



DRUG & ALCOHOL SERVICES INTAKE DOCUMENTATION

This packet contains the forms, notices, consents, and other documentation required as part of the intake process for individuals receiving Drug & Alcohol Services through HSAO. These materials are used to collect necessary information, explain client rights and responsibilities, document required acknowledgments and consents, and support the coordination of services. Information collected through this process is maintained in accordance with HSAO confidentiality policies and applicable federal and state privacy requirements.



ADOLESCENT MEMBER HANDBOOK

BRIDGING THE GAP TO A BRIGHTER TOMORROW

Taglines Representing the Top Fifteen (15) Non-English Languages in Pennsylvania

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call or speak to your provider."

Spanish

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al o hable con su proveedor.

Chinese; Mandarin

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 或咨询您的服务提供商。"

Nepali

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पिन निःशुल्क उपलब्ध छन्। मा फोन गर्नुहोस् वा आफ्नो परदायकसँग कुरा गर्नुहोस्।"

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية، كما تتوفر وسائل مساعدة وخدمات مناسبة أو تحدث (لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا). اتصل على الرقم "إلى مقدم الخدمة"

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksèsib yo disponib gratis tou. Rele nan oswa pale avèk founisè w la."

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-xxx-xxx-xxxx (Người khuyết tật: 1-xxx-xxx-xxxx) hoặc trao đổi với người cung cấp dịch vụ của bạn."

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером або зверніться до свого постачальника».

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 或與您的提供者討論。」

Portuguese

ATENÇÃO: Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para ou fale com seu provedor."

Bengali

মেনাযোগ দিন: যিদি আপনি বাংলা বেলন তাহেল আপনার জন্য বিনামূল্যে ভাষা সহায়তা পিরেষবাদি উপলব্ধ রেয়েছ। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পিরেষবাদিও বিনামূল্যে উপলব্ধ রেয়েছ। নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।"

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le ou parlez à votre fournisseur. »

Cambodian

សូមយកចិត្តទុកដាក់៖ របស់នេះបើអ្នកនិយាយ ភាសាខ្មែរ ។ សេវាកម្មជំនួយភាសា គតិគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ នឹងសេវាកម្មដែលជាការជួយដល់សមាជិក ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ ដែលអាចចូលរំលឹកបាន ក៏អាចរកបាន ដោយគតិគិតថ្លៃដែរ។ ហៅទូរសព្ទ ទៅ ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។"

Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 번으로 전화하거나 서비스 제공업체에 문의하십시오."

Gujarati

ધાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યો ઓફિસરી સહાય અને એક સિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ ઉપલબ્ધ છે. પર કોલ કરો અથવા તમારા પરરદાતા સાથે વાત કરો."

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MISSION STATEMENT

The Mission of the Human

Services Administration

Organization (HSAO) is to:

Empower Individuals,

Families and

Communities,

by Improving their

Quality of Life

through Specialized,

Personalized, Enhanced, and

Effective Service Coordination

OVERVIEW

HSAO is an enhanced service coordination program which works with Allegheny County's highest risk population of children and adolescents. HSAO has eight child/adolescent service coordination programs which were created to meet the complex and specific needs of the children/adolescents enrolled in these programs. The Child and Adolescent Service System Program (CASSP) and the Recovery-Orientated Service Planning Principles, serve as guidelines to the delivery of best-practice services in all of the HSAO service coordination programs.

Our services are provided with a creative and flexible approach and we embrace the concepts of collaboration, teaming, client-driven, and family focus.

HSAO is committed to supporting our client's success, resiliency, wellness, and recovery. Our goal is to continue to provide innovative and expert programming to meet the needs of the residents for Allegheny County.



Adolescent D&A Case Management

Adolescent Drug and Alcohol Case Management is an individualized, person/family-centered support service. This type of support is intended to serve individuals with perceived or identified substance use disorder needs who could benefit from assistance with accessing and/or engaging with systems that support their process of growth and recovery. The foundational philosophy for this type of case management (in addition to principles set forth in SAMSHA's Comprehensive Case Management for Substance Abuse Treatment) is to utilize ROSC principles to build a community of support for those who may benefit. This involves being person centered, building on strengths and resiliencies, identifying community-based services/supports, and ultimately improving one's quality of life by whatever measure or goal they set for themselves. As part of this work, the hope would be to increase retention and completion of appropriate programming and to connect individuals to whatever other ancillary supports they may need to treat the person holistically.

Activities include: assertive outreach and initial engagement, screening/assessment/service planning, ongoing service delivery and early re-intervention, as well as creating community connections and mobilizing the individual to sustain forward progress in their process. Case Managers would assist in pursuing the development of a recovery system and monitor the extent to which participants remain engaged with both case management services and other providers. Effort will also be made to be inclusive of other supports as part of ongoing service planning to avoid a fragmented experience for individuals.

To qualify for Case Management an individual must be a resident of Allegheny County, be between the ages of 10 and 18 and be interested in receiving case management services oriented towards those with a substance use disorder. Once someone is determined to qualify, staff would then begin outreach. After a connection is made with the individual, staff would utilize appropriate screening tools to identify any emergent needs. From there, staff would connect with the individual to complete an assessment that appropriately evaluates drug and alcohol and other behavioral health needs as well as gaps in ancillary supports. Strengths and needs would also be examined as part of this process along with non-treatment needs such as food, shelter, clothing, education, vocational support, and transportation. The aforesaid tangible needs would be monitored through an individual recovery plan that would assist in guiding the Case Managers advocacy for the individual.

While the experience of working with Case Management will begin at whatever point that person is at in their individual process, the ultimate goal of the work will always be to promote self-sufficiency and independence through a process of progressive disengagement.

CLIENT/FAMILY

BILL OF RIGHTS

1. **THE RIGHT** to be treated with respect.
2. **THE RIGHT** to an individualized treatment plan that takes into consideration the needs of the child, the family and significant others .
3. **THE RIGHT** to an assessment and treatment plan that is developed to focus on the strengths of your child and your family.
4. **THE RIGHT** to receive services that are sensitive and respectful of your culture.
5. **THE RIGHT** to receive services that use community resources and develops your child's ability to function within his or her own community.
6. **THE RIGHT** of your family to be kept informed of your child's progress and to be included in appropriate decision's regarding treatment.
7. **THE RIGHT** to receive the finest treatment possible to safely address your child's needs.
8. **THE RIGHT** to express concerns/grievances and have them addressed quickly.
9. **THE RIGHT** to regular communication related to your child' treatment.
10. **THE RIGHT** to privacy and confidentiality in accordance with the most recent laws and policies.
11. **THE RIGHT** to be informed of the billing process and treatment costs.
12. **THE RIGHT** to make an informed choice when selecting where your child receives treatment and the type of treatment provided.
13. **THE RIGHT** to request a change of treatment professionals.
14. **THE RIGHT** to refuse treatment.
15. **THE RIGHT** to know the names, roles, and credentials of all the treatment team members.

ROLES OF THE FAMILY

FAMILIES ARE OUR MOST VALUABLE SOURCE OF INFORMATION.

Since HSAO will be coordinating services for your child, we need to determine which services will best meet your child's needs. This would be made easier if you provide us with as much information as possible about your child and family. Some of the questions that we may ask you in order to accomplish the goals for your child are as follows:

- What** would you like to see changed as a result of the services that we put in place?
- What** would your child like to see changed?
- What** are your child's strengths?
- What** are your family's strengths?
- What** has been helpful for your child in the past in bringing about positive changes?
- What** has been tried in the past but has not worked well to help your child?
- How** has your family been affected by the issues with your child?
- What** type of activities do you participate in within your community (i.e. Church, YMCA, etc.)?

Finding out the answers to the above questions will help us to develop a treatment plan for your child. We understand that you know your child best, so we rely on the family to give us the much needed answers to the questions listed above. However, information sharing is not the only important role that you can play in your child's treatment.

POLICY: NOTIFICATION: YOUR RIGHTS AND YOUR CHILD'S RECORDS

Information that relates to your child's health or treatment and that identifies you is protected under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. This protection covers both written and electronic information. This protection lasts as long as the information is in the hands of Human Services Administrative Organization (HSAO).

Notice

This notice describes how treatment & medical information about your child may be used and disclosed by HSAO. Please review it carefully and ask your Case Manager if you have any question regarding this notice.

Consumer/Patient Rights

You have the right to know how your child's medical & treatment records will be used, and with whom the information will be shared.

You have the right to give informed consent before providers can use or share your child's health care & treatment information, even for routine purposes such as treatment, payment, and the operation of a health plan. Providers may require that treatment and participation in services be based upon obtaining your consent.

You have the right to refuse consent to release your child's health information. If you do give consent, you have the right to restrict information if it is to be used for non-routine purposes, such as marketing and fundraising.

You have the right to ask for restrictions or limits on release of your child's information (such as requesting that information not be shared with a particular individual). This request should be documented in writing. HSAO will notify you in writing as to whether your request can be honored.

You have the right to ask that communications from those requesting information be made in a certain way (such as no phone calls, written requests only). Your request will be honored unless it is unreasonable and creates too great a burden for the provider.

You have the right to see and copy your child's health & treatment information and to be provided documentation on who has been able to see this information within the constraints of confidentiality laws.

You have the right to ask for a change to your child's record if you believe it contains incorrect or unnecessary information. Your request must be in writing. HSAO will determine whether your request can be honored, and will notify you of the decision in writing.

The information in your child's record will be kept for seven years. After that it will be de-identified in our electronic health record.

Information Sharing

The information from your child's record that is released to other parties must be limited to what is necessary for that specific incidence, except if the information is to be shared for treatment purposes, then the entire record may be shared.

HSAO has established business practices to protect the privacy of your child's health records. These include: employee training, naming a 'privacy officer' to assist with complaints, and establishing business guidelines for privacy with others who have contracts with HSAO.

HSAO will share your child's health information in response to a subpoena, court order, or warrant, without your additional consent. You will be notified in writing should such a request be received.

Your child's information may be shared with HSAO funders (Medical Assistance Office, PA Department of Public Welfare, Community Care Behavioral Health Organization) or government monitors (Office of Mental Health, Juvenile Justice System, Department of Drug and Alcohol Programs) without your additional consent, if your child is involved in either of these systems.

Your child's health information may be shared for public health activities with the Allegheny County Health Department or Department of Human Services Office of Children, Youth and Families, without your additional consent.

Other uses and disclosures of your child's health information will only be made with your explicit written authorization.

You may ask a question about your rights or file a complaint with HSAO Privacy Officer or with the United States Secretary of Health and Human Services if you believe your privacy rights of child have been violated. If this is the case, please contact Lisa Ashbaugh at 412-942-0814.

Rev.1/02

Purpose: To outline how HSAO protects and maintains confidential client protected health information and records.

Definitions:

- HIPAA: Health Insurance Portability and Accountability Act, a 1996 Federal Law that restricts access to individuals protected or personal health information.
- Evolv: ONC Certified, HIPAA compliant, web based, cloud hosted, electronic health record, (EHR) which stores and manages client case documentation.
- Confidential: Private or restricted information
- Client Record: Any documents either generated by HSAO or documents regarding the client obtained from other sources that are necessary for the coordination of services for said client.
- Protected Health Information: Any information held by HSAO which concerns the health status, provision of health care, or payment of health care that can be reasonably used to identify a client, either past, present, or future. Health Information refers to the verbal, written, or electronic records referring to a client's mental, physical, or drug and alcohol diagnosis, treatment, and history.

Policy Statement: It is the policy of HSAO that all client records and protected health information are confidential and may not be disclosed or discussed without the written consent of the client or the client's parent or legal guardian if said client cannot legally consent.

Procedures:

Confidentiality:

In accordance with HIPAA, all HSAO employees will maintain both the confidentiality of all Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) of current and former clients receiving services with HSAO.

All HSAO employees are required to sign a Confidentiality Policy Statement of Understanding affirming they understand and will abide by all Federal and State laws; and all agency expectations as it relates to confidentiality of client records both PHI and EPHI. Specifically, HSAO employees must adhere to the following regulations:

The Health Insurance Portability and Accountability Act of 1996 – HIPAA:
Title 1 and Title 2

71 P.S. 1690.101, et seq: established the Pennsylvania Advisory, Council on Drug and Alcohol Abuse, addressed confidentiality requirements at 71 P.S. 1690.108 and consent of minors

71 P.S. 1690.12. 28 Pa. Code 709.28: standards for licensing freestanding treatment facilities to include adherence to confidentiality requirements

42 CFR Part 2, Subparts A-E: federal regulations governing patient SUD records

45 CFR Part 96: federal regulation governing the privacy of health care information that went into effect on April 14, 2003

42 PA. C.S.A. 6352.1: state law clarifying what information may be released by SCAs and treatment providers to children and youth agencies and the juvenile justice system.

All HSAO employees will receive confidentiality training as part of the new employee training protocol and HIPAA training every year thereafter.

Consents:

Signed written consents will be required by the client or the client's parent or legal guardian if said client is legally unable to consent and will be maintained with the client's record. Written consents will include:

- The date and nature of the request for information

- The name of the person or agency to which disclosure is made. Client will have the opportunity to restrict disclosure and release of their records.

- The type of information disclosed and the purpose of the consent

- The dated signature of the client, or the dated signature of the parent or legal guardian of a child who cannot legally consent.

- The expiration date of the consent form

Consents will be valid for a period of one year from the date on the consent will be renewed yearly thereafter.

Consents may be revoked at any time. The client or parent/legal guardian of a client, must notify in writing to HSAO the request to revoke or terminate a consent. Documentation will be made in the client's record of revocation.

Consents will no longer be valid upon clients discharge or termination of services with HSAO.

Re-Disclosure:

HSAO will not release confidential client information to any source, either written, electronic, or verbal, without written consent except:

- For purposes of treatment, payment, and health care operations: this includes submitting documentation for reimbursement of services provided/ consultation or referral for services on behalf of the client to another provider; and quality assessment or credentialing.

- Under court order.

- Public Interest and Benefit Activities: child line report, elder abuse report, or public health activities.

- In accordance with other applicable Federal and State Regulations.

IV: Training:

HSAO provides on-going staff training and has implemented security measures for its physical site and all HSAO owned and operated electronic devices to ensure that each client's Electronic Personal Health Information (EPHI) is kept confidential. No client's PHI is permitted to be downloaded or stored on any employee's own personal electronic devices. Electronic devices refer to, but are not limited to palm pilots, personal digital assistant (PDA), hand held computers, lap tops, cell phones, flash drives, CD roms, floppy drive, or personal computers.

V: Notification:

The Client and or parent/legal of a client will be given a copy the document Notification: Your Rights and Your Records which details how treatment and medical information may be used and disclosed by HSAO.

In the event that a client's case is transferred from one HSAO employee to another during the course of the client involvement with HSAO, the new HSAO employee is required to review all current consents with the client to ensure they are still applicable and necessary

VI: Documentation Storage:

Client records are maintained in evolv, which is an ONC Certified, HIPAA compliant, web based, cloud hosted, electronic health record, (EHR)

VII: Violation of Confidentiality Policy:

In the event that an employee of HSAO violates the Confidentiality Policy or HIPAA, the employee will be subject to disciplinary action as determined by the Executive Director and per disciplinary standards as documented in the HSAO Employee Handbook.

GRIEVANCE

POLICY/PROCEDURE

GRIEVANCE

When you are unhappy or dissatisfied in any way with the services being provided by HSAO.

EXAMPLES MAY BE:

If you are unhappy with your service coordination services...

If you are unhappy with the treatment team meeting or referral process...

GRIEVANCE POLICY

Any HSAO client or client family member has the right to file a formal Grievance when he or she is dissatisfied in any way with the services being provided by HSAO. However, the person filing the Grievance must follow the proper Grievance Procedure in order to have the issue reviewed.

GRIEVANCE PROCEDURE

POLICY/PROCEDURE

1ST LEVEL

Grievance shall be first discussed with the employee's Immediate Supervisor.

The supervisor shall respond within five (5) working days of receipt of a written/verbal grievance.

If satisfaction is not derived, the case becomes a 2nd Level Grievance.

2ND LEVEL

Written appeal may be made to the Unit Manager within five (5) working days from the receipt of the response.

The Unit Manager shall respond in writing within five (5) working days upon receipt of the written appeal.

If satisfaction is not derived, the case becomes a 3rd Level Grievance.

3RD LEVEL

Written appeal may be made to the Executive Director within five (5) working days from the date of receipt of the response from the Program Director.

The Executive Director shall respond with a final decision within five (5) working days upon receipt of the written appeal.

A copy of such written response may be forwarded to the Board of Directors.

If at any time during this process you are dissatisfied with the outcome, you may contact:

Allegheny County Office of Behavioral Health - Director's Action Line
1-800-862-6783
Community Care Behavioral Health
1-800-553-7499

HSAO CONTACT

INFORMATION

**101 Bellevue Road, Suite 001
Pittsburgh, PA 15229**

Phone: 412-301-8232

Fax: 412-301-8239

Email: info@hsao.org

Website:

<http://www.hsao.info>

IMPORTANT PHONE NUMBERS

CRISIS INFORMATION AND REFERRAL

HSAO Main Line	412-301-8232
During business hours 8:00am to 4:30pm Monday through Friday	
Allegheny County DHS	412-350-4457
After 4:30pm Monday through Friday, Weekends	
Re:solve Crisis Network	1-888-796-8226
Health Department	412-687-2243
NAMI	412-366-3788
United Way Helpline	412-255-1155
PA GET HELP	1-800-662-4357
Prevent Suicide PA:	1-800-273-8255
Dept. of Drug & Alcohol Support Line:	1-800-622-4357
Crisis text Line:	741741
Suicide and Crisis Lifeline:	988

LEGAL ASSISTANCE

Allegheny County Bar Association	412-261-6161
Disabilities Law Project	412-391-5225
Neighborhood Legal Services	412-255-6700

SELF HELP

Center for Victims of Violent Crimes	412-392-8582
Domestic Abuse Counseling Center	412-431-4999
Peer Support and Advocacy Network	412-227-0402
Pittsburgh Action Against Rape	412-765-2731

SERVICE COORDINATION UNITS

Milestone	412-731-9747
Chartiers MH/MR	412-221-3302
Family Services of Western Pennsylvania	724-335-9883
Family Links	412-343-7166
Mercy Behavioral Health	412-323-4500
Mon Yough Community Services	412-675-8480
Staunton Clinic	412-749-7330
Turtle Creek Valley MH/MR	412-351-0222
WPIC	412-586-2900



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Chinese; Mandarin

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 或咨询您的服务提供商。"

Nepali

सावधानः यिद तपाईं नेपाली भाषा बोलनुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन् । पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पिन निःशुल्क उपलब्ध छन् । मा फोन गर्नुहोस् वा आफ्नो परदायकसँग कुरा गर्नुहोस् ।"

Russian

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону или обратитесь к своему поставщику услуг.

