



Improving Access to PEP in the City that Never Sleeps: PEP Centers of Excellence In NYC

Presenter: Carolina Alcala

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Session: Removing the walls:
Addressing structural barriers to
PrEP and PEP access

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Presenting Authors

- **Carolina Alcala (presenter)**
- Sarah Ramteke
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- Lena Saleh
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- Demetre Daskalakis
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Issue

Post-exposure prophylaxis (PEP) is an emergency medication that prevents HIV if taken within 72 hours of exposure

Many individuals seek PEP through emergency departments and experience challenges

- Long wait times
- Lack of familiarity
- Lack of privacy and
- High out-of-pocket costs

Setting and Purpose

NYC funded five PEP Centers of Excellence (COE)

- One NYC-wide PEP 24/7 call center
- Four brick-and-mortar clinical sites

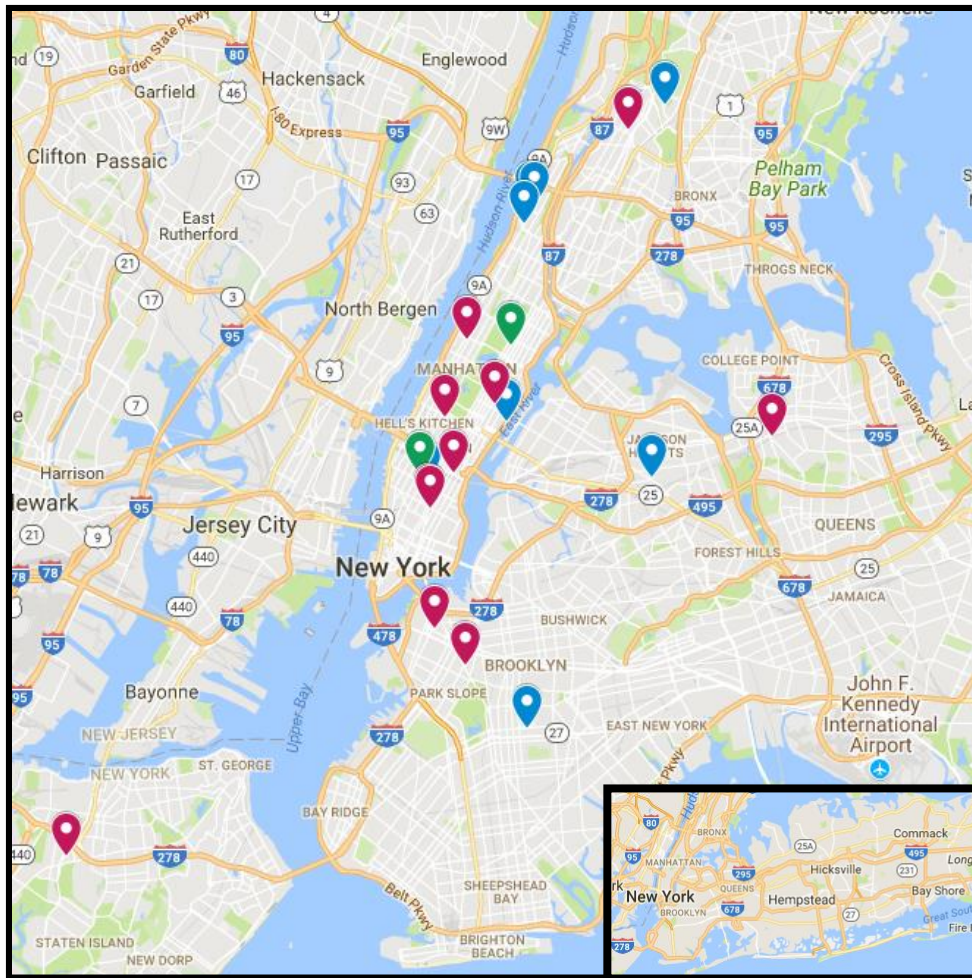
Goal: Coordinated PEP delivery

- Streamlined, patient-centered workflows
- Expert medical and navigation staff
- Free PEP medication on hand
- Capacity for urgent-care / walk-in services
- Navigation and adherence support services

Capacity Building

- Technical assistance
- Trainings tailored for service model
- Conference calls
- Provider meetings
- Learning collaboratives

PEP Centers of Excellence Map



- PEP Brick-and-Mortar Sites
- PEP Call Center (Navigation Site)
- PEP Call Center Pharmacy Locations

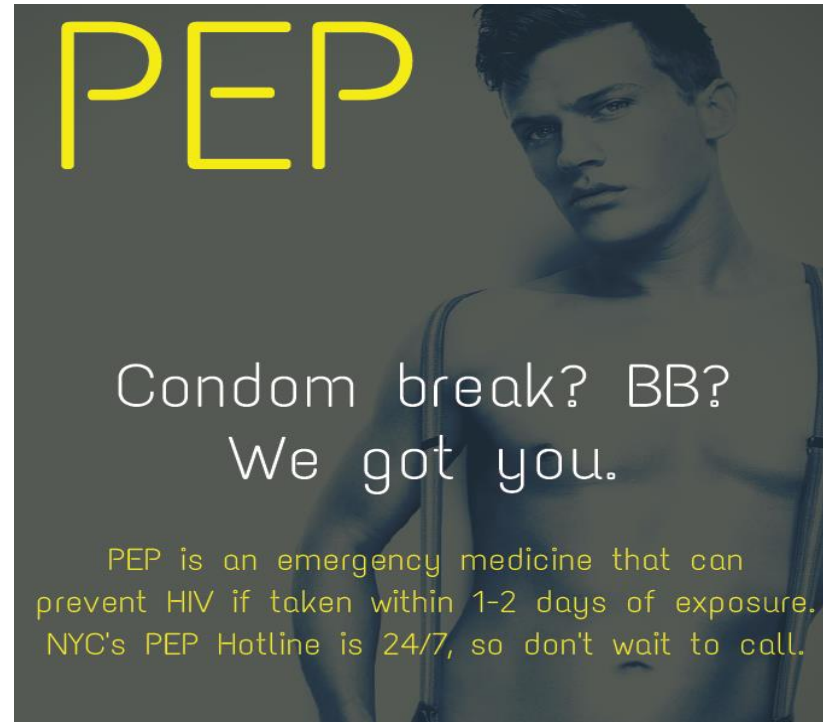
Marketing the PEP Centers of Excellence



Marketing the PEP Centers of Excellence



Marketing the PEP Centers of Excellence



PEP

Condom break? BB?
We got you.

