



Good Call! Implementation of a Regional Online and Toll-Free STD Clinical Consultation Program

Kees Rietmeijer, MD

Medical Director, STD Regional Training Program, Denver Prevention Training Center (PTC)

Denver PTC: John Fitch; Allison Finkenbinder; Teri Anderson; Terry Stewart; and Helen Burnside

Southeast TB Center: Donna Setzer; Steve Ryan; Michael Lauzardi

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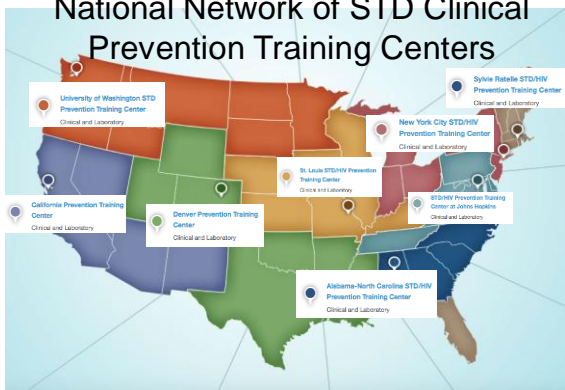
STI Clinical Consultations

- Time-honored means of peer-peer communication and technical assistance
- Important activity for STI specialists
 - Likely to increase as more general practitioners get involved in STI care
 - Affordable care act in U.S.
- Increased availability of non-invasive testing
- However, as a method poorly standardized or evaluated



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National Network of STD Clinical Prevention Training Centers



STI Consultations: State of the Art



STI Consultations

- Informal / Ad Hoc
- Inefficient
- Poorly researched
- Poorly documented
- No follow-up

A teachable moment that could be used more effectively and efficiently



How to build a better consultation and communication system?



Southeastern National Tuberculosis Center

TRAINING & EDUCATION

MEDICAL CONSULTATION SERVICE

SPECIAL POPULATIONS

INTERNATIONAL INITIATIVES

PRODUCTS / RESOURCES

ABOUT SNTC



Dr. David Aulisio

800 478 info - 24-hour Hotline
professional call only

888 265 SNTC - SNTC Office
La Palma Español
sanfedelicia@snyc.edu

MEDICAL CONSULTATION SERVICE

24 hour hotline: 800-478-INFO

The Southeastern National Tuberculosis Center (SNTC) provides a Medical Consultation Service to healthcare professionals in our southeastern jurisdiction. This service includes a 24-hour, toll-free hotline.

Funding is provided through a cooperative agreement with the Centers for Disease Control and Prevention, Division of Tuberculosis Elimination.

Medical Consultation Features

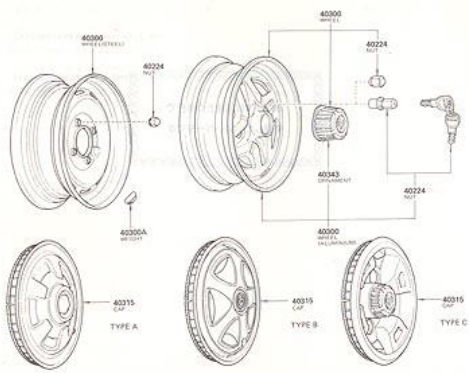
- Available 24 hours, 7 days a week.
- Free service to TB health care providers through our SE region.
- Toll-free hotline.
- Rapid response based on level of need.
- Access to TB clinical expertise through physician, pharmacist, nurse or attorney consultants.
- Written feedback will be sent to each requester detailing the consultation response.
- Online consultation [now available](#).

Call-in Procedure

- Call 1-800-478-INFO (1-800-482-4536).
- An operator will answer your call.
- The information requested by the operator will be forwarded to the SNTC consultant to address your questions.
- Your call will be returned the same day if it is urgent or at the latest within one working day if not urgent.

THERAPEUTIC DRUG MONITORING

El SNTC proporciona servicio de recomendación médica a profesionales de la salud en la región del sureste. Este servicio incluye una línea telefónica gratuita las 24 horas del día. El servicio de recomendación médica está proporcionado en colaboración con los programas de tuberculosis de las 23 entidades jurisdiccionales en la región del sureste. Los fondos son proporcionados a través de un acuerdo cooperativo con el Centro de Control y Prevención de Enfermedades (Center for Disease Control and Prevention)(CDC), División Eliminación de la Tuberculosis. Consultantes que hablan español están disponibles con algunas limitaciones de horarios.