Arabic

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية، كما تتوفر وسائل مساعدة وخدمات مناسبة أو تحدث (لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا). اتصل على الرقم "إلى مقدم الخدمة

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Èd ak sèvis siplemantè apwopriye pou bay enfòmasyon nan fòm aksesib yo disponib gratis tou. Rele nan oswa pale avèk founisè w la."

Vietnamese

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-xxx-xxx-xxxx (Người khuyết tật: 1-xxx-xxx-xxxx) hoặc trao đổi với người cung cấp dịch vụ của bạn."

Ukrainian

УВАГА: Якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером або зверніться до свого постачальника».

Chinese; Cantonese

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 或與您的提供者討論。」

Portuguese

ATENÇÃO: Se você fala [inserir idioma], serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para ou fale com seu provedor."

Bengali

মেনাযোগ দিন: যিদ আপিন বাংলা বেলন তাহেল আপনার জন্য বিনামূল্যে ভাষা সহায়তা পিরেষবাদি উপলব্ধ রেয়েছ। অ্যাক্সেসযোগ্য ফরম্যাটে তথ্য প্রদানের জন্য উপযুক্ত সহায়ক সহযোগিতা এবং পিরেষবাদিও বিনামূল্যে উপলব্ধ রেয়েছ। নম্বরে কল করুন অথবা আপনার প্রদানকারীর সাথে কথা বলুন।"

French

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le ou parlez à votre fournisseur. »

Cambodian

សូមយកចិត្តទុកដាក់៖ របស់នេះបើអ្នកនិយាយ ភាសាខ្មែរ ។ សេវាកម្មជំនួយភាសា គតិគិតថ្លៃគឺមានសម្រាប់អ្នក។ ជំនួយ នឹងសេវាកម្មដែលជាការជួយដល់សមាជិក ក្នុងការផ្តល់ព័ត៌មានតាមទម្រង់ ដែលអាចចូលរំលឹកបាន ក៏អាចរកបាន ដោយគតិគិតថ្លៃដែរ។ ហៅទូរសព្ទ ទៅ ឬនិយាយទៅកាន់អ្នកផ្តល់សេវារបស់អ្នក។"

Korean

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 번으로 전화하거나 서비스 제공업체에 문의하십시오."

Gujarati

ધાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યો ઓફિસરી સહાય અને એક સિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ ઉપલબ્ધ છે. પર કોલ કરો અથવા તમારા પરરદાતા સાથે વાત કરો."

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MISSION STATEMENT

The Mission of the Human

Services Administration

Organization (HSAO) is to:

Empower Individuals,

Families and

Communities,

by Improving their

Quality of Life

through Specialized,

Personalized, Enhanced, and

Effective Service Coordination

OVERVIEW

HSAO, through its adult services program, offers an array of supports designed to work with DHS, the criminal justice system, behavioral health and other community service providers, to assist persons with substance use disorder and/or mental illness who are in need of services. HSAO adult services is comprised of two primary units. One is a Drug and Alcohol Unit that works alongside DHS and the provider community to deliver case management services. The other is Justice Related Services which is comprised of county and state support services, diversion services, Mental Health Court, Drug Court and DUI Court.

Our individualized services build on individual, family and community strengths. The goal of HSAO is to ensure that behavioral health services are delivered in the least restrictive environment, either by maintaining the consumer in the community or returning the consumer back into the community. Service Coordination is provided with a creative and flexible approach to ensure quality services.

The HSAO staff members have diverse backgrounds that include experience with the Court of Common Pleas, Adult Probation and Parole, Allegheny County Jail, Drug and Alcohol Services, Mental Health (MH) case management, Intellectual Disabilities (ID) case management, Psychiatric inpatient care, specialized case management, residential treatment, and State Hospitalization.

CLIENT

BILL OF RIGHTS

1. A client has the right to refuse to participate in HSAO service without prejudice to other parts of the treatment program.
2. HSAO staff shall be assigned with the participation of the client. If the client does not wish to participate, the efforts to gain participation shall be documented.
3. Request for assignment or change of a specialist by a client shall be made if possible. Requests of this nature and the outcome shall be documented.
4. Clients have a right to be treated with respect and dignity at all times.
5. Clients have the right to have their privacy and personal and electronic health information protected.
6. Clients have the right to file a grievance with the agency if they are unhappy, or feel that they are being treated unfairly, unjust or being discriminated against.
7. The specialist shall continue to provide services to an assigned case unless the client requests a change or the need for services end.
8. Clients may not be terminated from services for non-attendance or non-compliant behavior that results from mental illness or emotional disorder.
9. No service decisions may be made in violation of the client's civil rights.
10. When it is necessary to terminate a client from service coordination services, the circumstances and rationale shall be fully documented and approved by the Supervisor.

POLICY: NOTIFICATION: YOUR RIGHTS AND YOUR RECORDS

Information that relates to your health or treatment and that identifies you is protected under the Health Insurance Portability and Accountability Act (HIPAA) of 1996. This protection covers both written and electronic information. This protection lasts as long as the information is in the hands of Human Services Administrative Organization (HSAO).

Notice

This notice describes how treatment & medical information about you may be used and disclosed by HSAO. Please review it carefully and ask your Case Manager if you have any question regarding this notice.

Consumer/Patient Rights

You have the right to know how your medical & treatment records will be used, and with whom the information will be shared.

You have the right to give informed consent before providers can use or share your health care & treatment information, even for routine purposes such as treatment, payment, and the operation of a health plan. Providers may require that treatment and participation in services be based upon obtaining your consent.

You have the right to refuse consent to release your health information. If you do give consent, you have the right to restrict information if it is to be used for non-routine purposes, such as marketing and fundraising.

You have the right to ask for restrictions or limits on release of your information (such as requesting that information not be shared with a particular individual). This request should be documented in writing. HSAO will notify you in writing as to whether your request can be honored.

You have the right to ask that communications from those requesting information be made in a certain way (such as no phone calls, written requests only). Your request will be honored unless it is unreasonable and creates too great a burden for the provider.

You have the right to see and copy your health & treatment information and to be provided documentation on who has been able to see this information.

You have the right to ask for a change to your record if you believe it contains incorrect or unnecessary information. Your request must be in writing. HSAO will determine whether your request can be honored, and will notify you of the decision in writing.

Documentation in your record will be kept for a period of 10 years in accordance with prescribed regulations.

Information Sharing

The information from your record that is released to other parties must be limited to what is necessary for that specific incidence, except if the information is to be shared for treatment purposes, then the entire record may be shared.

HSAO has established business practices to protect the privacy of your health records. These include: employee training, naming a 'privacy officer' to assist with complaints, and establishing business guidelines for privacy with others who have contracts with HSAO.

HSAO will share your health information in response to a subpoena, court order, or warrant, without your additional consent. You will be notified in writing should such a request be received.

Your information may be shared with HSAO funders (Medical Assistance Office, PA Department of Public Welfare, Community Care Behavioral Health Organization) or government monitors (Office of Mental Health, Department of Drug and Alcohol Programs) without your additional consent, if either system is involved.

Your health information may be shared for public health activities with the Allegheny County Health Department or Department of Human Services Office of Children, Youth and Families, without your additional consent.

Other uses and disclosures of your health information will only be made with your explicit written authorization.

You may ask a question about your rights or file a complaint with HSAO Privacy Officer or with the United States Secretary of Health and Human Services if you believe your privacy rights of child have been violated. If this is the case, please contact Lisa G. Ashbaugh at (412) 884-4500.

Rev.2/02

GRIEVANCE

POLICY/PROCEDURE

GRIEVANCE

When you are unhappy or dissatisfied in any way with the services being provided by HSAO.

EXAMPLES MAY BE:

If you are unhappy with your service coordination services...

If you are unhappy with the treatment team meeting or referral process...

GRIEVANCE POLICY

Any HSAO client or client family member has the right to file a formal Grievance when he or she is dissatisfied in any way with the services being provided by HSAO. However, the person filing the Grievance must follow the proper Grievance Procedure in order to have the issue reviewed.

GRIEVANCE PROCEDURE

POLICY/PROCEDURE

1ST LEVEL

Grievance shall be first discussed with the employee's Immediate Supervisor.

The supervisor shall respond within five (5) working days of receipt of a written/verbal grievance.

If satisfaction is not derived, the case becomes a 2nd Level Grievance.

2ND LEVEL

Written appeal may be made to the Program Director within five (5) working days from the receipt of the response.

The Program Director shall respond in writing within five (5) working days upon receipt of the written appeal.

If satisfaction is not derived, the case becomes a 3rd Level Grievance.

3RD LEVEL

Written appeal may be made to the Executive Director within five (5) working days from the date of receipt of the response from the Program Director.

The Executive Director shall respond with a final decision within five (5) working days upon receipt of the written appeal.

A copy of such written response may be forwarded to the Board of Directors.

If at any time during this process you are dissatisfied with the outcome, you may contact:

Allegheny County Office of Behavioral Health - Director's Action Line
1-800-862-6783
Community Care Behavioral Health
1-800-553-7499

Purpose: To outline how HSAO protects and maintains confidential client protected health information and records.

Definitions:

HIPAA: Health Insurance Portability and Accountability Act, a 1996 Federal Law that restricts access to individuals protected or personal health information.

Evolv: ONC Certified, HIPAA compliant, web based, cloud hosted, electronic health record, (EHR) which stores and manages client case documentation.

Confidential: Private or restricted information

Client Record: Any documents either generated by HSAO or documents regarding the client obtained from other sources that are necessary for the coordination of services for said client.

Protected Health Information: Any information held by HSAO which concerns the health status, provision of health care, or payment of health care that can be reasonably used to identify a client, either past, present, or future. Health Information refers to the verbal, written, or electronic records referring to a client's mental, physical, or drug and alcohol diagnosis, treatment, and history.

Policy Statement: It is the policy of HSAO that all client records and protected health information are confidential and may not be disclosed or discussed without the written consent of the client.

Procedures:

Confidentiality:

In accordance with HIPAA, all HSAO employees will maintain both the confidentiality of all Protected Health Information (PHI) and Electronic Protected Health Information (EPHI) of current and former clients receiving services with HSAO.

All HSAO employees are required to sign a Confidentiality Policy Statement of Understanding affirming they understand and will abide by all Federal and State laws; and all agency expectations as it relates to confidentiality of client records both PHI and EPHI. Specifically, HSAO employees must adhere to the following regulations:

The Health Insurance Portability and Accountability Act of 1996 – HIPAA: Title 1 and Title 2

71 P.S. 1690.101, et seq: established the Pennsylvania Advisory, Council on Drug and Alcohol Abuse, addressed confidentiality requirements at 71 P.S 1690.108 and consent of minors

71 P.S. 1690.12. 28 Pa. Code 709.28: standards for licensing freestanding treatment facilities to include adherence to confidentiality requirements

42 CFR Part 2, Subparts A-E: federal regulations governing patient SUD records

45 CFR Part 96: federal regulation governing the privacy of health care information that went into effect on April 14, 2003

42 PA. C.S.A. 6352.1: state law clarifying what information may be released by SCAs and treatment providers to children and youth agencies and the juvenile justice system.

All HSAO employees will receive confidentiality training as part of the new employee training protocol and HIPAA training every year thereafter.

Consents:

Signed written consents will be required by the client and will be maintained with the client's record. Written consents will include:

- The date and nature of the request for information

- The name of the person or agency to which disclosure is made. Client will have the opportunity to restrict disclosure and release of their records.

- The type of information disclosed

- The dated signature of the client.

- The expiration date of the consent form

Consents will be valid for a period of one year from the date on the consent will be renewed yearly thereafter.

Consents may be revoked at any time. The client must notify in writing to HSAO the request to revoke or terminate a consent. Documentation will be made in the client's record of revocation.

Consents will no longer be valid upon clients discharge or termination of services with HSAO.

Re-Disclosure:

HSAO will not release confidential client information to any source, either written, electronic, or verbal, without written consent except:

- For purposes of treatment, payment, and health care operations: this includes submitting documentation for reimbursement of services provided/ consultation or referral for services on behalf of the client to another provider; and quality assessment or credentialing.

- Under court order.

- Public Interest and Benefit Activities: child line report, elder abuse report, or public health activities.

- In accordance with other applicable Federal and State Regulations.

IV: Training:

HSAO provides on-going staff training and has implemented security measures for its physical site and all HSAO owned and operated electronic devices to ensure that each client's Electronic Personal Health Information (EPHI) is kept confidential. No client's PHI is permitted to be downloaded or stored on any employee's own personal electronic devices. Electronic devices refer to, but are not limited to palm pilots, personal digital assistant (PDA), hand held computers, lap tops, cell phones, flash drives, CD roms, floppy drive, or personal computers.

V: Notification:

The Client will be given a copy the document Notification: Your Rights and Your Records which details how treatment and medical information may be used and disclosed by HSAO.

In the event that a client's case is transferred from one HSAO employee to another during the course of the client involvement with HSAO, the new HSAO employee is required to review all current consents with the client to ensure they are still applicable and necessary

VI: Documentation Storage:

Client records are maintained in evolv, which is an ONC Certified, HIPAA compliant, web based, cloud hosted, electronic health record, (EHR)

VII: Violation of Confidentiality Policy:

In the event that an employee of HSAO violates the Confidentiality Policy or HIPAA, the employee will be subject to disciplinary action as determined by the Executive Director and per disciplinary standards as documented in the HSAO Employee Handbook.

HSAO CONTACT

INFORMATION

**101 Bellevue Road, Suite 001
Pittsburgh, PA 15229**

Phone: 412-301-8232

Fax: 412-301-8239

Email: info@hsao.org

Website:

<http://www.hsao.info>

BUSINESS HOURS:

8:00AM to 4:30PM Monday through Friday

HSAO Staff cannot accept telephone calls from individuals who are incarcerated. Three-way calls from individuals who are incarcerated and outside parties are also not accepted.

EMERGENCIES DURING BUSINESS HOURS:

First, attempt to contact the staff person directly.
If the staff person is unavailable, call the mainline and request to speak with the staff.
If not available, then that person's supervisor.

EMERGENCIES AFTER BUSINESS HOURS:

HSAO Staff do not answer text messages, emails or calls after business hours Monday through Friday, on the weekends and/or holidays.

HSAO clients should utilize the Resolve Crisis Network and/or their primary treatment provider's on-call services if they are in crisis.

If this is a medical emergency, contact 911.

IMPORTANT PHONE

CRISIS INFORMATION AND REFERRAL

HSAO Main Line During business hours 8:00am to 4:30pm Monday through Friday	412-301-8232
Allegheny County DHS After 4:30pm Monday through Friday, Weekends	412-350-4457
Re:solve Crisis Network	1-888-796-8226
Health Department	412-687-2243
NAMI	412-366-3788
United Way Helpline	412-255-1155
PA GET HELP	1-800-662-4357
Prevent Suicide PA:	1-800-273-8255
Dept. of Drug and Alcohol Support Line:	1-800-622-4357
Crisis Text Line:	741741
Suicide and Crisis Lifeline:	988

LEGAL ASSISTANCE

Allegheny County Public Defender's Office	412-350-2400
Allegheny County Bar Association	412-261-6161
Neighborhood Legal Services	412-255-6700

SELF HELP

Center for Victims of Violent Crimes	412-392-8582
Domestic Abuse Counseling Center	412-431-4999
Peer Support and Advocacy Network	412-227-0402
Pittsburgh Action Against Rape	412-765-2731

SERVICE COORDINATION UNITS

Milestone	412-731-9747
Chartiers MH/MR	412-221-3302
Family Services of Western Pennsylvania	724-335-9883
Family Links	412-343-7166
Mercy Behavioral Health	412-323-4500
Mon Yough Community Services	412-675-8480
Staunton Clinic	412-749-7330
Turtle Creek Valley MH/MR	412-351-0222
WPIC	412-586-2900

HUMAN SERVICES ADMINISTRATION ORGANIZATION
Consumer Bill of Rights Notice

- (1) You have the right while receiving while receiving care or services with HSAO under section 7 of the act (71 P. S. § 1690.107) shall retain civil rights and liberties except as provided by statute. No client may be deprived of a civil right solely by reason of treatment.
- (2) The HSAO project or service may not discriminate in the provision of services on the basis of age, race, creed, sex, ethnicity, color, national origin, marital status, sexual orientation, handicap or religion.
- (3) You have the right to inspect your own records. The HSAO project, facility or project director may temporarily remove portions of the records prior to the inspection by the consumer if the director determines that the information may be detrimental if presented to the client. Reasons for removing sections shall be documented in your record.
- (4) You have the right to appeal a decision limiting access to your records to the project director or executive director of HSAO.
- (5) You have the right to request the correction of inaccurate, irrelevant, outdated or incomplete information in their records.
- (6) You have the right to submit rebuttal data or memoranda to their own records.



Grievance and Appeal Process:

The grievance and appeal process is a step-by-step effort at reconciliation between an aggrieved individual and the SCA. Contracted providers and other agencies may have their own grievance and appeal protocols for matters arising within their programs.

A. The SCA must use its process in cases where the grievance concerns an administrative or financial decision made by, or on behalf of, the SCA. The SCA must have an expeditious, accessible, fair, and uniform grievance and appeal process.

B. A grievance is a written complaint by an individual of the decision made by the SCA. An appeal is the process to resolve a grievance. Individuals must be able to file a grievance in at least the four areas listed below.

- 1) Denial or termination of services;
- 2) LOC determination;
- 3) Length of stay in treatment; and
- 4) Violation of the individual's human or civil rights.

C. An SCA may choose to include additional categories that an individual can grieve. Those areas must be specific and clearly stated as part of the SCA's grievance and appeal process.

D. In the event an individual grieves a treatment funding decision related to a reduction or termination of services or length of stay in treatment, the SCA is required to continue funding treatment services at the current level of engagement until the appeal is resolved. This applies to all treatment services, including the provision of Medication Assisted Treatment (MAT).

E. The SCA appeal process must include a two-stage process in which:

- 1) The first level of appeal is made to a panel consisting of SCA staff or a supervisory level staff person, none of whom is directly involved in the dispute. The SCA must issue a written decision within seven days upon receipt of the grievance.
 - (a) The SCA must inform both the individual and DDAP of the decision within seven days via the DDAP-approved Grievance and Appeal Reporting form (DDAP-EFM1009). Identifying information may not be included or attached to this form.
- 2) The second level of appeal is made to an independent review board or hearing panel that consists of an odd number (no less than three) of members who have no financial, occupational, or contractual agreements with the SCA. DDAP staff; Department of Human Services staff; and members of the SCA's governing body such as County Executives, County Commissioners, and SCA Board members may not serve as the independent review board or hearing panel.
 - (a) The panel must issue a written decision within seven days upon receipt of the grievance. Access to confidential records must be in accordance with state and federal confidentiality regulations. At the time of the appeal, the SCA must identify CMCS Manual July 2024 V.17 Part V - Case Management the



composition and number of members designated as the independent review board or hearing panel. The SCA must inform both the individual and DDAP of the decision within seven days via the DDAP- approved Grievance and Appeal Reporting form. Identifying information may not be included or attached to this form.