PEP is an emergency medicine that can prevent HIV if taken within 1-2 days of exposure. NYC's PEP Hotline is 24/7, so don't wait to call.

PEP Call Center

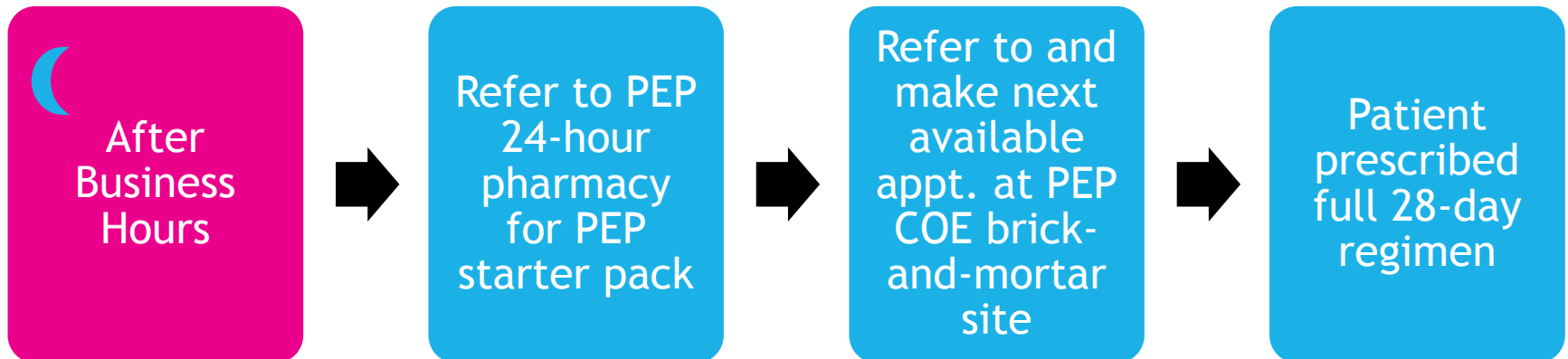
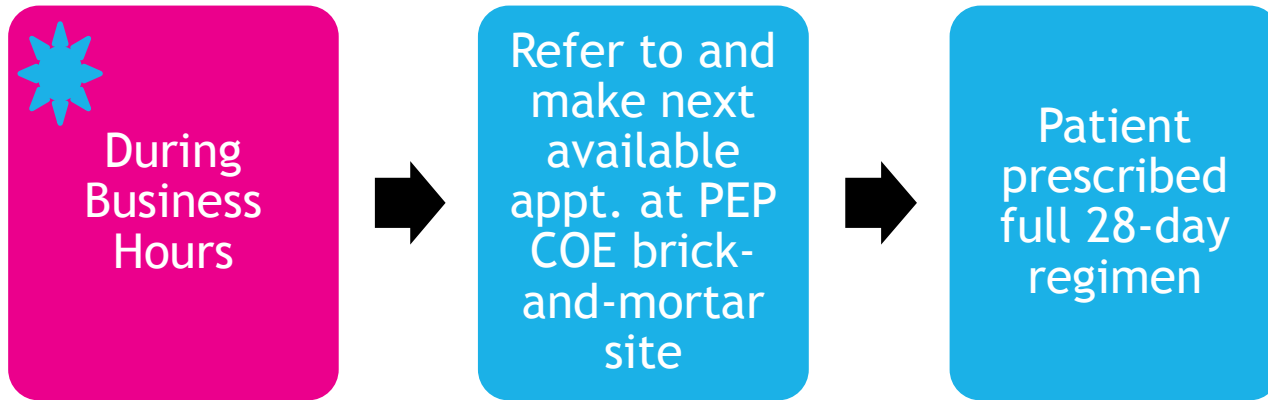
Primary Goals:

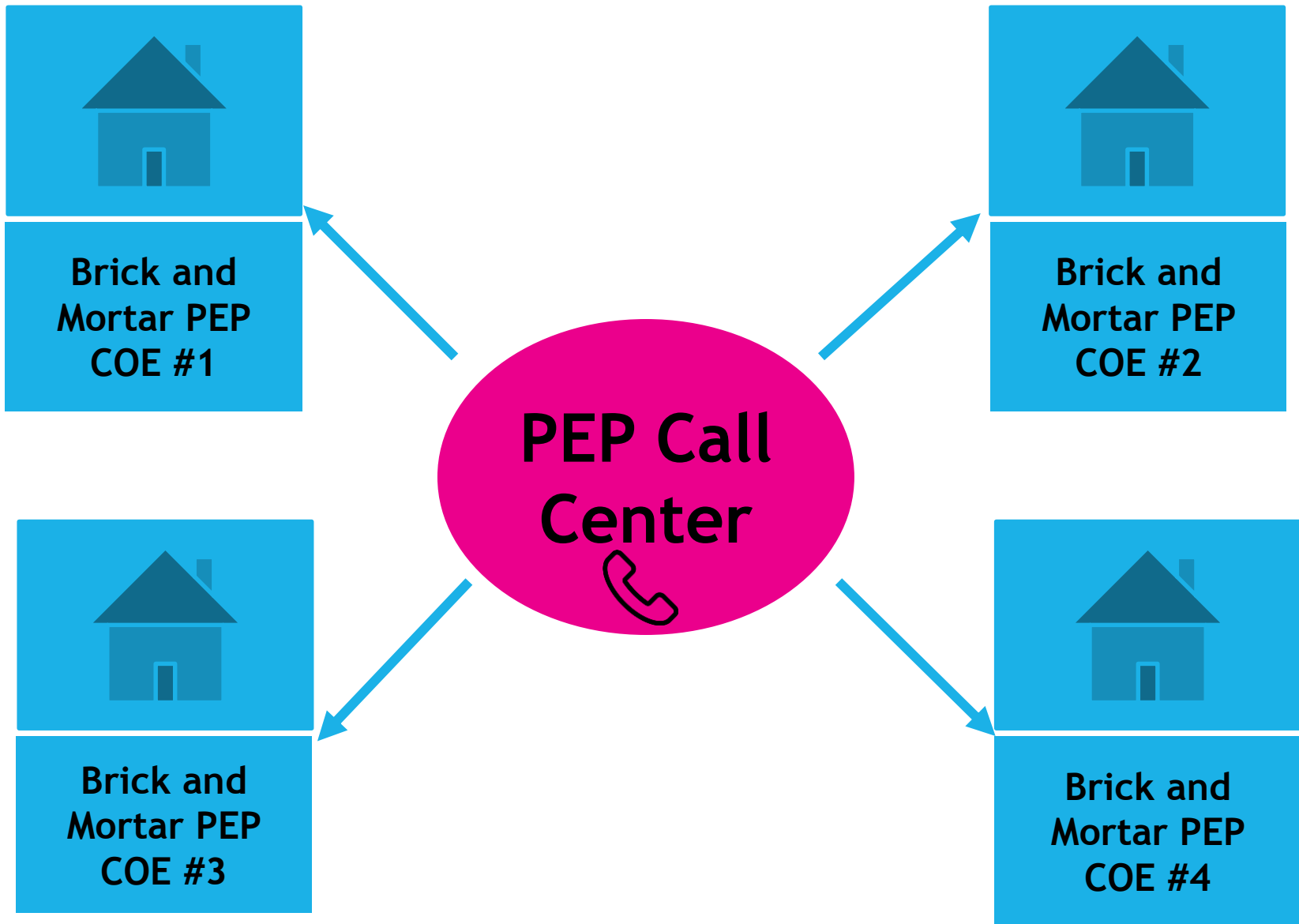
- Serve as citywide PEP Hotline
- Provide initial PEP triage/assessment and emergency prescription services without in-person contact
- Link clients to brick-and-mortar sites for remaining PEP regimen and in-person PEP care/services