STD Clinical Consultation Network

Important for Requestors to Consider

The Clinical Consultation Service is intended for licensed healthcare professionals and STD program staff. We do not provide direct medical care, treatment planning, or medical treatment services to individuals.

The information provided through the Clinical Consultation Service is not a replacement for local expertise or your state STD program protocols. Information is offered as clinical decision support; it is advisory in nature and is not intended to replace local healthcare decision-making or provision. Requestors are free to disregard any advice offered. Final clinical decisions are the sole responsibility of the healthcare provider.

Microsoft Project Gallery

Denver
PREVENTION TRAINING CENTER

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Consultation

ABOUT US > CONSULTATION

THE DENVER PTC PROVIDES CLINICAL CONSULTATION FOR PROVIDERS IN ARKANSAS, COLORADO, LOUISIANA, MISSISSIPPI, OKLAHOMA, TEXAS, UTAH AND WYOMING!



Human Papilloma Virus (HPV) • Syphilis Serology • Quinolone-Resistant Neisseria Gonorrhoea • Clinical Guidelines • Expedited Partner Therapy • Non-Genital Nucleic Acid Amplification • Chlamydia Treatment • Syphilis Post-Exposure Prophylaxis • Penicillin Allergy • Trichomoniasis • Acute HIV • Serologic Reactions • Wet Prep Microscopy • Urinalysis • Interpreting Positive Results • Interpretation of HIV • Rapid Plasma Reagin Titers • HIV Screening • HPV Vaccine • Human Herpes Culture Testing • Gonorrhea • Pelvic Inflammation • Partner Notification • Expedited Partner Care • Partner Notification • Hepatitis B • Hepatitis C • Hepatitis A • Point-of-Care • STD Clinical Protocols • Sexually Transmitted Infections • Syphilis • Venereal Disease • Genital Ulcer • Chancroid • Congenital Syphilis • Granuloma Inguinale • HIV Prevention Course • Therapeutic Direct Flow • Western Blot • Partner

The Denver Prevention Training Center is proud to announce the launch of its STD Clinical Consultation Network, providing STD Clinical Consultation services across 10 southern states, depending on capacity, to healthcare providers in the states of Arkansas, Colorado, Louisiana, Mississippi, Oklahoma, Texas, Utah and Wyoming.

The Clinical Consultation "Warm Line" can be reached at 1-855-4-STD-CEN (1-855-478-3328) or online at: www.STDCON.org

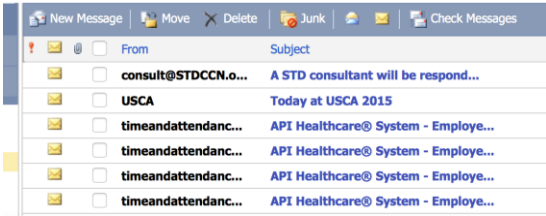
The phone line is staffed from Monday to Friday, 7 AM - 6 PM Mountain Time and 8 AM - 6 PM Central Time.

Enter your Online Consultation Request

Please fill in the form below including a descriptive question. A consultant will review your information and will contact you via the method you specify in the "Reach Me By" field.

* required field

Name (First)	<input type="text" value="John"/>
Last	<input type="text" value="Fitch"/>
Occupation	<input type="text" value="Other"/>
Setting	<input type="text" value="Local Health Department"/>
Reach Me By	<input type="text" value="Phone"/>
Need Answer	<input type="text" value="2 bus days"/>
Primary Phone	<input type="text" value="303-402-3616"/> <input type="text" value="Ext"/> <input type="text" value="Ext"/>
All Phone	<input type="text" value="Secondary Phone #"/> <input type="text" value="Ext"/> <input type="text" value="Ext"/>
Fax	<input type="text" value="Fax #"/>
Email	<input type="text" value="fitch@denha.org"/>
Facility	<input type="text" value="Denver Health"/>
Address	<input type="text" value="605 Barncock Street"/>
	<input type="text" value="Address Line 2"/>
Country	<input type="text" value="United States"/>
City	<input type="text" value="Denver"/>
State	<input type="text" value="Colorado"/>
Zip Code	<input type="text" value="80204"/>
County	<input type="text" value="Denver"/>
Question	<input type="text" value="I have a patient with a history of syphilis 7+ years ago. He presented at the"/>



A STD consultant will be responding to you soon

Sent: Friday, September 11, 2015 4:15 PM
To: Fitch, John

Your question (Request #201) has been forwarded to one of our consultants.

