

Your guide to

# Getting started at the clinic

**University**   
**Medical Center**  
New Orleans  
LCMC Health

# 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.

ID Center-HOP is committed to improving the quality of services and furthering the quality of care in the region through continuous collaborations with community partners, to include research and education.

## Welcome!

We are very 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 ID Center-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.

ID Center-HOP can help you get treatment. HIV medicine works very well to keep you strong and healthy.

## ID Center-HOP

# Contact information

### Address

University Medical Center New Orleans  
Clinic Building, 4th floor, Clinic 4C  
2000 Canal St. (near S. Galvez St.)  
New Orleans, LA 70112

\*Parking garage access is at 2001 Tulane Ave.

### Phone numbers

Appointments: 504.702.4344  
Social Services: 504.702.4130

### Fax numbers

Clinic efax: 504.702.5733  
Social Services efax: 504.702.5730  
Prescription renewals efax: 504.702-5733

### Website address

[umcno.org/infectiousdisease](http://umcno.org/infectiousdisease)

### General email address

[umcidcenter@LCMHealth.org](mailto:umcidcenter@LCMHealth.org)

### Doctor or Nurse Practitioner

Name \_\_\_\_\_

Phone number \_\_\_\_\_

### Case Manager

Name \_\_\_\_\_

Agency \_\_\_\_\_

Phone number \_\_\_\_\_

### Pharmacy

Name \_\_\_\_\_

Phone number \_\_\_\_\_

Fax number \_\_\_\_\_

## Hours

Monday–Friday

8 am–4:30 pm

Closed Saturday and Sunday

## Help when ID Center-HOP is closed

Call **504.702.3000** and ask for the **ID Center-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.

## **O Appointment**

- Call us at 504.702.4344
- Tell us that you are a new patient
- Tell us you need a Phase 1 appointment with the ID Center-HOP

## **O 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

## **O 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.

## **O Medicine**

- Bring all of your medicines to appointments.
- This includes non-prescription medicine, vitamins, and supplements.

## **O Paying for your care**

- Do you have Medicaid, Medicare, or private insurance? Check one.

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

**O No** – Apply for Medicaid and other programs with University Medical Center Financial Assistance office.

## **Questions about what to do?**

Call ID Center-HOP patient navigators at **504.702.2858** or **504.702.2681**.

They can help to guide you in the right direction.

## Phase 1 appointment

This is when you meet with your medical provider.

You will meet with a nurse practitioner or doctor to make a plan to treat your HIV. You may also meet with a patient navigator, a health educator, and a social worker. Please plan to be at the clinic for three or four 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

### Staff initials

- \_\_\_\_\_  Provider visit
- \_\_\_\_\_  Medical history and exam
- \_\_\_\_\_  Review available labs
- \_\_\_\_\_  Get prescriptions to start medication
- \_\_\_\_\_  Get additional labs
- \_\_\_\_\_  Patient navigator
- \_\_\_\_\_  Health educator
- \_\_\_\_\_  Social services
- \_\_\_\_\_  Schedule follow-up appointment



## Steps to care

### Phase 2 appointment

This is your follow up visit.

You will meet with your nurse practitioner or doctor to learn about your labs results. You will discuss how you are doing since your last visit. You will meet with a health educator. You may choose to meet with a psychologist. You may learn about other services the clinic offers.

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

Registration

#### Staff initials

- \_\_\_\_\_  Provider visit
- \_\_\_\_\_  Physical exam
- \_\_\_\_\_  Review labs
- \_\_\_\_\_  Referrals (if needed)
- \_\_\_\_\_  Patient navigator
- \_\_\_\_\_  Health educator
- \_\_\_\_\_  Psychologist (if scheduled)
- \_\_\_\_\_  Social services
- \_\_\_\_\_  Schedule Follow Up appointments





## 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?

---

---

---

# Medicine

## Getting help with medicine

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

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.
3. Reduce the risk of passing 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 **504.702.4344**

Ask for Nurse Betty

Or, your pharmacy can **fax a refill request** to our prescription fax number at 504.702.5733.

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.

## Medicine

### When you have no refills left, call 504.702.4344 and ask for Nurse Betty.

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

- Your name \_\_\_\_\_
- Your phone number \_\_\_\_\_
- Your medical record number \_\_\_\_\_
- Names of the medicines you need \_\_\_\_\_  
\_\_\_\_\_
- Your doctor or nurse practitioner's name \_\_\_\_\_

### Prescription label example



- ← Pharmacy name  
Your name
- ← Medicine name
- ← Medication instructions, how and when to take the medication
- ← Quantity - # of refills left  
expiration date
- ← Pharmacy phone number  
Prescription number

# 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.

- They treat your HIV and your general health problems.