Service model components:

- Marketing and outreach
- On-call PEP clinical services
- Linkage and support services

PEP Call Center Flow





PEP Centers of Excellence Brick-and-Mortar Sites

Primary Goals:

- Provide urgent care clinical model for PEP
- Receive referrals from PEP Call Center and CBOs
- Offer prevention navigation services

Service model components:

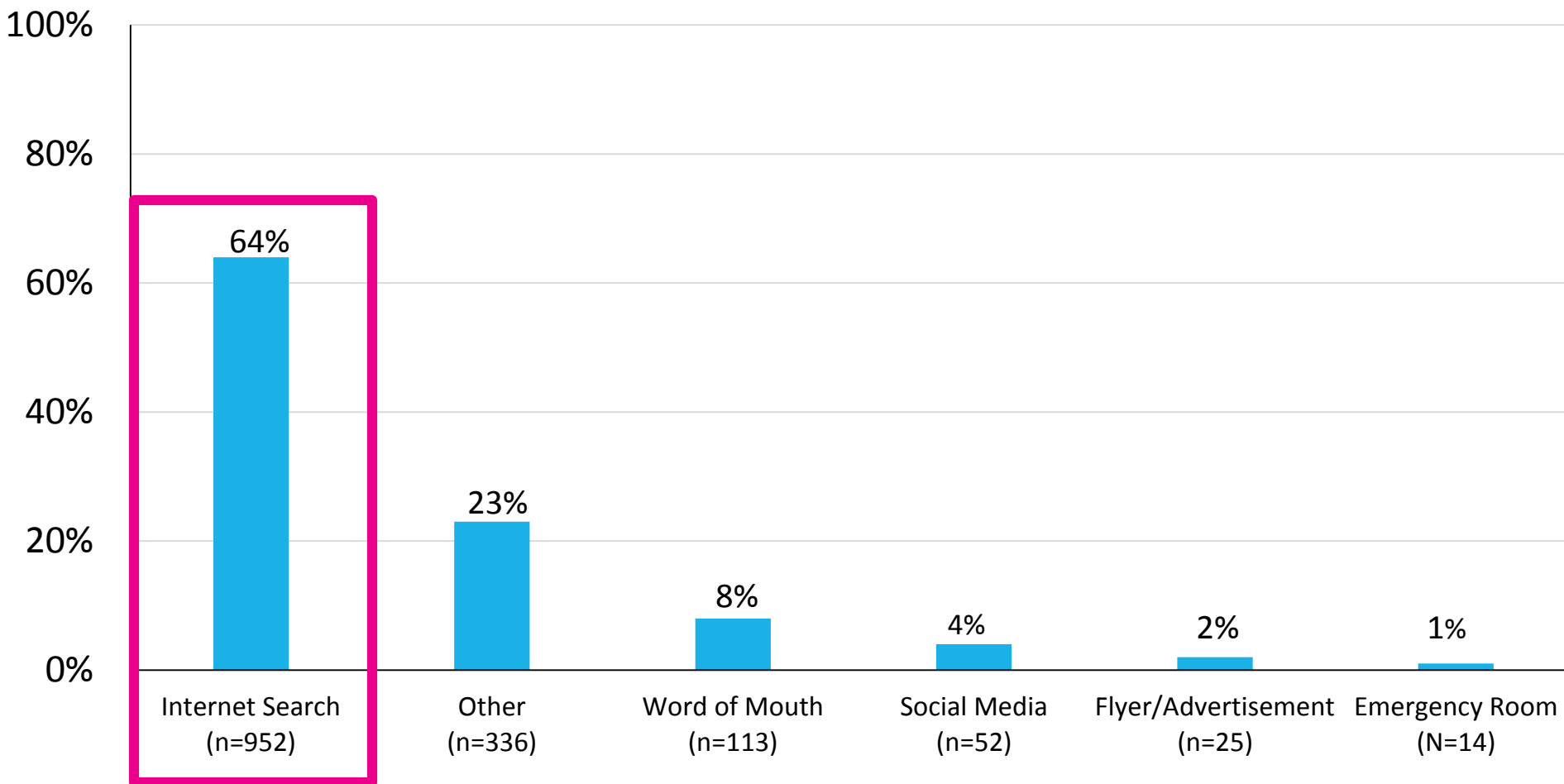
- Marketing and outreach
- PEP clinical Services
- Navigation services