F. At the time of the LOCA, the individual must acknowledge in writing that he or she has been notified of:

- 1) The grievance and appeal policy that outlines all of the categories an individual can grieve with the SCA, both DDAP's required categories as well as those added by the SCA;
- 2) The need for a signed consent form from the individual so confidential information relating to the appeal can be provided to an independent review board for the purpose of rendering a decision on the appeal;
- 3) The right to have access to all documentation pertaining to the resolution of the grievance within the confines of state and federal confidentiality regulations;
- 4) The right to be involved in the process and have representation by means of an advocate, case manager, or any other individual chosen by the individual at each level of appeal; and
- 5) The continuation of funding for service continues at the current level of engagement for appeals of termination of funding or reduction of treatment services, including MAT, until the appeal is resolved, unless the individual agrees otherwise.



GRIEVANCE AND APPEAL REPORTING FORM

SCA: _____

Level: _____

Issue: _____

Date: _____

Client ID #: _____

Briefly describe the individual's grievance with the SCA: (Include date grievance was filed with the SCA).

Briefly describe the outcome of the grievance and the basis for the decision: (Include date of review).

Grievance Resolved: Yes () No ()

Submit to:

Director, Prevention, Treatment and Recovery Division
One Penn Center
2601 N 3rd St.
Harrisburg, PA 17110



Allegheny County
Department of Human Services
One Smithfield Street
Pittsburgh, PA 15222
Phone: 1-800-862-6783
Fax: 412-350-5891

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES NOTICE OF PRIVACY PRACTICES FOR PROTECTED HEALTH INFORMATION

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully.

I. How Allegheny County Department of Human Services Uses and Discloses Your Health Information:

Allegheny County Department of Human Services provides a broad range of services through a wide variety of health and human services programs. If you receive services from a County program, the County program may use your protected health information and disclose it to other County health and human services programs and outside the County, to:

- a. Plan and provide your care and treatment
- b. Communicate with health care professionals who care for you
- c. Describe the care you receive
- d. Obtain reimbursement from private insurers or other government programs
- e. Verify that services billed were actually provided
- f. Educate health professionals
- g. Inform public health officials charged with improving healthcare
- h. Administer the County's programs that provide public benefits, and/or health or human services
- i. Assess and improve the services provided and the outcomes achieved
- j. Pay for services you receive
- k. Inform you about other public programs and services

The County and its programs will not use or disclose your protected health information except as described in this notice, or otherwise authorized by law.

Revised 10/06

II. Your Health Information Rights:

You have the right to:

- a. Request a restriction on certain uses and disclosures of your protected health information
- b. Obtain a paper copy of this Notice of Privacy Practices upon request
- c. Inspect and copy your protected health information
- d. Request amendments to your protected health information
- e. Obtain an accounting of disclosures of your protected health information
- f. Request communications of your protected health information by alternative means or at an alternative address
- g. Revoke your consent to use or disclose protected health information to the extent that it has not already been relied upon
- h. File a complaint to the Allegheny County Department of Human Services and/or the Secretary of the U.S. Department of Health and Human Service if you believe your privacy rights have been violated.

III. The County Program Duties:

The County's health and human services programs each have a duty to:

- a. Maintain the privacy of your protected health information
- b. Provide you with a notice as to our legal duties and privacy practices with respect
- c. Abide by the terms of this notice
- d. Notify you if we are unable to agree to a requested restriction
- e. Accommodate reasonable requests you may have to communicate health information by alternative means or at an alternative address
- f. Provide an accounting of disclosures of your protected health information

The County or any County health and human services program may change its privacy practices and make the new privacy practices effective for all protected health information we maintain. We will post a copy of the revised notice on our Internet website page for DHS as well as in the main office of One Smithfield Street. We will also place it in various service provision locations. Upon request, we will provide you with a written copy of the current privacy notice.

Business Associates: There are some services provided in our organization through contracts with business associates. When these services are contracted, we may disclose your health information to our business associate so that they can perform the job we've asked them to do. However, we require the business associate to appropriately safeguard your information.

Research: We may disclose information to researchers when the information is de-identified or when their research has been approved by an institutional review board that has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Organ Procurement Organizations: Consistent with applicable law, we may disclose health information to organ procurement organizations or other entities engaged in the procurement, banking or transplantation of organs for the purpose of tissue donation and transplant.

Funeral Directors: We may disclose health information to funeral directors to carry out their duties, as required by law.

Public Health: We may disclose your health information to public health or legal authorities charged with preventing or controlling disease, injury or disability.

Correctional Institution: Should you be an inmate of a correctional institution, we may disclose to the institution or agents thereof any health information necessary for your health and the health and safety of other individuals, or for the administration of the institution.

Law Enforcement: We may release medical information about you, if asked to do so by law enforcement officials under certain circumstances. Examples of this type of disclosure include: In response to court orders, subpoenas, warrants, or similar processes; or in emergency circumstances to report a crime, the location of a crime, or the identity, description or location of the person who committed the crime.

Serious Threats to Health or Safety: As permitted by applicable law and standards of ethical conduct, we may use or disclose your medical information when necessary to prevent or lessen a serious and imminent threat to your health or safety or the health or safety of another person or the public.

Effective Date: 4/14/2003

IV. For More Information or to Report a Problem:

If you have questions and would like additional information, you may contact the DHS Privacy Officer:

DHS Privacy Officer
Office of Information Management
Department of Human Services
Human Services Building
One Smithfield Street, Suite 252
Pittsburgh, PA 15222

If you believe your privacy rights have been violated, you can file a complaint with the DHS Privacy Officer at the address above, or with the Office of Civil Rights:

Region II Office for Civil Rights, U.S.
Dept. of Health and Human Services
150 S. Independence Mall West
Suite 372, Public Ledger Bldg.
Philadelphia, PA 19106-9111
Main Line: (215) 861-4441
Hotline: (800) 368-1019
Fax: (215) 861-4431
TDD: (215) 861-4440
<http://www.hhs.gov/ocr/hipaa/>

There will be no retaliation for filing a complaint.

V. Examples of Disclosures for Treatment, Payment and Health Operations:

We will use your health information for treatment.

For example: Information obtained by a clinician, care provider, nurse, physician, or other member of your healthcare team will be recorded in your record and used to determine the course of treatment that should work best for you.

We will use your health information for payment.

For example: A bill may be sent to you or any private or public source of health coverage you have identified. The information on or accompanying the bill may include information that identifies you, as well as your diagnosis, procedures and supplies used.

We will use your health information for regular health operations.

For example: Members of a quality assurance team may use information in your health record to assess the care and outcomes in your case and others like it. This information will then be used in an effort to continually improve the quality and effectiveness of the healthcare and service we provide.

VI. Others who may receive your health information:



Allegheny County
Department of Human Services
One Smithfield Street
Pittsburgh, PA 15222
Phone: 1-800-362-6783
Fax: 412-350-5891

Privacy Complaint Form

DHS Privacy Officer
Department of Human Services
Human Services Building
One Smithfield Street, Suite 252
Pittsburgh, PA 15222

As required by the Health Information Portability and Accountability Act of 1996 (HIPAA) you have a right to complain about our privacy policies, procedures or actions. The Department of Human Services will not engage in any discriminatory or other retaliatory behavior against you because of this complaint. Please be as thorough and forthright as possible, and return it to our Privacy Officer listed above.

Client Name: _____ Birth Date: _____

Client ID (If known): _____

Address: _____

What is the best way to contact you?

☐ Phone (number): _____ ☐ U.S. Mail (address above)

☐ Email (address): _____ ☐ Other: _____

What are the best hours to contact you? _____

Details of your complaint: (Please be as specific as possible with dates, times and the specific policy, procedure or action taken; include the names (if any) of any one in the office with whom you discussed this. Use the other side of this form if you need more room. Attach any relevant documents.)

Revised 10/06

DHS OFFICES

Executive Office

Human Services Building
One Smithfield Street
Pittsburgh, PA 15222-2221
412-350-5701

DHS-Information@AlleghenyCounty.us



Area Agency on Aging
1-800-344-4319



Behavioral Health
412-350-4457



Children, Youth and Families
412-350-5701



Community Services
412-350-6611



Developmental Supports
412-253-1399
Intake/Registration: 412-253-1250

Administration

412-350-3536

Analytics, Technology and Planning

412-350-5701

Equity and Engagement

412-350-6787
Events: 412-350-3428

DHS IS

responsible for providing and administering publicly funded services to Allegheny County residents.

DHS PRINCIPLES

All services will be

- high quality, comprehensive, and accessible.
- individualized and designed to be respectful of the unique cultural characteristics of each individual and/or community
- integrated and offered through a team approach that recognizes the capacity of individuals and families to identify their own strengths, needs, and goals; create relationships with natural supports; and take steps necessary to accomplish these goals.



Allegheny County Department of Human Services

Sara Innamorato
ALLEGHENY COUNTY EXECUTIVE

Erin Dalton
DIRECTOR, DEPARTMENT OF
HUMAN SERVICES

www.alleghenycounty.us/dhs

Human Services Building
One Smithfield Street, Suite 400
Pittsburgh, PA 15222-2221

The Allegheny County Department of Human Services does not discriminate against anyone on the basis of a protected class including: race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; marital status; familial status; age (40 and older); use of guide or support animal because of blindness, deafness, or physical disability.

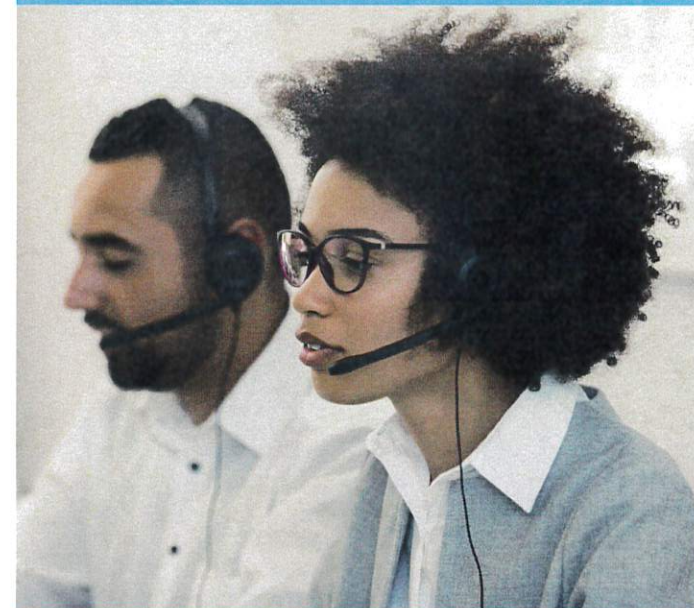
DHS funding information is available at www.alleghenycounty.us/dhs/funding.aspx
Produced by the DHS Office of Equity and Engagement 01/2024

Office of Equity and Engagement

Director's Action Line

**Specialists addressing your concerns
and answering your questions about
the supports and services provided
through the Allegheny County
Department of Human Services.**

1-800-862-6783



**ALLEGHENY COUNTY
DEPARTMENT OF
HUMAN SERVICES**

alleghenycounty.us/dhs



DHS Director's Action Line Statement of Purpose

The Allegheny County Department of Human Services (DHS) provides and administers publicly funded human services to county residents.

The DHS Director's Action Line (DAL) provides Allegheny County residents served by DHS — as well as other interested parties — quick and easy access to knowledgeable specialists who answer questions and resolve concerns and complaints regarding services provided through DHS.

The DAL provides

- a friendly, trained professional to discuss the details of your specific concern or question with you.
- clarity, between you and the professionals involved, of all relevant details, issues and positions.
- help in understanding general DHS policies and procedures—including DHS individual and family plans and court orders through Children's Court.
- practical options to address your difficulties— including information about and referrals to DHS and community-based resources.
- support in addressing problems with DHS-issued payments.

The DAL specialist

- listens carefully to your concerns.
- works with DHS staff and others to address your concerns or complaints immediately or within three working days, depending on the situation.
- initiates a review of decisions made by DHS or DHS-contracted agencies regarding services, when appropriate.
- calls you back to make sure your concerns are being addressed.
- makes a record of all concerns and complaints so they may be used to inform DHS policies and procedures.

The DAL is easy to use

DAL specialists are available Monday through Friday by phone, in person or by e-mail.

By phone – please call: **1-800-862-6783**
between 8:00 a.m. and 5:00 p.m.

In person – please visit:
The Human Services Building
One Smithfield Street, First Floor
Pittsburgh, PA 15222
between 8:30 a.m. and 4:00 p.m.

No appointment is needed. Simply sign in at the front desk in the Human Services Building lobby. A DAL staff member will arrive and take you to a private meeting place.

By text –text “action” to 412-324-3388 to initiate follow up contact by phone or e-mail.

By e-mail – DAL@alleghenycounty.us

The DAL guarantees quality customer service

DAL specialists respond to callers with questions or concerns about any service offered through DHS including those for:

- children and families who are receiving child welfare services
- children and adults with mental health concerns
- older adults
- individuals and families experiencing homelessness
- individuals with a diagnosis of intellectual disability
- individuals in need of non-emergency medical transportation
- youth and adults with substance abuse (D&A) concerns
- incarcerated parents of dependent children
- infants, children, young adults and families with low income
- individuals and families in need of food assistance
- individuals with physical disabilities

Do NOT contact the DAL to report abuse.

Instead, to report abuse

Of a child under 18:
call **1-800-932-0313**

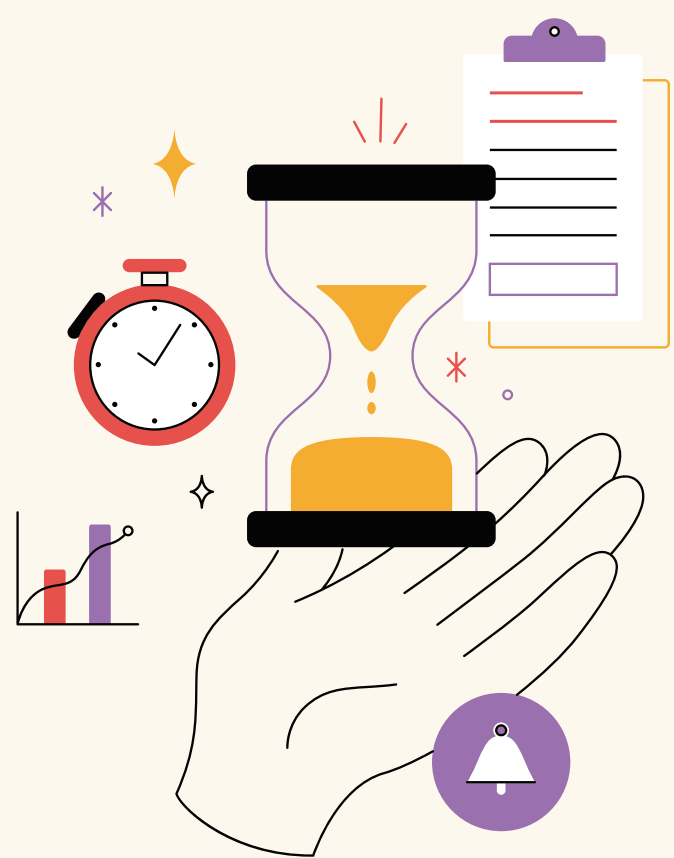
Of an adult with a disability (18-59):
call **1-800-490-8505**

Of an adult over 59:
call **412-350-6905**

How to take charge of your well-being...

1 Identify my needs:

- Physical
- Emotional
- Spiritual
- Social
- Environmental
- Financial
- Occupational
- Intellectual.



4 Be Prepared:

Identify your goals.
Discuss your concerns.
Ask about treatment options.



2 Assistance:

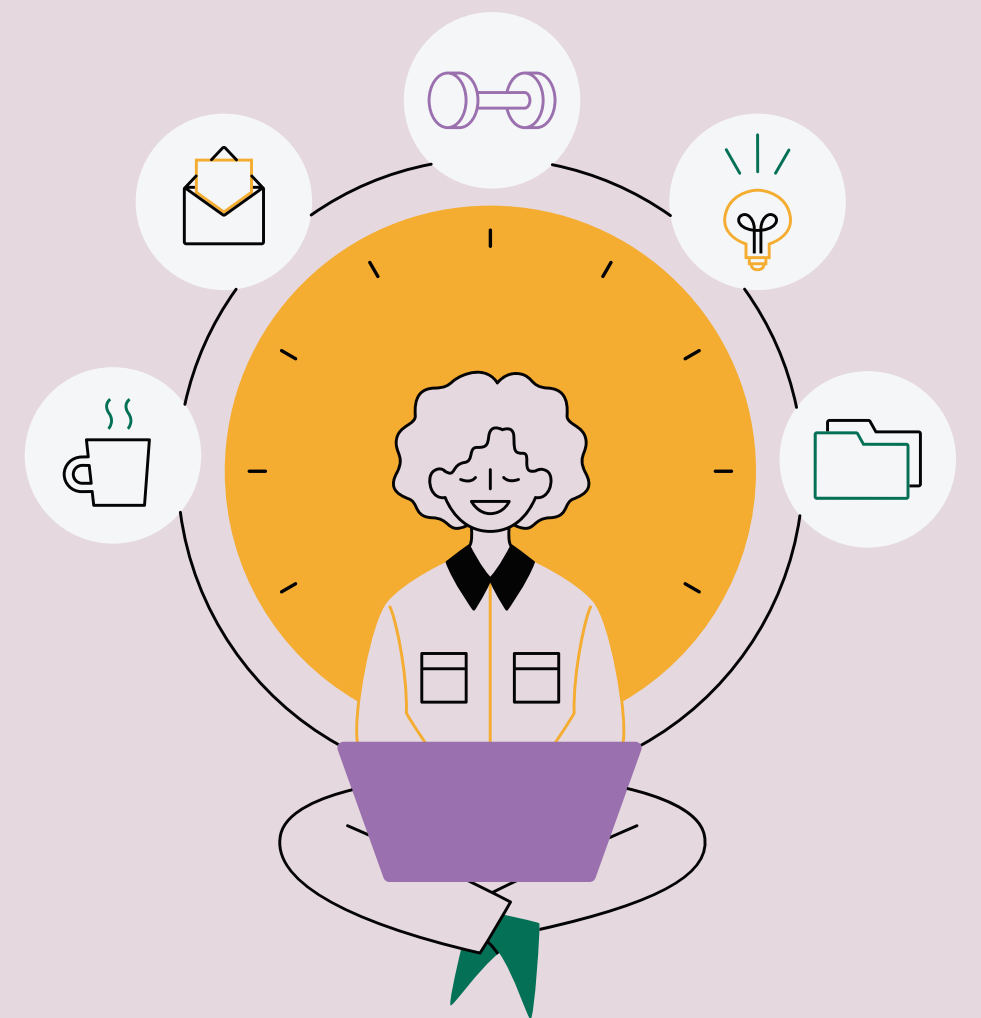
Identify If I need assistance finding a professional to help address my needs.

