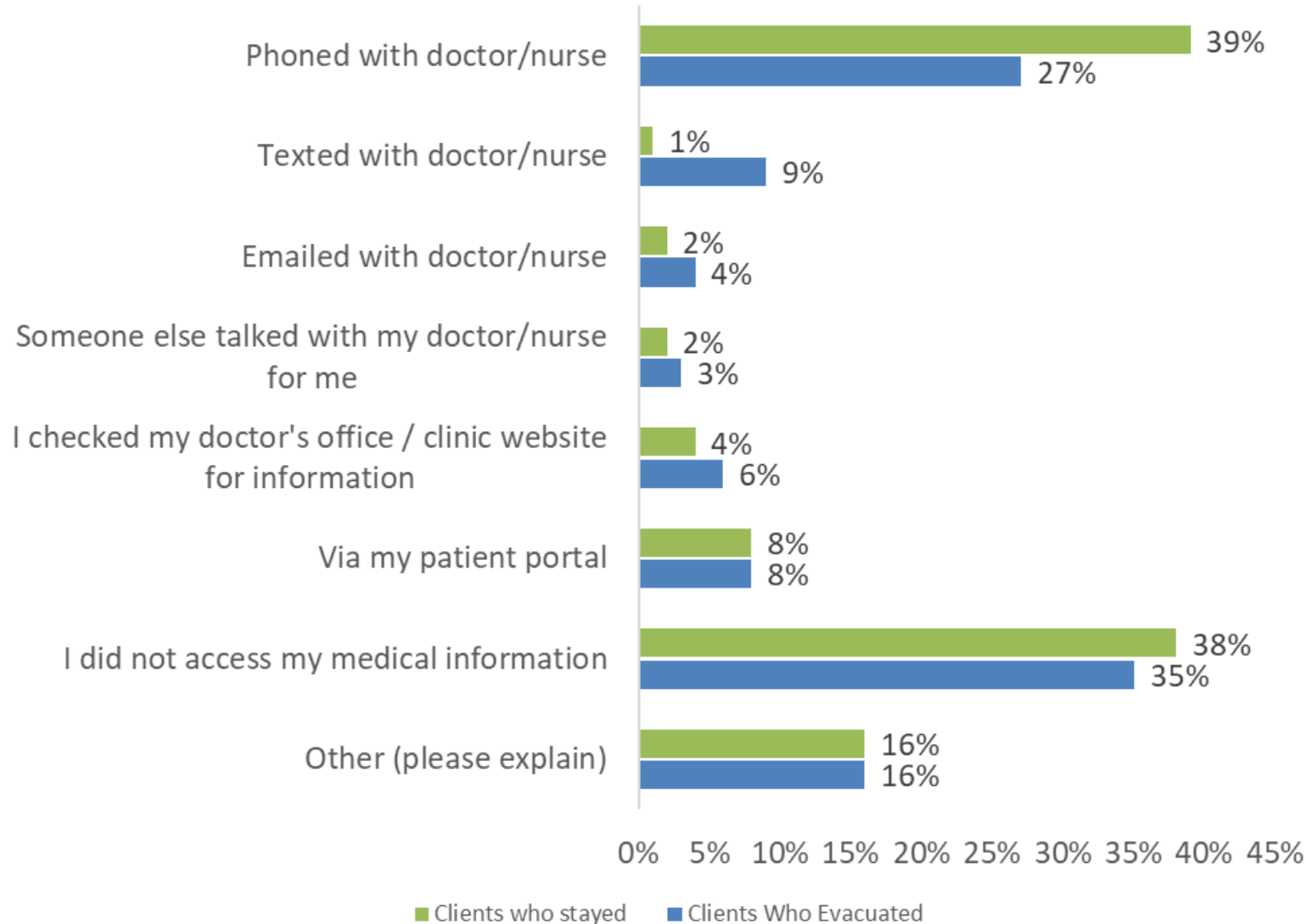
Medication on Hand – by Insurance

Q: How much medication did you have on hand when Hurricane Ida hit? (n=187)