Objective

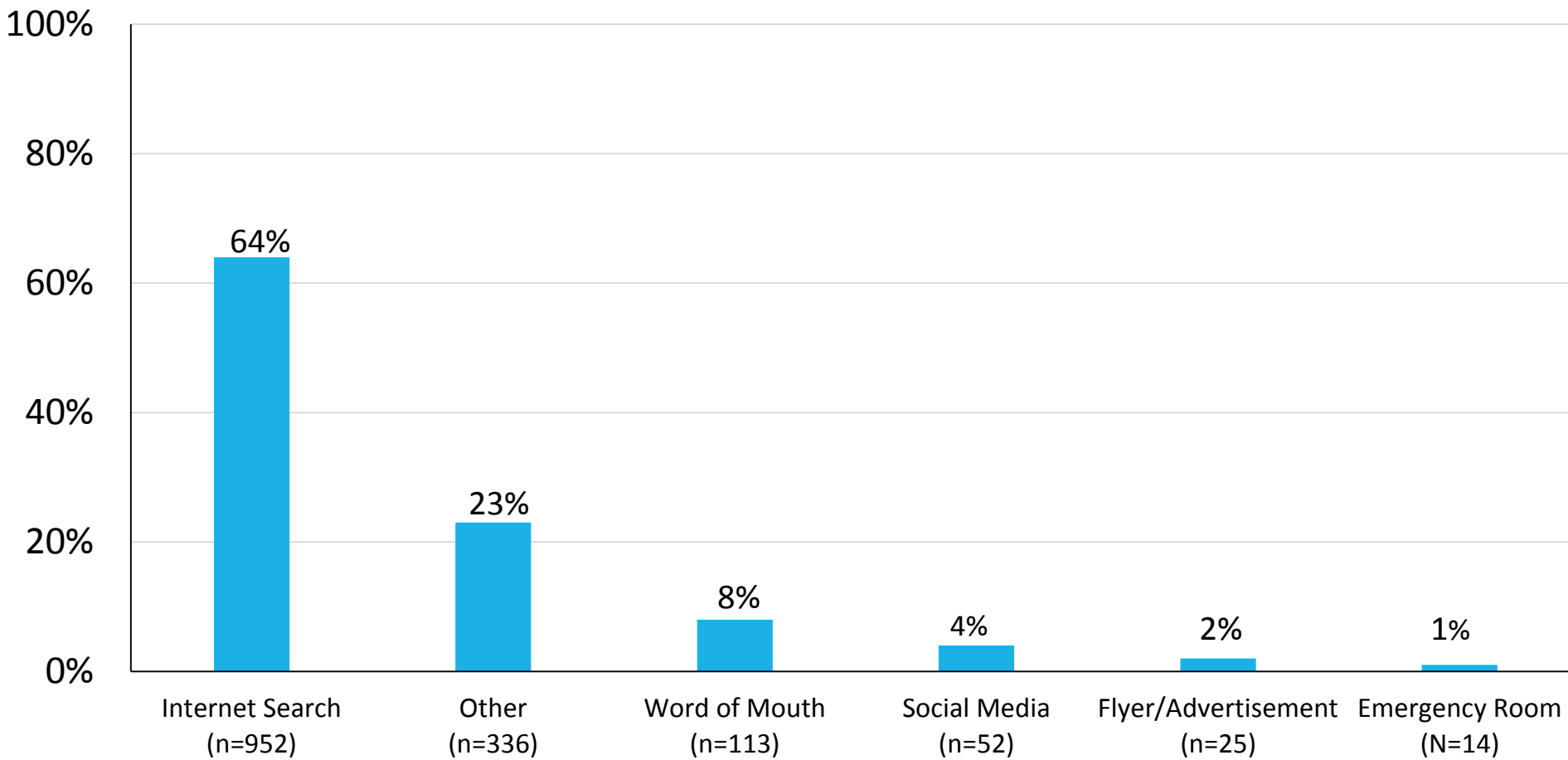
We are presenting data to describe service delivery in the first year of a coordinated network of PEP providers in NYC, from April 2017 to March 2018.

Results: The PEP Call Center

Referral Source of PEP Eligibility Assessments at PEP Call Center (N=1492)



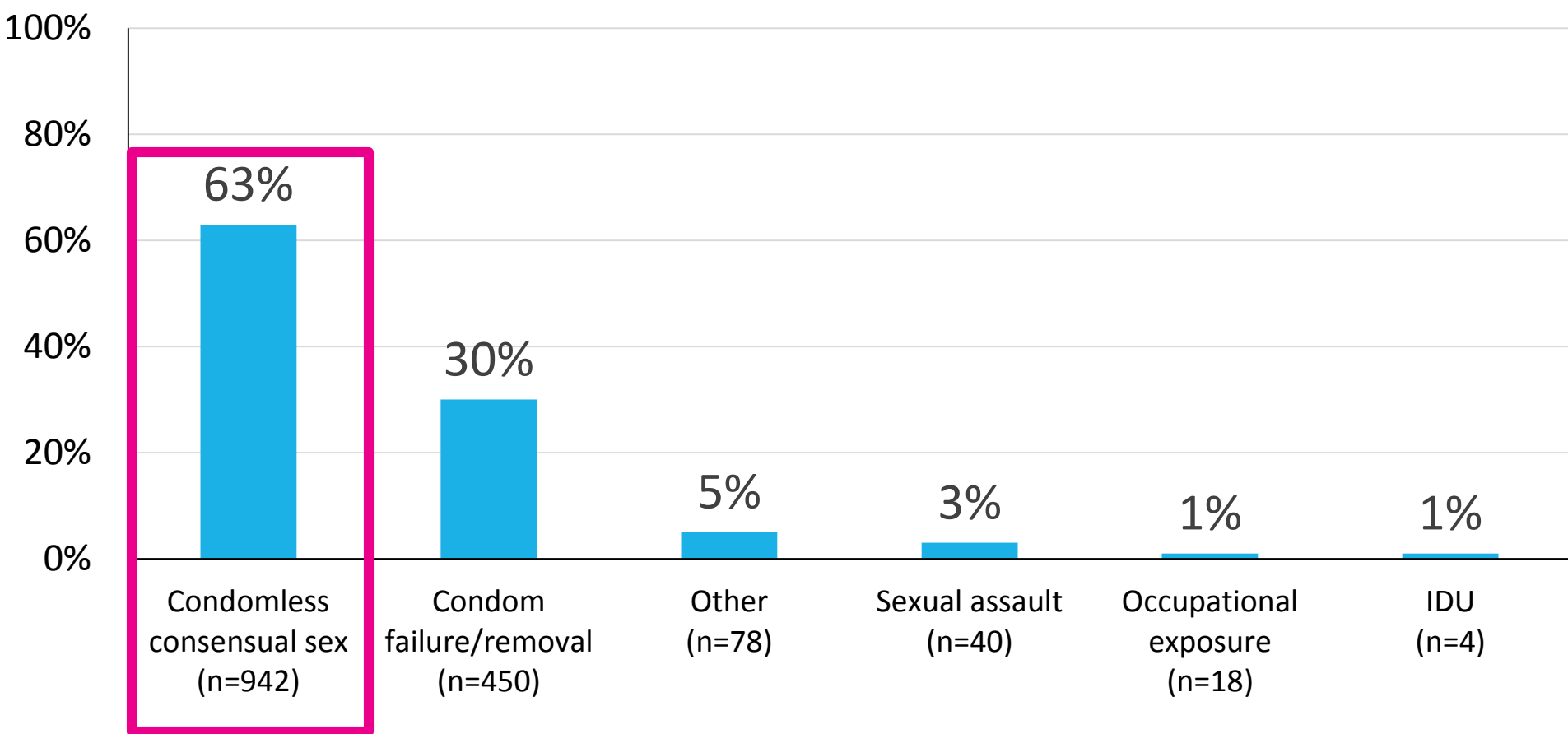
Referral Source of PEP Eligibility Assessments at PEP Call Center (N=1492)



