

# MetroHealth Medical Center

An Academic Medical Center affiliated with  
Case Western Reserve University



## Patient Information



Infectious Disease Clinic

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## Clinic Information

The Infectious Disease Clinic is located in the  
**Cancer Care Pavilion**  
**(also called the Outpatient Building #4)**  
First Floor, Room 1001

**Hours:**            **Monday – Friday**  
                          **8:30 a.m. – 4:30 p.m.**

### **Important Phone Numbers:**

<i>Appointments &amp; Nurse Triage</i>	(216) 778-8305
<i>Compass Services</i>	(216) 778-4051
<i>Doctors' Answering Service</i>	(216) 778-7828
<i>New Patient Appointments</i>	(216) 778-2053
<i>Social Work Office</i>	(216) 778-5551



## My Clinic Information

My Medical Record Number: \_\_\_\_\_

My Doctor is: \_\_\_\_\_

My Nurse is: \_\_\_\_\_

Nurse Phone #: \_\_\_\_\_

My Social Worker is: \_\_\_\_\_

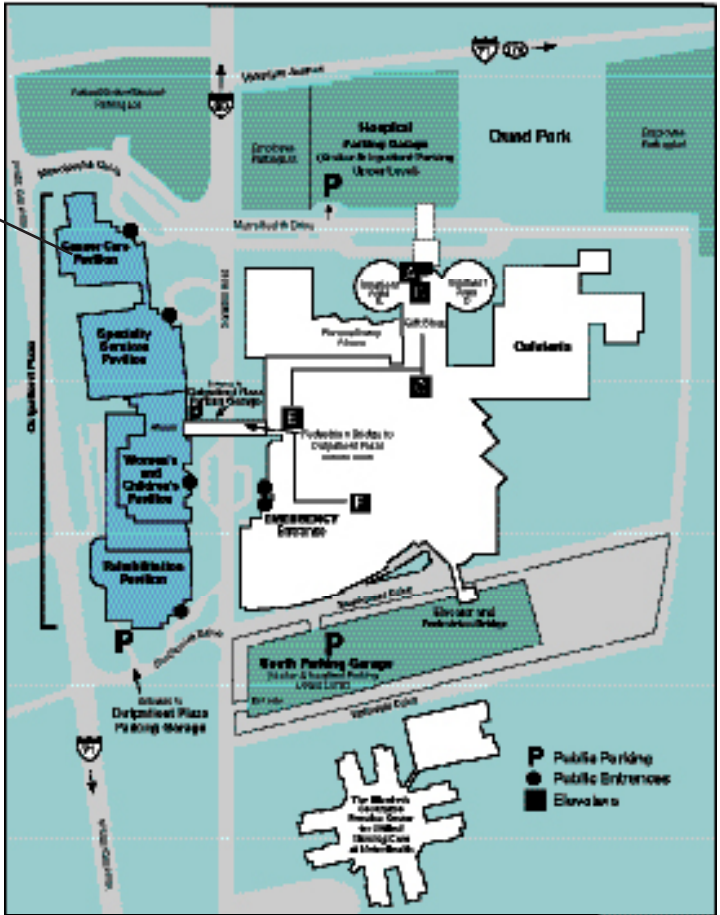
Social Worker Phone #: \_\_\_\_\_

My Pharmacy is: \_\_\_\_\_

Pharmacy #: \_\_\_\_\_

# MetroHealth Medical Center - Campus Map

The Infectious Disease Clinic is located in the Cancer Care Pavilion (also called the Outpatient Pavilion #4).



## Medication Refills, Lab Results & Health Questions

For medication refills, questions about medications, lab results, or other health concerns, call your nurse or the Nurse Triage Line at (216) 778-8305. Please leave a detailed message with all of the information your nurse might need in order to help you.

