



**The Ryan White Clinic
at MCGHealth
(Medicine IV)
Patient Guide**



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Forward

As a patient of the MCGHealth Ryan White Clinic for the past 11 years, I have learned the care team is actually a caring “family” for those of us living with HIV. In recent years, our family has grown rapidly in size. Because of this rapid growth, it has become more important than ever for us, as patients, to become partners in our care. It was with this idea of partnership that I compiled this handbook with the help of faculty, staff, and other patients so that it could act as a guide for you as you navigate your care in our clinic. I encourage you to read this booklet and become familiar with our clinic and the many ways in which you can partner in your own care. The booklet also contains some of the community resources that are available to you. You should familiarize yourself with these so you will be able to use them and become involved in our community over time. You are not alone; it is up to you to reach out to others and in doing so you will find the strength and support that will make it easier for you to have a happy life with HIV.

Sincerely,
David Thompson

Welcome

The Faculty and staff of The Ryan White Clinic at MCGHealth would like to take this opportunity to welcome you to your new clinic. We understand that dealing with HIV can be difficult; however, we want to assure you that you are not alone. We hope that you will find this booklet helpful as you partner with the many dedicated professionals that are now involved in your care. The booklet should answer many of your questions about your care and where to turn when you need help. It will also let you know what to expect and how you can prepare yourself for clinic visits to make them more enjoyable.

Mission Statement

The mission of the Medical College of Georgia is to improve health and reduce the burden of illness in society by discovering, disseminating, and applying knowledge of human health and disease.

The Ryan White Treatment Modernization Act

The United States Department of Health and Human Services Health Resources and Services Administration which helps fund our clinic states:

With the right care and treatment, people infected with HIV can live long and productive lives. The Ryan White HIV/AIDS Program, reauthorized in 2006, makes the right care and treatment possible for low-income, uninsured and under-insured men, women, children and youth with no other way to meet their medical care and support needs.

The Program prioritizes lifesaving services for individuals living with HIV/AIDS, including HIV/AIDS medications and primary care and targets resources to areas that have the greatest needs.

Established by the Ryan White Comprehensive AIDS Resources Emergency Act 1990 and most recently reauthorized as the Ryan White Treatment Modernization Act of 2006, the program is administered by the Health Resources and Services Administration HIV/AIDS Bureau (HRSA).

HRSA makes grants to hundreds of grantees, including States, cities and communities, who deliver care to more than half a million low-income people with HIV/AIDS in the U.S. each year.

The program is named for Ryan White, the Indiana teenager whose courageous struggle with HIV/AIDS and against AIDS-related discrimination helped educate the nation. He died the year the legislation was passed. (1990)*

*<http://hab.hrsa.gov/aboutus.htm>

Making and Keeping Appointments

Scheduling

To make an appointment with the Ryan White Clinic at MCGHealth, please call scheduling at (706) 721-1450. To reschedule an appointment please call the clinic at 706-721-8888.

Getting Here/Directions

Directions from Atlanta

I-20 East to Augusta, Exit I-20 at River Watch Pkwy (exit 200), and Turn left at light, Turn right onto 15th St, Continue approximately 1 mile, Turn left onto Harper Street, Turn left into the Harper Street Parking Deck.

Directions from Columbia, SC

I-20 West to Augusta, Exit I-20 at River Watch Pkwy (exit 200), and Turn left at light, Turn right onto 15th St, Continue approximately 1 mile, Turn left onto Harper Street, Turn left into the Harper Street Parking Deck.

Directions from Savannah, GA

Entering Augusta on Hwy 25 (Peach Orchard Rd), Continue on Hwy 25 (merges into Gordon Hwy - includes Hwy 1, 25 and 78), Continue 3 miles, Turn left at Walton Way (Red Lobster on right), Turn left onto 15th Street, Continue .4 mile, Turn left onto Harper Street, Turn left into the Harper Street Parking Deck.