Demographics of PEP Eligibility Assessments at PEP Call Center (N=1,492)

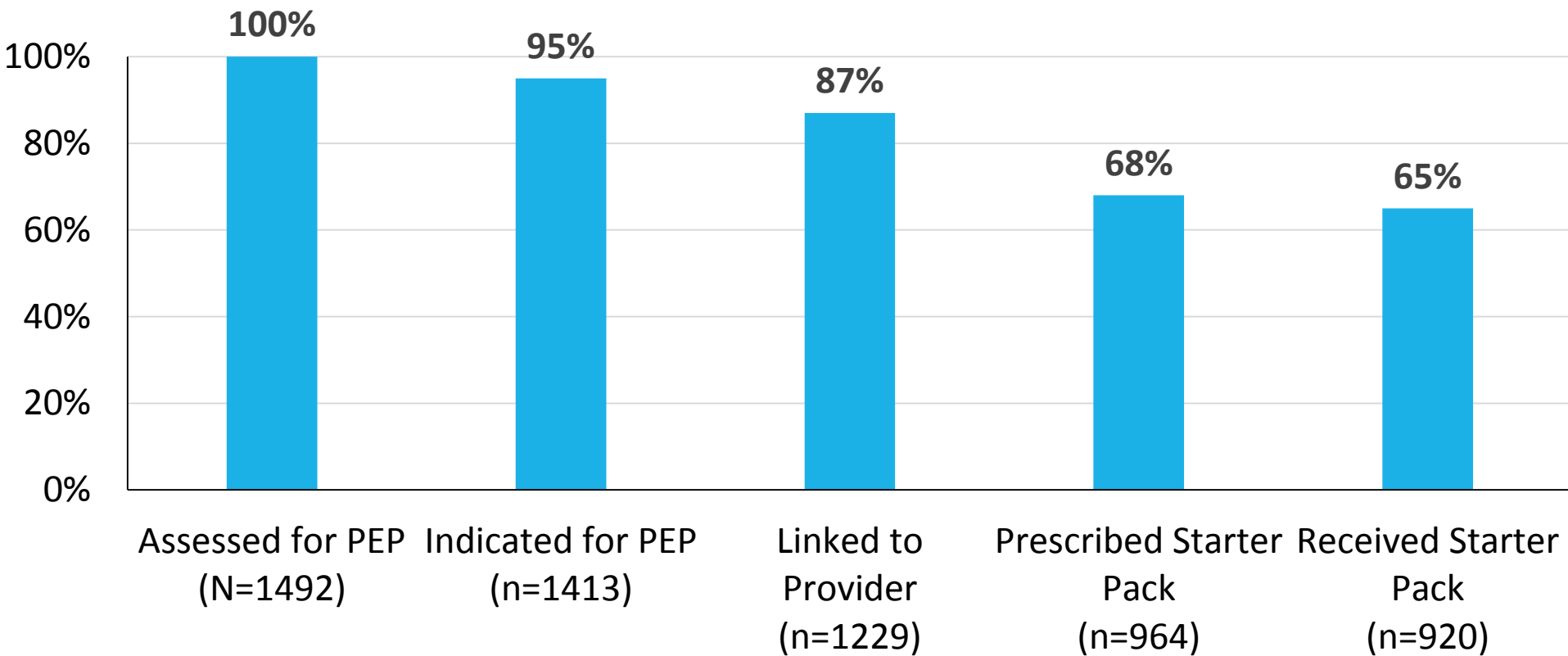
	N	%
Total	1,492	100
All Cis Men	1289	86
All MSM	1045	70
Black/Latino MSM	446	43
Hispanic/Latino MSM	276	62
Black non-Hispanic/Latino MSM	170	38
All Cis Women	177	12
Black/Latina Cis women	84	47
All Trans Men	7	1
All Trans Women	19	1

Exposure among PEP Eligibility Assessments at PEP Call Center (N=1492)



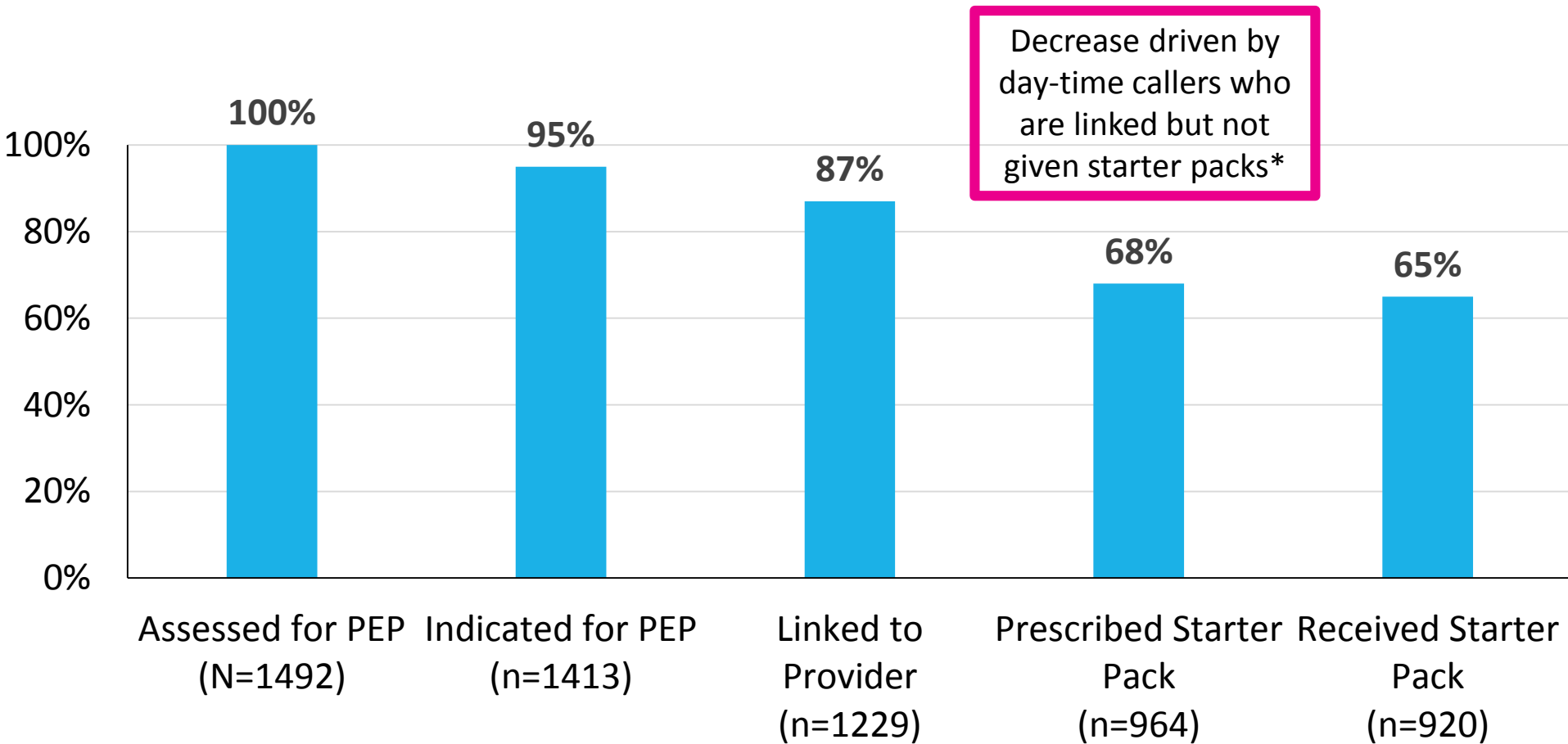
Note: multi-select field; categories are not mutually exclusive