Thank you,
Denver Prevention Training Center

Subject: MCD Call #193 has been assigned to you, response requested up to 5 bus days
From: consult@STDCCN.org (Mail in Professional Account)
Date: Fri, Aug 21, 2015 11:04 am
To: John@denprevention.org

A Consultation Request has been assigned to you on 8/21/2015 11:04:23 AM

Requester Name: [Redacted]
Requester Occupation: SN
Preferred Contact Method: Email
Primary Phone Number: [Redacted] **Phone Type:** [Redacted]
Response Requested: up to 5 bus days
Secondary Phone Number: [Redacted] **Phone Type:** [Redacted]
Email Address: [Redacted]

Consultation Request Question:
 Since the beginning of 2015, I've had four patients from my clinic alone requiring referrals for lumbar punctures to rule out Neurosyphilis. Three of the four patients received the LPs after much hard work convincing ER physicians by the public Health Department staff. It may be interesting to note those three were positive for Neurosyphilis.

Update Consult # 201 (John Fitch)
 Add or Update data in fields below then click the 'Save' button. The save button will save the data for that tab.

Requester Info | Previous | Send Products/Info | Approve Consultation Summary

Name (First Last): [Redacted]
Occupation: [Redacted]
Other Occupation: [Redacted]
Preferred Contact Method: [Redacted]
Primary Phone: [Redacted] **Phone Type:** [Redacted]
Secondary Phone: [Redacted] **Phone Type:** [Redacted]
Facility: [Redacted]
Country: [Redacted] **City:** [Redacted]
State: [Redacted]
Zip Code: [Redacted] **City:** [Redacted]
Question: [Redacted]
Assign To: [Redacted]
Requester Email: [Redacted]
Notes: [Redacted]
Requested by: [Redacted] **Best Time to Reach Requester:** [Redacted]
Initial Request Date: [Redacted] **Min:** [Redacted] **Max:** [Redacted]

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Requester Info | Previous | Send Products/Info | Approve Consultation Summary

Requester History: [Redacted]
Current Request Data: [Redacted]
Classification Categories:
 - Case Management [Redacted] - CT [Redacted] - DPT [Redacted]
 - CDC [Redacted] - Hepatitis [Redacted] - HIV/AIDS [Redacted]
 - HIV [Redacted] - IVD [Redacted] - Legal Issues [Redacted]
 - HIV/STP [Redacted] - Program/Policy [Redacted] - STI/STDP [Redacted]
 - Syphilis [Redacted] - Transmission/Infection Control [Redacted] - TB [Redacted]
 - Hepatitis [Redacted] - Other (Specify) [Redacted]

Submitting an Question: (only visible in Consultation Summary Report)
 This is a form for the STD/STI presentation.
 Show Only My Auto Send [Redacted]
Auto Send: [Redacted]
Consultant Response:
 Add or Update patient identifying information
 Add to Auto Send [Redacted]
Matching Case: [Redacted]
Response Status: (Only visible in MCD) [Redacted]

Update Consult # 201 (John Fitch)
 Add or Update data in fields below then click the 'Save' button. The save button will save the data for that tab.

Requester Info | Previous | Send Products/Info | Approve Consultation Summary

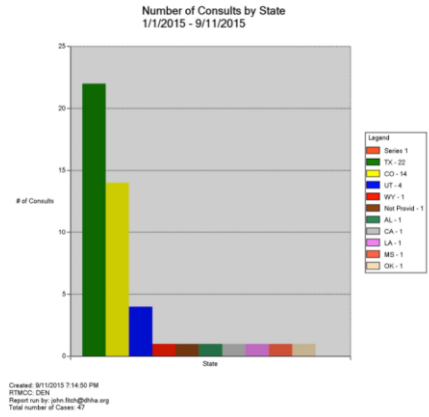
To send articles:
 1) Check the boxes next to each of the articles you wish to send.
 2) Verify and/or modify the email addresses in the 'Email Products' for grid.
 3) Click the 'Send Products' button, to send the articles.
 Articles may also be sent as part of the consultant response by clicking the 'Attach Articles to Recommendation' prior to saving and sending the recommendation response.