Directions from Bush Field Airport

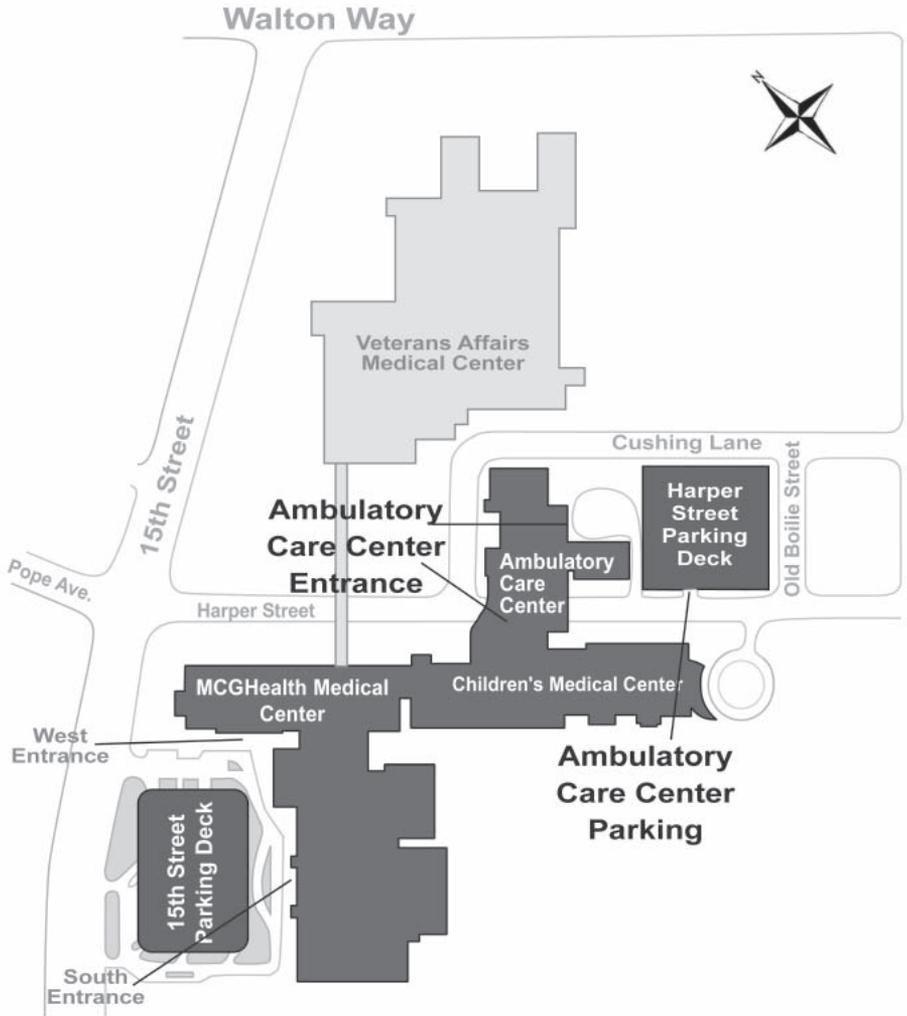
Turn right from Airport exit onto Doug Barnard Pkwy, Continue 5 miles, Turn right on Gordon Hwy, Continue 3 miles, Turn left at Walton Way (Red Lobster on right), Turn left onto 15th Street, Continue .4 mile, Turn left onto Harper Street, Turn left into the Harper Street Parking Deck.

Parking

Parking is available free of charge in any of the MCGHealth parking decks. The parking deck on Harper Street next to the Ambulatory Care Center is nearest to our clinic. You should allow extra time for parking during busy times of the day.

If you need help getting to and from your appointments, please let your case manager know at least a week in advance to give them plenty of time to assist you.

Campus Map



Your Clinic Visit

What to Bring With You

- A list of all the medications you take (or just put them in a bag)
- Phone numbers for emergency contacts.

It is helpful if you make notes of things you would like to ask your doctor or other member of your care team.

If you need help getting your medicine you should bring:

- A state issued photo ID
- Proof of your income
(One month's paystubs or most recent tax return)
- A copy of a utility bill as proof of residence
(The bill must be in your name)

Late Appointments

You should make every effort to arrive on time for your appointments. The clinic can be very busy and sometimes will get backed up. By being on time, you help us to serve you better. If you are going to be 30 minutes late for your appointment you should call the clinic at 706-721-8888 to find out if you can still be seen or if we will need to reschedule your appointment to another time.

Missed Appointments

It is very important that you keep all appointments with your doctor. If you cannot be here for a scheduled appointment you should call scheduling 706-721-1450 as soon as possible to let them know so they can give your slot to someone else. If you go for 12 months without seeing your doctor, you will be moved to inactive status. If this happens, you should expect to wait several weeks before you can be seen again.

Checking In

When you arrive for your appointment let the Medicine IV receptionist know you are here and have a seat. Please be courteous to others and keep all conversations to a low level. Please respect the privacy of other patients and remain in the waiting area unless escorted by clinic personnel into the clinic area. While we make every effort possible to keep your wait short, sometimes situations require that we spend more time with certain patients. We apologize in advance for any inconvenience.

