



# Retention in HIV Primary Care Using a Digital Patient Engagement Platform: Patients 7.4 Times More Likely to Attend Appointments



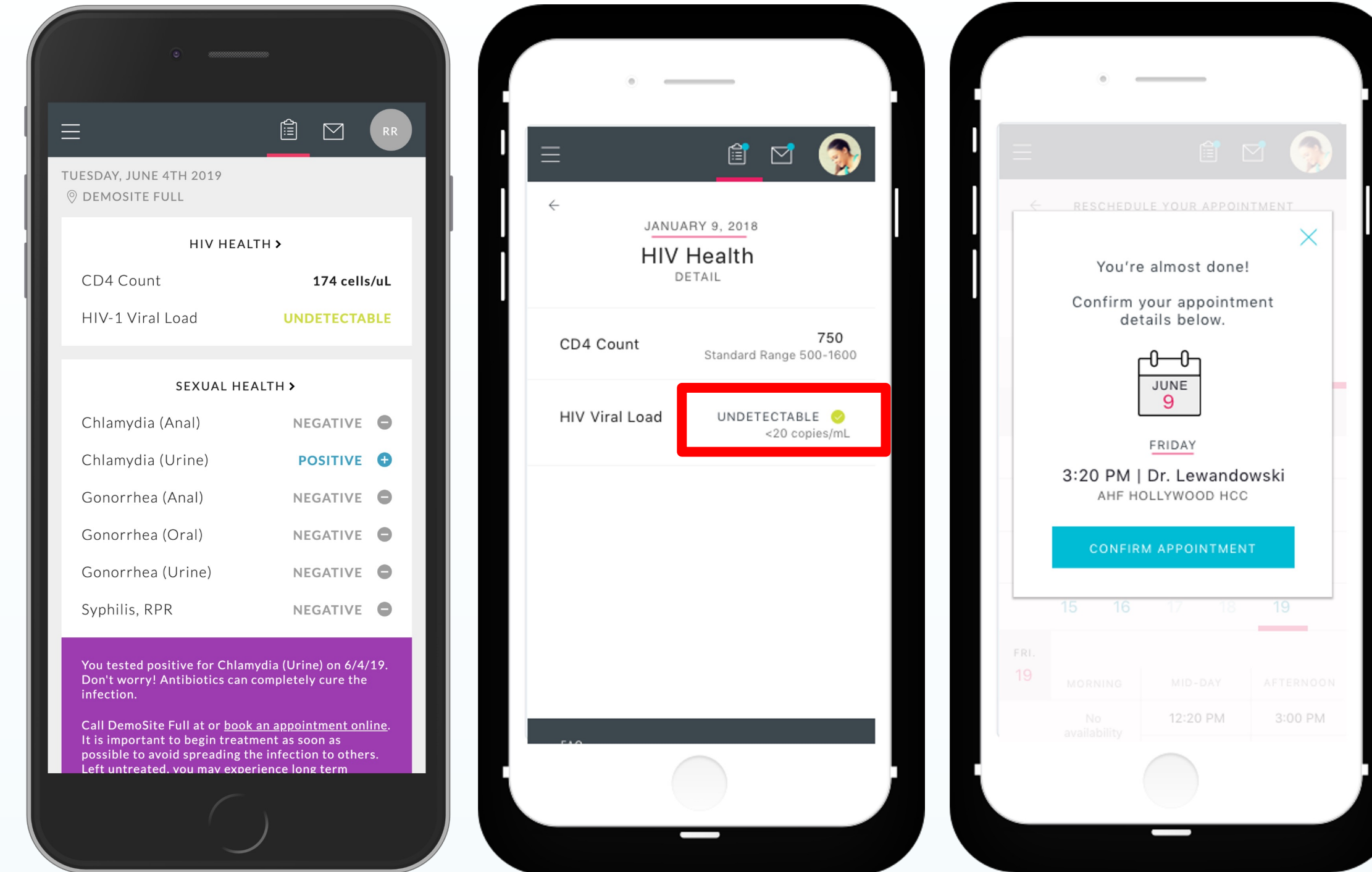
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## Background

- **For people living with HIV (PLWH):** adhering to medication and retaining in care by attending their scheduled HIV primary care appointments are critical steps in the HIV care continuum for viral suppression and reduction of further transmission
- **To curb new HIV infections each year:** AIDS Healthcare Foundation (AHF) collaborated with Healthvana to establish a digital platform for more than 40,000 patients living with HIV
- **AHF** is the largest global provider of HIV care with 61 Healthcare Centers in 15 states and Washington DC to provide primary HIV care
- **Healthvana** is a digital patient engagement platform, used by both patients (online portal) and staff to help patients stay on top of their care
- **Objective:** Measure whether the Healthvana digital platform is associated with PLWH completing their scheduled Healthcare Center appointments at AHF



