

**2007 AIDS DRUG ASSISTANCE PROGRAM (ADAP)
SURVEY RESULTS**

COUNTY OF RESIDENCE	YR	
	2007	
	N	Pct
ALAMANCE	7	1%
ALEXANDER	3	0%
ANSON	1	0%
ASHE	1	0%
BEAUFORT	4	0%
BERTIE	3	0%
BLADEN	3	0%
BRUNSWICK	3	0%
BUNCOMBE	30	3%
CABARRUS	7	1%
CALDWELL	2	0%
CASWELL	1	0%
CATAWBA	7	1%
CHATHAM	1	0%
CHEROKEE	2	0%
CLAY	1	0%
CLEVELAND	7	1%
COLUMBUS	5	1%
CRAVEN	6	1%
CUMBERLAND	18	2%
DARE	1	0%
DAVIDSON	12	1%
DAVIE	1	0%
DUPLIN	6	1%
DURHAM	43	5%
EDGECOMBE	15	2%
FORSYTH	70	8%
FRANKLIN	1	0%
GASTON	29	3%
GRANVILLE	7	1%
GREENE	6	1%
GUILFORD	64	7%
HALIFAX	4	0%
HARNETT	11	1%
HAYWOOD	4	0%
HENDERSON	4	0%
HERTFORD	6	1%
HOKE	5	1%
IREDELL	9	1%
JACKSON	2	0%

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COUNTY OF RESIDENCE	YR	
	2007	
	N	Pct
JOHNSTON	6	1%
LEE	4	0%
LENOIR	10	1%
LINCOLN	3	0%
MACON	1	0%
MADISON	1	0%
MARTIN	4	0%
MCDOWELL	3	0%
MECKLENBURG	126	14%
MOORE	3	0%
NASH	10	1%
NEW HANOVER	8	1%
NORTHAMPTON	1	0%
ONSLow	11	1%
ORANGE	5	1%
PAMLICO	1	0%
PASQUOTANK	2	0%
PENDER	6	1%
PERSON	3	0%
PITT	22	2%
RANDOLPH	4	0%
RICHMOND	7	1%
ROBESON	12	1%
ROWAN	13	1%
RUTHERFORD	3	0%
SAMPSON	7	1%
SCOTLAND	2	0%
STANLY	2	0%
STOKES	2	0%
SURRY	7	1%
TRANSYLVANIA	2	0%
UNION	2	0%
VANCE	5	1%
WAKE	75	8%
WARREN	1	0%
WASHINGTON	2	0%
WATAUGA	1	0%
WAYNE	6	1%
WILKES	2	0%

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COUNTY OF RESIDENCE	YR	
	2007	
	N	Pct
WILSON	11	1%
UNKNOWN	110	12%
TOTAL	918	100%

Out of 918 surveys received, 80 of the 100 counties in North Carolina were represented. Unknown includes responses that were either missing or listed the United States (US or USA) as the county of residence.

AGE CATEGORY	YR	
	2007	
	N	Pct
20 YEARS OR LESS	1	0%
21-30 YEARS	59	6%
31-40 YEARS	199	22%
41-50 YEARS	374	41%
51-60 YEARS	218	24%
GREATER THAN 60 YEARS	58	6%
NO RESPONSE	9	1%
TOTAL	918	100%

RACE/ ETHNICITY	YR	
	2007	
	N	Pct
ASIAN/PAC. ISL.*	3	0%
HISPANIC	56	6%
AM.INDIAN/AN*	26	3%
BLACK*	514	56%
WHITE*	305	33%
OTHER*	14	2%
TOTAL	918	100%

*non-Hispanic

Educational materials have been and are being developed for the ADAP Program. These will be translated into Spanish if not done already. In addition, application forms will be tracked more accurately by offering the ability to choose multiple selections for race/ethnicity.

GENDER	YR	
	2007	
	N	Pct
MALE	620	68%
FEMALE	285	31%
TRANSGENDER	3	0%
NO RESPONSE	10	1%
TOTAL	918	100%

The option to select transgender for future ADAP applications will be added.