### For Medication Refill Requests

Be sure to include the following information in your message:

- Your name
- Your telephone number
- The prescription(s) you need
- The name and telephone number of your pharmacy

### Things to Remember

- The best time to arrange for refills is during your regular doctor's visit.
- It is very important that you do not run out of your medications. Arrange for refills when you have at least one-week's supply left. If you use a pillbox, arrange for refills when you have filled your pillbox for the week and have only a few pills left. Refill requests are processed in two (2) business days.
- Prescriptions will NOT be called in after clinic business hours, on holidays or on weekends.
- Before picking up your prescriptions, call the pharmacy to be sure they are ready.

## Social Work

Social workers are uniquely qualified to help people overcome challenges by looking at all different aspects of life and culture. They work to ensure personal well-being, prevent crises and counsel individuals, families and communities. A MetroHealth social worker can make sure you get the help you need from the best resources available.

### **A Social Worker Can Assist You With:**

- Adjusting to your medical condition
- Telling others about your diagnosis
- Getting help for emotional problems, like depression and anxiety
- Substance abuse counseling and referral to treatment
- Getting or paying for your medications
- Housing referrals
- Financial guidance, including applying for social security
- Applying for Emergency Financial Assistance
- Applying for medical coverage

If you have questions about any of these issues, please call your primary social worker or the Social Work Office at (216) 778-5551. The MetroHealth Social Work Office is open Monday - Friday from 8:30 am to 5:00 pm.

## HIV Testing

A friend, partner, or family member can get tested for HIV at many locations, including the following:

**East:**            **J. Glen Smith Health Center**  
11100 St. Clair Avenue  
(216) 249-4100

**West:**            **McCafferty Health Center**  
4242 Lorain Avenue  
(216) 651-5005

**Downtown:**    **Care Alliance**  
1530 St. Clair Avenue  
(216) 781-6724

For a complete list of local testing sites, log onto:

*[www.clevelandhealth.info/locateservices/locators/hivtesting](http://www.clevelandhealth.info/locateservices/locators/hivtesting)*



Compass Services is a special program offered exclusively at MetroHealth for people living with HIV/AIDS.

### **MAP – Medication Adherence Project**

MAP is a peer support program linking “Navigators” with “Pilots”. Navigators are people who have been able to successfully manage HIV through the use of medications, supportive services and other resources. Pilots are people who are just beginning medical treatment for HIV. MAP is based on the concept that people living with HIV/AIDS are uniquely qualified to understand, encourage, and support each other.

### **Newly Diagnosed Counseling**

A licensed social worker provides counseling, support, and education for patients who are newly diagnosed with HIV/AIDS on MetroHealth in-patient floors and clinics.

### **Quest Groups**

Quest Groups are education and support groups that address specific HIV/AIDS wellness-related topics or target special populations of people living with HIV/AIDS. *Quest Groups are not exclusive to MetroHealth patients. All people living with HIV/AIDS are welcome.*

For more information about Compass Services, please call (216) 778-4051.

## Facts About HIV

**HIV** stands for Human Immunodeficiency Virus. If you have a positive HIV test, then you are infected with this virus and can transmit it to others. You can stay healthy for years, but without treatment most people eventually get sick.

**AIDS** stands for Acquired Immune Deficiency Syndrome. AIDS is the late (advanced) stage of HIV infection. AIDS is diagnosed when your CD4 cells (T-cells) are very low or when you develop an illness associated with a weakened immune system.

## How Does HIV Affect My Body?

HIV first enters the body, then attaches to and enters certain cells in your body, most importantly **CD4 cells** (or **T-cells**).

The CD4 cell (or T-cell) is a type of white blood cell that protects you from certain types of infections.

HIV enters the CD4 cell and makes copies of itself. In the process, HIV kills the CD4 cell. The more CD4 cells you lose, the weaker your immune system becomes.

The medications we use to treat HIV infection prevent the virus from making more copies of itself by blocking some of the steps in the copying process.

## What is the Stage of My HIV Infection?

Both the **CD4** cell count and viral load are important factors in determining the stage of your infection. The **CD4 cell count** is the number of these cells in a sample of blood. Persons without HIV infection have, on average, CD4 counts between 500 -1500.