## Results

- **Logging in:** Patients who logged in to the online patient portal were **7.4 times more likely to complete their first scheduled appointment** compared to patients who did not log in.
- **SMS Reminders:** Patients who received the SMS appointment reminder were **1.7 times more likely to complete their first scheduled appointment** compared to patients who did not receive it
- **Demographics**
  - 46% of patients were from non-White communities
  - 36% of patients were 50+ years of age

## Methodology

- **Who:** 40,028 People Living with HIV (PLWH)
- **Where:** 61 AIDS Healthcare Foundation's Healthcare Centers
- **When:** 16 months (January 2, 2017 and May 22, 2018)
- **What:** SMS reminder sent before each appointment + Online portal access
- **Outcome:** 4 consecutive visits over a one year period for each PLWH

## Conclusions and Future Directions

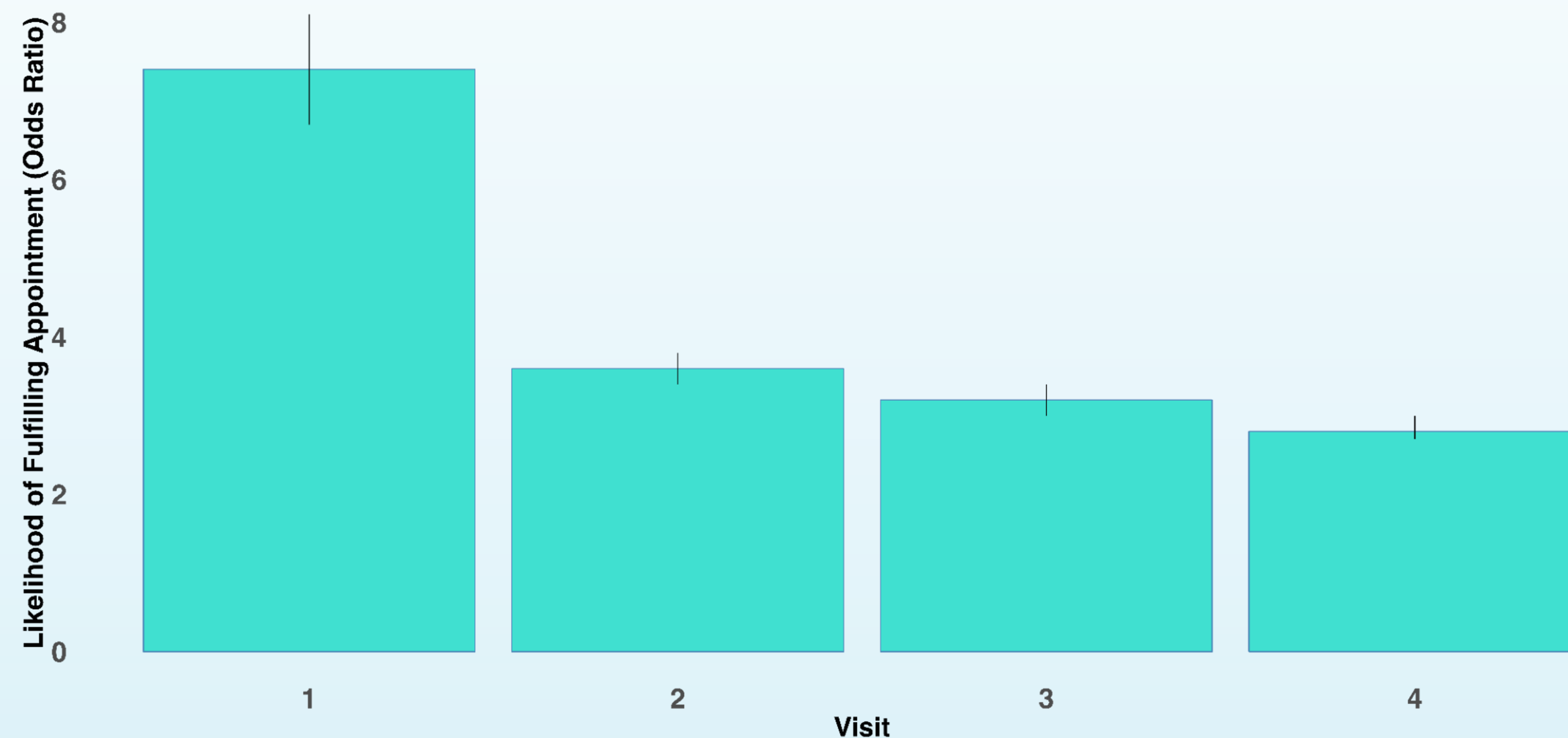
- **Key Takeaway:** HIV primary care appointment completion was higher when patients engaged with the Healthvana digital platform
- **This model scales quickly and easily:** Novel efforts to ensure patients complete their scheduled Healthcare Center appointments are imperative as **HIV care retention is a critical step in achieving viral suppression and remaining undetectable** to stop transmission
- **Follow ups and limitations**
  - Explore why patients did not complete their follow-up visits
  - Identify patients who do not have access to SMS-capable phones
  - Active outreach to patients who did not log in to improve retention