Access to Medical Info

Q: How did you access medical information during/after Hurricane Ida? [Check all that apply]



Other Med info Sources

Clients who Stayed:

- Case manager
- Patient Portal
- Social worker
- Other Pharmacies

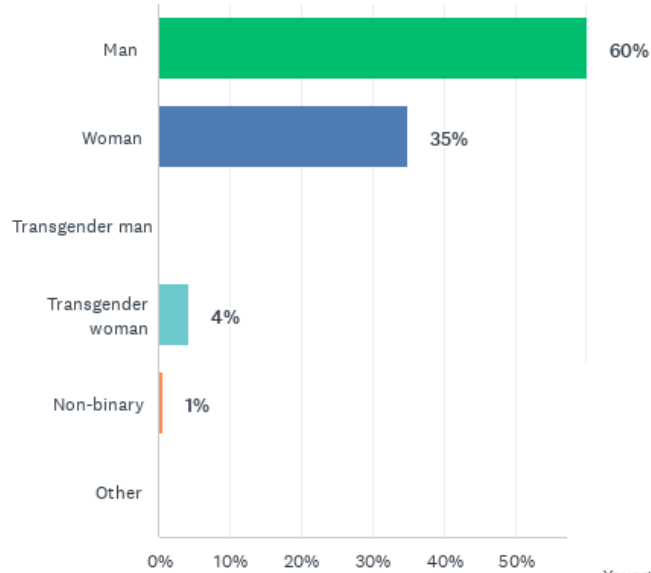
Clients who Evacuated:

- Case manager
- Friends
- Work supervisor

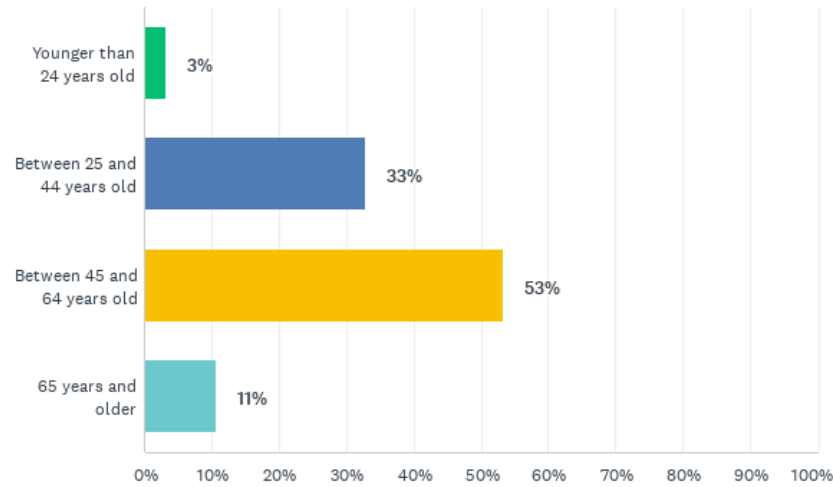
Q:What would help you to be better prepared for the next hurricane season?

- Money / gas cards / resources
- Leave sooner
- Arranging transportation early / bus tickets
- “Keep extra medication and have a list of out of state agencies where I can get medications”
- Calling ahead of time for med delivery
- Text messages
- Getting extra medication when hurricane season starts
- Assistance with evacuating and a place to go
- “I need more medications allowed by insurance”
- “Automated hotline AND updated patient portal”
- “A call from pharmacy to tell us what to do or any info”