5 Take Action

Attend your appointments, ask for help when needed.



3 Schedule an appointment



Healthcare and PCP Providers

Health Center Name	Street Address	Telephone Number
COMMUNITY HUMAN SERVICES/WOOD STREET COMMONS	301 3rd Ave, Pittsburgh, PA 15222-1924	412-621-4706
East Liberty Family Healthcare Center- Uptown/Hill District	1425 Forbes Ave, Pittsburgh, PA 15219-5140	412-661-2802
Family Links	1601 5th Ave, Pittsburgh, PA 15219-5537	412-661-1800
HILL HOUSE HEALTH CENTER	1835 Centre Ave, Pittsburgh, PA 15219-4305	412-261-0937
PHCUP/Birmingham Clinic	44 S 9th St, Pittsburgh, PA 15203-1119	412-647-2345
North Side Christian Health Center	816 Middle St, Pittsburgh, PA 15212-4915	412-321-4001
Salvation Army Harbor Light	865 W North Ave, Pittsburgh, PA 15233-1616	412-321-3439
Hilltop Community HealthCare Center	151 Ruth St, Pittsburgh, PA 15211-2307	412-431-3520
Pleasant Valley	1601 Brighton Rd, Pittsburgh, PA 15212-3838	412-321-1606
WEST END HEALTH CENTER	415 Neptune St, Pittsburgh, PA 15220-5516	412-921-7200
WEST END DENTAL OFFICE	441 S Main St, Pittsburgh, PA 15220-5540	412-244-4970
North Side Christian Health Center at Northview	525 Mt. Pleasant Road, Pittsburgh, PA 15214-2427	412-322-7500
HAZELWOOD HEALTH CENTER	4918 2nd Ave, Pittsburgh, PA 15207-1623	412-422-9520
STO-ROX Family Health Center	710 Thompson Ave, Mc Kees Rocks, PA 15136-3808	412-771-6462
SRNHC Mobile Health Unit	710 Thompson Ave, Mc Kees Rocks, PA 15136-3808	412-771-6462
Mobile Medical Unit	4516 Browns Hill Rd, Pittsburgh, PA 15217-2917	412-422-7442
Squirrel Hill Health Center	4516 Browns Hill Rd, Pittsburgh, PA 15217-2917	412-422-7442
EAST LIBERTY MEDICAL OFFICE	6023 Harvard St, Pittsburgh, PA 15206-3053	412-661-2802
East End Community Health Center	745 N Negley Ave, Pittsburgh, PA 15206-2059	412-404-4000
SHHC Bellevue	100 S Jackson Ave, Pittsburgh, PA 15202-3428	412-422-7442
AbsoluteCare Pittsburgh	7301 Penn Ave, Pittsburgh, PA 15208-2528	412-517-3000
SHHC Brentwood	103 Towne Square Way, Brentwood, PA 15227-3254	412-422-7422
PRIMARY CARE HEALTH SERVICES, INC. Alma Illery Medical Center	7227 Hamilton Ave, Pittsburgh, PA 15208-1814	412-244-4970
STEEL VALLEY FAMILY HLTH CENTER	1800 West St, Homestead, PA 15120-2578	412-461-3863
LINCOLN-LEMINGTON MEDICAL AND DENTAL OFFICE	7157 Mary Peck Bond Place, Pittsburgh, PA 15206	412-661-2802
Metro Community Health Center	1789 South Braddock Avenue STE 395, Pittsburgh, PA 15218	412-247-2310
Metro Community Health Center	1789 S Braddock Ave Ste 410, Pittsburgh, PA 15218-1881	412-247-2310
Metro Community Health Center Mobile Clinic	1789 S Braddock Ave Ste 410, Pittsburgh, PA 15218-1881	412-247-2310
WILKINSBURG FAMILY HEALTH CENTER	807 Wallace Ave, Pittsburgh, PA 15221-2312	412-247-5216
WILKINSBURG DENTAL OFFICE	807 Wallace Ave, Pittsburgh, PA 15221-2312	412-661-2802
BRADDOCK HEALTH CENTER	404 Braddock Ave, Braddock, PA 15104-1804	412-351-6300
Cornerstone Care Dental Center of West Mifflin	500 N Lewis Run Rd Ste 128, West Mifflin, PA 15122-3075	724-943-3308
McKeesport Downtown Housing	523 Sinclair St, McKeesport, PA 15132-3029	412-678-6948
MCKEESPORT FAMILY HEALTH CENTER	627 Lysle Blvd, McKeesport, PA 15132-2524	412-644-4112



American Heart Association.

Healthy for Good™

HOW TO QUIT TOBACCO



EDUCATE YOURSELF

The first step to quitting smoking, vaping and using tobacco is to understand the risks and health effects for you and your family.

- ➔ Within 1 year after quitting, your risk of heart disease goes down by half.
- ➔ Smoking is the most preventable cause of death in the U.S. It's linked to about one third of all deaths from heart disease and 90% of lung cancers.
- ➔ Smoking damages your circulatory system and increases your risk of multiple diseases.
- ➔ Cigarettes, e-cigarettes and tobacco products contain many toxic chemicals, as do their smoke, vapor and liquids.
- ➔ Tobacco use and nicotine addiction is a growing crisis for teens and young adults. You can be one of the millions of people who successfully quit every year.
- ➔ Vaping and secondhand smoke
- ➔ About half of U.S. children ages 3-11 are exposed to secondhand smoke and vapor.



MAKE A PLAN TO QUIT

You're more likely to quit tobacco for good if you prepare by creating a plan that fits your lifestyle.

SET a quit date within the next 7 days.

CHOOSE a method: cold turkey or gradually.

DECIDE if you need help from a health care professional, nicotine replacement or medicine.

PREPARE for your quit day by planning how to deal with cravings and urges

QUIT on your quit day.



TIPS FOR SUCCESS



DEAL WITH URGES

Whether physical or mental, learn your triggers and make a plan to address them. Avoid situations that make you want to smoke or use tobacco until you're confident that you can handle them.



GET ACTIVE

Physical activity can help you manage the stress and cravings when quitting. You'll feel better, too.



HANDLE STRESS

Learn other healthy ways to manage the stress of quitting.



GET SUPPORT

A buddy system or support program can help you with some of the common struggles of quitting. **1-800-QuitNow**



STICK WITH IT

Quitting tobacco takes a lot of willpower. Reward yourself when you reach milestones and forgive yourself if you take a step backward. Get back on course as soon as possible to stay on track and kick the habit for good.

Learn more at heart.org/lifes8

Is it domestic violence?

Domestic violence is a pattern of abusive behaviors that adults and adolescents use to control their intimate or dating partners. It can include physical, sexual and emotional abuse, and other controlling behaviors. The following questions may help you decide whether you are in an abusive relationship.

Does your partner ever...

- hit, kick, shove or injure you?
- use weapons/objects against you or threaten to do so?
- force or coerce you to engage in unwanted sexual acts?
- threaten to hurt you or others, have you deported, disclose your sexual orientation or other personal information?
- control what you do and who you see in a way that interferes with your work, education or other personal activities?
- use technology to track, monitor or frighten you?
- steal or destroy your belongings?
- constantly criticize you, call you names or put you down? make you feel afraid?
- deny your basic needs such as food, housing, clothing, or medical and physical assistance?

If you answered “yes” to any of the above, please know that help is available.

For assistance call:

National Domestic Violence Hotline

1-800-799-SAFE (7233) / 1-800-787-3224 TTY
Secure online chat: thehotline.org

loveisrespect

1-866-331-9474 / Text “loveis” to 22522
Secure online chat: loveisrespect.org

Access your local resources:

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This brochure is part of a series developed by the National Resource Center on Domestic Violence (nrcdv.org). It can be freely reproduced. For more information, call (800) 537-2238 or email nrcdvTA@nrcdv.org.

Finding Safety & Support

DOMESTIC VIOLENCE Putting the Pieces Together



National Resource Center
on Domestic Violence

It can happen to anyone.

Domestic violence, also known as intimate partner violence, is a serious and widespread problem. In the United States, **1 in 4 women** and **1 in 9 men** experience contact sexual violence,* physical violence, and/or stalking by an intimate partner in their lifetime and report negative impacts such as injury, fear, concern for safety, and needing services.¹ Domestic violence can happen to anyone regardless of employment or educational level, race or ethnicity, religion, marital status, physical ability, age, sex, gender identity, or sexual orientation. However, the burden of domestic violence is not shared equally across all groups, with women and many racial/ethnic and sexual minority groups being disproportionately affected.²

It is not your fault.

If you are being abused by your partner, you may feel confused, afraid, angry and/or trapped. All of these emotions are normal responses to abuse. You may also blame yourself for what is happening. However, please know that abuse is a purposeful and deliberate behavior where one person uses abusive tactics to gain power and control over another person. Abuse is never the victim's fault.

Citations

¹ Smith, S.G., Chen, J., Basile, K.C., Gilbert, L.K., Merrick, M.T., Patel, N., Walling, M., & Jain, A. (2017). *The National Intimate Partner and Sexual Violence Survey (NISVS): 2010-2012 State Report*. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention.

² Niolon, P. H., Kearns, M., Dills, J., Rambo, K., Irving, S., Armstead, T., & Gilbert, L. (2017). *Preventing Intimate Partner Violence Across the Lifespan: A Technical Package of Programs, Policies, and Practices*. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention.

³ ACLU Foundation. (2015, October). *Responses from the Field: Sexual Assault, Domestic Violence, and Policing*. New York, NY: National Domestic Violence Hotline. (2015). *Who Will Help Me? Domestic Violence Survivors Speak Out About Law Enforcement Responses*. Washington, DC.

*Contact sexual violence includes rape, being made to penetrate, sexual coercion, and/or unwanted sexual contact.

Help is available.

Without help, domestic violence often continues to get more severe over time. It can sometimes become deadly. Please know that you have options.

- **Domestic violence programs.** These organizations offer free and confidential help to individuals in abusive relationships, including crisis intervention, safety planning, emergency shelter, advocacy and other supportive services. Contact information for your local program is on the back of this brochure.
- **Community support.** Friends, family, women's and community groups, places of worship, and service providers (such as legal, health, counseling centers) can also provide a variety of resources, support, and assistance.
- **Criminal charges.** If you or other loved ones have been physically injured, threatened, raped, harassed or stalked, consider reporting these crimes to the police. Criminal charges may lead to the person who is abusing you being arrested and possibly imprisoned. Some survivors, however, cite fear of retaliation from the abuser, as well as police inaction, hostility, and bias against marginalized groups as key barriers to seeking criminal justice intervention.³
- **Restraining/protective orders.** Even if you don't want to file a police report, you can file for a civil court order that directs your partner to stop abusing or to stay away from you. In many states, restraining/protective orders can also evict your partner from your home, grant support or child custody, or ban him or her from having weapons.

Safety planning is key.

Many survivors find it helpful to implement concrete safety plans in the case of emergency, whether they are planning to leave or stay in the relationship. Here are some suggestions:

- Consider telling others you trust, such as friends, family, neighbors and co-workers, what is happening and talk about ways they might be able to help.
- Memorize emergency numbers for the local police, support persons and crisis hotlines. For example, the National Domestic Violence Hotline number is 1-800-799-SAFE (7233).
- Identify escape routes and places to go if you need to flee from an unsafe situation quickly.
- Talk with your children and/or other household members about what they should do if a violent incident occurs or if they are afraid.
- Put together an emergency bag with money/checkbooks, extra car keys, medicine, and important papers such as birth certificates, social security cards, immigration documents, and medical cards. Keep it somewhere safe and accessible, such as with a trusted friend or at your place of work.
- Trust your instincts – if you think you are in immediate danger, you probably are. If you are afraid for your safety and want the police to come to where you are now, call 911.

Please contact the National Domestic Violence Hotline at 1-800-799-7233 to develop a detailed, safety plan that is specific to your unique situation.



If you or someone you know needs information, support or help with a drug or alcohol problem, call 412-325-7550 or PA Get Help Now at 1-800-662-HELP (4357).

326 Third Avenue, Pittsburgh, PA 15222



Recovery is a journey. Each person takes their own path in their own time. When you need access to information and support for yourself or someone you know, or you are ready to begin your recovery journey, we are here for you.

365/24/7 – Call or walk in. Here you will find just care – no judgment.

Services include:

- Information
- Peer support
- Screening, level of care assessment, referral and support right up to admission
- Medication Assisted Treatment Education
- Case management
- Connection to other human services through warm hand-offs
- Mobile Response Teams
- Coordinated linkage to treatment and/or services

Anyone can make the call to start the process for someone they know—family members, friends, first responders, healthcare providers, teachers or faith group leaders.

Call 412-325-7550 or PA Get Help Now at 1-800-662-HELP (4357)
or visit our walk-in center at 326 Third Avenue, Pittsburgh, PA 15222

a partnership between Renewal, Inc and Allegheny County | a program for Allegheny County residents

If you think you, or someone you care about, may have a problem with gambling, please call the free 24/7 helpline at

1-800-GAMBLER®

or scan the QR code with your smart phone



For information about problem gambling, or to find a gambling counselor near you, please visit the following sites:

WWW.DDAP.PA.GOV
WWW.NCPGAMBLING.ORG
WWW.PACOUNCIL.COM

To find a Gambler's Anonymous meeting near you, please visit:

WWW.GAMBLERSANONYMOUS.ORG

References

1. Council on Compulsive Gambling of PA. (n.d.). *10 Rules of Responsible Gambling*.
2. Lesieur HR, Blume SB. The South Oaks Gambling Screen (SOGS): a new instrument for the identification of pathological gamblers. *Am J Psychiatry*. 1987 Sep;144(9):1184-8. doi: 10.1176/ajp.144.9.1184. PMID: 3631315.
3. National Council on Problem Gambling. (2014). *FAQ: Help & Treatment*. Retrieved from National Council on Problem Gambling Web site.
4. Pennsylvania Department of Drug and Alcohol Programs. (2022). *Compulsive and Problem Gambling Annual Report*.
5. Pennsylvania Department of Health. (2021). Enterprise Dissemination Informatics Exchange: Behavioral Risk Factor Surveillance System (BRFSS). Retrieved from <https://www.phaim1.health.pa.gov/EDD/Default.aspx>.
6. Sterner, G.E., Russell, G.E.H., Kaye, M.P., & Ahlgren, M.B. (2022) Pennsylvania Interactive Gaming Report 2022. Abington, PA: Criminal Justice Research Center, The Pennsylvania State University Abington Campus



What is Problem Gambling?



pennsylvania
DEPARTMENT OF DRUG AND
ALCOHOL PROGRAMS

What is Problem Gambling?

Problem gambling includes any gambling activities that could negatively affect relationships with your friends and family and can also cause problems at work.

Who does Problem Gambling impact?

- **60%** of the U.S. adult population reported gambling at least once within the past year.³
- **28%** of **Pennsylvanians** report gambling once within the past year.⁵
- **11%** of **Pennsylvanians** report participating in interactive gaming (online gambling) within the past year.⁶
- **2 million** adults in the U.S. (**1%**) show signs of having a severe gambling disorder.³
- **4-6 million** adults in the U.S. (**2-3%**) show signs of having a mild or moderate gambling disorder.³
- Every year, we continue to see a high volume of calls, chats and texts for help being placed to the 1-800-GAMBLER® helpline in PA.⁴

How do I know if it's Problem Gambling?

The following are some questions asked on the **South Oaks Gambling Screen²**, which is used to identify potential gambling problems:

- Did you ever gamble more than you intended to?
- Have you ever felt guilty about the way you gamble, or what happens when you gamble?
- Have you ever hidden betting slips, lottery tickets, or other signs of betting or gambling from important people in your life?
- Have you ever borrowed from someone and not paid them back as a result of your gambling?
- Have you ever lost time from work or school due to betting money or gambling?

You can find the full screen by following the QR code below or going to www.pacouncil.com



How can I gamble responsibly?

By following these 10 Rules of Responsible Gambling¹, it is possible to prevent gambling-related problems from developing.

1. If you choose to gamble, do so for entertainment purposes.
2. Treat the money you lose as the cost of your entertainment.
3. Set a dollar limit and stick to it.
4. Set a time limit and stick to it.
5. Expect to lose.
6. Make it a private rule not to gamble on credit or borrowed money.
7. Do not let gambling interfere with or substitute for friends, family, work or other worthwhile activities.
8. Avoid playing to win back lost money.
9. Don't gamble as a way to cope with emotional/physical pain.
10. Become educated about warning signs of problem gambling.

***While most people are able to gamble without experiencing issues, for some, that may not be possible.**

CALL BEFORE A CRISIS BECOMES A CRISIS

ANY DAY, ANY TIME, ANY REASON.
1-888-7-YOU-CAN (1-888-796-8226)

resolve | **CRISIS
SERVICES**

Everyone experiences moments of crisis in life. You might be struggling with depression or substance abuse. Or maybe you're overwhelmed by problems at work, feeling lonely, or having a conflict with a loved one.

Whether your problem is large or small, talking with someone can help. Most of all, don't wait for a problem to get out of control. Just call resolve Crisis Services for help at **1-888-796-8226**.

resolve is a 24-hour, 365-day crisis service that's free to all Allegheny County residents. Our services are sponsored by both Allegheny County and UPMC Western Psychiatric Hospital.

We're Here to Help You Through Your Crisis

You don't have to go through things alone. resolve Crisis Services is ready to help.

Our 150-member crisis team provides:

- Crisis counseling and support
- Referrals
- Intervention services for adults, teens, and their loved ones

Our resolve services are available to you for any reason; a psychiatric diagnosis isn't required.

About Our Crisis Services

- **24-hour hotline:** Call us anytime to speak with a trained clinician at **1-888-7-YOU-CAN (796-8226)**.
- **Mobile Crisis Team:** Our mobile crisis teams can travel anywhere within Allegheny County to respond to a crisis. They provide face-to-face support and will work to arrange further care and stabilization, if needed.
- **Walk-in center:** No appointment is needed to get help at our walk-in center, located in Pittsburgh's East End at **333 N. Braddock Ave., Pittsburgh, PA 15208**. Walk in anytime to talk, get a break from daily stress, or have us connect you to more long-term care and support. We also offer residential services for those who qualify.
- **Services for children and teens:** We offer 24/7 crisis treatment, interventions, and home visits. For more information, call the resolve Crisis Services hotline at **1-888-796-8226**.

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THE ABC'S OF VIRAL HEPATITIS

HOW IS HEP A
TRANSMITTED?

POOP

Can be transmitted by consuming microscopic amounts of poop of someone with hep A.