## Select References

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 [5] Gaborcik JW, Cillessen LM, Ellis J, and Rodis J. Evaluating Patient Interest in an Adherence-Focused Smartphone App to Improve HIV Care. Innov Pharm 2017; 8(1):1-8.  
 [6] Dillingham R, Ingersoll K, Flickinger TE, Waldman AL, Grabowski M, Laurence C, et al. PositiveLinks: A Mobile Health Intervention for Retention in HIV Care and Clinical Outcomes with 12-Month Follow-Up. AIDS Patient Care STDS 2018; 32(6):241-250.

## Logging into Healthvana helps patient retention in HIV Care

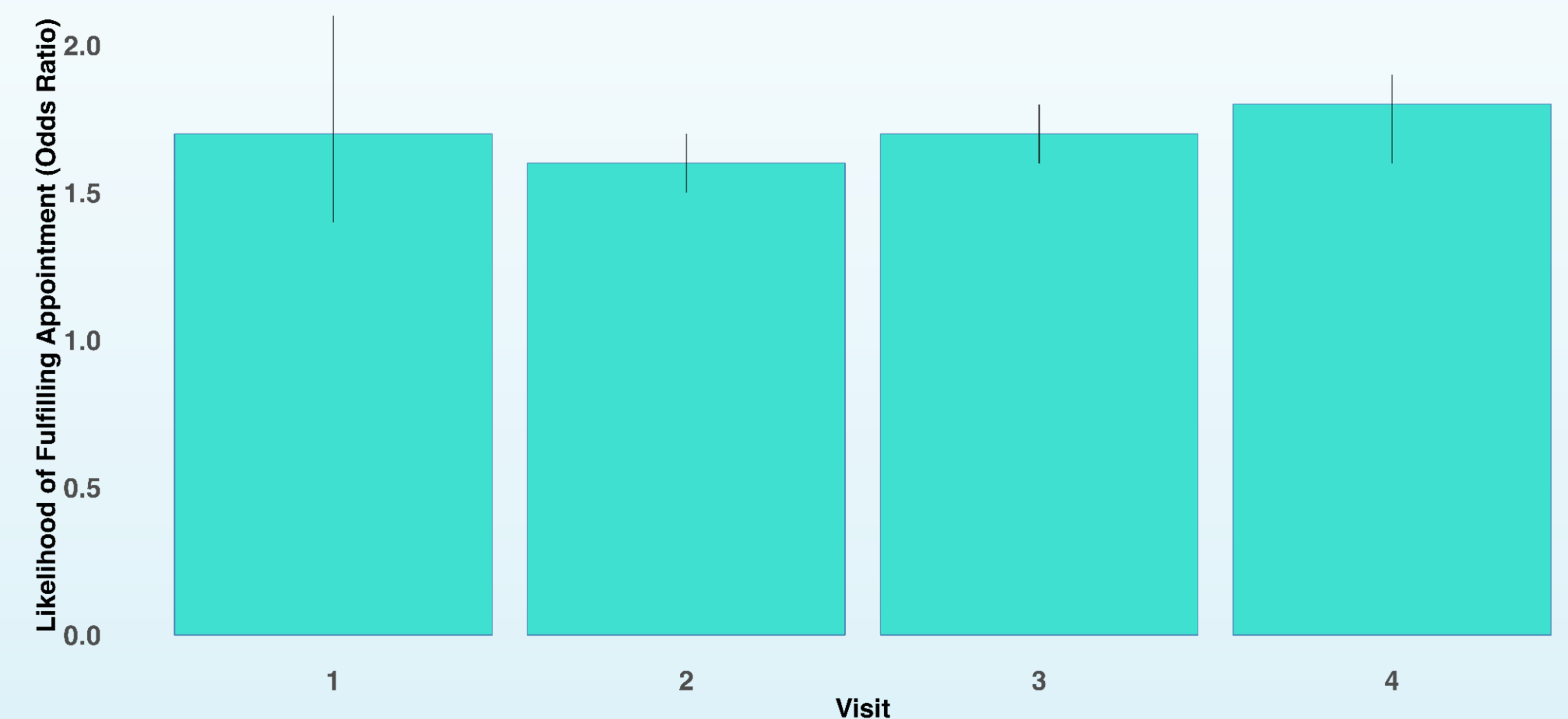
Likelihood of Attending HIV Follow-up Visit after Logging in to Healthvana



Error bars represent 95% confidence intervals around the likelihood of completing an appointment (expressed as an odds ratio)

## SMS reminders help patient retention in HIV Care

Likelihood of Attending HIV Follow-up Visit after sending an SMS Reminder



Error bars represent 95% confidence intervals around the likelihood of completing an appointment (expressed as an odds ratio)