HOW OFTEN DO YOU NEED TO RENEW YOUR ADAP PAPERWORK?	YR 2007	
	N	Pct
ONCE EVERY SIX MONTHS	103	11%
ONCE EVERY TWO YEARS	23	3%
ONCE EVERY YEAR	730	80%
PAPERWORK DOES NOT NEED RENEWAL	19	2%
NO RESPONSE	43	5%
TOTAL	918	100%

Most clients understood the need to renew their paperwork yearly. However, efforts are being made through enhanced trainings with case managers and clients to ensure all clients have this understanding.

WHO DOES YOUR ADAP PAPERWORK?	YR	
	2007	
	N	Pct
CASE MANAGER/SOCIAL WORKER	681	74%
NURSE AT DOCTOR'S OFFICE	120	13%
OTHER	83	9%
DESIGNATED PERSON AT DR. OFFICE, HOSPITAL OR CLINIC	20	2%
NO RESPONSE	14	2%
TOTAL	918	100%

Though most applications are processed through a case manager or social worker there are a significant number of others helping clients apply for ADAP. Training materials and sample applications will be available online for the next application period in 2009.

DOES THE PERSON/AGENCY COMPLETING YOUR PAPERWORK CALL OR SEND A LETTER TO REMIND YOU TO RENEW PAPERWORK?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	131	14%
NO	104	11%
YES	683	74%
TOTAL	918	100%

DOES THE ADAP PROGRAM SEND YOU AN APPROVAL LETTER?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	111	12%
NO	45	5%
YES	762	83%
TOTAL	918	100%

Most clients were aware that a response is sent from ADAP. In 2009 there will be an ADAP brochure and other materials that will help to inform the client about the approval process.

DO YOU KNOW THE ADAP PROGRAM PHONE NUMBER?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	113	12%
NO	192	21%
YES	613	67%
TOTAL	918	100%

Many clients have indicated knowledge of contact information for the ADAP staff. Additional efforts will be made to ensure clients know how to call ADAP for questions or assistance.

WHAT IS THE NAME OF THE PHARMACY THAT DELIVERS YOUR MEDICINES?	YR 2007	
	N	Pct
OTHER	152	17%
PharmaCare	608	66%
UNSURE	158	17%
TOTAL	918	100%

DO YOU KNOW HOW TO CALL THE ADAP PHARMACY?	YR 2007	
	N	Pct
NO	231	25%
YES	687	75%
TOTAL	918	100%

Instructional materials will be available for the client, providing contact information on a wallet type card plus others illustrating how to read a prescription label.

DOES THE ADAP PHARMACY CALL YOU EACH MONTH TO REFILL YOUR MEDS?	YR 2007	
	N	Pct
NO	146	16%
YES	707	77%
MY MEDICINES ARE SENT TO MY DOCTOR OR CASE MANAGER	65	7%
TOTAL	918	100%

WHO WOULD YOU CALL ON WEEKENDS WITH QUESTIONS ABOUT YOUR MEDICINE?	YR	
	2007	
	N	Pct
CALL YOUR DOCTOR OR DOCTOR'S OFFICE	252	27%
CALL FRIEND ALSO TAKING HIV MEDS.	19	2%
CALL ANOTHER PHARMACY CLOSE TO WHERE YOU LIVE	91	10%
CALL THE ADAP PHARMACY	252	27%
CALL RELATIVE	11	1%
WAIT UNTIL MONDAY TO ASK ABOUT MEDICINES	212	23%
CALL THE ADAP PROGRAM	40	4%
NO RESPONSE	41	4%
TOTAL	918	100%

HOW WOULD YOU GET MEDICINE REPLACED IF LOST OR STOLEN?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	23	3%
CALL YOUR DOCTOR OR DOCTOR'S OFFICE	335	36%
CALL CASE MANAGER/SOCIAL WORKER	201	22%
CALL THE ADAP PROGRAM	45	5%
CALL THE ADAP PHARMACY	133	14%
CALL RELATIVE	12	1%
WAIT UNTIL NEXT REFILL IS DUE	169	18%
TOTAL	918	100%

WHAT WOULD YOU DO TO ENSURE YOU RECEIVE MEDICINE IF YOU WILL BE AWAY AT NEXT DELIVERY?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	140	15%
CALL YOUR DOCTOR	106	12%
CALL YOUR CASE MANAGER/SOCIAL WORKER	138	15%
CALL THE ADAP PROGRAM	75	8%
CALL THE ADAP PHARMACY	459	50%
TOTAL	918	100%