(through sex, sharing drug prep equipment, or eating contaminated food).

YES! THERE IS
A VACCINE
FOR HEP A!

IS THERE TREATMENT?

NO

Hepatitis A is a short term infection. The body will recover *WITHOUT* treatment.

After someone recovers from hep A, they will have lifelong immunity!

HOW IS HEP B
TRANSMITTED?

BLOOD, SEMEN, VAGINAL FLUIDS

Can be transmitted from blood to blood contact, sexually, or during pregnancy and childbirth.

YES! THERE IS
A VACCINE
FOR HEP B!

IS THERE TREATMENT?

YES!

Right now there is no cure for hep B, but it can be managed with medicine.

HOW IS HEP C
TRANSMITTED?

BLOOD

Can be transmitted from blood to blood contact, and less commonly sexually, or during pregnancy and childbirth.

NOT YET! THERE ISN'T
A VACCINE
FOR HEP C.

IS THERE TREATMENT?

HEP C CAN BE CURED!

YES!

Treatment is usually 8-12 weeks long. Most people take 1-3 pills per day with few or no side effects.



THE BEST WAY TO PREVENT HEPATITIS A AND B IS TO GET VACCINATED



Interested in accessing
testing, vaccines or
treatment for viral
hepatitis?

Scan the QR code
to learn more about
health resources
near you!



Visit this link for more
educational materials



stopshiv.com/sor



for more info email:
PAhealthresources@healthfederation.org

HEPATITIS

A & B



VACCINES



Hepatitis A

Hepatitis A is a liver infection caused by the hepatitis A virus. For most people, hepatitis A is a short term illness and goes away on its own. For people who are immunocompromised or who have chronic liver disease, hepatitis A can be more serious and lead to hospitalization.

Symptoms

Many people have no symptoms with Hepatitis A, but if they do, they might notice gastrointestinal symptoms first, such as:

- nausea
- vomiting
- abdominal pain
- grey poop



Other symptoms may include fatigue, joint pain, dark colored pee, and jaundice (yellowed eyes).

Transmission

Hepatitis A can be transmitted by consuming microscopic amounts of the poop of someone who has hepatitis A. This can happen through sex, sharing drug prep equipment, or eating contaminated food.



What vaccines are available?



Hepatitis A vaccine

2 doses, 6 months apart



Hepatitis B vaccine

2 or 3 doses, given a few months apart



Combination hepatitis A and B vaccine

3 doses, within 6 months

Hepatitis B

Hepatitis B is a liver infection caused by the hepatitis B virus. It can be both short term or long term. Chronic Hepatitis B is not curable, but can be managed as a medical condition. Not everybody requires treatment.

Symptoms

Many people have no symptoms with Hepatitis B, but if they do, they can include:

- fatigue
- joint pain
- fever
- dark colored pee
- abdominal pain
- grey poop
- jaundice (yellowed eyes)
- nausea or vomiting.



Transmission

Hepatitis B can be transmitted from blood, semen, and vaginal fluids. This can happen through blood to blood contact, sex, and during pregnancy or childbirth.



HEPATITIS A IS PREVENTABLE!



Symptoms are:

- nausea or vomiting
- abdominal pain
- grey poop
- fatigue
- fever
- dark colored pee
- jaundice (yellowed eyes)



What is Hepatitis A?

Hepatitis A is a contagious liver infection. It can be transmitted by consuming microscopic amounts of the feces (poop) of someone who has hepatitis A. This can happen through sex, sharing drug prep equipment, or eating contaminated food.

YOU CAN PREVENT HEPATITIS A BY GETTING VACCINATED



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HEPATITIS **B** IS PREVENTABLE!

What is Hepatitis B?

Hepatitis B is a contagious liver infection. It can be transmitted from blood to blood contact, sex, and during pregnancy or childbirth.



Many people have no symptoms, but if they do, they can include:

- nausea or vomiting
- abdominal pain
- grey poop
- fatigue
- fever
- dark colored pee
- jaundice (yellowed eyes)



YOU CAN PREVENT HEPATITIS B BY GETTING VACCINATED



Scan to learn more about health resources near you



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PREVENT HEPATITIS C!

HEPATITIS C VIRUS (HCV) IS
PRIMARILY TRANSMITTED
THROUGH BLOOD.

INJECTION DRUG USE



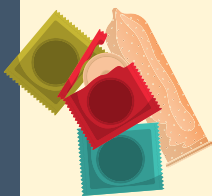
This includes needles and equipment used to prepare drugs, including cookers, cotton, water, straws and pipes. HCV can stay infectious - and can be transmitted - in blood outside of the body for days or even weeks. **Use clean needles AND works every time!**

CHILDBIRTH & PREGNANCY



All pregnant people should be tested at every pregnancy. If a parent is HCV positive, linking to medical care is critical. HCV treatment usually isn't offered during pregnancy, but appropriate medical care can help protect both parent and baby.

SEXUAL TRANSMISSION



Though it's less common, HCV can be transmitted through unprotected sex. Men who have sex with men who are living with HIV are the most vulnerable. **Use safer sex practices whenever possible to reduce HCV transmission.**

UNSTERILE TATTOOS OR PIERCINGS



Because HCV stays infectious in blood outside of the body, any unsterilized equipment, ink, water or other tools used in tattooing could transmit HCV. **Make sure that your tattoo artist or piercer uses sterile equipment and water.**

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**Table 2-1. Interpretation of hepatitis A laboratory results**

Total anti-HAV	Anti-HAV IgM	Interpretation*
Positive	Positive	Current infection, recent infection, or recent vaccination
Positive	Not done	Previous infection or current infection; cannot differentiate recent from remote infection or prior vaccination
Positive	Negative	Previous infection or vaccination
Negative	Negative	Not infected (i.e., susceptible)
Not done or negative	Positive	Current infection or false-positivity/cross-reactivity

*Ingestion of high levels of biotin can significantly interfere with certain commonly used biotinylated immunoassays, such as those used to detect anti-HAV, and cause false-positive or false-negative laboratory test results. Currently, the US Food and Drug Administration (FDA) is investigating thresholds associated with false-positive and false-negative tests. This section will be updated as more information becomes available.

Source: <https://www.fda.gov/medical-devices/safety-communications/update-fda-warns-biotin-may-interfere-lab-tests-fda-safety-communication>.

Understanding Your Hepatitis B Blood Tests

Understanding your hepatitis B blood test results can be confusing. It is important to talk to your doctor so you understand your test results and your hepatitis B status. This fact sheet can help you understand and answer questions about what your blood tests mean and if you are infected, protected or at risk for hepatitis B. Be sure to ask for a printed copy of any blood tests so you can understand your results.

Only one sample of blood is needed for a hepatitis B blood test, but the "hepatitis B panel" includes three parts. All three test results are needed to fully understand someone's hepatitis B status.

The Hepatitis B Panel Includes the Following Three Tests:

1. **Hepatitis B Surface Antigen (HBsAg)** – The "surface antigen" is a protein found on the surface of the hepatitis B virus that is present in the blood of someone who is infected. If this test is positive or "reactive," then the hepatitis B virus is present.
2. **Hepatitis B Surface Antibody (HBsAb or Anti-HBs)** – The "surface antibody" is formed in response to the hepatitis B virus. Your body can make this antibody if you have been vaccinated, or if you have recovered from a hepatitis B infection. If this test is positive or "reactive," then your immune system has successfully developed a protective antibody against the hepatitis B virus. This will provide long-term protection against future hepatitis B infection. Someone who is HBsAb+ is not infected and cannot pass the virus to others.
3. **Hepatitis B Core Antibody (HBcAb or Anti-HBc)** – This antibody does not provide any protection or immunity against the hepatitis B virus. A positive or "reactive" test indicates that a person may have been infected with the hepatitis B virus at some point in time. This test is often used by blood banks to screen blood donation, however, all three test results are needed to make a diagnosis.

Interpreting Hepatitis B Blood Test Results

Interpretation & Action Needed	HBsAg Hepatitis B Surface Antigen	HBsAb (anti-HBs) Hepatitis B Surface Antibody	HBcAb (anti-HBc) Hepatitis B Core Antibody
Not Immune - Not Protected Has not been infected, but still at risk for possible hep B infection. Vaccine is needed.	—	—	—
*Immune Controlled - Protected Surface antibodies present due to natural infection. Has recovered from a prior hep B infection. Cannot infect others. No vaccine is needed.	—	+	+
Immune - Protected Has been vaccinated. Does not have the virus and has never been infected. No vaccine is needed.	—	+	—
Infected Positive HBsAg indicates hep B virus is present. Virus can spread to others. Find a doctor who is knowledgeable about hep B for further evaluation. More Testing Needed.	+	—	+
*Could be Infected Result unclear - possible past or current hep B infection. Find a doctor who is knowledgeable about hep B for further evaluation. More Testing Needed.	—	—	+

*Inform all doctors about a prior or current hepatitis B infection and include this information as part of your health history. Talk to doctors before taking immune system suppressing medications to understand the risk for possible hep B reactivation.

Additional Hepatitis B Blood Tests:

Hepatitis B can be a complicated liver infection to understand, so additional blood tests may be ordered so your doctor has a better understanding of what kind of care and follow-up is needed. If you have a chronic infection, your doctor will monitor your hepatitis B infection and the health of your liver by ordering these tests every 3 to 6 months, or at least annually. These tests can also help your doctor determine if you need treatment. It is important to be seen by a health care provider who understands hepatitis B so you get the right diagnosis, care and follow-up.

- **Anti-HBc IgM or Anti-HBc IgG** –

- A positive/reactive **anti-HBc IgM** test result usually indicates a new acute infection.
- A positive/reactive **anti-HBc IgG** test usually indicates a chronic infection.

Hepatitis B e-Antigen (HBeAg) – This is a viral protein made by the hepatitis B virus that is released from infected liver cells into the blood. This test detects how much virus is in the blood as a result of very active viral replication. A negative test result indicates the virus may not be actively reproducing in the liver. In general, a person is considered very infectious when the test is positive, and less infectious when the test is negative. The loss of e-Antigen can occur naturally or as a result of drug treatment. Sometimes a negative test result can indicate a mutant hepatitis B virus is present. So, the absence of e-Antigen does not always mean there is little or no active viral replication. The doctor can confirm with additional tests.

Hepatitis B e-Antibody (HBeAb or Anti-HBe) – This is not a protective antibody and is made in response to the hepatitis B e-Antigen. Once the virus stops actively replicating in the liver, the e-antigen protein can disappear and then the e-Antibody appears (making this a positive test result or HBeAb+). This can happen spontaneously or after treatment – and while the clinical significance of this result is not fully understood, it is generally considered good.

Hepatitis B Virus DNA – This test measures the amount of hepatitis B DNA in the blood, which tells how actively the virus is replicating. It is a more expensive test that may not be available in some countries. It should be considered in conjunction with other information such as e-Antigen status, liver enzymes and possibly imaging studies. The viral load is usually measured in “international units per milliliter” (IU/mL), but may also be measured in “copies per milliliter” (cp/ml). There are typically 5 copies in 1 international unit.

HBsAg Quantification (Quantitative Hepatitis B Surface Antigen/qHBsAg) – This blood test measures the amount of hepatitis B surface antigen in the blood. When used in combination with the HBV DNA test, qHBsAg can provide a liver specialist with additional insights to an individual’s HBV infection. It can also be used in predicting and monitoring treatment response.

Other Tests:

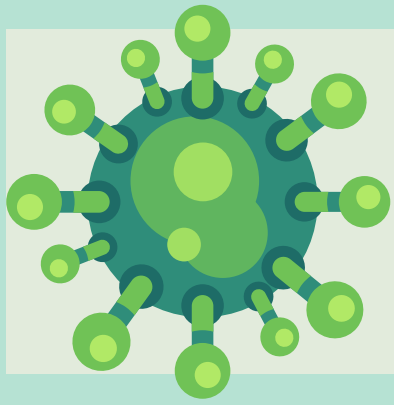
Liver Enzymes (ALT / SGPT), AST / SGOT) – These blood tests measure potential liver damage (or liver inflammation) caused by the hepatitis B virus. When the liver is injured, the liver enzymes can leak into the bloodstream. The larger the number, the greater the potential liver damage. Liver enzyme tests are useful in deciding whether a person would benefit from treatment or for evaluating ALT for men is 35 units/liter and for women is 25 units/liter. ALT may be elevated for reasons other than hepatitis B infection.

Alpha-Feto Protein (AFP) – This blood test is used to screen for the development of primary liver cancer in those living with chronic hepatitis B and should be tested at every visit. Non-pregnant adults should not have elevated AFP. If an individual does have elevated AFP, then more tests and imaging studies should be ordered.

Imaging Studies of the Liver – Your doctor may order an ultrasound, Fibroscan, or other imaging procedures to evaluate or monitor liver damage (e.g. inflammation, fibrosis, cirrhosis) and to screen for primary liver cancer.

HEPATITIS C TESTING

IT TAKES **TWO** TESTS TO DIAGNOSE HEPATITIS C



The hepatitis C virus (HCV) is primarily transmitted through blood to blood contact.



When the body sees a bacteria or virus (like HCV), the immune system makes *antibodies*.



AN ANTIBODY TEST LOOKS FOR THIS IMMUNE RESPONSE



A positive antibody test means that someone has been exposed to hepatitis C.



A negative antibody test means that someone has not been exposed to hepatitis C.



FOR SOME, THE BODY WILL **CLEAR** THE VIRUS ON ITS OWN.



FOR OTHERS, HCV WILL BECOME A CHRONIC, LONG TERM INFECTION.



AN RNA OR CONFIRMATORY TEST LOOKS FOR VIRUS IN THE BLOOD

A positive RNA test means that someone does have hepatitis c.

The good news is that hepatitis C is curable! Scan to learn more about health resources near you.



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Interested in
accessing testing,
vaccines or treatment
for viral hepatitis?

Scan the QR code to
learn more about
health resources
near you!

Visit this link for more
educational materials

 [**stophiv.com/sor**](https://stophiv.com/sor)



for more info email:
PAhealthresources@healthfederation.org

HIV 101

Without treatment, HIV (human immunodeficiency virus) can make a person very sick and even cause death. Learning the basics about HIV can keep you healthy and prevent transmission.

HIV CAN BE TRANSMITTED BY



Sexual Contact



Sharing Needles to Inject Drugs



During Pregnancy, Birth, or Nursing (Breastfeeding)

HIV IS NOT TRANSMITTED BY



Air or Water



Saliva, Sweat, Tears, or Closed-Mouth Kissing



Insects or Pets



Sharing Toilets, Food, or Drinks

PROTECT YOURSELF FROM HIV

- Get tested at least once or more often if you have certain risk factors.
- Use condoms the right way every time you have anal or vaginal sex.
- Choose activities with little to no risk like oral sex.
- Don't inject drugs, or if you do, don't share needles, syringes, or other drug injection equipment.



- If you engage in behaviors that may increase your chances of getting HIV, ask your health care provider if pre-exposure prophylaxis (PrEP) is right for you.
- If you think you've been exposed to HIV within the last 3 days, ask a health care provider about post-exposure prophylaxis (PEP) right away. PEP can prevent HIV, but it must be started within 72 hours.
- Get tested and treated for other STDs.



KEEP YOURSELF HEALTHY AND PROTECT OTHERS IF YOU HAVE HIV

- Find HIV care and stay in HIV care.
- Take your HIV treatment as prescribed.
- Get and keep an undetectable viral load. This is the best way to stay healthy and protect others.



- If you have an undetectable viral load, you will not transmit HIV through sex.
- If your viral load is not undetectable—or does not stay undetectable—you can still protect your partners by using other HIV prevention options.



Scan to learn more!



Ending
the
HIV
Epidemic

INFORMACIÓN BÁSICA SOBRE EL VIH

Sin tratamiento, el VIH (virus de la inmunodeficiencia humana) puede hacer que una persona esté muy enferma, e incluso causarle la muerte. Aprender lo básico sobre el VIH puede mantenerlo saludable y prevenir la transmisión de este virus.

EL VIH PUEDE SER TRANSMITIDO



Mediante el contacto sexual



Al compartir las agujas para inyectarse drogas



Durante el embarazo, el parto o la lactancia (lactancia materna)

EL VIH NO SE TRANSMITE



A través del aire o del agua



Mediante la saliva, el sudor, las lágrimas o los besos con la boca cerrada



Por los insectos o por las mascotas



Al compartir el inodoro, los alimentos o las bebidas

PROTÉJASE DEL VIH

- Hágase la prueba al menos una vez o con más frecuencia si tiene ciertos factores de riesgo.
- Use condones de la manera correcta cada vez que tenga relaciones sexuales anales o vaginales.
- Elija actividades que impliquen poco o nada de riesgo, como las relaciones sexuales orales.
- No se inyecte drogas, pero si lo hace, no comparta las agujas, jeringas, u otro equipo de inyección de drogas.



- Si tiene comportamientos que pueden aumentar sus posibilidades de contraer el VIH, pregúntele a su proveedor de atención médica si la profilaxis preexposición (PrEP) es adecuada para usted.
- Si cree que se ha expuesto al VIH dentro de los últimos 3 días, pregúntele de inmediato a un proveedor de atención médica acerca de la profilaxis posexposición (PEP). La PEP puede prevenir el VIH, pero debe comenzarse dentro de las 72 horas de la posible exposición.
- Hágase las pruebas de detección de otras ETS y reciba el tratamiento necesario.



SI TIENE EL VIH, MANTÉNGASE SALUDABLE Y PROTEJA A LOS DEMÁS

- Busque atención médica para el VIH y no deje de recibir la atención médica para el VIH.
- Tomar el tratamiento para el VIH según las indicaciones.
- Obtenga y mantenga una carga viral indetectable. Esta es la mejor manera de mantenerse saludable y proteger a los demás.



- Si tiene una carga viral indetectable, no transmitirá el VIH a su pareja sexual.
- Si su carga viral no es indetectable, aún puede proteger a sus parejas utilizando otras opciones de prevención del VIH.



¡Escanea para obtener más información!



Ending the HIV Epidemic

Wellness Guide

WHAT YOU NEED TO KNOW ABOUT
HIV PREVENTION AND CARE



WELCOME!



Did you know that people with substance use disorders are more vulnerable to acquiring HIV?



But there's good news! Medical advancements can reduce vulnerability to HIV & improve health outcomes for people living with HIV.

This guide has basic information about HIV prevention and treatment for individuals receiving substance use treatment. It's split into individual sections that you can use as best suits your needs.

Continue reading to learn how this information can contribute to your overall wellness planning!

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Section 1:

Understanding HIV

ABOUT HIV

HIV stands for:

Human Immunodeficiency Virus

**HIV damages the
body's immune
system**

Without treatment, HIV
increases vulnerability to
serious illness and death

**Without treatment,
HIV is progressive**

HIV makes it harder for the body
to fight off other illnesses

HIV is Treatable!

