Your Guide to

Getting Started

at the Clinic
University Medical Center New Orleans
ID Center - HOP

Mission

Our mission is to support and promote the health and well-being of people living with HIV by providing high-quality healthcare services.

ID Center - HOP believes that all people living with HIV deserve compassionate care from skilled, dedicated professionals, regardless of socioeconomic status.

Welcome!

We are glad you are here.
How do I use this book?

We wrote this book to tell you how to get care at the ID Center - HOP. Keep this book so you can find information when you need it.

What is ID Center - HOP?

ID Center - HOP stands for Infectious Disease Center - HIV Outpatient Program. We are here to help people living with HIV live long, healthy lives.

The HOP Clinic started in 1987. We have been caring for people living with HIV for a long time.

Why should I come to ID Center - HOP?

To be healthy! HIV is a serious disease. If you don’t get treatment, it can kill you.

HOP can help you get treatment. HIV medicine works very well to keep you strong and healthy.
Contact Information

Address—
University Medical Center New Orleans
Ambulatory Care Building, 4th floor, 4C clinic
2000 Canal St. (near S. Galvez St.)
New Orleans, LA  70112

*Parking garage access is at 2001 Tulane Avenue.

Phone numbers—
Appointments:  (504) 702-5700
Social Services:  (504) 702-4130

Fax numbers—
Referrals from other MDs fax: (504) 702-2051
Clinic fax: (504) 702-3240
Social Services fax: (504) 702-3115
Prescription renewals fax: (504) 702-3455

Website address: www.umcno.org/infectiousdisease
General email address: umcidcenter@lcmehealth.org

Doctor or Nurse Practitioner
Name:  _________________________________________
Phone number:  ________________________________

Case Manager
Name:  ________________________________
Agency:  ________________________________
Phone number:  ________________________________
**Hours**

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
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<tr>
<td></td>
<td></td>
<td><strong>Open weekdays from</strong></td>
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<td></td>
<td><strong>8:00 a.m. until 5:00 p.m.</strong></td>
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<td><strong>Closed Saturday and Sunday</strong></td>
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**Help when ID Center - HOP is closed**

Call *(504) 702-3000* and ask for the **HOP doctor on call**. The on-call doctor will give you advice based on your symptoms, including whether you should go to an emergency room.

The doctor *cannot* schedule appointments or refill any narcotic pain medicines or controlled medicines. The doctor may phone in small amounts of other medicines if they are needed immediately.

**Holidays**

Clinics are closed for the holidays listed below.

- New Year’s Day
- Martin Luther King, Jr. Day
- Mardi Gras (Tuesday)
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
Steps to care

Testing positive for HIV can overwhelm you with questions and concerns. **HIV is a disease that can be treated with HIV medicines.**

HIV medicines can’t cure HIV, but they can help people with HIV live long, healthy lives.

The first step is to see a doctor even if you do not feel sick.

Follow these steps to get medical care at ID Center - HOP. Check off the steps as you go.

- **Appointment**
  Call Patient Access at (504) 702-5700.
  - Tell them that you are a **new patient.**
  - Tell them you need a **Phase 1 appointment** with the ID Center - HOP.

- **Test results**
  Bring a copy of your HIV test results.
  It’s alright if you do not have your results.
  We can do an HIV test at your first appointment.
☐ **Transferring Care**
Tell us if you have seen a doctor before. Bring a copy of your medical records.

   We can help you get your records if you don’t have them.

☐ **Medicine**
Bring all of your medicines to appointments.

   This includes non-prescription medicine, vitamins, and supplements.

☐ **Paying for your care**
Do you have Medicaid, Medicare, or private insurance? Check one.

   □ **Yes**
   Bring your Medicaid, Medicare, or health insurance cards with you.

   □ **No**
   Apply for Medicaid and other programs with UMC Financial Assistance office.

**Questions about what to do?**

Call HOP patient navigators at **702-2858 or 702-2681**.
They can help to guide you in the right direction.
Steps to care

Phase 1 Appointment

This is your new patient appointment.

