



Infectious Disease (ID) Center HIV Outpatient Program (HOP)

Address

University Medical Center New Orleans (UMCNO)

Ambulatory Care Building, 4th Fl., 4C clinic
2000 Canal St. (near S. Galvez St.)
New Orleans, LA 70112

*Parking garage access is at 2001 Tulane Avenue.
Surface lot parking is available near the clinic building in Lot A.

Phone numbers

Clinic Desk Line: (504) 702-4344
Alternative Line: (504) 702-3894
Appointments Call Center: (504) 702-5700
HOP Social Services: (504) 702-4130

Fax numbers

Referrals from other MDs fax: (504) 702-2051 **Call Center**
Medical Clinic fax: (504) 702-5733
ID Dental Clinic fax: (504) 702-5597
HOP Social Services fax: (504) 702-5730
Prescription renewals fax: (504) 702-5733

Website umcno.org/infectiousdisease

Hours Monday through Friday: 8:00am - 5:00 pm

Help when UMCNO ID Center – HOP is closed

One of our doctors is on call when the clinic is closed. If you have a problem, you can call **(504) 702-3000** and ask for the **HOP Doc on call**. This doctor can give you advice based on your symptoms, including whether you should go to an emergency room. They 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.

If you have a medical emergency, please call 911 or go to the nearest Emergency room.

Who We Are: The mission of the HIV Outpatient Program (HOP) of University Medical Center New Orleans is to support and promote the health and well-being of people living with HIV by providing high-quality healthcare services.

Our Services: HOP provides primary medical care and support services for individuals living with HIV. Subspecialists also visit the clinic. And, HOP can offer easy referrals to other doctors at the hospital.

Here is a sample of HOP services for individuals living with HIV:

*HIV primary medical care	*Dental care	*Eye care
*Mental health services	*Transportation help	*Nutrition
*Health insurance assistance	*Medication assistance	*Referrals

HOP also has Spanish speaking providers and phone-based translation services.

Your First Appointment: Your first appointment can last up to 4 hours. Why? Because you'll meet with social services and make any necessary referrals, including case management. Social services will help you to figure out your best payment option for care and medication. If you have insurance, make sure to bring your card with you. If you don't have insurance, don't worry -- HOP can help you find ways to pay for your care and your medication. You will also meet with a lab technician to have your initial labs run during your first appointment.

Contact Us:

HOP is located on the 4th floor of the Ambulatory Care Building as part of the Infectious Disease Center of University Medical Center New Orleans. Call the clinic desk line at (504) 702-4344 to make an appointment or to refer a patient or client.

Thank you. We look forward to seeing you.