What to Expect

At each visit we will check your vitals (weight, blood pressure, etc.) and ask if you have any current problems. Please let us know if you need to see your case manager or if you would like to speak to the psychology resident. You may be seen

by the physician assistant, a resident or one of our fellows before you are seen by your doctor. Your doctor will examine you and request any necessary lab work or vaccinations. We will administer the vaccinations while you are in clinic. You will receive lab orders and your next appointment before you leave the clinic.

Labs

Your doctor may want you to have certain laboratory tests done before your visit. If this is the case you will be given an appointment for your labs by the receptionist. It is very important that you have these labs drawn at the assigned time so they will be available at your visit. You should ask your doctor or nurse if you should fast (generally no food after midnight) before having your labs drawn. On the date of your labs you should check in with the receptionist in Medicine IV. She will then give you your lab orders and send you to the laboratory on the second floor of the Ambulatory Care Center. If you already have your lab orders you should go directly to the lab. It takes four weeks for all of your labs to come back. We will be glad to share your labs with you at your appointment.

Obtaining Medications When Needed

If you have medication coverage with your insurance, the nurses will give you copies of your prescriptions to take to the pharmacy of your choice. If you need refills called in, you should call the nurse and allow 48 hours for your prescriptions to be called in to your pharmacy. To check the status of your prescriptions, please call your pharmacy.

If you do not have insurance prescription coverage there are programs that may help you in obtaining your medications. We have a patient assistance analyst who will help you obtain your medications through the Georgia AIDS Drug Assistance Program (ADAP) or manufacturer's assistance programs. If you are a resident of South Carolina, HopeHealth will help you get community services and South Carolina ADAP. It is very important that you obtain all documentation as needed for these programs. Keep in mind that the medications for HIV can be very expensive and not everyone is as fortunate as we are to have programs such as these.

It is your responsibility to make sure that you do not run out of your medications. You should be aware of how much medication you have left and begin the process of obtaining refills when you have a weeks supply. Do not wait until you are taking the last pill. Your medicines work much better if you take them consistently everyday. Our patient educator can help you overcome many barriers to taking your medicine correctly.

Some of the medicines for HIV may have side effects. We have a great deal of experience with these. Most of the side effects will go away after your body has become used to the medication. Do not quit taking the medicine without first

talking to your doctor, nurse or patient educator. We know of many things that will ease the side effects so that you will be able to continue your therapy.

Between Appointments

Unexpected Illness and Medical Problems

In the event of unexpected illness or medically-related problems, you should first call and discuss your concerns with a nurse. If the problem is not easily determined over the telephone, you may be asked to come into the clinic to see the nurse. Because of scheduling constraints, if you “drop-in” without first speaking to a nurse, it may not be possible to see you. (See section on Walk-ins) Based on the nurse’s evaluation of your situation, you may be directed to another provider or be rescheduled for another date and time.

When is it a Medical Emergency?

Patients sometimes get sick, even when they get the best medical care available. Although we cannot cover every possible thing that can happen if you become ill, the doctors and nurses want you to call when there is a big change in the way you feel. It is always best if a medical problem is caught early.

If you experience the following you should seek emergency medical assistance immediately:

- Shortness of breath or difficulty breathing
- Seizures or loss of consciousness

The following conditions are of special concern and should be evaluated as soon as possible:

- Fever that is uncontrolled with Tylenol
- Extreme headache
- Uncontrollable vomiting or diarrhea

During normal hours call the clinic nurse. After hours you may reach the ID doctor on call by calling (706) 721-2236 and asking that they be paged. They will call you back as soon as possible. If need be you should seek emergency medical attention right away.

Walk-ins

The Medicine IV Clinic can be very busy at times. For this reason walk-ins of a non-critical medical nature cannot be accepted.

The receptionist will ask you for the reason you are walking in. If it is a non-medical

reason such as, routine paperwork completion, medication refills, work excuses or other items of a non-critical medical issue the receptionist will take the information from you and provide it to the appropriate staff prior to the end of the clinic.

If there is a medically related reason for your visit, other than a prescription refill, the receptionist will ask you to have a seat. The receptionist will then check to see if it is possible for you to be seen or if you must make an appointment. We ask that you respect other patients' privacy and stay in the waiting area unless escorted by clinic personnel.

Insurance and Payment of Your Bill

The Ryan White Clinic at MCGHealth accepts Medicare, Medicaid and most private insurance. The Ryan White Grant is the payer of last resort for HIV treatment. If you do not have insurance, you will still be eligible for outpatient HIV care at MCGHealth. Our policy is to treat all persons living with HIV regardless of ability to pay. If you owe monies to MCGHealth and have not worked out a payment plan with patient accounting, it may interfere with your ability to be seen outside of our clinic.