Services among PEP Eligibility Assessments at PEP Call Center (N=1492)



**The drop off between linked and starter packs is largely explained by daytime callers that do not get starter packs if they can be immediately linked*

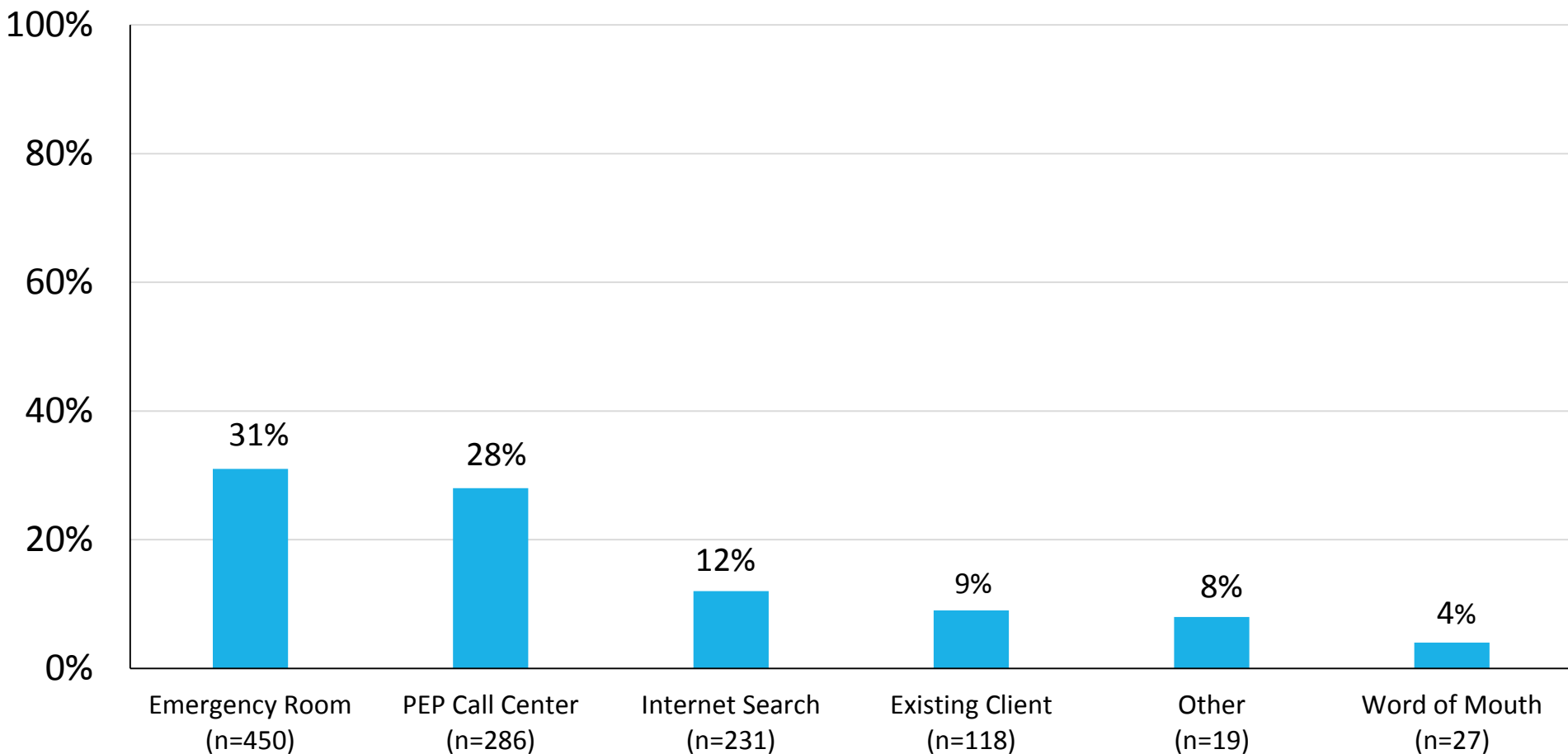
Services among PEP Eligibility Assessments at PEP Call Center (N=1492)



