

# VCU Ryan White Program Quarterly Patient Newsletter



## RW Eligibility

Your Ryan White eligibility is due **annually** and must be updated every 6 months. Please make sure your case manager has a copy of:

- Annual Consent Form
- Insurance Card
- Proof of income or no income
- Proof of residency

The Ryan White program is here to help you pay for your medical visits and labs. If your case manager or eligibility team does not have your updated information **you will receive a bill for these services.**

## Patient Portal

The VCU Patient Portal provides fast, easy access to your health information. The Patient Portal allows you to:

- Request a refill
- View and request appointments
- View medications allergies, immunizations, health issues and lab results
- Send a secure message to your health care provider
- View and download your department summaries

To sign-up, go to:  
[www.vcuhealth.org/my-vcu-health/my-vcu-health-online-records](http://www.vcuhealth.org/my-vcu-health/my-vcu-health-online-records)

## Patient Testimonial!



“I’ve been HIV positive and coming to the ID Clinic for 23 years. Angela Coleman, now a patient navigator in the clinic, gave me my diagnosis when she was working at the Health Department. At the time of my diagnosis I had recently gotten clean from taking drugs so my diagnosis was really important staying clean and taking my meds.

My doctor is Jane Kaatz and she has been wonderful, she is my perfect match! She always has all my labs and workups ready for me and explains everything. She’s making me feel really comfortable. I never want to miss an appointment with her because I know she cares and has my best interest at heart.

Overall, my experience in the clinic has been great... some days are not as good as others but the staff have been wonderful.

I am proud to say that I take my meds on time because I have been clean for 23 years and virally suppressed. “

-Sheila R., 59 years old

## Patient Services and Updates

### Consumer Advisory Board

Please welcome and congratulate our new Common Ground Consumer Advisory Board members!

**President/Chair:** Wayne M.  
**Secretary:** Yolanda A.

CAB is a work group made of a group of HIV patients in the Central Richmond area that advise the RW Program and ID Clinic staff to ensure all HIV related programs operate in the best interests of people of all ages, genders and living circumstances. If you are interested in attending a meeting please contact Michelle Shearer at 804-828-3714 or email [Christina.Shearer@vcuhealth.org](mailto:Christina.Shearer@vcuhealth.org).

### ID Clinic Staffing Update

#### Eligibility Team

- We welcome Zina Boyd, who officially began working with us on January 28<sup>th</sup>
- A 2<sup>nd</sup> part-time position is forthcoming

#### Mental Health

- RW Administration continues to seek qualified applicants for another mental health position statewide

#### Case Management

- We welcome Dominique Graves, who officially began working with us November 2018
- A new Case Manager is expected to start in March 2019