With treatment, people living with
HIV can live long, healthy lives

How does HIV work?

- HIV infects immune cells and stops them from protecting the body.
- Untreated, HIV can destroy the immune system over a period of 7 to 9 years and can lead to death.

HIV is a manageable, chronic illness that requires ongoing treatment.

- For many people, treatment means taking one pill a day or an injection every 2 months with few or no side effects.
- People living with HIV can even prevent transmitting HIV to others by taking their medication.

STAGES of HIV

Thinking about HIV as developing over 3 stages can help understand how HIV progresses overtime if it is not treated.

Stage 1: Acute or Primary Infection

This is the Initial period after acquiring HIV. Many people get flu-like symptoms – often, folks think that they have the flu.

There is a very high amount of HIV virus in the body, so a person could transmit HIV to someone else, even if they don't know they have HIV.

Stage 2: Chronic or Asymptomatic Infection

This stage can last a few years, and many people look and feel healthy during this period, *even without medication*.

Even though someone might feel fine, HIV is still damaging the immune system. Without medication, HIV will progress to the third stage.

Stage 3: Advanced HIV or AIDS

This is a clinical diagnosis that is caused by HIV – it is diagnosed when someone's immune system is very damaged and when they have been diagnosed with certain illnesses.

If untreated, people with HIV are at risk of developing opportunistic infections that can lead to serious illness and death.

With medication, health can improve across all stages, even if someone reaches Stage 3.

However, it is important to start HIV treatment as soon as possible after diagnosis.



A solid teal vertical bar runs along the left edge of the slide.

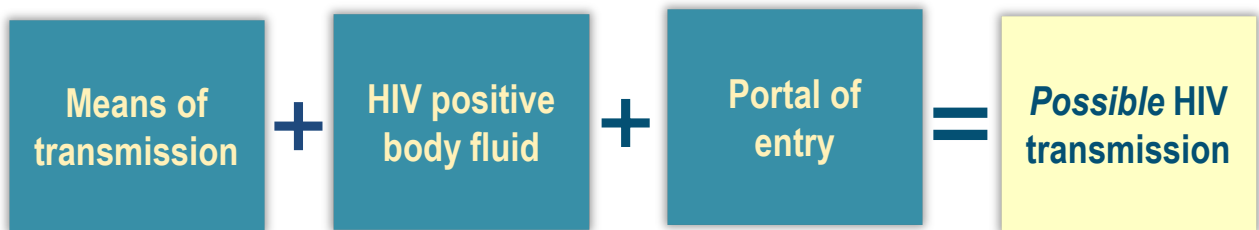
Section 2:

HIV Transmission and Prevention

HIV TRANSMISSION

The only bodily fluids that can transmit HIV are blood, semen, rectal fluids, vaginal secretions, & breast milk.

In order for HIV to be transmitted, there has to be an action that can transmit, an HIV positive body fluid and a way for that body fluid to get inside another person's body. Even if all of those things are true, not every exposure leads to an HIV infection.



Transmission via blood can occur in several ways, including sharing needles or syringes for injecting drugs, steroids, hormones, or silicone. If sex involves tearing or abrasions, blood can be introduced.



An exposure doesn't necessarily lead to a transmission! And, all of the above factors must be true for HIV to be transmitted.

SUBSTANCE USE & HIV VULNERABILITY

- There are about 1.2 million people living with HIV in the US, including around 154,700 people who don't know their status.¹
- In Pennsylvania, there are an estimated 40,600 people living with HIV.²
- Because people who use substances have increased vulnerability to HIV, it is recommended that they are screened for HIV yearly.³

Why do people with substance use disorder have increased vulnerability to acquiring HIV?

Using injection drugs can **lead to HIV transmission** if you share needles, syringes, or other drug preparation equipment. About 1 in 10 new HIV infections are attributed to injection drug use.



1 <https://www.cdc.gov/hiv/basics/statistics.html>;

2 <https://www.health.pa.gov/topics/Documents/Programs/HIV/2021%20Annual%20HIV%20Surveillance%20Report.pdf>

3 <https://www.cdc.gov/hiv/pdf/library/reports/surveillance/cdc-hiv-surveillance-report-2020-updated-vol-33.pdf>

HARM REDUCTION FOR HIV PREVENTION

Using sterile needles or syringes and injection equipment can greatly reduce your risk of acquiring HIV. Getting new syringes ensures that they are sterile.

If getting new needles or syringes isn't an option for you, then there are ways you can sterilize the syringes that you have.



It is best to use
sterile needles
or syringes
AND works
every time!

STERILIZATION TIPS

- If new, sterile needles or syringes aren't available, cleaning should follow 3 steps:
 1. Rinse needle or syringe out with clean water.
(repeat until water is clear)
 2. Disinfect needle or syringe with pure bleach.
 3. Rinse needle or syringe out again with clean water.
- Only sterile needles or syringes should ever draw mixing water

WHERE TO GET STERILE SYRINGES OR NEEDLES

- Local syringe service programs (SSPs)
 - SSPs provide sterile syringes and injection equipment.
 - Find an SSP here: <https://nasen.org/>
- Pharmacies (some sell new needles or syringes)
- Doctors (some can write prescriptions for new needles or syringes)

Even needles or syringes that
haven't been used for a while
should be sterilized – viruses
can still be infectious!



<https://harmreduction.org/resource-center/harm-reduction-near-you/>

The National Harm Reduction Coalition has links that can help you find harm reduction resources and tools that you need to keep yourself and your community safe & healthy.

MEDICATION FOR HIV PREVENTION

PrEP is medication that can prevent HIV transmission from sex or injection drug use.

PREVENT HIV WITH PrEP (*Pre Exposure Prophylaxis*)

PrEP is medication that people can take to prevent HIV
PrEP is for ANYONE looking to prevent HIV

- PrEP is recommended for sexually active people who don't know the HIV status of their sexual partners or whose partners are living with HIV, and for people who use injection drugs
- PrEP can be taken as a pill once per day or as an injection every 60 days.



What should I know about PrEP?

- PrEP is only effective in people who *do not* have HIV.
- *The more consistently PrEP is taken, the more effective it is!*
- PrEP does not prevent other sexually transmitted infections or pregnancy.
- When using PrEP, continue to use prevention tools like condoms & sterile injection equipment.

PREVENT HIV AFTER AN EXPOSURE WITH PEP (*Post Exposure Prophylaxis*)

- PEP is medication that can prevent HIV transmission after an exposure.
- If you may have been exposed to HIV, ask about PEP right away.
- **PEP is for emergency situations and must be started within 72 hours of exposure.**



See our PrEP Patient Guide for more detail! ➡



HIV AND SEXUALLY TRANSMITTED INFECTIONS

Sexually transmitted infections (STIs) like chlamydia, gonorrhea, and syphilis **increase a person's vulnerability** to both **transmitting** and **acquiring HIV**. Both a history of and current STIs increase HIV vulnerability.



How do STIs increase HIV vulnerability?

- STIs often cause sores or breaks in the skin that increase the chance of transmitting or acquiring HIV through blood.
- STIs also affect cells in such a way that makes them more susceptible to HIV infection, meaning that the chance of HIV infection after exposure is increased.

What behaviors increase vulnerability to both HIV & STIs?

- Anal, vaginal, or oral sex without a condom.
- Sex partners with unknown HIV and STI statuses.
- Alcohol and other drug use lowers inhibitions and can lead to sex without a condom and/or with others of unknown HIV or STI status.

Get Tested and Treated for STIs!

If you are sexually active, it is important to be regularly tested for STIs. Regular testing allows you to receive STI treatment, which reduces both risk of transmitting STIs to sexual partners and vulnerability to HIV acquisition. Encourage your sexual partners to also get tested and share their STI status with you.

Visit gettested.cdc.gov
for more STI info and testing sites near you



PREVENT SEXUAL TRANSMISSION

Although use of PrEP can prevent transmission of HIV, condom use is always recommended to reduce the risk of transmission even more and to prevent sexually transmitted infections (STI).

When used the right way every time, condoms – both internal (female) and external (male) – are **highly effective in preventing HIV and STIs**



Tips for proper condom use:

- Use a new condom for every time you have penetrative sex.
- Don't double up! This can increase likelihood of condom breakage.
- Make sure you use enough lubrication to avoid tearing the skin and reduce risk of HIV transmission.



- *Avoid oil-based lubricants, like baby oil, lotion, Vaseline, or cooking oil as they will cause latex condoms to break.*

While male-to-male sexual contact accounts for the greatest portion of new HIV cases, the next highest group is among women through heterosexual contact.³



Sexual wellness and harm reduction is important for everyone!

HIV PREVENTION DURING PREGNANCY



HIV can be transmitted to the baby during pregnancy, childbirth and breastfeeding. This is referred to as “perinatal transmission.”

All pregnant people should be tested twice during every pregnancy; as early as possible and again in the third trimester.



People who are pregnant or are considering getting pregnant can prevent HIV with PrEP.



Since PrEP can prevent HIV, PrEP is a great option to consider for folks who have a partner living with HIV or who are vulnerable to HIV transmission.

If a pregnant person is HIV positive, it is important to take HIV medications as prescribed to greatly reduce risk of transmitting HIV to the baby.

People who are HIV positive who want to breastfeed should talk with their doctors to understand their options. HIV medication can greatly reduce, but not eliminate, the risk of HIV transmission through breastmilk.



Section 3:

HIV Testing

ABOUT HIV TESTS

HIV testing should happen yearly for people with substance use disorders



When you get tested for HIV, you can also:

- ✓ Get tested for sexually transmitted infections.
- ✓ Be connected to care immediately if your test indicates that you have HIV.
- ✓ Explore ways you can continue to prevent HIV infection if your test indicates that you do not have HIV.

Different types of HIV tests have different *Window Periods*

What's a Window Period?



The time period between HIV infection and a test's ability to detect an HIV infection

An incident like sharing injection equipment or having condomless sex with someone living with HIV



What's an Exposure to HIV?



How to select a test?



If you haven't had a possible exposure during the test window period, and your result is negative for HIV, you can be confident you don't have HIV. If you've had an exposure during the test window period, get retested!

TYPES OF HIV TESTS

There are different types of HIV tests, and they look for different things. Some look for antibodies, proteins made by the body's immune system when it encounters a virus, and others look for the virus itself.

Rapid Tests

- Use a fingerstick or oral fluid
- Results within 20 minutes
- Window period is up to 90 days.
- Can be done at home or in a clinical setting

Lab-Based Tests

- Require a blood draw that is sent to a lab for analysis.
- Most accurate and have the shortest window period (10-45 days)
- Detect the actual virus in the blood
- Needed to confirm Rapid Test results



Some people may have difficulty accessing HIV tests or feel uncomfortable going into a clinic. Self-tests are a good alternative, and you can get them online or at a pharmacy. However, if you have had an exposure within the past 90 days, a home test should not be used.

HIV Self-Tests

Rapid Self-Tests use oral fluid and results are available in 20 minutes, they are accurate in detecting HIV, but have the longest window period (90 days).

Order a rapid self-test in Philadelphia County at phillykeeponloving.com and for the rest of PA at getmyhivtest.com

Mail-In Self-Tests include supplies to collect dried blood from a fingerstick at home. The sample is then sent to a lab for testing and the results are provided by a health care provider.

Order a mail-in test at testing.com/tests/at-home-HIV-test/

RESOURCES FOR HIV TESTING

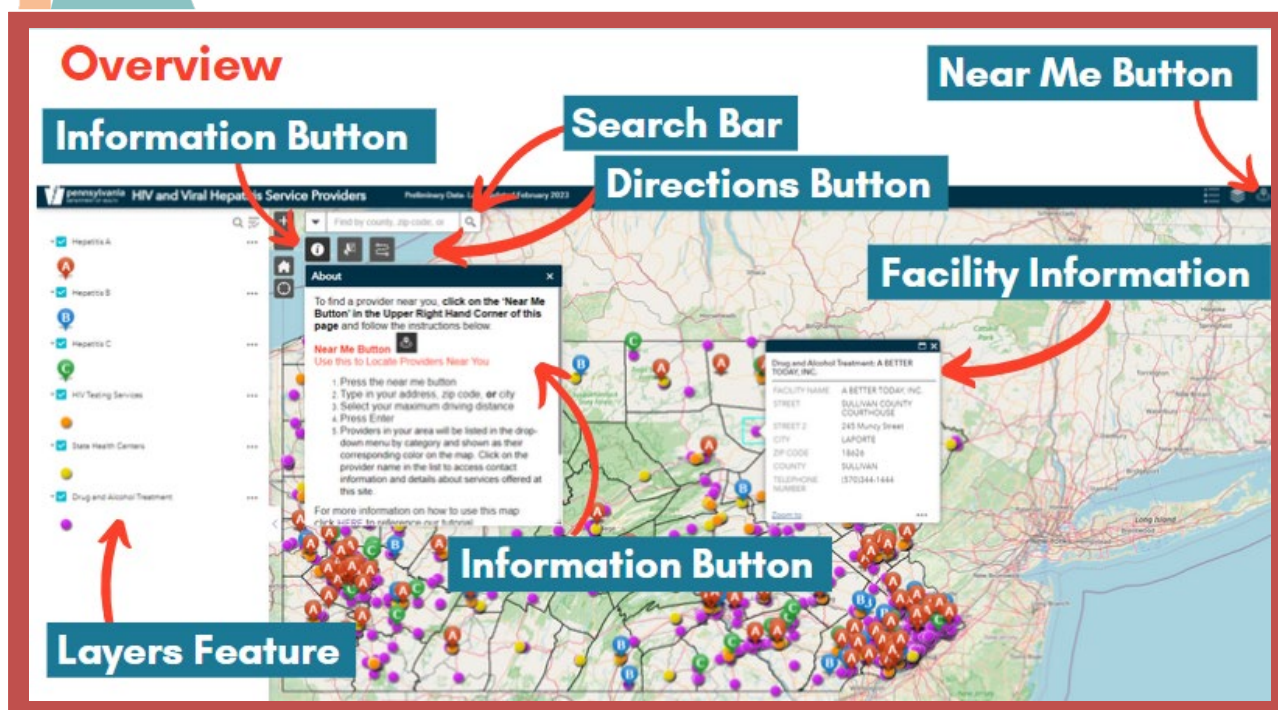
There are many places in PA that offer HIV testing. Visit the link below or scan the QR code to find testing near you.



bit.ly/DOHmap



Below is a brief overview of how to use the online map of HIV resources.



The map can be viewed on a computer or mobile device. If you don't have access to either, don't hesitate to ask your medical provider for help!



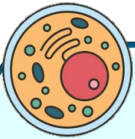
for more info email: PAhealthresources@healthfederation.org

Section 4:

HIV Treatment

KEY TERMS

This section will include a lot of terms that might be new to you! Here is a summary of some key terms that will help you understand HIV treatment:

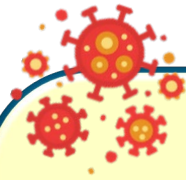


CD4 Cell

A type of white blood cell that **protects the body from infections**. HIV lowers the number of CD4 cells, making it harder for your body to fight infections.

CD4 Count

The number of CD4 cells in your blood and a measure of **how well your immune system is functioning**. A normal range is between 500-1500 cells/mm³ and below 200 is considered life threatening.



Viral Load

A measure of **how much virus is in the blood**, measured by an RNA/PCR test. On lab work, it will be reported as the number of HIV copies in a milliliter (copies/mL) of blood. **A high viral load means there is more HIV in the body.** Untreated, early HIV infections can have HIV viral loads over 100,000. Viral loads under 200 are considered suppressed.

Viral Suppression

When the viral load is below 200 copies/mL. **People usually achieve viral suppression 1-6 months after starting treatment.**

Viral Suppression is also known as **undetectable** as the viral load is so low, it **cannot be detected** with traditional viral load tests.



MEDICATION FOR HIV

HIV medication, **Antiretroviral Therapy (ART)**, is medication used to treat HIV.

HIV damages the immune system by using CD4 cells to replicate. That is, *HIV prevents CD4 cells from doing their job, helping the immune system protect the body*, and instead uses them to make more HIV.

How does ART work?

ART works by **stopping the replication of HIV**, which results in less HIV in your system and can allow **the immune system to recover**.

ART is not a cure – it is a **lifelong treatment** that must be taken continually to prevent HIV from replicating and **to improve health**.

- **When you first start ART, pills are recommended.**
 - For many people, this can be one pill per day.
 - Viral load suppression can be achieved in 1-6 months after starting ART.
- Once you achieve an undetectable viral load or viral suppression for at least 3 months, you may consider injectable ART.
 - HIV treatment shots are given by your health care provider once a month when starting injections, and then shift to once every other month.



STARTING TREATMENT

When you start treatment, your health care provider will ask questions about your health and conduct routine medical exams to determine how HIV is affecting your body, including:

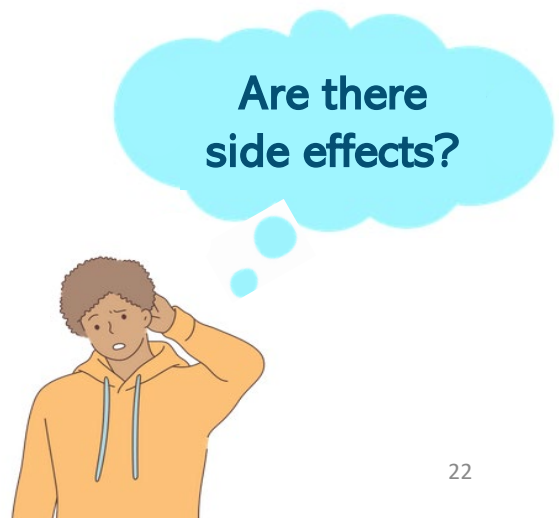


- ✓ Taking a blood sample (*more detail about this on page 23*)
- ✓ Asking about your health history
- ✓ Check for other kinds of health problems that need attention
- ✓ Determine and discuss your treatment plan, including ways to help you follow it
- ✓ Answer your questions!

It is very important that you start HIV treatment as soon as possible!

Delaying treatment means that HIV will continue to damage your immune system, leaving you vulnerable to illness and increasing risk of transmitting HIV to others.

Unlike previous types of HIV medication that had severe side effects, **ART is very well tolerated by most people.** Some common short-term side effects, like nausea, fatigue, and trouble sleeping, typically go away after a few weeks. For people taking injectable HIV medication, injection site irritation may occur.



BLOOD WORK

Pretreatment blood work helps a medical provider decide what type of treatment is best. Blood work will also be done throughout treatment to learn more about overall health and the impact of HIV on the body. People should expect to get blood work a few times a year.