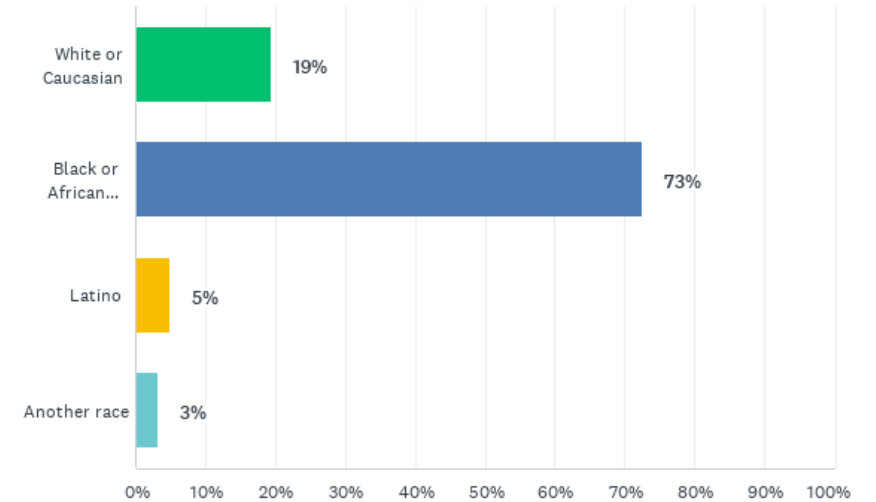
Q13 What is your gender identity?



Q16 What is your age?



Q14 What is your race?



8% indicated they are Hispanic

Patient Level Response and Recovery Barriers- Summary

- Structural Barriers

- Access to Medicines

- Both patients who evacuated and those who stayed had issues accessing care and medicines.
 - Higher for those with Medicaid
 - Physicians ability to write prescriptions was limited if the patient was out of the covered area

- Physical Location

- Patient's evacuation was most often to Texas but also to other states.

- Providers Reports from Patients

- Housing (damages, unlivable, temporary)
 - Food Shortages
 - Loss of Income
 - Extra need for Emergency Financial Assistance services
 - Fear of taking medicine in front of extended family or friends.
 - Lack of knowledge about how or where to access medicines

Innovative Approaches to Response and Recovery Barriers

- At the Clinic Level
 - Update voice mail message on clinic phone and hospital phone regularly with status and information.
 - Offer staff training on how to access patient portal from smart phone, how to add work email to smart phone.
 - Educate patients about the ability to obtain 90 day prescriptions.
- Increase enrollment in patient portal
 - Important when disruption of power and internet as can be accessed via cell data and has medicines, labs and other info
 - Underutilized by patients in survey(8%)
- Conduct a hurricane response drill prior to June 1 and prior to August 1. Peak activity occurs in August through September.

Innovative Approaches to Response and Recovery Barriers

- Community Level
 - Advocating with Medicaid and other insurers for 90 day prescriptions
 - Coordinating with surrounding states (TX, MS) or agencies within Louisiana
 - Updated information Hub
 - With open pharmacies and evacuation locations
 - Car Pool Evacuation with Volunteers
- Education providers and case managers regarding the option of 90 day refills for patients
- Coordinating communication strategies with stakeholders
- Emergency preparedness planning for patients
- Empower patients to know how to access their medicines

Mitigation- Lessons Learned

- At the Individual Level
 - Provide/have a small portable battery- operated radios to get important updates
 - Battery operated fans and flashlights
 - Have a list of important phone numbers, including family and friends, on a card in purse or wallet. Do not rely on only having these numbers in your phone.
 - Encourage people to ensure they can open windows in their home if the power is out. Many windows have been painted shut over time.
 - Having people identify their needs to prepare for emergencies with a “stay kit” and “evacuation kit”

Mitigation- Lessons Learned

- Cannot plan for everything
 - Need to be flexible and work within the constraints
- Collecting the data from patients can result in innovative approaches
- Education of patients imperative
 - Especially on the importance of requesting refills when 3-7 pills left (7% had no medicines)
 - How to enroll and use patient portal
 - How to access resources from the City and Clinic's websites
- Expand communication strategies
 - Websites with up-to-date information
 - Cross agency and other stakeholder communication
 - Communication with patients
- Patient follow-up strategies during preparations and emergencies
 - With patient input

Providing HIV Care during a Natural Disaster: Experiences from Louisiana During Hurricane Ida

Lauren Richey, MD, MPH

Kirsten Darbyshire, MBA

Vatsana Chanthala, MPH

Yussef Bennani, MD, MPH

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NATIONAL
RYAN WHITE
CONFERENCE
ON HIV CARE & TREATMENT