WHAT WOULD YOU DO IF YOUR MEDS WERE LOW AND YOU DID NOT GET A CALL FROM ADAP PHARMACY?	YR	
	2007	
	N	Pct
DON'T KNOW/UNSURE	27	4%
CALL YOUR DOCTOR	77	11%
CALL YOUR CASE MANAGER/SOCIAL WORKER	85	12%
CALL THE ADAP PROGRAM	54	8%
CALL THE ADAP PHARMACY	450	64%
WAIT UNTIL THE ADAP PHARMACY CALLS	14	2%
TOTAL	707	100%

WHEN WAS THE LAST TIME YOU MISSED A DOSE OF ONE OF YOUR MEDICINES?	YR	
	2007	
	N	Pct
THIS WEEK	63	7%
LAST WEEK	89	10%
NOT TAKING MY MEDICINES RIGHT NOW	36	4%
NOT DURING THE LAST 6 MONTHS	143	16%
NEVER MISSED A DOSE	400	44%
NO RESPONSE	187	20%
TOTAL	918	100%

Adherence is going to be another key focus of ADAP for 2009. Efforts to improve understanding about the importance of taking HIV medications every day, without missing a dose, will be addressed through client and case manager trainings, educational materials, and counseling.

REASON YOU MISSED A DOSE	YR	
	2007	
	N	Pct
MEDICINES DID NOT COME FROM THE ADAP PHARMACY	23	3%
I WAS SICK	43	5%
I COULD NOT FIND IT	2	0%
MY SCHEDULE WAS TOO BUSY	30	3%
I WAS AWAY FROM HOME	100	11%
I DIDN'T UNDERSTAND HOW TO TAKE IT	2	0%
I FORGOT TO TAKE IT	170	19%
I DIDN'T FEEL LIKE TAKING IT	13	1%
I WAS IN JAIL	4	0%
I FELL ASLEEP	27	3%
IT IS HARD TO TAKE (PILLS TOO BIG, BAD TASTE)	2	0%
I DID NOT WANT SOMEONE TO SEE ME TAKING MEDICINE	1	0%
I FEEL BETTER AND DON'T NEED IT EVERYDAY	1	0%
ANOTHER REASON	29	3%
I HAVE NEVER MISSED A DOSE	419	46%
NO RESPONSE	52	6%
TOTAL	918	100%

IF YOU MISS TAKING YOUR MEDS FOR ONE DAY OR MORE, YOU:	YR	
	2007	
	N	Pct
TAKE MEDICINE THE NEXT DAY	406	44%
CALL YOUR DOCTOR OR NURSE	22	2%
CALL YOUR CASE MANGAGER/SOCIAL WORKER	5	1%
CALL THE ADAP PHARMACY	5	1%
CALL A FRIEND OR RELATIVE FOR ADVICE	3	0%
I HAVE NEVER MISSED A DOSE	419	46%
NO RESPONSE	58	6%
TOTAL	918	100%

DO YOU KEEP A LIST OF YOUR MEDICINES?	YR	
	2007	
	N	Pct
NO	277	30%
YES	641	70%
TOTAL	918	100%

WHAT DO YOU DO TO REMEMBER TO TAKE YOUR MEDICINE?	YR	
	2007	
	N	Pct
OTHER	101	11%
POUR OUT YOUR PILLS DAILY	219	24%
HAVE PICTURES OF PILLS	4	0%
USE PILL TIMER/ALARM	27	3%
HAVE SOMEONE CALL TO REMIND YOU	3	0%
TAKE PILLS AT THE SAME TIME EACH DAY	564	61%
TOTAL	918	100%

HAS THE ADAP PHARMACY EVER TOLD YOU THAT THEY COULD NOT SEND YOUR MEDICINE?	YR	
	2007	
	N	Pct
NO	795	87%
YES	123	13%
TOTAL	918	100%

THE REASON ADAP PHARMACY COULD NOT SEND MEDICINE	YR	
	2007	
	N	Pct
OTHER	37	30%
NEEDED NEW PRESCRIPTIONS	67	54%
NO LONGER ON ADAP PROGRAM	19	15%
TOTAL	123	100%