These blood tests will be used to monitor how HIV is responding to medication. These include lab tests to measure your **CD4 count**, **viral load**, and **drug resistance**.⁴

CD4 Count	Viral Load	Resistance
• A CD4 Count is a measure of how well a person's immune system is functioning. Higher CD4 counts indicate better immune functioning. • CD4 count will be checked every 3 to 6 months.	• Viral Load is the amount of HIV in the blood. Lower viral loads indicate better immune functioning. • Viral load tests are conducted between 2 and 8 weeks after starting a new HIV medicine and then regularly every 4 to 6 months.	• HIV Resistance means HIV does not respond, or is resistant to, a certain type of HIV medication. • Resistance testing is done at the start of treatment and as needed if a viral load test shows that medications aren't working.



Important Lab Tests

CD4 Count

The number of CD4 cells in your blood

Quantitative/RNA/PCR/Viral load

Measures how much virus is in the blood

Genotypic/Phenotypic/Resistance Tests

Show whether HIV is resistant to different HIV medications

APPOINTMENT PREPARATION

Here are some things to consider as you get ready for your appointment.



☐ Transportation

If you can't drive, get a ride, or take public transportation to your appointment, there may be resources available to help. Talk to your counselor or ask the front desk at the medical providers office if they have or know about resources.



211 is a resource that can help - Text your zip code to 898-211 or dial 211 to get help from a resource navigator

☐ Is there someone you can take with you?

Many find that having a support person with them can reduce anxiety.

☐ Consider writing notes

It's hard to keep track of a lot of new information – especially when it's complicated medical info! Taking notes will help you keep track of details about your health and medical care.

☐ There are no bad questions!

Medical and health information can sometimes be difficult to understand. Don't be afraid to ask the medical provider to repeat or explain something. It's your health and your medical care, and you deserve to understand what's going on!

☐ Patient portals

Many medical providers have patient portals, which are websites that allow patients to see their personal health information, such as lab results. If this technology isn't familiar to you, ask if there is assistance to learn about using the portal. If you don't have reliable computer, smart phone or internet access, talk to the medical provider about the best way to communicate.

AT THE APPOINTMENT

Medical History

Most medical providers will want some information about your medical history. This will help make sure that the medical care they provide – including your HIV treatment – will be the best and safest option for your body. It can be hard to remember some of these details, so take a moment to write them down beforehand!

- ☐ Current medications
- ☐ Other medical conditions or diagnoses (*diabetes, asthma*)
- ☐ If you've been treated for HIV before
- ☐ Allergies
- ☐ Any documentation or medical records you have
- ☐ Insurance information (*if you are uninsured; see page 27 for more information on insurance access*)
- ☐ Contact information for other medical providers
- ☐ Family history of medical conditions

The Visit (*tips for both in-person and telehealth visits*)

If possible, it can be helpful to show up or sign in **a few minutes early** to your appointment. This can give you some time to complete any paperwork provided by the front desk and to trouble shoot any problems you may have finding the place or signing in.

Find out what the policies are for rescheduling or missing appointments.

If you care for young children and cannot find childcare, ask the medical provider's office if they allow children to accompany caretakers to medical appointments.



YOUR MEDICAL CARE

Tests & Evaluation

It can be helpful to have some understanding of what is happening with your HIV and overall health. While you don't need to memorize or understand every detail, here are some questions you may want to ask.

- ☐ What is my CD4 count?

More on how to understand CD4 count on pages 20 & 23

- ☐ What is my viral load?

More on how to understand CD4 count on pages 20 & 23

Treatment

Starting a new medical treatment can be overwhelming! Here are some questions that might help you understand what to expect from treatment.

- ☐ What are my treatment options?
- ☐ Side effects
 - What are common side effects?
 - What can I do to manage side effects? (*Over the counter medicine, eating before taking meds, etc.*)
- ☐ Are there any drug/drug interactions I should know about?
- ☐ What happens if I miss a dose?
- ☐ How often will I need to see the medical provider or get blood work done?
- ☐ Is there a particular pharmacy that I need to use?



RESOURCES FOR HIV TREATMENT

Both commercial/private medical insurance and state Medicaid/Medicare will cover medical visits, labs and prescriptions for HIV treatment.

If you need help accessing care, check out the resources below.



PA 211 is a wealth of resources for housing, utilities, food, employment and expenses, health, and mental health.

To get help from a resource navigator, text your zip code to 898-211 or dial 211

The Ryan White HIV/AIDS Program

Works to provide HIV-related services. Ryan White fills gaps in health care coverage. Find out more at <https://ryanwhite.hrsa.gov>
Find a Ryan White clinic near you by using the HIV Testing and Care Services locator: <https://locator.hiv.gov/map>

Many care providers have Ryan White funding, which means that medical case management and other supportive services are available to support you!

The Health Center Program

Provides HIV testing and treatment, regardless of ability to pay. Some health centers provide services onsite, and some refer to HIV specialists in the community.
Find a health center near you by using the HIV Testing and Care Services locator: <https://locator.hiv.gov/map>

Marketplace

Open Enrollment Nov. 1 through Dec. 15, unless qualify for Special Enrollment Period (SEP).
More details online. www.healthcare.gov 800-318-2596

Special Pharmaceutical Benefits Program (SPBP)

Assists persons with HIV to obtain medication, pay for some laboratory services, and provide premium assistance with selected Medicare Part C and D plans.
<https://www.health.pa.gov/topics/programs/HIV/Pages/Special-Pharmaceutical-Benefits.aspx>

PA Health & Dental Marketplace

Link to additional financial assistance from the American Rescue Plan to lower your monthly payment and/or out-of-pocket expenses. <https://pennie.com/>

State and local Health Insurance Info & Counseling

Can search by county, zip & city. Population specific resources (aging, vets, etc.) included.
<https://www.pa211.org/get-help/health/state-local-health-insurance-information-counseling/>

Navigator Programs

<https://www.pa211.org/get-help/health/navigator-programs/>

Section 5:

Medication Adherence

TAKING YOUR MEDICATION

What is “Adherence” and why is it important?

- ✓ Adherence means **to stick to something**.
- ✓ For meds to work, there needs to be **enough medication** in the body for a **long enough time** for it **to STOP HIV FROM REPLICATING**.
- ✓ When someone is non-adherent to their HIV medication, that means they don't take it the way their doctor instructed, it can lead to **DRUG RESISTANCE**.

What should I know about Drug Resistance?

- If you develop drug resistance to HIV medication, that means certain types of medication will no longer work to treat your HIV, even if they worked in the past.
- When drug resistance develops, people must change to a different type of medication to treat their HIV.
 - *There are other types of treatment options, even if you develop resistance to one type of medicine!*
- Staying adherent to your HIV medication greatly reduces the risk of developing drug resistance.
 - *Sometimes, drug resistance can develop even when people are adherent, so regular labs are very important to monitor your treatment*



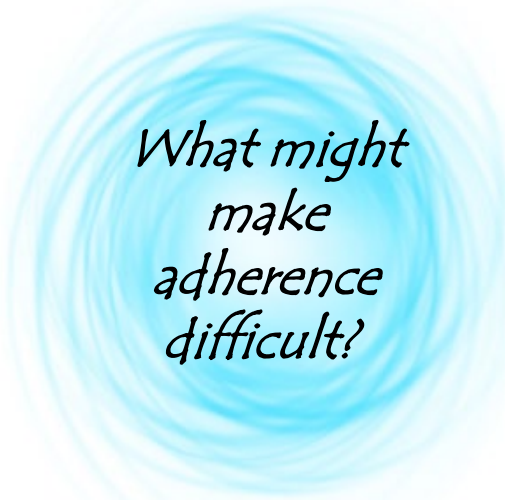
Taking your medication exactly as prescribed and attending ongoing appointments for blood work monitoring keeps you healthy and helps make sure you are taking the best medications.

PROBLEM SOLVING

Setting yourself up for success!

It can be helpful to do some problem solving *before* issues with adherence come up. Some questions to ask yourself:

- What are my concerns about adherence?
- What might make adherence hard for me?
- Who can I talk to about my concerns?
- Where can I get more information?
- Who can help me find solutions to challenges I face?



*What might
make
adherence
difficult?*

- Work, childcare, being busy
- Being tired of taking meds
- Side effects
- Worry about disclosing your diagnosis to others
- Unstable housing
- Mental health challenges
- Arrest or incarceration

Feeling better can also make adherence difficult! *You might start to think "maybe I don't need these meds anymore" It's important to remember that taking your meds is what is allowing you to feel better – you DO need these meds!*

*Medical case managers can help with
these concerns and connect you to
resources in your community*

TIPS & TRICKS FOR ADHERENCE

Tools for remembering your meds

- ☐ Alarm clock
- ☐ Alerts, reminders or alarms in your phone
- ☐ Take meds at the same time as something you do every day – *when you brush your teeth, get ready for bed, make coffee*
- ☐ Have a friend help remind you
- ☐ Keep a pill card in your pocket to keep track of each pill taken
- ☐ Put a calendar up and mark each day you take your meds
- ☐ Pill boxes
 - ☐ *Tip! Some pillboxes can be attached to a lanyard so you can keep your meds close to you if you're nervous about theft or sharing your private health information.*

What tools can YOU think of that might help you keep on track with taking your medication?



If you miss a dose - Don't beat yourself up! We all forget to do things sometimes.

Don't double up – take the next dose as usual, unless otherwise directed by your doctor.

If you have missed several doses in a row, it's a good idea to check in with your medical provider.

TREATMENT as PREVENTION

Viral Suppression and Treatment as Prevention:

- When taken as prescribed, ART allows the immune system to recover by lowering the viral load to undetectable levels.
 - *That means that the amount of HIV in the blood gets so low it cannot be detected by standard or traditional viral load tests.*
- When the viral load is undetectable, viral suppression is achieved.
 - *Most people can reach viral suppression within 6 months.*
- Viral suppression of HIV means a normal, healthy life for most people. Additionally, you cannot transmit HIV sexually when you are virally suppressed!



People living with HIV with a sustained undetectable viral load do not transmit the virus to sexual partners



A viral load that is

Undetectable is Untransmittable

Staying in HIV treatment helps you get healthy, and it also helps you protect others. You can no longer sexually transmit HIV to others if you have sustained viral suppression (virally suppressed for at least six months) and your viral load is undetectable.

RESOURCES FOR HIV TREATMENT



There are many places in PA that offer HIV treatment. Visit the link below or scan the QR code to find treatment near you.

bit.ly/DOHmap

Below is a brief overview of how to use the online map of HIV resources.



A screenshot of the "HIV and Viral Hepatitis Service Providers" map interface. The map shows various colored pins representing different services. Callout boxes with red arrows point to specific features: "Overview" (top left), "Information Button" (top left sidebar), "Search Bar" (top center), "Directions Button" (top center), "Near Me Button" (top right), "Facility Information" (right side), "Information Button" (bottom center), and "Layers Feature" (bottom left). A pop-up window titled "Near Me Button" provides instructions on how to use the map. Another pop-up window titled "Facility Information" shows details for "A BETTER TODAY, INC." in Sullivan County, including the street address, city, zip code, and telephone number.



The map can be viewed on a computer or mobile device. If you don't have access to either, don't hesitate to ask your medical provider for help!

for more info email: PAhealthresources@healthfederation.org

Section 6:

Appendix

GLOSSARY

Acute Infection: a *new* infection.

Antibodies: Proteins made by the immune system when it encounters a virus. Antibodies defend the body against the virus. Some HIV tests look for HIV antibodies.

Antiretroviral treatment (ART): HIV medication that stops HIV from replicating and allows the immune system to recover by lowering viral load.

CD4 cell: A type of white blood cell that protects the body from infections. HIV lowers the number of CD4 cells, making it harder for your body to fight infections.

CD4 count: A measure of how well a person's immune system is functioning. A healthy CD4 count is between 500 and 1500 cubic millimeters.

Confirmatory Test: A lab-based HIV test that occurs after an initial HIV test comes back reactive. A confirmatory test confirms an HIV infection.

Drug Resistance: Drug resistance is when an HIV medicine is no longer effective for an individual. When this occurs other HIV medicine needs to be used instead.

HIV: Human Immunodeficiency Virus.

HIV Exposure: An incident like sharing injection equipment or having condomless sex with someone living with HIV.

HIV PCR (*polymerase chain reaction*) test: Measures how much HIV is in the blood

HIV Self-test: HIV tests that can be done without a medical provider (e.g., at home). In PA, see getmyhivtest.com for free home tests. Self-test formats can vary.

Immunodeficiency: Refers to a compromised immune system.

Lab-Based HIV Test: Require a blood draw that is sent to a lab for analysis. These tests have the shortest window period (10-45 days) and can detect the actual virus in the blood.

Mail-In HIV Self-Tests: Include supplies to collect dried blood from a fingerstick at home. The sample is then sent to a lab for testing and the results are provided by a health care provider.

GLOSSARY

Opportunistic Infection: Illnesses caused by various germs that occur more frequently and are more severe among people with immunodeficiency, like people living with HIV, compared to those with healthy immune systems.

Rapid HIV Test: uses a fingerstick or oral fluid and provides a result within 20 minutes.

Rapid HIV Self-Test: uses oral fluid and results are available in 20 minutes.

RNA positive: HIV is present in the blood. This means that someone has an HIV infection.

RNA negative: HIV virus is NOT detected in the blood. This means that someone most likely does NOT have an HIV infection.

RNA test: A test to look for RNA from HIV in a blood sample. RNA tests can detect HIV in the blood 9-11 days after infection.

RNA Detected: HIV RNA is detected in the blood. This means that someone has an HIV infection.

Reactive: A preliminary positive test result.

Resistance testing: used to determine whether the HIV is resistant or sensitive to certain medications.

STIs (Sexually Transmitted Infections): A disease caused by infection with certain bacteria, viruses, or other microorganisms that can be passed from one person to another through blood, semen, vaginal fluids, or other body fluids, during oral, anal, or vaginal sex.

Undetectable: the amount of HIV in the blood gets so low it cannot be detected by standard HIV RNA tests.

Viral Load: The amount of HIV in the blood and is measured by an RNA/PCR test. When your viral load is high it means there is more HIV in your body.

Viral Suppression: When the viral load of HIV is below 200 copies/ml of blood.

Virus: an infectious agent that can only replicate inside the cells of a living organism.

Window Period: the time period between exposure to HIV and a test's ability to detect an HIV infection.

Preparing for a Medical Visit

Patient Worksheet

NAME: _____

DATE OF BIRTH: _____

Current medications:

- 1.
- 2.
- 3.
- 4.
- 5.

Other medical conditions or diagnoses

(diabetes, asthma, HCV, etc.)

Allergies:

Family history of medical conditions or diagnoses:

Have you been treated for HIV before? Y N

If yes, when:

What medicine:

Checklist of items & information to bring to your first medical appointment:

- ☐ Documents such as lab work, medical records
- ☐ Insurance information
- ☐ Contact information for other medical providers
- ☐ List of questions

Questions for my Medical Provider

Patient Worksheet: Tests & Evaluation

Tests & Evaluation

- ☐ What is my CD4 count?

More on how to understand CD4 count on pages 20 & 23

- ☐ What is my viral load?

More on how to understand CD4 count on pages 20 & 23

- ☐ Do I need resistance testing or other testing in addition to blood work?

Questions for my Medical Provider

Patient Worksheet: Treatment

Treatment

- ☐ What are my treatment options?

- ☐ Side effects
 - What are common side effects?

 - What can I do to manage side effects? (*Over the counter medicine, eating before taking meds, etc.*)

- ☐ Are there any drug/drug interactions I should know about?

- ☐ What happens if I miss a dose?

- ☐ How often will I need to see the medical provider or get blood work done?

- ☐ Is there a particular pharmacy that I need to use?

- ☐ What kind of follow up or ongoing medical care will I need?

- ☐ How can I ensure I don't transmit HIV to anyone?

Keeping Track of Treatment

Oral Medication: Patient Worksheet

Treatment for HIV is lifelong. This page is meant to help you get started with your treatment and used to your medication schedule.

Medication Information & Schedule

Medication Name(s): _____

Directions: *(how many pills per day, take with food, etc.)*

DAILY MEDICATION TRACKER

Date	Took Meds (y/n)	Notes <i>(side effects, questions, concerns)</i>

Keeping Track of Treatment

Injection Medication: Patient Worksheet

Treatment for HIV is lifelong. This page is meant to help you get started with your treatment and used to your medication schedule.

Injection Schedule (*for injectable HIV medication*)

How often do I need a new injection: _____

Dates for upcoming injection appointments: _____

Directions for scheduling new appointments: _____

Questions, Concerns, Notes:

Section 7:

Resources

RESOURCES

Sources for more information regarding HIV prevalence, vulnerability, and treatment referenced throughout this patient guide:

Prevalence of people living with HIV in the US:

<https://www.cdc.gov/hiv/basics/statistics.html>

Prevalence of people living with HIV in Pennsylvania:

<https://www.health.pa.gov/topics/Documents/Programs/HIV/2021%20Annual%20HIV%20Surveillance%20Report.pdf>

Increased vulnerability to HIV among people who use drugs and new HIV cases among women through heterosexual contact:

<https://www.cdc.gov/hiv/pdf/library/reports/surveillance/cdc-hiv-surveillance-report-2020-updated-vol-33.pdf>

HIV Basics regarding understanding care for people living with HIV:

<https://www.cdc.gov/hiv/basics/livingwithhiv/understanding-care.html>

Useful websites listed throughout this patient guide:

The **National Harm Reduction Coalition** has links that can help you find harm reduction resources and tools that you need to keep yourself and your community safe & healthy.