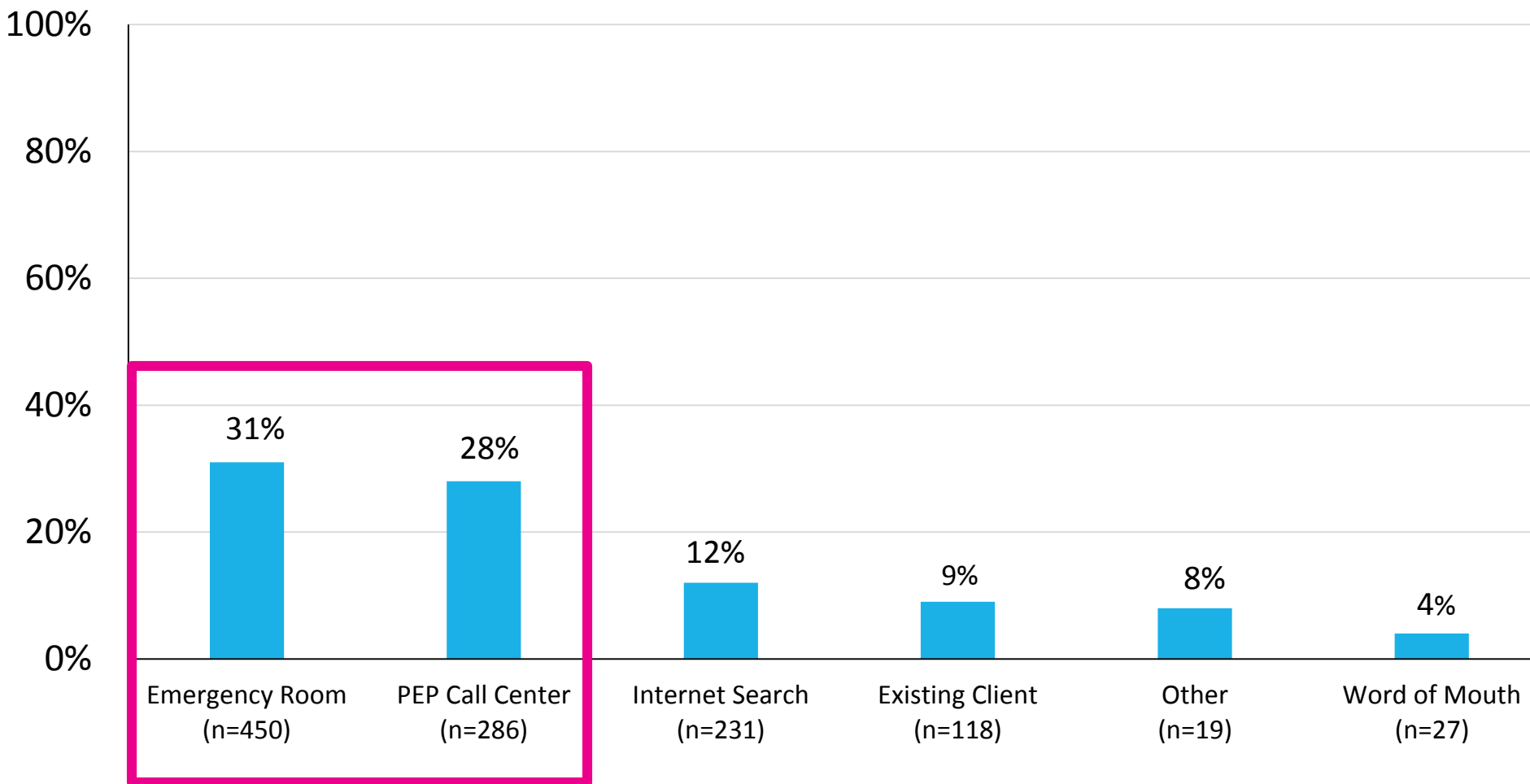
**The drop off between linked and starter packs is largely explained by daytime callers that do not get starter packs if they can be immediately linked*

Results: The PEP COE Brick-and-Mortar Sites

Referral Source of PEP Eligibility Assessments at Brick-and-Mortar PCE (N=609)



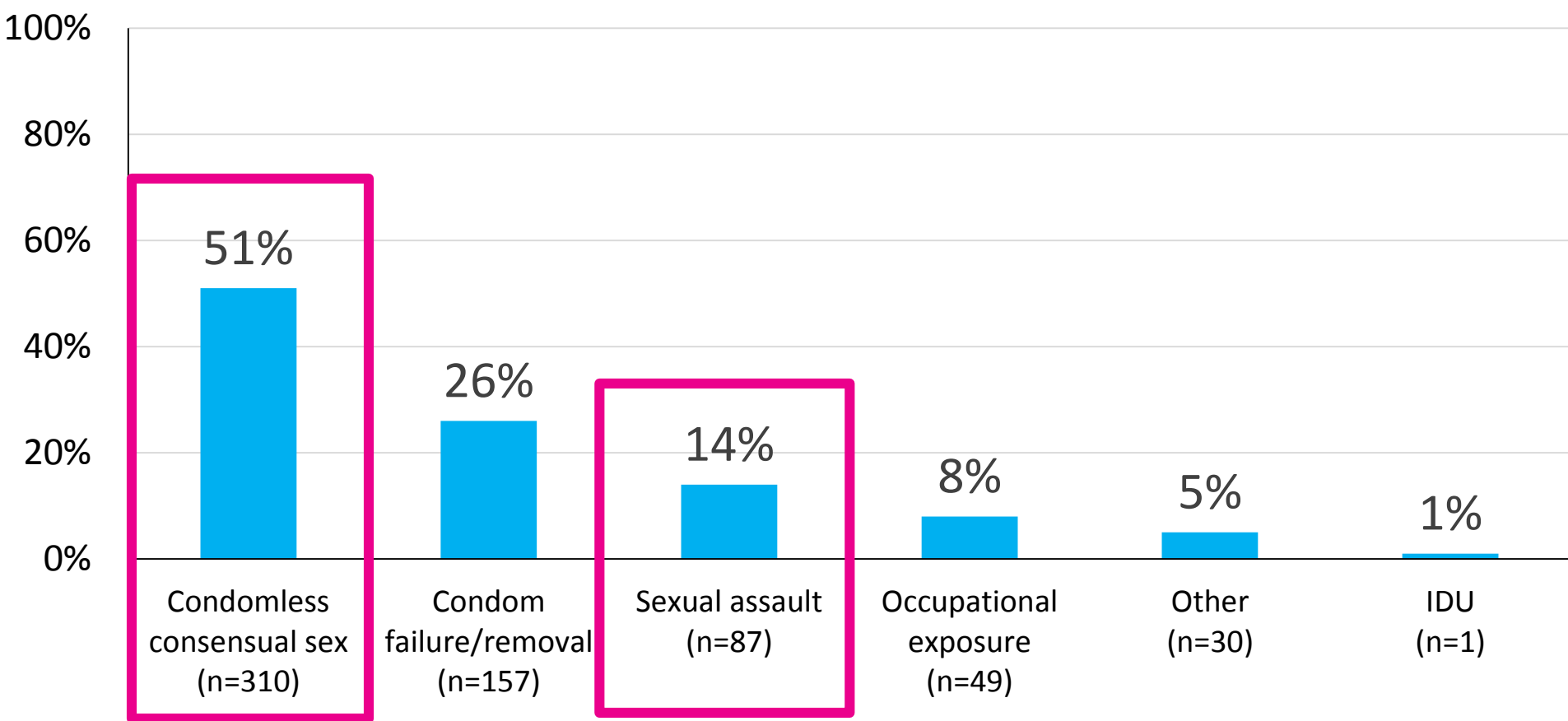
Referral Source of PEP Eligibility Assessments at Brick-and-Mortar PCE (N=609)