HAVE YOUR MEDICINES EVER COME DAMAGED?	YR	
	2007	
	N	Pct
NO	898	98%
YES	20	2%
TOTAL	918	100%

HOW WERE YOUR MEDICINES DAMAGED?	YR	
	2007	
	N	Pct
OTHER	9	45%
WET	1	5%
TORN	3	15%
SMASHED	7	35%
TOTAL	20	100%

IF YOU ARE STARTING A NEW MEDICINE, DOES THE ADAP PHARMACY TELL YOU...?	YR	
	2007	
	N	Pct
NO NEW MEDS.	434	47%
HOW TO TAKE MEDS.	346	38%
SIDE EFFECTS	14	2%
FOODS TO AVOID	1	0%
FLUIDS TO TAKE	3	0%
NO RESPONSE	120	13%
TOTAL	918	100%

DO YOU HAVE WRITTEN INSTRUCTIONS ABOUT YOUR MEDICINES IN THE ADAP SHIPMENT?	YR	
	2007	
	N	%
DON'T KNOW/UNSURE	74	8%
NO	45	5%
YES	799	87%
TOTAL	918	100%

IF YOU HAVE WRITTEN INSTRUCTIONS, ARE THEY...	YR	
	2007	
	N	Pct
EASY TO READ	148	19%
HARD TO READ	4	1%
EASY TO UNDERSTAND	422	53%
HARD TO UNDERSTAND	9	1%
HAVE NOT READ WRITTEN INSTRUCTIONS	19	2%
NO RESPONSE	197	25%
TOTAL	799	100%

DO YOU HAVE INTERNET ACCESS?	YR	
	2007	
	N	Pct
NO	453	49%
YES	465	51%
TOTAL	918	100%

WOULD YOU LIKE TO SEE ADAP INFORMATION ON A WEBSITE?	YR	
	2007	
	N	Pct
NO	491	53%
YES	427	47%
TOTAL	918	100%

The ADAP Program will develop a patient oriented webpage during 2009.

DO YOU TAKE MEDICINE NOT COVERED BY ADAP?	YR 2007	
	N	Pct
NO	464	51%
YES	454	49%
TOTAL	918	100%

IF YOU TAKE MEDS NOT COVERED BY ADAP, WHAT IS THE CONDITION?	YR 2007	
	N	Pct
OTHER HEALTH PROBLEMS	299	66%
HIGH BLOOD PRESSURE/HEART	74	16%
HEPATITIS	7	2%
ANEMIA	10	2%
HIGH CHOLESTEROL	64	14%
TOTAL	454	100%

Many medications were added to the ADAP formulary after the survey was sent out to clients.

DO YOU HAVE TROUBLE GETTING MEDS NOT COVERED BY ADAP?	YR 2007	
	N	Pct
NO	283	62%
YES	171	38%
TOTAL	454	100%

IF YOU TAKE MEDS NOT COVERED BY ADAP, WHERE DO YOU GET THEM?	YR 2007	
	N	Pct
OTHER	233	51%
DOCTOR'S OFFICE	125	28%
CASE MANAGER/SOC. WORKER	16	4%
THE DRUG COMPANY	80	18%
TOTAL	454	100%

DOES THE CUSTOMER SERVICE PERSON TELL YOU HIS/HER NAME WHEN THEY CALL?	YR 2007	
	N	Pct
DON'T KNOW/UNSURE	95	13%
NO	42	6%
YES	570	81%
TOTAL	707	100%

DOES THE ADAP PHARMACY ASK WHAT MEDICINES YOU ARE TAKING WHEN THEY CALL TO REFILL?	YR 2007	
	N	Pct
DON'T KNOW/UNSURE	30	4%
NO	59	8%
YES	618	87%
TOTAL	707	100%

ADAP PHARMACY CUSTOMER SERVICE	YR	
	2007	
	N	Pct
N/A	25	4%
HELPFUL	82	12%
FRIENDLY	597	84%
RUDE	3	0%
TOTAL	707	100%

THE ADAP PHARMACY ANSWERS YOUR QUESTIONS:	YR	
	2007	
	N	Pct
NO RESPONSE	53	7%
ANSWERS CLEARLY	161	23%
ANSWERS COMPLETELY	171	24%
ASKS IF I UNDERSTAND	322	46%
TOTAL	707	100%

Customer service responses will be shared with the ADAP pharmacy.