You will meet with a nurse, draw labs, meet with Social Services, and schedule your next appointment.

Please plan to be at the clinic for 3 or 4 hours. You might want to bring a light jacket, a bottle of water, and a snack.

Check off the steps in the Phase 1 appointment as you do them.

☐ Registration
☐ Nurse visit
☐ Medical history
☐ Labs
☐ Social services
☐ Schedule Phase 2 appointment
Steps to care

□ Phase 2 Appointment

This is when you meet your medical provider.

You will meet a doctor or nurse practitioner. You will learn about your lab results and you will make a plan to treat your HIV.

You will also meet a health educator and a psychologist to learn about other services.

Check off the steps in the Phase 2 appointment as you do them.

- Registration
- Medical provider
- Review labs
- Get prescriptions
- Referrals (if needed)
- Behavioral health
- Health education
- Social services
How to make the most of your appointments

Be active in your care. Think about the following questions. They will help you to talk about your health during your appointment.

- What symptoms or problems are you having?
  ___________________________________
  ___________________________________

- What medicines (HIV and non-HIV) are you taking? Include over-the-counter medications, vitamins, and supplements.
  ___________________________________
  ___________________________________
  ___________________________________

- Have you taken HIV medicine before?
  ___________________________________

- What changes have you had lately?
  ___________________________________

- What questions do you have about HIV?
  ___________________________________

- What other questions do you have about your health?
  ___________________________________
  ___________________________________
  ___________________________________
**Getting help with medicine**

People usually start taking medicine when they find out they are HIV positive.

HIV medication helps to:

1) treat the virus before it causes serious damage to the immune system,

2) reduce the risk of non-AIDS-related diseases,

and,

3) reduce the risk of transmitting the virus to others.

HIV medicine is expensive, but there is help to pay for it. Talk to Social Services to find out more.

**You do not need an appointment to talk to Social Services.**

Just sign in on the Social Services kiosk located in the Clinic 4C lobby (4th floor). Choose Social Service visit on the kiosk.
Managing your medicine

Refills

Most pharmacies will give you medicine for 30 days at a time. When you need more medicine, call the pharmacy and ask for a refill.

The pharmacy will give you another 30 days of medicine as long as there are refills left on the prescription.

When you have no refills left

When you have no refills left, the pharmacy can’t give you any more medicine. You or your pharmacist will need to call the clinic to get a new prescription from your doctor or nurse practitioner.

Call (504) 702-5700.
Ask for the triage nurse.
Or, your pharmacy can fax a refill request to our prescription fax number at 702-3455.

It may take a full week until we will have the new prescription written—sometimes it may take longer.

Plan ahead  It is dangerous to run out of HIV medicine.

Call for refills or renewals at least 10 days before you run out of medicine. If something goes wrong, you can take care of it before you run out.
Prescription Renewals Process:

Call (504) 702-5700

Ask to talk with the triage nurse about a new prescription. Please be ready to tell the nurse the following information:

1) your name ________________________________
2) your phone number _______________________
3) your medical record number________________________
4) the names of the medicines you need ________________
5) your doctor or nurse practitioner’s name _______________________

Prescription Label Example

<table>
<thead>
<tr>
<th>Pharmacy name</th>
<th>Pharmacy address</th>
<th>Pharmacy phone numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prescription number</td>
<td>Your Doctor’s name</td>
<td></td>
</tr>
<tr>
<td>Your name and your address</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medication instructions, how and when to take the medication.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medication name</td>
<td>Medication description and quantity</td>
<td></td>
</tr>
<tr>
<td># of refills left</td>
<td>Expiration date</td>
<td></td>
</tr>
</tbody>
</table>

# of refills left
What does ID Center - HOP offer?

Read below to learn how ID Center - HOP can help you.

Medical Care
The doctors and nurses help you stay healthy.

Dental
HOP dentists and staff know the special issues that can affect your mouth and teeth.

♦ Ask your HOP doctor or nurse practitioner for a referral to HOP Specialty Dental Clinic on the 3rd floor.

Social Services
Social services staff work with you to find help when you need it.