There will be a small co-payment for each clinic visit for all uninsured patients. This co-payment varies from \$0.00 to \$4.00 depending on your income in relation to the Federal Poverty Level. The Front Desk Receptionist will ask for your co-pay when you check in. You will be seen regardless of your ability to pay.

Under Federal Guidelines we are required to verify your income yearly and use a discounted sliding fee schedule if you do not have insurance or other means to pay. We must also place a limit on the annual cumulative charges per patient for HIV-related services. The fees and limits are based on your income compared to the Federal Poverty Line (FPL).

- Income equal to or less than 100 percent of the FPL – no charge/ no co-payment.
- Income between 101 and 200 percent of the FPL - \$2 co-pay until the annual cap on charges is reached: this is 5% of your annual gross income.
- Income between 201 and 300 percent of the FPL - \$3 co-pay until the annual cap on charges is reached: this is 7% of your annual gross income.
- Income greater than 300 percent of the FPL - \$4 co-pay until the annual cap on charges is reached: this is 10% of your annual gross income.

The Federal Poverty Line (FPL) guidelines and the discounted sliding fee scale are available at the front desk. For details and to discuss your questions please call Rita Miller at 706-721-1259.

Meet Your Care Team

Doctors—as part of an institution of higher learning we are very lucky to have a team of some of the most experienced infectious disease physicians available. Our doctors have participated in many of the studies on new HIV medicines and stay on the cutting edge of HIV care.

Fellows—we have a fellowship program at MCG for doctors who wish to become board certified in infectious disease. You may be seen by these doctors in the course of your visit. By working closely with our doctors they are learning how best to treat others with infectious diseases.

Nurses— are your liaisons between you and your doctor. If you have a question about your care or need assistance from your doctor you may contact a nurse by calling 706-721-2236.

Physician Assistant (PA)— an advanced practice clinician licensed to practice medicine with the supervision of a licensed physician. You may contact the PA by calling 706-721-2236.

Patient Educator— is able to help you in developing a plan for taking your medications and assist you in dealing with any side effects you may have. Call 706-721-9406 to schedule an appointment.

Patient Assistance Analyst—is able to help you access available programs which help you obtain your needed medications. The Medical College of Georgia is an AIDS Drug Assistance Program (ADAP) application site. We also work with the many manufacturer's programs to help you obtain your medications at no or reduced cost. Call 706-721-4547 if you need assistance obtaining your medication.

Financial Analyst—is able to help you with billing and insurance concerns. Call 706-721-1259 when you are having problems understanding your bills or believe something has been filed incorrectly with your insurance.

Community Outreach Specialists—are here to provide testing to the community and assist in accessing care when needed. They perform rapid HIV testing at a number of sites throughout the CSRA. If you know of someone who needs testing or is positive and needs help getting into care you can contact them at 706-721-4463. The calendar of testing sites can be found at www.csrafety.net.

Peer Advocate—our peer advocates are here to share personal experiences and in sight with the team while providing support for the consumers that can ease the process of dealing with HIV. Peers also facilitate communication between the

client and medical providers, help with prevention education and serve as role models. Call 706-721-4463 if you need to speak with a peer advocate.

Grants Manager—our grants manager oversees the daily operations of your care team and insures that the standard of care is adhered to.

Support Staff—we also have a number of support personnel who make the daily operation of our clinic possible.

Life Changes

When certain things change in your life there are people that you should notify in the clinic. We may need to simply update your records or we may know of a program that will make the changes easier for you. It is always best to let us know of any change as soon as possible.

Life Event	Person to Notify
Moving	Clinic Receptionist at visit
Change of Phone Number	Clinic Receptionist 706-721-8888
Change in Employment	Clinic Receptionist at visit
New Insurance	Clinic Receptionist at visit
Marriage/Divorce	Clinic Receptionist at visit
Loss of Job/ COBRA*	Dorothy Stokes 706-721-4547
New Emergency Contact	Clinic Receptionist at visit

It is very important that you contact us right away if you have insurance and are about to lose your job. You may qualify for COBRA and assistance with the premiums. It is very important that you save all paperwork and correspondence from your employer and the insurance company.