## Dental

ID Center–HOP dentists and staff know the special issues that can affect your mouth and teeth.

- Ask your ID Center–HOP doctor or nurse practitioner for a referral to ID Dental Clinic (ID Center–HOP) on the 3rd floor.

## Social Services

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

- ID Center–HOP social services staff help you find other services.
- They help you figure out how to pay for your medicine.
- ID Center–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.

## What does ID Center-HOP Offer

### Health Education

You will meet with a health educator during your Phase 1 and Phase 2 appointments.

- 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.

### 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 ID Center-HOP doctor or nurse practitioner. You can ask for a referral at your next appointment.

### Questions about what to do?

Call ID Center-HOP patient navigators at **504.702.2858** or **504.702.2681**.

They can help to guide you in the right direction.

## What does ID Center-HOP Offer

### Patient education

Education services are also offered at University Medical Center New Orleans.

- 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 posted in clinic 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 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 the 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

University Medical Center 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 University Medical Center New Orleans 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 guideline (FPG) for an individual. **The 2019 FPG for an individual is \$12,490.**

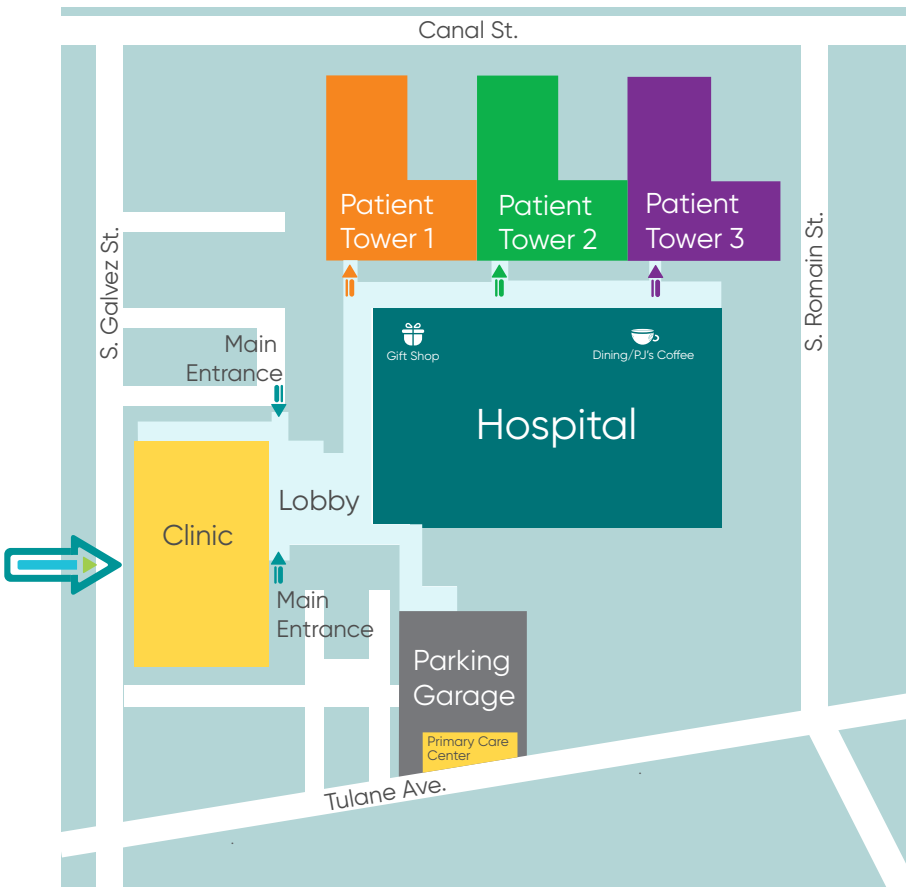
Individual Income Criteria	Annual Cap of Patient Financial Responsibility
100% or less than FPG	No fees
101-200% of FPG	No more than 5% of AGI
201-300% of FPG	No more than 7% of AGI
301% or greater of FPG	No more than 10% of AGI

Ask an ID Center-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 University Medical Center campus is 2000 Canal Street.

- Enter at 2001 Tulane Avenue for the parking garage.
- The S. Galvez Street entrance is an easy drop-off and pick-up point.



### Parking in the garage

Parking for patients is free. Bring your parking ticket with you.

We'll give you a validated ticket after your appointment. Give your validated ticket and your original ticket to the garage attendant when you leave.

### 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 Westbank:**

- 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.)

## Getting to ID Center-HOP



### 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 tokens.

#### **RTA Customer Care Rideline**

504.248.3900

[norta.com](http://norta.com)

Monday–Friday

6 am–8 pm

Saturday and Sunday

8 am–5 pm

(Closed Holidays)

### New Orleans RTA routes

- 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



Connecting service is provided to the RTA bus lines in Kenner, Gretna, and New Orleans.

View routes online at [jeffersontransit.org/maps-schedules](http://jeffersontransit.org/maps-schedules)

## Jefferson Parish JeT routes

### Eastbank

- Take the **E 1 Veterans** bus to the end of Canal Street
  - Take the RTA Canal Street streetcar to Canal Street and S. Galvez Street.
- Take the **E 2 Airline** bus to Tulane Avenue and S. Galvez Street

### Westbank

- Take the **W 2 Westbank Expressway**, **W 3 Lapalco**, or **W 8 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.

Date	CD4 (T-cell)	Viral Load
Target	Above 250, the higher the better	Undetectable virus on a blood test

Date	Blood Pressure	Cholesterol	Blood Glucose	Body Mass Index (BMI)
Target	Less than 140/90	Less than 200 total	Less than 100 mg/dL	25 or less

# Know your healthcare 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 \_\_\_\_\_

**Social workers**

Print \_\_\_\_\_

**Health educators**

Print \_\_\_\_\_

**Behavioral health staff**

Print \_\_\_\_\_

**Other staff**

Print \_\_\_\_\_

Print \_\_\_\_\_

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

**Pharmacy** \_\_\_\_\_

**Location** \_\_\_\_\_

**Phone number** \_\_\_\_\_

**Fax number** \_\_\_\_\_

# Your medical record

## LCMC Health Patient Portal

The LCMC Health Patient Portal is your free and secure online access to your medical team and portions of your medical record.

### You can view

- Upcoming appointments
- Your health history
- And your after-visit summaries.

### You can request

- Your prescription renewals.

And, you can communicate with the nurses.

## Go to [myLCMCHHealth.org](https://myLCMCHHealth.org) for access

You receive an activation code as part of your after-visit summary (AVS). You'll use this temporary code when you create your patient portal account. You will also need an email address to create your personal user ID and password.

Remember, the temporary activation code expires after two months if it is not used. You can request another code during your next visit.

Or, you can request a code online directly from:  
[mylcmchealth.org](https://mylcmchealth.org)

For more information, call 866.662.6161.

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.



# Important numbers

Hospital operator	504.702.3000
Hospital public safety	504.702.3108
Administration	504.702.4900
Billing inquiries	504.702.2081
Financial counseling	504.702.3500
Medical records requests	504.702.2082
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
Spiritual care	504.702.3064
Walgreens Pharmacy (1st floor, clinic building)	504.702.3718

## Notes

---

---

---

---

---

---

---

---

# 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.
7. Keep conversations respectful and treat staff and others with compassion and understanding. Threatening language or behavior is not acceptable.

### 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 respect, compassion, and understanding.
3. Stay completely up-to-date with the patient's health history. Make a patient care plan based on the best medical practice guidelines and prevention strategies.
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.



# We will help you manage your HIV

Managing your HIV means taking your HIV medication as prescribed and attending your clinic appointments.

The goal is to keep you healthy by reducing the amount of virus in your body to a level so low that it is undetectable in a blood test. This means that you have suppressed the virus. You must keep taking your HIV medication to maintain viral suppression and for your virus to continue to be undetectable.

Good news! When your virus is undetectable this means the virus will not be passed on to your sexual partners! The virus is untransmittable.

# Undetectable equals Untransmittable

## U=U

A person living with HIV is considered undetectable or virally suppressed when medications bring levels of HIV in the body to such low levels that tests cannot detect it.

**When HIV is undetectable it cannot be sexually transmitted to others.**

Only a healthcare provider can determine if a viral load is undetectable. Please see your Primary Care Provider.

# 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
- 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.



Thank you for taking the time to read this guide. We hope it's a helpful tool for you.

Please let us know if you have any questions.

## Notes

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---



**University**   
**Medical Center**  
New Orleans  
LCMC Health