♦ HOP social services staff help you find other services.
♦ They help you figure out how to pay for your medicine.
♦ HOP social workers also give you counseling if you need to talk about a problem.

Bring the following when you meet with Social Services:

♦ Louisiana driver’s license or ID card
♦ proof of address
♦ proof of income
♦ insurance card, if applicable
**Behavioral Health**
You can meet with a psychologist during your Phase 1 or Phase 2 appointments.

- They help if you are having a hard time with things.
- They help if you are feeling sad or worried or stressed.
- They also treat people who have mental illnesses like depression, anxiety, or bipolar disorder.
- Psychiatrists are also available if your mental illness requires medication.

**Health Education**
You will meet with a health educator during your Phase 2 appointment.

- Health educators help you learn about HIV and your health.
- They can answer questions and help you if you get confused.
- They can tell you about your medicine so you know how to take it safely.

**Lab**
Labs are drawn during your Phase 1 appointment.

- Lab tests help us find out about your health.
- These tests are usually done on your blood or urine.
- Your samples will be sent to the lab to be tested.
- Your doctor or nurse practitioner will get the results in a few days.
What else does ID Center - HOP offer?

**Special Services**
Other special services are located at ID Center - HOP or in the Ambulatory Care (Clinic) Building.

Other services offered include:

- Women’s health services
- Eye clinic
- Lungs and breathing management
- Pain management
- Diabetes management
- Oncology & HIV care continuum services

To see these specialties you need a referral from your HOP doctor or nurse practitioner.

You can ask for a referral at your next appointment.

Questions about what to do?

Call HOP patient navigators at **702-2858** or **702-2681**.
They can help to guide you in the right direction.
**Patient Education**
Education services are also offered at UMCNO.

- They could be helpful if you have diabetes, asthma, or kidney disease.
- They could help if you have trouble losing weight or if you have trouble gaining weight.
- They can also help if you want to stop smoking.

Ask your doctor or nurse practitioner for a referral if you want to learn more.

**Nutrition Education**
You might see a nutritionist. Your doctor might send you to the nutritionist if you have heart disease or if you have diabetes.

**Research**
Sometimes there are research studies going on at the clinic. Fliers are placed in the Clinic 4C lobby when studies are available.

Studies help us—
- to learn more about HIV and
- to learn more about new HIV treatments.

Ask your doctor or nurse practitioner if you are interested in participating in a study.
How to get coverage for your care

Paying for your care
University Medical Center New Orleans (UMCNO) accepts Medicare, Medicaid, and many other health insurance plans.

Please bring your insurance card with you.

If you do not have insurance
You can apply for Medicaid at UMCNO Financial Counseling area on the 1st floor. If you don’t qualify for regular Medicaid, you may qualify for other programs.

Bring these documents to apply:

♦ Birth certificate or passport
♦ Louisiana driver’s license or ID card
♦ Social Security card
♦ Proof of address
  piece of mail addressed to you
  or lease/rent agreement in your name
♦ Proof of income (all that apply)
  ⇒ last 3 paycheck stubs
  ⇒ Social Security award letter
  ⇒ food stamp print-out
  ⇒ affidavit stating how you are supported

We may still be able to help you even if you don’t qualify for the Medicaid options. Ask to see a social worker to find out more.
Patient financial responsibility for qualified patients

UMCNO receives federal funds to help provide outpatient medical care to patients living with HIV. As a result, each year you are responsible for paying only a certain amount of any outpatient medical expenses you may incur.

If your medical expenses exceed your annual cap, you may be eligible to receive care at no charge for UMCNO outpatient services for the remainder of the calendar year (until December 31).

This only applies to your outpatient visits at this location. You will incur charges for inpatient stays. You will still owe any prior expenses you incurred before you reached your annual cap.

Your annual cap is based on a percentage of your individual adjusted gross income (AGI) compared to the federal poverty level (FPL) for an individual. The 2016 federal poverty level (FPL) is $11,880.

