

Cuyahoga Regional HIV Prevention and Care Planning Council

Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Medina Counties

Naimah O'Neal, Faith Ross – Co-Chairs



Community Liaison Committee (CLC) Minutes

Wednesday, June 5, 2024

12:00 pm to 1:00 pm

Start: 12:01 pm

End: 1:01 pm

Facilitator: N. O'Neal

Moment of Silence

Welcome and Introductions – Juan Silva, Community Health Worker, MetroHealth

Please note: PC members who have a conflict of interest must inform the committee at the beginning of each meeting. A Conflict of Interest, as it pertains to the Ryan White Planning Council Bylaws, is defined as "an interest (actual or perceived) by a Planning Council member in an action that may result in personal, organizational, or professional gain for the member or his/her spouse, domestic partner, parent, child, or sibling."

Approval of Agenda: June 5, 2024

Addendum:

Motion: F. Ross Seconded: C. Droster

Vote: In Favor: All Opposed: 0 Abstained: 0

Approval of the Minutes: May 1, 2024

Addendum:

Motion: F. Ross Seconded: C. Droster

Vote: In Favor: 6 Opposed: 0 Abstained: 3- M. Deighan, B. Aguiriano, B. Jones

Old/New Business

[Using MyChart to Maximize Your Health – Juan Silva, MetroHealth Institute for H.O.P.E.](#)

N. O'Neal - Juan Silva will provide input and general information on the benefits of the MyChart system, as this series is a way to help us promote people in these sessions who would not normally attend.

Introduction to MyChart

MyChart Get You Connected to Your Health

MyChart gives you online access to your medical record. Whether you're at work, on the road, or at home, you can view test results, messages our doctor, and your key medical information. You can even access your family's records and schedule your next appointment online.

MyChart is a free service offered to our patients.

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MyChart Features

- **Prepare for your visit**
- **Verify demographics**, insurance information, pre-pay, keep your medication list up-to-date, as well as update your allergies – all before you arrive. Learn more.
- **Access your test results**
- **No more waiting** for a phone call or letter. View your results and your doctor's comments within days.
- **Communicate** with your doctor
- **Get answers** to medical questions without phone tag or unnecessary appointments.

MyChart Cont'd

- **Schedule your next appointment** or view details of your past and upcoming appointments.
- **Pay bills** online.
- **Access and pay your copays and bills from home.**
- **Request prescription** refills.
- **Simply log-in** and submit your refill request for any of your refillable medications. Learn more.

Sign-Up for MyChart

Next Steps: How do I sign up?

- Request a **MyChart** account online or ask to be signed up during your next visit.
- No Activation Code?
- **MyChart** - Sign Up (metrohealth.org)

Who do I contact if I have further questions?

- If you have questions, you can email mychart@metrohealth.org or call 216-778-8801, Monday – Friday, 7 a.m. – 7 p.m., to speak with the **MyChart** Support Desk.

- Remember, **MyChart** is NOT to be used for urgent needs. For medical emergencies, dial 911.

Digital Learning with Shartina – Help with Technology

Our Digital Navigator, Shartina, is located at our Buckeye MetroHealth location.

Schedule time with our Digital Navigator, Shartina can help with: Navigating MyChart Online Navigation Online Security Safety	Email Navigation Apply for Online Benefits: SNAP, Medicaid, HEAP/PIPP & many more Call (216) 957-4075 to schedule time.
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J. Silva – In summary, MyChart gives online access to your medical record and provides a digital version of your medical record in office. My Chart Features: Provides steps to prepare for visits, verifies demographics, eliminates wait time for phone calls or letters, gives access to test results, communicates with doctors, and provides answers to medical questions. You can also use it for multiple MyChart providers you may have by just setting up one account for all of them, as there is no need for separate accounts. Bottom line, MyChart is most beneficial in that it allows you to navigate your own health chart, and it eliminates excessive phone calls to providers for requests on basic updates and information.

Q&A's

***Question: N. O'Neal** - Is it legal to give HIV results in MyChart?

***Response: J. Silva**- Yes, because it's your medical record and only you have access to your chart.

***Question: N. O'Neal** – Could that affect a newly diagnosed person who may not be having support in real-time?

***Response: J. Silva** – MyChart is not a shared account and does not violate HIPPA (Health Insurance Portability and Accountability Act), because it only goes to you. However, as that may become an issue, we will follow up on this.

***Question: C. Droster** - Can MyChart be shared with family if they're allowed access?

***Response: J. Silva** - Yes, it can be shared with family, but you must allow them access. Also, if you have difficulties accessing MyChart, you can always reach out to our digital navigator to help, as well as to set up a time to assist you if needed.

***Comment: N. O'Neal** – In the past, appointments have been made on MyChart, only to find out later there was no appointment.

***Response: J. Silva** - Sometimes if old appointments haven't cleared out, new ones may not show up. Also, some clinics don't allow registering by phone, only in-person.