### For persons with HIV infection:

CD4 Count	Immune System
Greater than 500	Good
200 and 500	Moderately weakened
Less than 200	Severely Weakened
Less than 50	Very severely weakened

The **Viral Load** is the number of virus particles in a sample of blood. Your viral load may be as low as undetectable or as high as greater than one million. An undetectable viral load does NOT mean you are cured. The virus is still in your body.

### For most HIV infected people:

Viral Load	Risk for Getting Worse
Less than 10,000	Low
10,000 and 100,000	Moderate
Greater than 100,000	High

### To say it another way:

A lower viral load usually means slower damage to your immune system.

Although the CD4 count and the viral load are important factors that determine the stage of your infection, many other factors are also important in determining the course of HIV infection in each person.

## When Should I Start Treatment?

The results of the CD4 count and the viral load, as well as your symptoms, help to determine if you should take medications to treat your HIV infection.

Treatment is often recommended even if you do not have symptoms, especially when your CD4 count is less than 350.

## Before Starting Treatment

There are many things to consider before you start treatment:

- A combination or “cocktail” of medications is needed to treat HIV.
- You must be ready to take all the medications on time and every day.
- You will meet with a nurse who will explain how to take the medications.
- If you have questions about how to take the medications, ask your nurse or doctor.
- If you would like individual support from another person living with HIV/AIDS when you begin taking medication, please call Compass Services at (216) 778-4051.

## After Starting Treatment

If you have side effects that you were not expecting or if you have side effects that make it difficult for you to take your medications the way they were prescribed, **CALL** your nurse or doctor. ***Do not wait until your next appointment.***

About four weeks after starting your medications, your doctor will recheck the viral load in your blood to see if the medications are working.

Your doctor will then check your viral load and CD4 count every 3 to 4 months.

The goal of treatment is to **decrease the viral load** to undetectable for as long as possible and to **increase the CD4 count** as much as possible. This will result in a stronger immune system.

You should see your doctor in the clinic at least every 3 to 6 months.

### **Your doctor needs to see you:**

- To be sure you are not having side effects from the medications
- To be sure the medications are still working
- To see if you need other things to keep you healthy, such as immunizations (for example, flu shot)

## While on HIV Treatment

Here are some important things to remember about your medications:

- Talk with your doctor before starting any new medications or pills, including herbs, vitamins, and natural treatments such as St. John's Wort.
- Keep a record of the medications you have taken for HIV and any side effects or problems you had with them.
- Do not run out of your medications.
- Do not start and stop your HIV medications without talking to your doctor.
- If you must stop taking your HIV medications for some reason, stop **ALL** of them, **not some of them**, until you can talk with your doctor.
- If you do not take your medications as prescribed, resistance may develop, meaning that the medication will no longer work against the virus.

## Preventing Other Infections

When your **CD4 count drops below 200**, you will need medication to prevent a certain type of pneumonia known as PCP (pneumocystis). You will be given either:

- Bactrim
- Dapsone *or*
- Aerosolized pentamidine (a breathing treatment)

When your **CD4 count drops below 50**, you will need medication to prevent a certain type of infection known as MAC (a germ that may cause fevers, night sweats, and weight loss). You will be given either:

- Azithromycin
- Biaxin *or*
- Rifabutin

You will also be checked for the following infections at intervals determined by your doctor:

- Tuberculosis
- Syphilis
- Toxoplasmosis
- Hepatitis

You may need vaccinations for the following infections, if you are not already protected from them:

- Flu (every year)
- Pneumonia
- Hepatitis
- Tetanus

You can also prevent other infections and keep yourself healthy by:

- Practicing safer sex
- Not eating raw or undercooked meat
- Making sure you wash your hands after caring for pets
- Quitting smoking
- Eating right
- Exercising
- Not using drugs or alcohol
- If you do inject drugs, don't share needles or other injection equipment
- If you drink or use street drugs, you should still take your HIV medications as directed.

## Safer Sex

**The best way to prevent spreading HIV to others is NOT to have any sexual contact that involves sharing body fluids.**

**If you choose to have sex:**

- ALWAYS use a latex condom (a rubber), not a lambskin condom
- Use a new condom each and every time you have oral, anal, or vaginal sex
- Store condoms in a cool, dry place
- Use only a water-based lubricant (like KY Jelly); do not use an oil-based lubricant (like Vaseline)

**It is safe to:**

- Hug and hold hands
- Give and get massages
- Kiss on the cheek or mouth (as long as neither person has cuts or sores in or on the mouth)

## Prevent Spreading HIV to Others

### For Persons Who Have HIV

**HIV is spread to other persons by:**

- Having unprotected sex (vaginal, anal, or oral sex without a condom) with someone who is infected
- Sharing an infected needle or other injection equipment
- An infected mother passing it to her infant during pregnancy, birth or by breast feeding
- Very rarely now, receiving infected blood products

**To prevent spreading HIV and other infectious diseases, such as Hepatitis, to others:**

- If you use drugs, never share a needle or drug “works”.
- If you have a baby, do not breast-feed your baby. Bottle-feed with baby formula.
- Do not donate blood, plasma, semen, or organs.
- Do not share your razors, nail clippers, or toothbrushes - they may have tiny amounts of blood on them.
- Do not share a tattoo gun or a body-piercing needle.
- Take medications as directed. A lower viral load lowers the risk of HIV transmission to others.

**You CANNOT spread HIV to another person by:**

- Eating a meal together
- Sharing forks, spoons, cups, and plates
- Swimming in a pool together
- Using the same toilet seat
- Playing with shared pets

## For Persons Living with Someone Who Has HIV

Use disposable latex gloves when you might come in contact with body fluids of the HIV-infected person.

Use a mixture of 1 part bleach and 10 parts water to pre-soak clothing/linen soiled with body fluids and to clean surfaces soiled with body fluids.

## Dealing With Depression

Sometimes, living with HIV/AIDS can cause a person to feel depressed.

**Here are some tips that can help you deal with depression:**

- Learn all you can about HIV/AIDS
- Find a support group, person or counselor
- Find something you enjoy doing and do it
- Exercise
- Call your social worker, nurse, or doctor if you feel you may hurt yourself or others
- Call your social worker, nurse, or doctor if you are experiencing domestic violence

Sometimes medications can help treat depression. Be sure to talk to your doctor if you feel depressed.

## Dealing With Nausea

Both HIV/AIDS and the medications used to treat them can cause you to feel nauseous.

### **Here are some tips for dealing with nausea:**

- Eat dry toast, crackers or cereal in the morning
- Drink clear liquids and carbonated beverages between meals
- Eat small, frequent meals
- Choose simple, bland foods and easy to swallow foods like puddings, eggs, canned fruit, baked fish, mashed potatoes, rice and noodles
- Eat cold foods (like Popsicles or Jell-O) or food at room temperature
- Eat slowly and do not lie down for at least one hour after eating
- Avoid foods with strong odors
- Avoid greasy or spicy foods

If you follow these tips and still have nausea, tell your doctor. Your doctor may prescribe a medication to help you feel better.

## Dealing With Diarrhea

**Diarrhea can occur for many reasons, including:**

- Side effects from medications
- HIV itself
- Other infections or illnesses
- Inability to tolerate lactose, found in dairy products or fat

**If you have diarrhea, be sure to drink plenty of liquids.**

**Foods that may help with diarrhea:**

- BRAT diet (Bananas, Rice, Applesauce and Toast)
- Plain pasta, oatmeal, baked/boiled chicken, lean meats, mashed potatoes

**You doctor may also recommend:**

- Fiber supplements (Metamucil or Citrucel)
- Calcium supplements (one TUMS twice a day)
- Other medications (such as imodium, lomotil, etc.)

**AVOID the following foods/drinks:**

- Coffee, tea with caffeine, chocolate, colas with caffeine
- Fried and fatty foods (such as butter, gravy, creamy sauces, chips and pastries)
- Whole grains, granola, nuts
- Alcohol
- Dairy products (only if advised by your doctor)

**Let your doctor know if you are having diarrhea, especially if you:**

- Have more than 5 bowel movements each day
- Have very watery diarrhea
- Are losing weight
- Have blood in the bowel movement

## What is the Ryan White Part A Program?

Ryan White Part A is a federally funded grant program, administered by the Cuyahoga County Commissioners, that provides free medical, dental and social support services to eligible uninsured and underinsured persons living with HIV/AIDS residing in Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Medina counties.

### **Ryan White Part A Services include:**

- Case Management (social work)
- Dental Care/Oral Health Services
- Home Delivered Meals
- Home Health Care
- Hospice Care
- Medical Laboratory Testing
- Medications
- Mental Health Counseling & Support Groups
- Nutritional Counseling
- Outpatient Primary Medical Care
- Substance Abuse Treatment
- Transitional Housing Assistance
- Transportation Assistance

### **How can I Access These Free Services?**

Persons Living With HIV/AIDS (PLWA) should speak to their HIV Social Worker to access Ryan White Services.

## Community Resources

**AIDS Educational Global Information System (AEGIS)**

*www.aegis.org*

**AIDS Hotline, Ohio**

(800) 332-2437

**AIDS Taskforce of Greater Cleveland**

(216) 621-0766

*www.aidstaskforce.org*

**Center for Families and Children**

(216) 623-1445

*www.c4fc.org*

**Clinical Trials - MetroHealth Site**

(216) 778-5489

*www.clevelandactu.org*

**Community Action Against Addiction**

(216) 881-0765

**Cuyahoga County Employment & Employment Services**

(216) 987-7000

*www.employment.cuyahogacounty.us*

**First Call for Help**

211 or (216) 436-2000

*www.211cleveland.org*

**General HIV information (English and Spanish)**

*www.thebody.com*

**Hispanic Urban Minority Alcoholism and  
Drug Abuse Outreach Project (HUMADAOP)**

(216) 459-1222

*www.umadaops.com/Cleveland.htm*

**HIV/AIDS Treatment Information Service**

(800) 448-0440

*www.aidsinfo.nih.gov*

## Community Resources

### **LGBT Community Center**

(216) 651-6466

[www.lgcsc.org](http://www.lgcsc.org)

### **MetroHealth Dental Clinics**

MetroHealth Medical Center Dental Clinic (216) 778-4725

MetroHealth Broadway Dental Clinic (216) 957-1850

MetroHealth Lee-Harvard Dental Clinic (216) 767-1300

[www.metrohealth.org/dentistry](http://www.metrohealth.org/dentistry)

### **Mobile Crisis Unit (for mental health emergencies)**

(216) 623-6888

### **Ohio Department of Health**

(HIV Care Services, OHDAP and HIPP Programs)

(800) 777-4775

<http://www.odh.ohio.gov/odhprograms/chss/aids/aids1.aspx>

### **Positive Health Project (for injection drug users)**

(212) 465-8304

[www.positivehealthproject.org](http://www.positivehealthproject.org)

### **Positively Aware Magazine**

[www.tpan.com](http://www.tpan.com)

### **POZ Magazine (English and Spanish)**

[www.poz.com](http://www.poz.com)

### **Project Inform**

(800) 822-7422

[www.projectinform.org](http://www.projectinform.org)

### **Proyecto Luz**

(216) 651-8236

### **Recovery Resources**

(216) 431-4131

[www.recres.org](http://www.recres.org)

### **Social Security Administration**

(800) 772-1213

[www.ssa.gov](http://www.ssa.gov)

### **Suicide Prevention National Lifeline**

(800) 273-TALK

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)

