

Section 8: HIV Clinical Services

This section will show you how to complete Section 8 of OCHART 2.0, HIV Clinical Services. This section is for any organization or program that provides clinical HIV services.

Remember, you can fill in any OCHART section on your computer, tablet, or smart phone.

Type "www.ochart.ca" into the address bar of your internet browser. Press "ENTER".



Avoid using Internet Explorer.
Try Google Chrome or Mozilla Firefox.



Type in your "Username" (your work email address) and your "Password". Click "Login".

Login/Register

Username (email address)

1

Password

2

3

[Register](#) [I forgot my password](#)

You must have an existing OCHART account in order to login. If you are a first time OCHART user and do not have an account, go to the article titled, "[Registration](#)" for step-by-step registration instructions.

Click "Enter OCHART Data" (left side).



Click the "Start" button under "8 - HIV Clinical Services".



Q1a. In the spaces provided, type the total number of unique new and existing clients served by sex/gender and client group during the reporting period. The columns will total automatically after you click "Next". Check you answers carefully. Click "Next".

Section 8

Community Based HIV Clinical Services

1a. Report the total number of unique **new and existring** clients served in the last 6 months by **client group** and **sex/gender**.

Record the number of people by sex/gender in the following groups who received HIV clinical services during the reporting period.

	Male		Female		Trans man		Trans woman		Not listed*	
	New	Existing								
Living with HIV	<input type="text"/>									
Affected**	<input type="text"/>									
At risk	<input type="text"/>									
Total	<input type="text"/>									

*For this section, not listed refers to other gender expressions not included in the options.

**Only includes those who are registered as clients.

Next ▶
Save



Click the save button at any time to save your data and exit the section.

Double check you answers before proceeding to the next questions. The numbers you enter here will be used to validate your responses to later questions.

All columns will automatically total once you move on to the next question.

Q1b. Enter the total number of unique PHA clients served by age and sex/gender during the reporting period. The total number of NEW and EXISTING clients entered across all age and sex/gender groups should total the number of NEW and EXISTING clients reported in Q1a. Click "Next".

1b. Report the number of unique PHA clients served by age and sex/gender in the past 6 months.

Record the number of people with HIV (PHA) by age and sex/gender in the following groups who received HIV clinical services during the reporting period.

The total number of **NEW** clients you enter here should equal **0** male, **0** female, **0** trans man, **0** trans woman, **0** gender not listed.

The total number of **EXISTING** clients you enter here should equal **0** male, **0** female, **0** trans man, **0** trans woman, **0** not listed

Age group	Male		Female		Trans man		Trans woman		Not listed	
	New	Existing	New	Existing	New	Existing	New	Existing	New	Existing
Under 18										
18 - 25										
26 - 35										
36 - 45										
46 - 55										
56 - 65										
66 - 75										
Over 75										
Unknown										

The total number of NEW and EXISTING clients must equal the numbers shown here in red.

*For this section, not listed refers to other gender expressions not included in the options.

**Only includes those who are registered as clients.

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Next ▶
Save

Before going on the the next question, ensure that the totals for your NEW and EXISTING clients enties match the red numbers found below the question.

Q1c. Enter the total number of unique PHA clients served by ethnicity and sex/ gender during the reporting period. The total number of NEW and EXISTING clients entered across all ethnicity and sex/gender groups should total the number of NEW and EXISTING clients reported in in Q1a. Click "Next".

1c. Report the number of unique PHA clients served by sex/gender and ethnicity in the past 6 months.

Record the number of people with HIV (PHA) by ethnicity and sex/gender in the following groups who received HIV clinical services during the reporting period.

The total number of **NEW** clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman, **0** gender not listed.

The total number of **EXISTING** clients you enter here should equal: **0** male, **0** female, **0** trans man, **0** trans woman, **0** not listed

Ethnicity	Male		Female		Trans man		Trans woman		Not listed	
	New	Existing	New	Existing	New	Existing	New	Existing	New	Active
White										
Black										
Latin American										
Southeast Asian										
Arab/West Asian										
South Asian										
First Nations										
Metis										
Inuit										
Not listed										
Unknown										

The total number of NEW and EXISTING clients must equal the numbers shown here in red.

*For this section, not listed refers to other gender expressions not included in the options.
 **Only includes those who are registered as clients.

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Save

Before going on the the next question, ensure that the totals for your NEW and EXISTING clients enties match the red numbers found below the question.

Q1d. Indicate what proportion (approximately) of the people who accessed your services during the reporting period represent each priority population by sex/gender. Click "Next".

1d. Estimate what proportion of the people who accessed your services in the past 6 months represent each priority population by sex/gender.

This is based on Ontario's priority populations. People can be included in more than one population listed below – for example, an individual can be a person living with HIV, gay and from the ACB community

Note: This will likely add to more than 100% as a result of multiple demographic indicators.

Priority Population	Male	Female	Trans man	Trans woman	Not listed
Gay/bisexual/MSM	<input type="text"/>				
People who use drugs	<input type="text"/>				
African, Caribbean, Black communities	<input type="text"/>				
Indigenous peoples	<input type="text"/>				
Women at-risk	<input type="text"/>				

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Next ▶
Save

The total can be greater than 100% as individuals may belong to more than one priority population.

Q1e. Indicate what proportion (approximately) of PHA clients who accessed your services during the reporting period faced the following challenges. Click "Next".

1e. Indicate approximately what proportion of the people with HIV (PHAs) who used your services in the past 6 months experienced challenges with the following issues:

Note: Total may be greater than 100%, as clients are likely presenting with multiple challenges.