***Question: K. Dennis** – In using MyChart with different hospitals, it usually involves logging onto CCF for some info, then MH for more, but for UH no info is given. Can we access one site to get all the info?

***Response: J. Silva** – It may be that CCF was left as the primary provider, in which you may have to go into the actual MyChart website and register through the UH portal.

***Question: L.J. Sylvia** - What about virtual visits, how do you get info in there?

***Response: J. Silva** – That would require MyChart log in capabilities, as the reason most mergers happen is because all those facilities use the EPIC system. However, for those who don't use EPIC, like the V.A., MyChart wouldn't be readily available.

***Comment: N. O'Neal** – It's also annoying to list meds at every appointment, as it's in the chart.

***Response: J. Silva**- It's more to verify the meds you're taking, than that they're on your chart.

***Comment: C. Droster** – We need patience going to the doctor. They ask the same questions but are just doing their job.

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N. O'Neal – Thank you for the presentation and help you provided, as often we don't ask questions for things we think we know. We will get back on whether PC will do this another time, and maybe this could also be brought into support groups, if they're interested.

Juan Silva – We will send out the presentation from today for all. My contact info is: Juan M. Silva, Community Health Worker, MetroHealth, at 216-957-4337. You can also email mychart@metrohealth.org or call 216-778-8801, Monday – Friday, 7 a.m. – 7 p.m., to speak with the **MyChart** Support Desk.

Recruitment Discussion: Planning Council seeks to welcome new members who are people living with HIV. Who do you know that might be interested?

N. O'Neal - We went to the first Pride event for Cleveland, had eleven surveys completed, as our goal then and now is not to be stressful, but to just engage without thinking about having to have surveys done. Also, thanks to CCBH in sharing one of their two tables with us, and we encourage other people to participate in these events, in which some will be much smaller than Cleveland, where you can ease you into this more comfortably.

F. Ross - Billy had seven and four were collected from me.

L.J. Sylvia - We also had a flyer for the upcoming August CLC meeting, which will have a presentation by Dr. George Yendewa, on cardiac research supporting PLWH. So, the more that come to CLC, the more people can connect on issues relevant to PLWH.

Planning for Summer Events

L.J. Sylvia - The next two are Ashtabula and Lorain Pride. We need to connect more with the outlying communities in learning about PLWH needs.

B. Aguiriano - Ashtabula will be Saturday the 15th, and it will be a good time.

B. Gayheart - The Lorain Pride is June 29th at Oberlin in the Square, however, we will check on the current road construction.

L.J. Sylvia - We will send further updates as provided.

N. O'Neal - This is good for all of us to share info, and to be a resource on where to get things, as this is helpful to the community.

F. Ross – Also, you don't have to come for entire time at the events. Spending just a few minutes helps a lot because there's a lot to be done.

N. O'Neal - We will also ask for permission to bring the survey for PLWH from our TGA who may be interested.

Planning for Listening Sessions

L. Sylvia - We will do one in person, two online, and an impromptu listening session this year. We need to pick a date for the online session, as we talked about September 11th or even going into October if needed. We have also confirmed the in-person location at Neighborhood Connection for September 25, 2024.

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J. Mazo - October 10th may be a good time for the impromptu session, coinciding with the Leadership Conference.

Z. Levar - The USCA is a good day to avoid.

L.J. Sylvia - We will finalize this at the next meeting.

Motion: To allow chairs to make the decision on finalizing the dates for the Listening Sessions.

Motion: B. Gayheart Seconded: K. Dennis

Vote: In Favor: All Opposed: 0 Abstained: 0

Motion passes.

Standing Business

Agree on CLC Committee work activity (if any) to be reported at Executive and Full Planning Council Meetings – N. O’Neal

We will report today’s MyChart presentation, and upcoming summer events and listening sessions at the August 7th meeting.

Announcements

N. O’Neal – For the August presentation, we’re also asking to invite one person to the meeting and see if they will come. We’ll also have flyers, and are challenging those who run support groups to see if they can get maybe 15 people to our next CLC meeting in August. Also, we don't meet in July, and our next meeting will be Wednesday, August 7, 2024, with a new time from 12:00 to 1:30pm.

Adjournment

Motion: F. Ross **Seconded:** C. Droster

Attendance

	CLC Members	Jan	Feb	Mar	Apr	May	June PSRA	Aug	Sep	Oct	Nov
1	Naimah O’Neal, Co-chair	20	20	0	20	20	20				
2	Faith Ross, Co-chair	20	20	20	0	20	20				
3	Stephanice Washington	20	20	0	0	0	0				
4	LeAnder Lovett	0	0	20	20	20	0				
5	Bryan Jones	20	0	0	0	0	20				
	Total in Attendance	4	3	2	2	3	3				

PC Members: K. Dennis, B. Aguiriano, M. Deighan, C. Droster, B. Gayheart, T. Mahdi

Attendees: J. Silva, C. Taylor, J. Mazo

Staff: M. Baker, Z. Levar, L.J. Sylvia, T. Mallory