<table>
<thead>
<tr>
<th>Individual Income Criteria</th>
<th>Annual Cap of Patient Financial Responsibility</th>
</tr>
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<tbody>
<tr>
<td>100% or less than FPL</td>
<td>No fees</td>
</tr>
<tr>
<td>101-200% of FPL</td>
<td>No more than 5% of AGI</td>
</tr>
<tr>
<td>201-300% of FPL</td>
<td>No more than 7% of AGI</td>
</tr>
<tr>
<td>301% or greater of FPL</td>
<td>No more than 10% of AGI</td>
</tr>
</tbody>
</table>

Ask a HOP social worker to discuss the details with you. They can explain the steps you need to take.
Getting to ID Center - HOP

ID Center - HOP is located on the 4th floor (Clinic 4C) of the Clinic Building (near the corner of S. Galvez Street and Tulane Avenue). The official address for the entire UMCNO campus is 2000 Canal Street.

- Enter at 2001 Tulane Avenue for the parking garage.
- The S. Galvez St. entrance is an easy drop-off and pick-up point if you take a cab or someone brings you.
Parking in the garage

Parking for patients is free. Bring your ticket with you. We’ll give you a validation slip after your appointment. Just give your validation slip and ticket to the garage attendant when you exit the garage.

Driving directions

From New Orleans East and Slidell:
⇒ Take I-10 West toward downtown New Orleans.
⇒ Take exit 235B toward Canal St/Superdome.
⇒ Turn right onto Tulane Ave.
⇒ Enter the driveway to the parking garage.
(one block past S. Prieur St. opposite S. Johnson St.)

From Jefferson Parish,
St. Tammany and the River Parishes:
⇒ Take I-10 East toward New Orleans.
⇒ Take exit 232 US-61/Tulane Ave.
⇒ Make a left turn one block past S. Galvez St.
⇒ Enter the driveway to the parking garage.

From Algiers and the West Bank:
⇒ Take the Crescent City Connection bridge and merge onto US-90 East/S. Claiborne Ave.
⇒ Turn left onto Tulane Ave.
⇒ Enter the driveway to the parking garage.
(one block past S. Prieur St. opposite S. Johnson St.)
Bus and streetcar routes
If you need help with bus or streetcar fare let us know when you check out. We might be able to help you with a trip pass.

New Orleans RTA options

- Take the **84 Galvez** bus to S. Galvez Street (in between Canal Street and Tulane Avenue).
- Take the **39 Tulane** bus to Tulane Avenue and S. Galvez Street.
- Take the **Canal Street** streetcar to Canal Street and S. Galvez Street.

RTA Customer Care Rideline
(504) 248-3900
Monday through Friday, 6:00 am to 8:00 pm
Saturday and Sunday, 8:00 am to 5:00 pm
(Closed Holidays)
Connecting service is provided to the RTA bus lines in Kenner, Gretna, and New Orleans.

View routes online at www.jeffersontransit.org/routemaps.

**Jefferson Parish JeT options**

**East bank**

- Take the **E1 Veterans** bus to the end of Canal Street.
  - Then take the RTA Canal Street streetcar to Canal Street and S. Galvez Street.

- Take the **E2 Airline** bus to Tulane Avenue and S. Galvez Street.

**West bank**

- Take the **W2 West Bank Expressway**, or **W3 Lapalco**, or **W8 Terrytown** bus to Tulane Avenue and Loyola Avenue.
  - Transfer to RTA **84 Galvez** bus, and take it to S. Galvez Street (in between Canal Street and Tulane Avenue).
**Know your numbers**

Knowing your basic health numbers is a helpful way to take charge of your health. Keep track of your progress in the chart below.

Ask your doctor or nurse practitioner to talk to you about these numbers.

<table>
<thead>
<tr>
<th>Date</th>
<th>CD4 (T-cell)</th>
<th>Viral Load</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>above 250, the higher the better</td>
<td>undetectable virus on a blood test</td>
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</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Blood Pressure</th>
<th>Cholesterol</th>
<th>Blood Glucose</th>
<th>Body Mass Index (BMI)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target</td>
<td>less than 140/90</td>
<td>less than 200 total</td>
<td>less than 100 mg/dL</td>
<td>25</td>
</tr>
</tbody>
</table>
Know your health care team
Everyone here is part of your health care team. We are here to help you be healthy.

