

# Follow Up Strategies for Hard to Reach Hepatitis C Clients

*The following techniques are only to be employed if the client consents/agrees to be found.  
All client confidentiality and HIPPA guidelines, policies and procedures should be followed as usual.*

## Coalition Building Strategy

- [Form linkage agreements](#) with organizations in the area to work together to provide test results and care to transient populations. If the client does not return to one site, they may return to another!
- Search for organizations in a particular neighborhood: go to the [Hepatitis Services Site Locator](#).

## Relationship Building

- The better relationship you have with the client, the more likely they will return & engage in care!

## Asking the right questions at intake:

- If we needed to, are you easy to find?
- Do you have a phone? (If no, see below "Free Mobile Phone")
- What is the best time of day to reach you by phone?
- Where is the best place to find you? What is the best time to find you?
- Besides this location, where else do you hang out?
- Do you access soup kitchens/shelters/needle exchanges? If yes, which one(s):
- Where do you pick up your checks?
- Do you have a mailing address? Some clients use a friend, family member or social network address. If you get this information, you can send them [a reminder letter](#) to come to the office.
- Do you have a social network? For example: Do you have a close friend that serves as your go-to contact for emergency reasons? If yes, can we get his/her name and contact information?

## Google Maps

- Use to verify client's address.
- See the street view to get a picture of the building/neighborhood & assess safety for home visits.
- Use to find transportation options for client to use when returning for their appointment.

## Taking Pictures of Clients

- Keep photos in client's chart to remember their face or to identify a client that staff has not met.

## Appointment Card Strategy

- Use staff business cards as appointment cards or design business cards with space on the back for follow-up appointment details ([example](#)).

## Incentives

- Use for results & follow-up appointments (more important at these appointment than at screening).
- Low-cost & desirable items specifically targeting transient populations such as food bags, hygiene packs, metro cards, cash incentives (\$10), grocery store/pharmacy gift cards.

## Contacting Clients

- [Telephone Calls](#): at least 3 attempts at different times of the day.
- [Site Visits](#): Place where client frequents often (e.g., shelter, soup kitchen, needle exchange).
- [Home Visits](#): Ask when likely to be found at home.

## Free Mobile Phone

- Free mobile phones can be provided for people with low income - [Safe Link](#) or [Assurance](#).

## When Client is MIA

- [Zabba Search](#) – Free online people search program.
- **ePACES** – Verifies Medicaid eligibility claims and provides their address(es).
- Contact Court System (Parole Officers).

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