Demographics of PEP Clients at Brick-and-Mortar PCE (N=590)

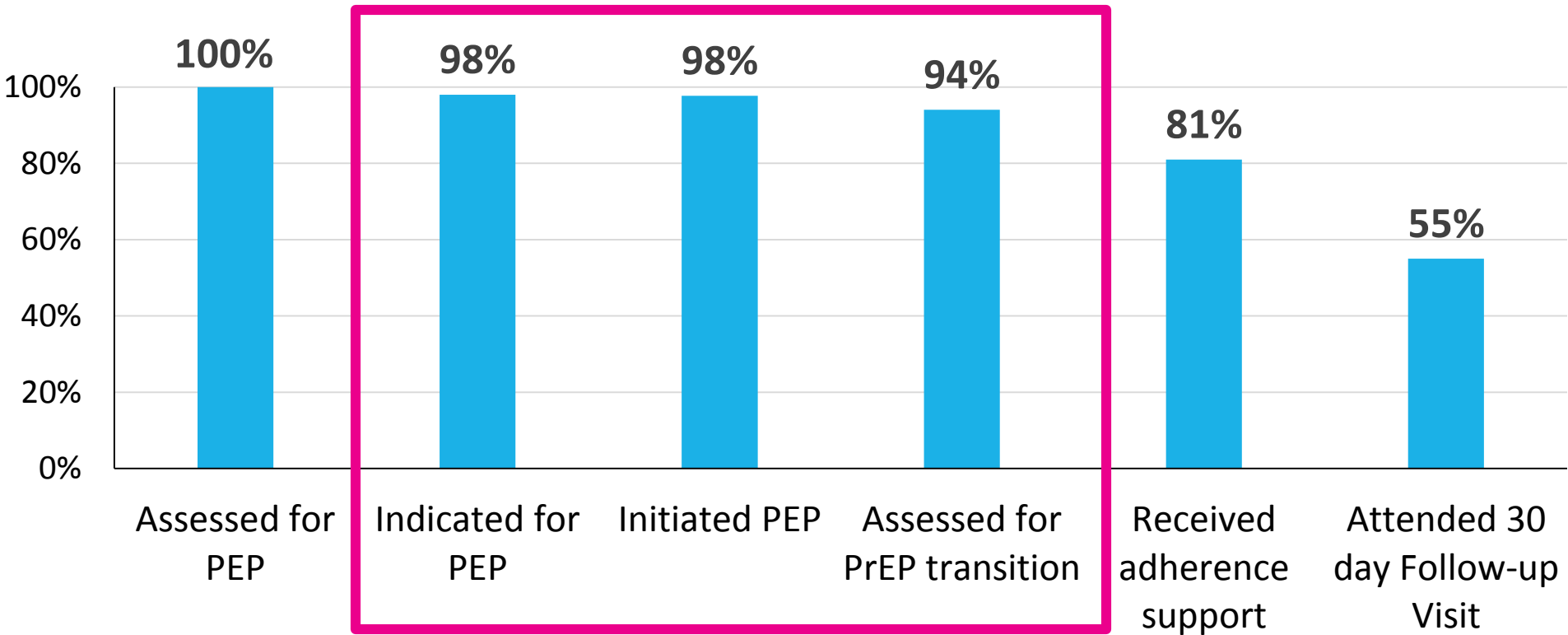
	N	%
Total	590	100
All Cis Men	416	71
All MSM	297	50
Black/Latino MSM	180	60
Hispanic/Latino MSM	127	70
Black non-Hispanic/Latino MSM	53	29
All Cis Women	159	27
Black/Latina Cis women	114	72
All Trans Men	7	1
All Trans Women	19	1

Exposure among PEP Eligibility Assessments at Brick-and-Mortar PCE (N=609)*



*Total PEP Eligibility Assessments (6% of clients were assessed more than once); Multi-select field, Categories are not mutually exclusive

Services among PEP Eligibility Assessments at Brick-and-Mortar PCE (N=609)



**Total PEP Eligibility Assessments (6% of clients were assessed more than once)*

Lessons Learned

Successes:

- Large volume of PEP delivered to priority populations
- Contributed to potential PrEP transition
- Patient navigation contributes to a quality PEP program

Challenges:

- Integration of grant-funded program into hospital systems
- Difficulty with follow-up visit attendance
- Knowing true impact of programs (i.e. infections averted)

Next steps:

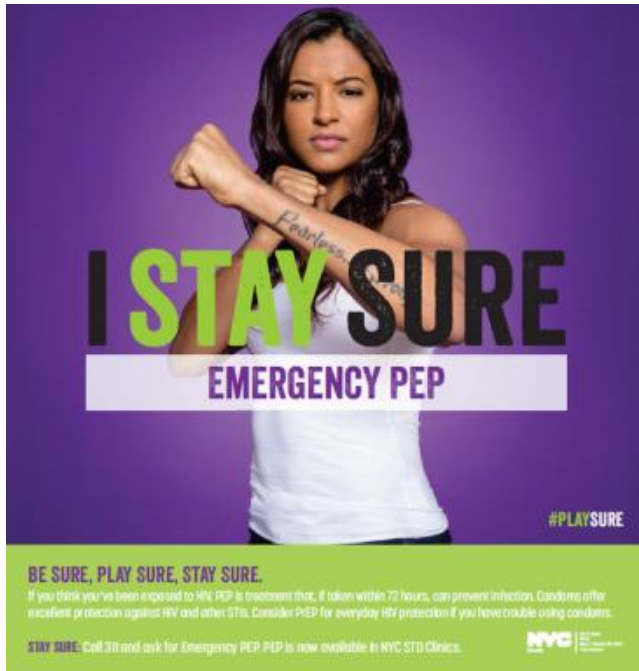
- Technical assistance around inter-departmental collaborations
- Enhancing marketing and recruitment efforts
- Marketing to women and increasing PEP delivery to people of color

Acknowledgments

- **PEP Centers of Excellence:**
 - Elmhurst Hospital Center: Dr. Linda Wong, Maureen Flannagan-Jones, Patricia Freedman, Max Abreu, & Carol Cardenas
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 - Other PEP Centers of Excellence staff
- **PEP Centers of Excellence Clients**
- **NYC DOHMH Prevention Program Staff**

Questions?

Thank you!



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