You can ask us to write down our names so you will know your team members.

Doctor or Nurse Practitioner
Print: ______________________________________

Nurses
Print: ______________________________________
Print: ______________________________________

Social workers
Print: ______________________________________
Print: ______________________________________

Health educators
Print: ______________________________________
Print: ______________________________________

Behavioral health staff
Print: ______________________________________
Print: ______________________________________

Other staff
Print: ______________________________________
Print: ______________________________________

Your pharmacy is also part of your health care team. Using one pharmacy to fill all of your medicine can make getting refills easier.

Pharmacy_______________________________
Location_______________________________
Phone number___________________________
Fax number____________________________

Pharmacy_______________________________
Location_______________________________
Phone number___________________________
Fax number____________________________
The UMCNO MyChart patient portal is your free and secure online access to your medical team and portions of your medical record.

**You can view—**
* your health history
* and your after-visit summaries.

**You can request—**
* your prescription renewals.

**And, you can communicate** with the nurses.

**Go to www.myumcno.org to set up your MyChart access.**
You receive an activation code as part of your after-visit summary (AVS). You’ll use this temporary code when you create your MyChart account. You will also need an email address to create your personal user ID and password.

Remember, the temporary activation code expires after 2 months if it is not used. You can request another code during your next visit. Or, you can request a code online directly from myumcno.org homepage. For more information read the FAQs section located on the myumcno.org homepage.

Remember, this online patient portal should **never** be used for urgent medical needs.

**Please** dial 911 or go to the nearest Emergency room for all medical emergencies.
UMCNO Phone Numbers

Hospital operator  (504) 702-3000  
Hospital public safety  (504) 702-3108  
Administration  (504) 702-4900  
Patient access  (504) 702-5700  
Billing inquiries  (504) 702-2081  
Financial counseling  (504) 702-3500  
Medical records requests  (504) 702-2082  
Pastoral care  (504) 702-3064  
Pathology and laboratory  (504) 702-3919  
Patient experience  (504) 702-3600  
Radiology  (504) 702-3165  
Rehabilitation services  (504) 702-3506  
Respiratory care  (504) 702-3164  
UMC Walgreens Pharmacy  (504) 758-3718  

Notes

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ID Center - HOP is your Medical Home

A patient-centered medical home is an approach to providing total health care for you. The medical home care team supports you and helps you to make the best decisions for your health.

Your Medical Home rights and responsibilities are listed below.

**Patient Rights**

1. Work with your Medical Home provider and care team to make decisions about your physical and emotional health.

2. Receive easy-to-understand explanations about illnesses, treatment plans, and outcomes. Interpreters are available if you need them.

**Patient Responsibilities**

1. Make a plan with your Medical Home provider and care team to keep you in good physical and emotional health.

2. Keep scheduled appointments or cancel as far in advance as possible.

3. Tell your Medical Home provider if there are any changes in your physical or emotional health. Also, tell them if you have gone to the emergency room, to another doctor, or to the hospital.

4. If you do not have insurance, ask for help to find out if you can get health service coverage.

5. Talk to your insurance company so that you understand the benefits of your health plan.

6. Talk to your insurance company to make sure that their computers show that your Medical Home provider is assigned to you.
Provider Responsibilities

1. Build trust with the patient and/or their family so that you can be sure to meet the patient's health care needs.

2. Listen to the patient's concerns and needs. Treat the patient with compassion and understanding.


4. Provide clear direction regarding prescriptions.

5. Help the patient make referrals to other health care providers when necessary.

6. Provide the patient with enough education and information to make healthy life choices.
Why is it important to keep all of your clinic appointments?

Your health depends on it.

At your appointments:

- we can check your health and make changes to your treatment plan if needed;

- we can give you the best medical care;

- and you can take control of your health.

Remember—it is important to come to all of your clinic appointments—if you feel sick and if you feel well.

Stay connected for your health.