

VCU Ryan White Program Quarterly Patient Newsletter



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

Event Dates

Women's Retreat:

June 7 - 10, Montpelier VA

MSM Retreat:

August 2 - 5, Montpelier VA

All-Inclusive Retreat:

November 29 - December 2, Montpelier VA

ID~Clinic No~Shows

The VCU ID Clinic and Ryan White Program wants to make sure you see your provider regularly (at least 2 times per year). The VCU ID Clinic and the Ryan White Program have also been working hard to reduce our no-show rate here in the clinic. Anytime you are unable to keep your appointment, we require that you notify the clinic at least 24 hours prior to the visit by calling **804-828-6163** to reschedule. We want to make sure you always stay connected to care, virally suppressed, healthy, and happy!



Summer Patient Letter

In June, a patient letter will be sent out to all patients notifying you of any important VCU ID Clinic updates, services available to you, new staffing updates, and your case manager assignment.

Patient Services and Updates

ID Clinic After Hours Policy

If you have a life threatening medical emergency, please **proceed to the emergency room or call 911**. The emergency room personnel will evaluate your condition and contact the ID providers at VCU to find out more information if necessary.

If you need medical assistance after routine office hours, please contact **804-828-9000, option #1**

Ryan White 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

If your case manager does not have your updated information, **you may receive a bill for medical visits and labs.**