<https://harmreduction.org/resource-center/harm-reduction-near-you/>

Find a **Syringe Service Program** here: <https://nasen.org/>

For **STI info and testing sites** near you, go to: gettested.cdc.gov

Find **HIV testing OR HIV treatment** near you: bit.ly/DOHmap

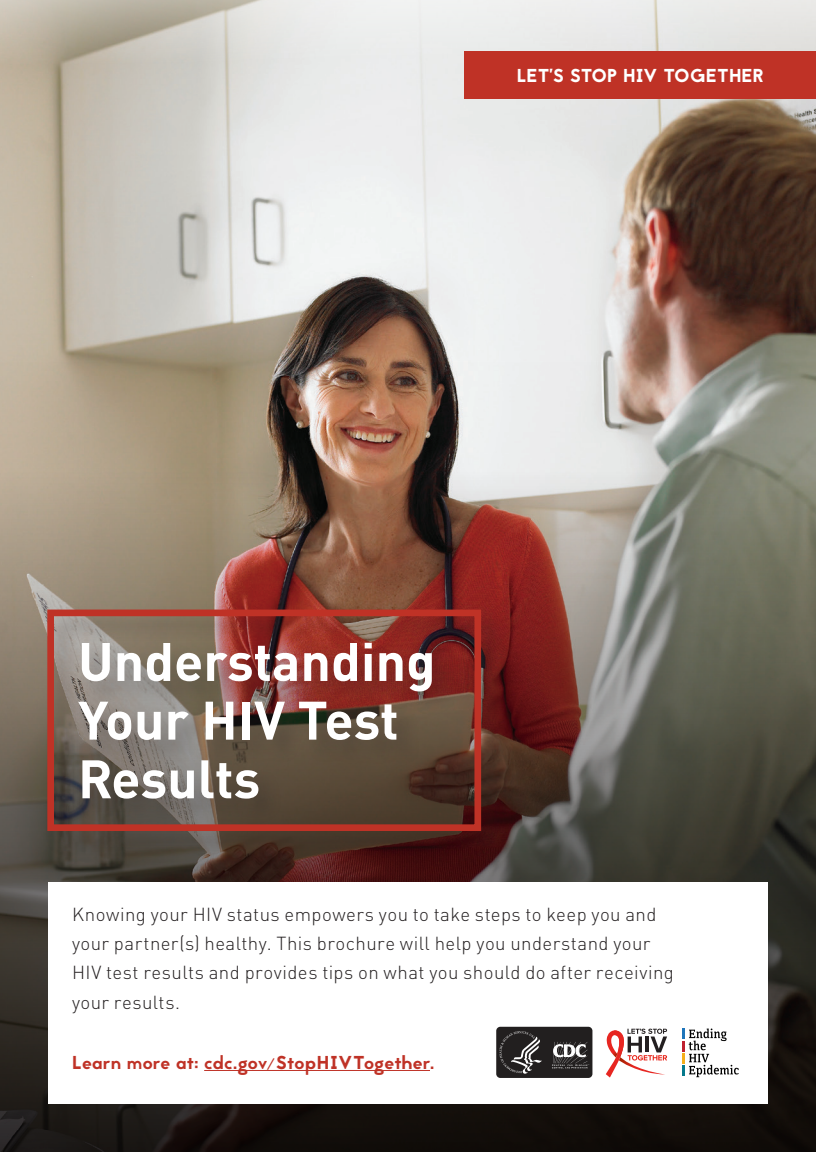
Sources for HIV Self-Tests:

Order a **rapid self-test** in Philadelphia County at

phillykeeponloving.com and for the rest of PA at getmyhivtest.com

Order a **mail-in test** at testing.com/tests/at-home-HIV-test/

For resources to help with financial costs associated with HIV treatment, go to slide 27



LET'S STOP HIV TOGETHER

Understanding Your HIV Test Results

Knowing your HIV status empowers you to take steps to keep you and your partner(s) healthy. This brochure will help you understand your HIV test results and provides tips on what you should do after receiving your results.

Learn more at: [cdc.gov/StopHIVTogether](https://www.cdc.gov/StopHIVTogether).



Ending
the
HIV
Epidemic

If you recently had an HIV test or are considering getting an HIV test, here is some information you may find helpful.



What If My Test Result Is Negative?

Great news! If your test result is negative, it means you do not have HIV, unless you had a recent exposure. If you did have a recent exposure, then ask your health care provider if you need a follow-up test.

- ◆ After exposure to HIV, it takes time for enough HIV to grow inside of you for a test to be able to detect it; this is called the “window period.”
- ◆ Depending on when you were tested for HIV, you may need another test to be sure that you were not in the window period during the first test.
- ◆ If you test again after the window period, have no possible HIV exposure during the window period, and the result comes back negative, you do not have HIV.

If you're sexually active or use needles to inject drugs, continue to take actions to prevent HIV, like taking HIV medicine (“pre-exposure prophylaxis,” or PrEP) if you're at risk.

Call your health care provider right away if you feel sick or have common HIV symptoms, such as:

- ◆ Flu-like symptoms.
- ◆ Swollen lymph nodes (swelling in the neck, groin, or armpit).
- ◆ Extreme tiredness.
- ◆ Rash.
- ◆ Sores in your mouth.

When Do I Need Another HIV Test?

Some people should get tested more often. If you were HIV negative the last time you were tested, the test was more than 1 year ago, and you can answer yes to any of the following questions, then you should get an HIV test as soon as possible:

- ♦ Are you a man who has had sex with another man?
- ♦ Have you had sex—anal or vaginal—with a partner who has HIV?
- ♦ Have you had more than one sex partner since your last HIV test?
- ♦ Have you injected drugs and shared needles, syringes, or other drug injection equipment (for example, cookers) with others?
- ♦ Have you exchanged sex for drugs or money?
- ♦ Have you been diagnosed with or treated for another sexually transmitted disease (STD)?
- ♦ Have you been diagnosed with or treated for hepatitis or tuberculosis?
- ♦ Have you had sex with someone who could answer yes to any of the above questions or someone whose sexual history you don't know?

You should be tested at least once a year if you keep doing any of these things. Sexually active gay and bisexual men may benefit from more frequent testing (for example, every 3 to 6 months).

CDC's HIV Risk Reduction Tool shows the HIV risk of various sexual activities when one partner has HIV and the other doesn't. It also provides tailored information to help understand your risk for getting HIV and how to reduce it. To access the tool, visit: hivrisk.cdc.gov.



What Steps Can I Take to Prevent Getting HIV?

You should continue to take care of yourself, even if you do not have HIV.

- ◆ See your health care provider regularly.
- ◆ Discuss your HIV risk behaviors honestly with your health care provider.
- ◆ Your health care provider can provide information on steps you can take to lower your risk of getting HIV and direct you to HIV prevention counseling services.
- ◆ If you are sexually active, get tested for other STDs and have your partner get tested too. Having another STD increases the chances of getting or transmitting HIV.
- ◆ Use condoms the right way every time you have sex. Condoms can protect against other STDs.
- ◆ Consider taking PrEP, a medication that can help you stay HIV negative, even if your partner might have HIV.
- ◆ If you inject drugs, the best way to protect yourself is to stop injecting drugs. If you continue to inject drugs, use new, sterile needles and other tools every time and never share them. To learn more about lowering your risk of getting HIV if you inject drugs, visit:
[cdc.gov/hiv/basics/hiv-transmission/injection-drug-use.html](https://www.cdc.gov/hiv/basics/hiv-transmission/injection-drug-use.html).

- ♦ Call your health care provider immediately if you think you may have been exposed to HIV and ask them about medicine that may help prevent HIV infection within 72 hours of exposure (called “post-exposure prophylaxis,” or PEP).
- ♦ If your partner has HIV, encourage them to stay on treatment. People with HIV who take their medicine as prescribed and maintain an undetectable viral load have **effectively no risk** of transmitting HIV to their HIV-negative sexual partners.

If I Get a Negative Result, Does That Mean My Partner Is Also HIV Negative?

No. Your HIV test result reveals only **your** HIV status.

- ♦ HIV is not necessarily transmitted every time you have sex or share needles, syringes, or other drug injection equipment. And the risk of getting HIV varies depending on the type of exposure or behavior. It is important to remember that taking an HIV test is not a way to find out if your partner has HIV.
- ♦ It's important to be open with your partners and ask them to tell you their HIV status. But keep in mind that your partners may not know or may be wrong about their status, and some may not tell you if they have HIV, even if they are aware of their status.
- ♦ Consider getting tested together so you can both know your HIV status and take steps to keep yourselves healthy.



What If My Test Result Is Positive?

This isn't the result you wanted. You may feel overwhelmed and worried, but don't panic.

- ♦ If you use any type of antibody test and have a positive result, you will need another (follow-up) test to confirm your results.
- ♦ If you test in a community testing program or take a self-test, and it's positive, you should go to a health care provider to get follow-up testing.
- ♦ If your test is done in a health care setting or a lab, and it's positive, the lab will conduct the follow-up testing.

If your follow-up test is also positive, it means you have HIV (or are HIV positive).

For information on how you can find HIV prevention services, resources, and health care providers, visit: cdc.gov/hiv/basics/hiv-testing/finding-tests.html.

If I Test Positive For HIV, Does That Mean I Have AIDS?

No. Testing positive for HIV does not mean you have AIDS. AIDS is the most advanced stage of HIV disease. HIV can lead to AIDS if a person does not get treatment or take care of their health. But if a person with HIV takes their HIV medicine as prescribed, they may stay healthy for many years and may never be diagnosed with AIDS.

To learn more about AIDS, visit: cdc.gov/hiv/basics/livingwithhiv.

You are not alone!

CDC's **Let's Stop HIV Together** campaign shares inspiring stories of people like you who are living successfully with HIV throughout the United States. To learn how staying on treatment can help you live a longer, healthier life, visit: cdc.gov/StopHIVTogether/treatment.



Will Other People Know My Test Result?

HIV tests may be “anonymous” or “confidential,” depending on the reporting requirements in the state where you are tested.

- ♦ If you take an anonymous test, your name will not appear on the test results, and only you will see them.
- ♦ If you take a confidential test, your test results will go in your medical record like any other medical test results (for example, blood pressure or cholesterol) and may be shared with your primary health care provider and health insurance company.
 - Otherwise, your HIV test results are protected by the same privacy laws that protect the rest of your health information.
 - In other words, your information remains private and confidential.

Should I Talk to My Partner About My Positive Test Result?

You should tell any sex partners and anyone with whom you share needles or injection equipment that you have HIV, even if you're uncomfortable talking about it.

Communicating with each other about your HIV test result means you can take steps to protect both of you.



How Does HIV Affect My Health?

HIV damages the body's ability to fight infections. It destroys CD4 cells, which are important infection-fighting cells in the body.

It is important that you start medical care and begin HIV treatment as soon as you are diagnosed with HIV. Antiretroviral therapy (taking medicine to treat HIV infection) is recommended for all people with HIV, regardless of how long they've had the virus or how healthy they are.

- ♦ HIV medicine works by lowering the amount of virus in your body to very low levels. HIV medicine can make the viral load so low that a test can't detect it. This is called an undetectable viral load.
- ♦ HIV medicine slows the progression of HIV and helps protect your immune system. If you take HIV medicine as prescribed and get and keep an undetectable viral load, you can stay healthy for many years.
- ♦ Having an undetectable viral load also helps prevent transmitting the virus to others. For example, if you have an undetectable viral load, you have **effectively no risk** of transmitting HIV to an HIV-negative partner through sex.

Receiving a diagnosis of HIV can be life changing. People can feel many emotions—sadness, hopelessness, or anger. Allied health care providers and social service providers, often available at your health care provider's office, will have the tools to help you work through the early stages of your diagnosis and begin to manage your HIV.

Your health care provider will help:

- ♦ Decide which HIV medicines you should take based on how well your CD4 cells are working and how fast HIV is growing in your body.
- ♦ Assess your overall health and whether you have other diseases that need to be treated along with HIV.
- ♦ For more information on HIV treatment, visit: [cdc.gov/hiv/basics/livingwithHIV](https://www.cdc.gov/hiv/basics/livingwithHIV).

Resources

For additional resources and information, call or visit CDC-INFO: 800-232-4636; TTY: 888-232-6348 English/español; cdc.gov/cdc-info.

To find an HIV testing site, text your ZIP code to KNOWIT (566948).

For additional information about HIV, HIV testing, and HIV prevention, visit: cdc.gov/hiv.

To learn more about HIV testing and to find free, fast, and confidential HIV testing near you, visit: cdc.gov/StopHIVTogether/testing.

To learn more about safe sex, PrEP, and HIV testing for gay and bisexual men, visit: cdc.gov/StopHIVTogether/prevention.

To learn the basics about PEP and if it's right for you, visit: cdc.gov/hiv/basics/pep.html.

To access services for people at risk for or living with HIV, visit: hiv.gov.

For more information on clinical guidelines for HIV treatment and a list of all US Food and Drug Administration-approved HIV medications, visit: hivinfo.nih.gov.

You can also access this information by calling CDC-INFO at **800-CDC-INFO (800-232-4636)**.

LEARN MORE AT
[CDC.GOV/STOPHIVTOGETHER](https://www.cdc.gov/stopHIVtogether)



HIV Resources

Vaccine Available: No

Testing Available: Yes

Treatment Available: Yes (ART, HIV specialty care, PrEP, PEP)

ZIP Code	Provider	Phone	Vaccine	Testing	Treatment
15206	Allies for Health + Wellbeing	(412) 345-7456	No	✓	Referral
15212	AHN Positive Health Clinic	(412) 359-3360	No	✓	✓
15212	Central Outreach Wellness Center	(412) 322-4151	No	✓	✓
15213	UPMC Center for Care of Infectious Diseases	(412) 647-7228	No	✓	✓
15218	Metro Community Health Center	(412) 247-2310	No	✓	✓
15219	Allegheny County Health Department STD/HIV Clinic	(412) 578-8081	No	✓	Referral
15222	Planned Parenthood Pittsburgh	(412) 434-8971	No	✓	Referral
15222	Project Silk	(262) 765-1548	No	✓	Referral
15108	Choices Pregnancy Services	(412) 264-0200	No	✓	Referral
15132	UPMC Latterman Family Health Center	(412) 664-3500	No	✓	Referral
15136	Sto-Rox Neighborhood Health Center	(412) 771-6462	No	✓	Referral
15145	UPMC Children's Primary Care – Turtle Creek	(412) 823-3121	No	✓	Referral
15017	Planned Parenthood Bridgeville	(412) 257-9880	No	✓	Referral

Hepatitis A (HAV)**Vaccine Available: Yes****Testing Available: Limited/Varies by Provider****Treatment Available: Supportive Care Only**

ZIP Code	Provider	Phone	Vaccine Testing Treatment		
15203	Pittsburgh Mercy Family Health Center	(412) 697-3260	✓	✓	Supportive Care
15206	Allies for Health + Wellbeing	(412) 345-7456	✓	✓	Referral
15206	UPMC St. Margaret Bloomfield-Garfield Family Health Center	(412) 361-7562	✓	✓	Referral
15207	Hazelwood Family Health Center	(412) 422-9520	✓	✓	Referral
15212	AHN Positive Health Clinic	(412) 359-3360	✓	✓	Referral
15212	Central Outreach Wellness Center	(412) 322-4151	✓	✓	Referral
15213	UPMC Center for Care of Infectious Diseases	(412) 647-7228	✓	✓	Referral
15218	Metro Community Health Center	(412) 247-2310	✓	✓	Referral
15219	Allegheny County Health Department Immunization Clinic	(412) 578-8062	✓	Limited	No
15219	Hill House Health Center	(412) 261-0937	✓	✓	Referral
15224	AHN West Penn Medical Associates	(412) 235-5855	✓	✓	Referral
15232	UPMC Shadyside Family Health Center	(412) 623-2287	✓	✓	Referral
15238	AHN Outpatient Center Waterworks	(412) 924-1130	✓	✓	Referral
Multiple ZIPs	CVS MinuteClinic	(866) 389-2727	✓	Varies	Referral

Hepatitis B (HBV)**Vaccine Available: Yes****Testing Available: Yes****Treatment Available: Yes (Antiviral Treatment Available)**

ZIP Code	Provider	Phone	Vaccine	Testing	Treatment
15106	Preferred Primary Care Physicians – Carnegie	(412) 279-0320	✓	✓	Referral
15132	UPMC Latterman Family Health Center	(412) 673-5504	✓	✓	Referral
15136	Preferred Primary Care Physicians – Kennedy Township	(412) 381-1949	✓	✓	Referral
15203	Pittsburgh Mercy Family Health Center	(412) 697-3260	✓	✓	Referral
15206	Allies for Health + Wellbeing	(412) 345-7456	✓	✓	Referral
15206	UPMC St. Margaret Bloomfield-Garfield Family Health Center	(412) 361-7562	✓	✓	Referral
15207	Hazelwood Family Health Center	(412) 422-9520	✓	✓	Referral
15212	AHN Positive Health Clinic	(412) 359-3360	✓	✓	✓
15212	Central Outreach Wellness Center	(412) 322-4151	✓	✓	Referral
15213	UPMC Center for Care of Infectious Diseases	(412) 647-7228	✓	✓	✓
15218	Metro Community Health Center	(412) 247-2310	✓	✓	Referral
15219	Allegheny County Health Department Immunization Clinic	(412) 578-8062	✓	Limited	No
15219	Allegheny County Health Department STD/HIV Clinic	(412) 578-8081	✓	✓	Referral
15219	Hill House Health Center	(412) 261-0937	✓	✓	Referral
15224	AHN West Penn Medical Associates	(412) 235-5855	✓	✓	Referral

ZIP Code	Provider	Phone	Vaccine Testing Treatment		
15232	UPMC Shadyside Family Health Center	(412) 623-2287	✓	✓	Referral
15238	AHN Outpatient Center Waterworks	(412) 924-1130	✓	✓	Referral
Multiple ZIPs	CVS MinuteClinic	(866) 389-2727	✓	Varies	Referral

Hepatitis C (HCV)

Vaccine Available: No

Testing Available: Yes

Treatment Available: Yes (Curative Antiviral Treatment)

ZIP Code	Provider	Phone	Vaccine Testing		Treatment
15068	Community Health Clinic – New Kensington	(724) 335-3334	No	✓	Referral
15084	Digestive Disease Consultants	(724) 224-3113	No	✓	✓
15203	Pittsburgh Mercy Family Health Center	(412) 697-3260	No	✓	Referral
15206	Allies for Health + Wellbeing	(412) 345-7456	No	✓	Referral
15206	UPMC St. Margaret Bloomfield-Garfield Family Health Center	(412) 361-7562	No	✓	Referral
15207	Hazelwood Family Health Center	(412) 422-9520	No	✓	Referral
15212	AHN Positive Health Clinic	(412) 359-3360	No	✓	✓
15212	Central Outreach Wellness Center	(412) 322-4151	No	✓	Referral
15213	UPMC Center for Care of Infectious Diseases	(412) 647-7228	No	✓	✓
15213	UPMC Magee Women's Pregnancy & Women's Recovery Center	(412) 641-1211	No	✓	✓

ZIP Code	Provider	Phone	Vaccine Testing		Treatment
15217	Positive Pathways – Squirrel Hill	(412) 224-2812	No	✓	Referral
15218	Metro Community Health Center	(412) 247-2310	No	✓	Referral
15219	Allegheny County Health Department STD/HIV Clinic	(412) 578-8081	No	✓	Referral
15219	Hill House Health Center	(412) 261-0937	No	✓ (Rapid HCV)	Referral
15220	Positive Pathways – Wabash	(412) 224-2812	No	✓	Referral
15224	AHN West Penn Medical Associates	(412) 235-5855	No	✓	✓
15232	UPMC Shadyside Family Health Center	(412) 623-2287	No	✓	Referral
15237	UPMC Gastroenterology Associates of Pittsburgh	(412) 318-0075	No	✓	✓
15238	AHN Outpatient Center Waterworks	(412) 924-1130	No	✓	Referral
15690	Community Health Clinic – Vandergrift	(724) 567-5671	No	✓	Referral
Multiple ZIPs	CVS MinuteClinic	(866) 389-2727	No	Varies	Referral

CVS MinuteClinic ZIP Codes: 15101, 15136, 15146, 15202, 15213, 15228, 15237.

Sources: