

ID Center-HOP

Who we are

The mission of the Infectious Disease Center HIV Outpatient Program (ID Center-HOP) 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
- Medication assistance
- Mental health services
- Eye care
- Health insurance assistance
- Nutrition education
- Dental care
- Health education
- Transportation help
- 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

To make an appointment, or to refer a patient or client, call the clinic desk line at 504.702.4344

Address

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

Parking

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

Hours

Monday through Friday: 8 am–4:30 pm

Phone numbers

Clinic Desk Line: 504.702.4344
HOP Social Services: 504.702.4130

Fax numbers

Medical Clinic: 504.702.5733
ID Dental Clinic: 504.702.5597
HOP Social Services: 504.702.5730
Prescription renewals: 504.702.5733

General email address

umcidcenter@LCMHealth.org

Website

umcno.org/infectiousdisease

Help when University Medical Center 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.

Please call 911 or go to the nearest emergency room for medical emergencies.