Challenges %

Starting treatment	<input type="text"/>
Maintaining treatment access (e.g., pediatric to adult transition, drug benefits, etc.)	<input type="text"/>
Treatment issues (e.g., spikes in viral load, mental, emotional or physical health, etc.)	<input type="text"/>
Medication adherence (e.g., side effects, etc.)	<input type="text"/>
Staying engaged in HIV care	<input type="text"/>
Connection to care for co-morbid conditions	<input type="text"/>
Social determinants of health (SDOH) (e.g., housing, food security, poverty, etc.)	<input type="text"/>

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Next ▶
Save

The total can be greater than 100% as individuals may face multiple challenges.

Q2. Enter the total number of PHA clients who accessed each service by sex/ gender during the reporting period. Start by clicking the drop down menu and selecting a service. Add more services by clicking "+Add Row" and repeating these steps. Click "Next" once all services are entered.

2. Report the number of PHA clients that accessed each service in the past six months by sex/gender.
 Note:
 - An individual can only be counted once in each category, but only once in each category.
 - This is NOT the number of services provided, but rather what service is provided.
 - For example, if a client is seen by a physician, but carried out by the nurse. For this purpose, you would record the number of clients seen by the nurse.

Hot Tip: Click here for definitions of each service.

The number of clients in each row cannot be greater than the numbers shown here in red.

In each row, the number of PHA clients cannot be greater than 0 male, 0 female, 0 trans man, 0 trans woman, 0 gender not listed.

[Click here for service definitions.](#)

Service	Male	Female	Trans man	Trans woman	Not listed
1					

*For the following services, gender expressions not included in the options:
 +Add
 -
 <

- Addiction services
- Adherence support
- Application support
- Blood work/lab test
- Health promotion
- Intake and assessment
- Mental health services
- Nutritional services
- Pharmacy services
- Pre/post test counselling (STIs)
- Primary care
- Reproductive health services
- Sexual health services/counselling
- Social work/counselling support
- Specialty care
- Treatment information

Save

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Before going on the the next question, ensure that the number of people by sex/gender accessing each service does not exceed the red numbers found below the question. Eg. The number of male PHAs accessing Addiction Services cannot exceed the total number of male PHAs you reported serving in Question 1a.

Q3a. Enter the total number of referrals made to PHA clients by sex/gender during the reporting period. Start by clicking the drop down menu and selecting a referral type. Add more referral types by clicking "+Add Row" and repeating these steps. Click "Next" once all referrals are entered.

3a. Report the total number of referrals for PHA clients that were made to the following services in the past 6 months by sex/gender.

Service	Male	Female	Trans man	Trans woman	Not listed
1					

*For the following services, gender expressions not included in the options:
 +Add
 -
 <

- Clinical service providers: HIV care
- Clinical service providers: non-HIV specific
- Community based service providers: HIV care and support
- HIV/STI testing
- Addiction services
- Harm reduction services
- Mental health service providers
- Other community based service providers

Save

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Q3b. Briefly explain what you did to ensure that your referrals successfully linked clients to other services or care. Click "Next".



Save your words and use point form, but start each point with a "*".

3b. What did you do to ensure your referrals led to clients being successfully linked to other services/care?
(Max 250 words, point form permitted)

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Q4a - 4b. Indicate what percentage (approximately) of your clients missed HIV clinical service appointments during the reporting period and briefly explain what engagement/re-engagement strategies you implemented to reduce missed appointments. Click "Next".

4a. Approximately what percentage of your clients missed HIV clinical service appointments during the past 6 months?

4b. During this reporting period, what engagement and re-engagement strategies were implemented to reduce missed appointments?
(Max 250, point form permitted)

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Q5a - 5c. Enter the number of education, community development and/or professional development activities that have been completed during the reporting period along with the number of participants taking part in those activities. Click "Next".

5. Education and community development

Provide an overview of the education, community development and/or professional development activities that have been completed in the past reporting period.

5a. Education activities

Type of education activity	Number of events	Number of participants
HIV Rounds	<input type="text"/>	<input type="text"/>
Community presentations	<input type="text"/>	<input type="text"/>
Conference presentations	<input type="text"/>	<input type="text"/>

5b. Community development activities

Type of meeting	Number of meetings
HIV Clinic Coordinator Network	<input type="text"/>
Local hospital/service network	<input type="text"/>
Local HIV planning network	<input type="text"/>
Opening Doors conference/event	<input type="text"/>

5c. Professional development activities

Type of professional development activity	Number attended
CME/CPD or post-secondary course (or other professional development course)	<input type="text"/>
Nursing update/RPNAO/RNAO course	<input type="text"/>
Conference	<input type="text"/>
Other official college requirement	<input type="text"/>

Q6a - 6b. Answer the narrative questions about HIV clinical services. Report any changes your agency has noted in shifts or changes in demand for HIV clinical services during the reporting period and explain what your agency has done to respond to those emerging trends.



Save your words and use point form, but start each point with a "*".

6a. Describe any shifts or changes (emerging trends) in demand for HIV clinical services that you identified during this reporting period.

*(Maximum 250 words, point form acceptable, use a * to start each new point/line. Do not use a hyphen.)*

6b. How are you responding to these emerging trends?

*(Maximum 250 words, point form acceptable, use a * to start each new point/line. Do not use a hyphen.)*



You cannot exceed 250 words in each response so use point form if needed.

Click "Previous" to review and change answers to past questions. When you are finished, click "Save" to save your work and exit the section.