



The Test, Link, Call Project (TLC)

Helping people with chronic hepatitis C, hepatitis B or HIV access care!

TLC creates the ability for service providers to 'prescribe' their client a cell phone in order to help them set up appointments and connect to care.

TLC is a project run by the BCCDC and Unlocking the Gates (UTG) Services Society, with support from BCMHSUS and BC Hepatitis Network, and it is funded by the BCCDC Foundation for Public Health.

How to refer a client & prescribe them a phone

It's easy! Follow these steps:

1 Check your client is eligible

Your client must:

- Be diagnosed with Hep C or Hep B or HIV infection
- Want to access treatment or engage in care
- Not own a cellphone or be able to afford minutes on their phone regularly

2 Walk your client through our consent form

Emphasize that their participation is:

- Confidential
- Voluntary

Offer to read the Consent Form for them. **Your client must sign the Consent Form to be enrolled.**

3 Send the signed consent form to BCCDC

Scan and email to stbbi_pathways@bccdc.ca

Alternatively you can use Secure File Transfer Protocol (SFTP). Once received, we will enroll your client and send the phone to you or if you have phones on hand, email us to resume the line.

4 Set up the cellphone with your client

Sit with your client and orient them to:

- *The Address Book*: Add your organization's number to the contact list in the phone, along with any other helpful contacts like their treatment provider and pharmacy.
- *The Lifeguard App*: an accidental drug overdose prevention tool.

Explain that they have unlimited calling/texting Canada-wide for 6 months.

5 Connect with a Hep C, Hep B, or HIV care provider

Call a care provider and set up an appointment for your client, if this has not already been done yet.

6 Follow up with your client

Keep checking in with your client about their Hep C, Hep B, or HIV care. If they lose their phone or are not in contact with you any more, notify the BCCDC team immediately by email.

Should your client wish to be connected with a Peer Health Mentor, contact **Unlocking the Gates Services Society**:

1-604-518-3261 OR 1-778-938-2584

7 Track your client's progress through accessing Hep C, Hep B, or HIV treatment

We will send a spreadsheet to be filled in with info on progress with treatment for all your clients who are enrolled in Test Link Call Project - this will be sent every 3-6 months.