

What if I don't have insurance or lose my insurance?

The Ryan White program assists people living with HIV get into and stay in care. At your first appointment, we will discuss eligibility for the Ryan White program. If you are eligible, we will complete the enrollment paperwork. You will need to answer some questions and provide proof of income and residency. The Ryan White program can pay for eligible patients' doctor appointments, bloodwork, dental visits, medications, transportation assistance and other supportive services. A social worker will educate you on the Ryan White program. You will be asked to complete the Ryan White application and provide proof of income and residency on an annual basis.

**To contact the HIV Clinic,
call 216-778-8305**

[Metrohealth.org/infectiousdisease](https://metrohealth.org/infectiousdisease)

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MyChart
metrohealth.org/mychart



MetroHealth Center of Excellence in HIV Care & Prevention



Our team is leading the way

MetroHealth Center of Excellence in HIV Care and Prevention is the leading HIV clinic in Northeast Ohio. Experienced and accomplished doctors provide a patient-centered, team-based approach to your care.

In addition to your doctor, you will work with skilled nurses, medical assistants, pharmacy staff, social workers, behavioral health managers and grant support staff. These vital supports complete the team to provide you with comprehensive care.

Locations around Greater Cleveland

- Main Campus – Medical Specialties Outpatient Pavilion, 2nd floor
- Bedford
- Parma
- Cleveland Heights

Having trouble getting to your appointments?

If the cost of transportation is a barrier for you, funding from the Ryan White program can provide bus tickets and gas assistance to HIV-related medical appointments. Assistance to cover the cost of parking is also available.

What if I am feeling sick?

If you are feeling sick, call your nurse in the HIV clinic. If it is an urgent issue, we might be able to see you in clinic for an urgent care appointment. Call your nurse directly or call 216-778-8305 option 1 and then option 2. MetroHealth Express Care locations are also available, and your nurse may tell you to go there. If you are having a life-threatening problem or emergency, you should go to the nearest emergency room immediately or call 911.

How do I get refills on my medications?

MetroHealth Specialty Pharmacy provides exceptional service. When you use MetroHealth Specialty Pharmacy, pharmacists will request prescription refills from your doctor and contact you when ready for pick up. You can also request refills through MyChart, get home delivery, compliance packaging and more. MetroHealth Specialty Pharmacy has resources to help with your copays if you cannot afford them.

If you use another pharmacy, you may need to call that pharmacy each month for your refill. Your pill bottle has the number of refills left on the label. If you have refills, just call the pharmacy – no need to call the doctor. If you don't have any refills, call 216-778-8305 option 1 and then option 2 and leave a message for your nurse and the doctor will send a new prescription to your pharmacy.

When should I get my bloodwork?

Bloodwork will be ordered at different times throughout your care. At first, labs could be ordered more often. Once you are stable on your medications and 'Not Detectable', labs will be ordered two or three times a year.

Through bloodwork, we will keep track of your t-cells (also called CD4) and your viral load. HIV medication works to suppress the HIV virus, so we are looking to make sure your viral load decreases over time and the goal is for the viral load to become undetectable and stay there. Once the virus is low, your body will work to produce more t-cells, which help your body to fight off infections. Other labs we will look at are kidney and liver function and annual health maintenance screenings such as cholesterol, sugar, and sexually transmitted infections.