Group Library:
 Adolescent Health
 Data and Surveillance (National and Local)
 EDC HIV/STP Epi State
 EDC/STP Atlas
 EDC/CT
 EDC/STP Guidelines
 HIV/AIDS
 International Guidelines HIV Screening Tool
 STP/HIV Prevention Counseling
 The Spectrum of Engagement in HIV Care and its Relevance to Test-and-Treat Strategies for Prevention of HIV Infection
 HIV
 Reproductive Health/Family Planning
 Service Integration (STI/HIV/STP)
 STI/STP Standing Orders: Express Visits
 Syphilis
 TB
 Hepatitis

Email Products to:
Email Addresses:
 [Redacted]
 Add
 Send Selected Products

No articles have been sent for this consultation

#	Date/Time	Topic	Age	Case History	Discussion/Notes
44	2/12/2014 9:33:00 AM	Case Management, Syphilis, Transmission/Infection Control	Adult	A patient presents to the clinic with a history of RPR 1:1, TPPA NR. The patient is now at a 1:4 and is pregnant. The POC treponemal syphilis test is NR. What should be your next step?	Hi Sydney. This is Dr. Kees Riet responding. This is most likely positive RPR, which is not uncc pregnancy. Couple of additional questions/suggestions: 1. Is th pregnancy? If not, what do we previous pregnancies in terms serologies, etc. If she previous during an earlier pregnancy, ho handled? 2. When was she first positive and why was she teste risk factors? 3. Could do an FTI
51	3/8/2014 12:33:00 PM	Case Management, Syphilis	Adult	19 yo g1p0 IUP at 9w0d. Labs: Reactive RPR-->TP-PA reactive-->1:4 titer-->FTA reactive. tx with recommended PCN dose. Clinical symptoms: 10/2013, painful vaginal lesion, no RPR done. Boyfriend Reactive RPR, NR. Clinical symptoms: 7/2013, painless lesion on penis and rash on trunk and back. RPR NR at that time. They are recent partners prior to pregnancy; both have been	Thanks for submitting this case happens with these types of sy are a lot more questions than t answers. From a practical stan ->1:4 titer-->FTA important question is whether woman has been adequatery tr assume that she was treated w of 2.4 MU LAB, the question is could have late latent syphilis i would not have been sufficient unrved this problem, I would f questions: 1. When was she fir syphilis? Was this part of a sta work-up, or directed by specifi was she treated? 2. Any previo with quant RPR 3. You say TPPA reactive --> 1 this titer pertains to the RPR te low for early syphilis, unless s? 7/2013, painless very early on. Her young age v against a long-standing, untre it would be good to know more and back. RPR history, including searchoe, partners, etc. 4. What was the between first positive syphilis b treatment? 5. Do you have any titers on her? 6. As regards he understand that he had a reac



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TB News and Alerts

The NNPTC Launches New STD Clinical Consultation Network 8/7/2015

Archives: September 2015, August 2015, July 2015, June 2015, May 2015, April 2015, March 2015, February 2015, January 2015, December 2014, November 2014, October 2014, September 2014, August 2014, July 2014, June 2014

US National STD Clinical Consultation Network Usage
 August 12 - September 12, 2015

CA	20	42.6%
TX	7	14.9%
MD	4	8.5%
CO	3	6.4%
FL	3	6.4%
ID	1	2.1%
KY	1	2.1%
VA	1	2.1%
CT	1	2.1%
AK	1	2.1%
AL	1	2.1%
MO	1	2.1%
ND	1	2.1%
NH	1	2.1%

US National STD Clinical Consultation Network Usage
 August 12 - September 12, 2015

Syphilis	24	52.2%
GC	12	26.1%
Other (specify)	7	15.2%
Trich	3	6.5%
Case Management	2	4.3%
HSV	2	4.3%
Hepatitis	1	2.2%
Program/Policy	1	2.2%

Thanks!

The National Network of STD Clinical Prevention Training Centers (NNPTC) STD CLINICAL CONSULTATION NETWORK Online at: www.STDCCN.org

The NNPTC's free "Warm Line" now provides STD clinical consultation services within 1-3 business days, depending on urgency, to healthcare providers across the United States.

Monday - Friday | 8 AM - 5 PM in All U.S. Time Zones