Accessing Other Services

Referrals to Other MCGHealth Clinics

At times your doctor may want you to be referred to another clinic in the MCGHealth family. When you are referred to another clinic it is important that you familiarize yourself with and follow their rules. It is your responsibility to keep up with all of your appointments. If you have any questions about medications or treatment, you should direct them to the clinic that first provided you the prescription or care. You or your insurance may also be responsible for any charges from outside clinics. You should direct any questions or concerns about charges from another clinic to that clinic's staff. In certain situations, when you are referred to an outside clinic for an HIV related condition, the Ryan White grant may, with prior approval, pay for the services.

Psychology

We understand that the stress of dealing with HIV can cause a variety of feelings. You do not have to go through these alone. We have partnered with The Medical College of Georgia Community HIV Psychological Services Program to provide you with the care you may need.

The Medical College of Georgia
Community HIV Psychological Services Program

Frequently Asked Questions

1. *Who are the providers of the HIV mental health services?*

Mental health services are provided under the supervision of Lara Stepleman, Ph.D., Licensed Psychologist, faculty member at the Medical College of Georgia, and HIV trainer for the American Psychological Association. Dr. Stepleman, post-doctoral psychology fellows, and psychology doctoral residents make up the HIV mental health team. All team members are required to receive extensive specialty training on the mental health needs of HIV infected/affected individuals. A list of current team members is available upon request.

2. *What services do the HIV Mental Health Team offer?*

The HIV mental health team provides mental health/substance abuse screenings and assessment and individual, marital, and family therapy for individuals living with HIV. Issues such as depression, anxiety, career concerns, adjustment to illness, medication adherence, stigma, HIV disclosure, substance abuse, caregiving, grief, and pain are examples of commonly addressed issues. We also provide consultation to patients and physicians regarding mental health issues that may be interfering with medical treatment. We treat children, adolescents, and adults impacted by the virus.

3. *Where are the services provided?*

A. *Ryan White Part C Program through MCG*

Patients who are treated for HIV at the Medical College of Georgia can access HIV mental health team members at the Adult and Infectious Disease Clinic during their physician visits. Both MCG and non-MCG patients may access psychological and psychiatric services at the Medical College of Georgia Outpatient Psychiatry and Health Behavior Clinic, 997 St. Sebastian Way, (706) 721-6597. For non-MCG ID patients, there will be a charge associated with these services, but there is currently no charge for MCG ID patients for counseling services. Patients can reside in GA or SC and receive these services.

B. *Ryan White Emerging Communities through RCHD*

HIV-positive patients (child or adult) treated in the health district via any medical provider may access psychotherapy services at no charge via the RCHD

Laney Walker Tuesday clinic. This is staffed by a postdoctoral level provider. Initial appointments are scheduled through RCHD case managers. Patients must reside in GA to receive these services.

4. *Where can I get more information?*

For more information about the overall program, call Dr. Lara Stepleman at 706-721-7969. To schedule an appointment with an HIV mental health team member, call the program of interest directly from the “Where are Services Provided?” section of this document

Dental

As someone living with HIV, you are eligible for free or reduced cost dental care through the Medical College of Georgia School of Dentistry. Please let the nurse know if you would like a referral. The Dental School will then call you and schedule an appointment. They will evaluate your needs and develop a care plan with you. Please be aware that you should be proactive in this process. If you cannot make an appointment, call them at least 24 hours in advance to reschedule. They have a limited number of slots available and a long list of people who want them. Providers are required to stop treatment if you miss appointments without 24 hours prior notice or without valid reasons.

Your dental treatment at MCG will take longer than it would at a private dental office because the student dentist must spend time learning to produce quality work, and a staff doctor is required to evaluate each step of the procedure. In exchange for your time, you receive quality care at a lower cost.

The Richmond County Health Department also has a dental clinic located in their offices at 950 Laney Walker Blvd. They can take care of cleanings, extractions and assessments. If they determine you need more care they will then refer you back to the MCG Dental Program. Your District 6 case manager must refer you to this clinic. For appointments call the Projects Office at 706-667-4342.

Tracking Your Progress

Your doctor will have blood work done to keep track of your health. They will look for trends in your results to tell how well you are doing over time. The two most common measures of this are your CD4 count and your viral load.

What is a CD4 count?

This test measures how many CD4 cells (T cells) are in your body, to measure the strength of your immune system. CD4 cells are the part of your immune system responsible for fighting infections and are the cells directly targeted by HIV. As HIV progresses, it takes over the CD4 cells, using the cells to make more HIV. This kills off the original CD4 cell in the process. The more CD4 cells you have, the stronger your immune system. Your doctor will monitor your CD4 count and use it as one

indicator to decide when to recommend you begin HIV medicines. You should have your first CD4 count done soon after you test positive and then every three to six months thereafter.

What is a Viral Load?

Viral load tests measure the amount of HIV in about a teaspoon of blood. Testing viral load is important for monitoring HIV disease and how well HIV medicines are working. When HIV levels decrease, it's a sign that your HIV therapy is working. When HIV levels increase, it's often a sign that your medicine is no longer working or that you have been missing doses. In this case, CD4 cell counts also will likely fall. Changes in viral load usually happen more rapidly than changes in CD4 cell counts. Ideally, you want your viral load to be "undetectable" or <50 copies per ml. This indicates that you are taking your medicines correctly and that they are working.

Protecting Your Partners/Protecting Yourself

It is very important that you inform any potential sexual partners of your HIV status. Certain sexual acts, drug-using habits and needle uses can put someone at risk of becoming infected with HIV. A woman with HIV infection can also pass the virus to her unborn or newborn baby. Also, anyone who received blood transfusions, blood products or an organ transplant prior to 1985 may also have been infected with HIV.

Which body fluids can transmit HIV?	Which have never been shown to transmit HIV?
Blood	Saliva
Menstrual blood/period/vaginal secretions/fluids/juice	Sweat
Semen/cum/precum (pre-ejaculatory fluid)	Tears
Breast milk	Urine
	Feces

It is difficult for HIV to move from an infected person to an uninfected person. Transmission can only occur if infected blood, menstrual blood, semen, precum, vaginal secretions or breast milk enters a person's blood stream.

HIV is not transmitted during casual contact such as hugging, holding hands, sharing living space, food or utensils. HIV is a very fragile virus and cannot pass through unbroken skin.

If you have any questions about whether something is safe you should ask your doctor or the patient educator. Use condoms each and every time you have sexual intercourse. We also have rapid HIV testing available for your partners. Please call

706-721-4463 or 706-721-9406 to schedule an appointment.

Patient Rights and Responsibilities

Your Rights

You will be provided with considerate and respectful care with recognition of personal dignity, and without discrimination as to race, religion, sex, national origin or source of payment.

You will be provided with the name of the physician responsible for your care, and the names and functions of any other caregivers.

You will be provided with appropriate and timely information concerning diagnosis, treatment and prognosis in understandable terms. When it is not medically advisable to provide such information, the information may be made available to the individual legally authorized to act on your behalf.

You will be provided with the opportunity to discuss any treatment, procedure or planned operation in order to understand the purpose and the probable results and/or alternatives involved.

You, and when appropriate your family, will be informed about the outcomes of care, including unanticipated outcomes.

You have the right to appropriate assessment and management of pain. You will be provided information about pain and pain relief measures. You have the right to reasonably participate in decisions involving your care.

You have the right to receive care from a staff committed to pain prevention and management. Additionally, you can expect that your reports of pain will be believed, that health care providers will respond quickly to these reports and that pain relief specialists will assist in meeting complex needs using state-of-the-art pain management techniques.

You have the right to refuse treatment to the extent permitted by law and to be informed of the medical consequences of this action. When you or your legally authorized representatives refuse treatment, and this refusal prevents the provision of appropriate care in accordance with professional standards, our relationship with you may be terminated upon reasonable notice.

You have the freedom to leave the hospital against medical advice. However, the hospital staff, including the attending physicians, will not be responsible for any harm that this action may cause you. You are responsible for your actions.

If you are asked to participate in research projects, you will be informed of the risks,

benefits and alternatives. You will be provided with a full explanation of the procedures. You will also be told that you may refuse to participate, and that your refusal will not compromise your access to care or services.

You will be given every consideration for your right to privacy to the extent consistent with providing adequate medical care in a teaching hospital. This includes verbal and written consultation among caregivers.

You have the freedom to see or refuse to see persons not formally affiliated with MCGHealth or those not directly involved with your care.

We will maintain your privacy and the confidentiality of all records pertaining to your treatment, except as otherwise provided by law or third-party contract. Any interview, examination or treatment will take place in areas designed to ensure reasonable privacy.

We will provide a response to requests for services customarily rendered by hospital staff, consistent with your treatment.

You have the right to have a person of your same gender present during certain segments of physical examinations or treatments performed by a health care professional of the opposite gender.

You have the right to expect reasonable safety.

You will be provided with an opportunity to examine and receive an explanation of your hospital bill. You may inquire about assistance in paying your bill or filing insurance forms.

You will be informed in a timely manner of the need for discharge planning and will be advised at the time of discharge of your present medical needs.

You may not be transferred to another facility unless you have received a complete and timely explanation of the needs for and any alternatives to the transfer. The transfer must be acceptable to the receiving facility.

We will provide you with information about accessing protective services (guardianship and advocacy services, conservatorship, and child and adult protective services). You have the right to receive assistance from staff to access these resources. In certain situations, staff may access protective services on your behalf without your knowledge, permission or agreement. However, whenever appropriate, you will be advised that these services have been contacted.

We support your right to access protective services such as advocacy groups, state

licensure offices and the Medicaid fraud control unit. We will provide you with information regarding filing a complaint with the appropriate state agency.

You have the right to receive a paper copy of Our Notice of Privacy Practice; to request an inspection and copy of your medical record; to amend your medical record; to request a restriction on how we use and disclose your medical information; to confidential communications; and to an accounting of how your medical information is disclosed.

You have the right to receive considerate and respectful care free of unnecessary restraint.

You have the right to be informed of the hospital's grievance procedure by calling Quality Management at 706-721-6222.

Your Responsibilities

You are responsible for providing, to the best of your knowledge, accurate and complete information about your current health, past illnesses or hospitalizations, medications and any changes detected in your condition. Some patients find it helpful to carry a list of their medications.

You are responsible for making it known to your physicians whether you clearly understand your planned treatment and other information provided to you during the course of your treatment.

You are responsible for following the treatment plan recommended by your physician, and shall accept responsibility for medical consequences that result from refusing treatment or not following the instructions of your physician.

You are responsible for working with your health care providers to manage pain. You are responsible for letting your health care providers know if you are in pain.

You are responsible for keeping appointments that are arranged for your continuing care.

You are responsible for respecting the rights of other patients and hospital personnel. You will help us control noise, tobacco use and the number of visitors you have. You will respect hospital property and the property of others.

You are responsible for assuring that the financial obligations of your medical care are fulfilled as promptly as possible.

You will be informed of hospital rules and regulations affecting patient care and conduct. You are responsible for complying.

Beyond The Clinic

Community Resources

The Ryan White Clinic at MCGHealth serves clients throughout the CSRA and beyond. Here are some of the other agencies in the community that are available to assist you.

District 6 Project Office (Richmond County Health Department)

The Health District 6 Project Office provides supportive services and counseling to persons living with HIV/AIDS, their family members and friends. They help clients meet basic needs through accessing a wide range of services such as medical care, dental care, mental health care, substance abuse treatment, psychosocial services, prescription assistance, and transportation to appointments, food and clothing. You can contact them at 706-667-4342.

St. Stephens Ministries

St. Stephen's Ministries of Augusta, Inc. is an organization dedicated to providing housing for persons with HIV/AIDS who are low income or homeless. The mission of this program is to facilitate independence, dignity, and well being through safe affordable appropriate housing. In addition, they provide services to homeless and low income persons with HIV/AIDS and the affected persons in their lives.

Some of the services offered:

- Housing
- Community Cupboard
- Emergency Medication Assistance
- Drop in resource center

They can be contacted at 706-722-7092.

Angel Food Ministries

Angel Food partners with churches and community organizations throughout the country to help distribute food to those in need. For \$30.00 you can receive a box of food containing both fresh and frozen items. The food items are top quality – they buy food from major food producers throughout the country to ensure the best food comes to your table.

For more information on Angel Food, take a tour of their website.
www.angelfoodministries.com

If you have any questions, please feel free to contact them.

Angel Food Ministries
1620 South Broad Street, Monroe, Georgia 30655
1-770-267-7015

1-888-819-3745

The Aiken Center for Alcohol and Other Drug Services

The Aiken Center is a county-wide agency serving the citizens of Aiken and the surrounding areas. The office is located at 1105 Gregg Highway, Aiken, SC. Regular office hours are Monday through Thursday from 8:30 a.m. to 9:00 p.m. and Friday from 8:30 a.m. to 5:00 p.m. However, certain services are available after hours and on weekends for your convenience. For initial assessment services, please call 803-649-1900 for available hours.

The Aiken Center is committed to providing effective services in safe, pleasant surroundings. All of their staff are trained, experienced professionals in the field of counseling and substance abuse. The Aiken Center can provide treatment services to adults and young people, based on the client's ability to benefit from services offered. They always encourage the involvement of family members and significant others in the treatment process. However, for those under the age of 16, family participation is required.

HopeHealth

For persons living in South Carolina, the Ryan White Program at MCGHealth has partnered with HopeHealth to provide services at our Waterloo Clinic in Aiken, S.C. HopeHealth provides supportive services and counseling to persons living with HIV/AIDS, their family members and friends. They help clients meet basic needs through accessing a wide range of services such as medical care, dental care, mental health care, substance abuse treatment, psychosocial services, prescription assistance, and transportation to appointments, food and clothing. You can contact them at 803-643-1977.

How Can You Become Involved?

Consortium

The Ryan White Part B Consortium is composed of consumers who live or work in District 6, representatives of area agencies, providers and others who perform an advisory function throughout the health district in determining needs and delivering essential health and support services. Consumer participation is needed and encouraged. To find out more you can call 706-667-4342. If you are a resident of South Carolina you should call 803-643-1977.

Speakers Bureau

The Medical College of Georgia maintains a working list of consumers who are willing to speak to groups both on campus and in the community about living with HIV. If you are interested in participating please call 706-721-9406.

Helpful Websites

www.csrasafetynet.org
www.thebody.com
www.mcj.edu
www.mcjhealth.org

Important Phone Numbers

Aiken Center	803-649-1900
Bullock Wellness Center	912-764-2402
HopeHealth	803-643-1977
MCGHealth - Appointments and Scheduling	706-721-1450
MCGHealth - Patient Assistance Analyst	706-721-4547
MCGHealth - Medicine IV Clinic	706-721-8888
MCGHealth - Section of Infectious Disease	706-721-2236
Richmond County Department of Family and Children Services	706-721-3000
Richmond County Health Department Projects Office	706-667-4342
St. Stephen's Ministries	706-722-7092
Toombs Wellness Center	912-526-9581
Upper Savannah Care Consortium	864-229-9029
Ware Wellness Center	912-287-6728
Waterloo Clinic	803-643-1977

Additional Numbers

Special Section for Our Georgia Patients

As a resident of Georgia who is receiving care in our clinic you may have additional rights and responsibilities. The Georgia Department of Community Health may pay for a portion of your care. Following are their Patient Rights and Responsibilities and their Grievance Policy. If you have any questions about these policies, contact:

Georgia Department of Community Health,
Division of Public Health, East Central Health District
1916 North Leg Road, Augusta, Georgia 30904-4437
706-667-4326, Fax 706-667-4365

Patient's Bill of Rights and Responsibilities

Each patient receiving services shall have the following rights:

- To receive appropriate, coordinated and quality primary care and case management services without discrimination because of age, race, religion, sex, handicap, national origin, or sexual orientation.
- To the extent consistent with appropriate health care, to be informed of treatments, procedures, and those aspects of his/her condition that relate to health services provided, including alternatives, in terms he/she can understand
- To actively participate, where possible, in the planning, evaluation, and revision of his/her plan of care.
- To be informed and to give consent prior to any treatments that are experimental in nature and prior to participation in any research activities.
- To be treated with respect, consideration and full recognition of dignity and individuality including privacy in treatment and care.
- To access information in his/her own clinical record through legal request and in agreement with his/her own health care provider.
- To voice grievances and recommend changes in plan of care free from restraint, discrimination or coercion.
- To approve or refuse release of clinical records to outside agencies, insurers or health care providers.

Each patient receiving services shall have the following responsibilities:

- To provide accurate and complete information necessary for case management, such as information concerning income, housing, social support systems, etc.
- To provide accurate and complete information necessary of health care, such as information concerning past illnesses, hospitalizations, medications, allergies, etc. To participate in the development of a plan of care and to make best efforts to adhere to the plan.
- To make all efforts to keep appointments and to inform care providers when unable to keep a scheduled visit. To inform care providers of any changes in care provision, medication changes, housing, income or any other changes regarding

- health or well-being.
- To assist care providers in developing and maintaining a safe health care environment.
- To inform care providers regarding any concerns or problems he/she may have.

Extended Primary Care

Thank you for the opportunity you have given us to assist you with your care. One of our goals is to continue to improve the quality of care given to all of our patients. We realize that from time to time you may have concerns or questions regarding your care. We encourage you to voice any questions or concerns with the provider most directly involved in the matter. If this is not possible or comfortable, please contact, the HIV Services Coordinator at 706-667-4342 so that we may jointly resolve the conflict, concern or question. We consider your right to freely voice grievances as a most serious matter. Please note that you have the right to voice grievances free from restraint, discrimination or coercion. We thank you for actively participating in the planning, evaluation and revision of your plan.

Acknowledgements

We would like to acknowledge the following resources which were invaluable in compiling this handbook:

1917clinic.org
napwa.org
hivcenter.vcu.edu
hrsa.gov
mcg.edu
mcghealth.org

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