

THE  
MADISON  
CLINIC

NEW PATIENT HANDBOOK

HARBORVIEW  
MEDICAL  
CENTER   
UW Medicine



WELCOME TO THE **MADISON CLINIC**  
AT HARBORVIEW MEDICAL CENTER

We are here to provide you with quality medical care and support services as a person living with HIV/AIDS. We work with all people regardless of their sexual orientation, race or ability to pay. Harborview Medical Center is affiliated with the University of Washington and is nationally recognized for its patient care, teaching and research in the field of HIV and related disciplines.

As the patient, you are an equal partner in the management of your medical care and we encourage you to ask questions and understand the reasons for tests and procedures. Let us know how we can help. You'll notice here at Madison Clinic we work together as a team, helping you achieve your goals in every part of your life, so we can help you be the healthiest person you can be.

## IMPORTANT NUMBERS TO REMEMBER

My Harborview Identification Number:

H \_\_\_\_\_

To schedule Appointments or questions about medical care:  
**(206) 744-5100**

Lab results:  
**(206) 744-5137**

Madison Pharmacy:  
**(206) 744-5151**

Medication Refills:  
**(206) 744-5154**

Urgent questions after hours and weekends:  
**(206) 744-2500**  
**(800) 607-5501 (Toll-Free)**

My Providers Number: \_\_\_\_\_

My Case Manager: \_\_\_\_\_

My Research Nurse: \_\_\_\_\_

# FREQUENTLY ASKED QUESTIONS

## **“What is the Madison Clinic?”**

The Madison Clinic is part of Harborview Medical Center and specifically designed for people living with HIV/AIDS. We are nationally recognized for patient care, teaching and research. HIV/AIDS was first identified in 1981, and since that time, Harborview has provided outpatient clinic and inpatient hospital care to people living with HIV. We are committed to providing the best health care possible.

## **“How do things work at Madison?”**

Once you become a patient at Madison Clinic, you are part of a team. The core of this team is formed by the relationship between you and your primary care provider, usually a Nurse Practitioner or a Physician. This person will work with you to make a plan to stay healthy and help you begin to set new goals. They will also recommend which medications are best, discuss lab results and consult on anything involved in your medical care.

Madison Clinic is a primary care clinic, meaning providers who work at Madison Clinic are experienced in caring for you as a whole person. For this reason, there are many different kinds of people working for you here. They include Nurses, Pharmacists, Medical Providers, a Dietician, a Health Educator, Psychiatrists, and Social Workers/Case Managers. All are trained to meet the special needs of people living with HIV.

## **“Is my medical information private?”**

Yes, the privacy of your health information is very important to us and guaranteed by law. As a patient at Madison Clinic, you can be sure that your health information will be kept confidential in accordance with federal law. For instance, if you want us to share information about you or your medical care with an outside agency or source, we need your written permission to do so. Otherwise, it's against the law for your information to be released. Ask a staff member if you have any questions or concerns about your medical information and confidentiality. We want you to feel safe and secure sharing the intimate details of life that are necessary to offer you the best care possible.

You should know that emailing your provider, pharmacist, etc. at Madison Clinic is not guaranteed to be confidential. If you want your medical information to be guaranteed confidential, we recommend you use the phone, send a letter, or come by in person. However, there is a form to fill out authorizing the use of email should you feel comfortable using it to communicate with us. Whatever works best for you!

### **“When is the clinic open?”**

Madison Clinic is open from 8:00 AM to 4:30 PM, Monday to Friday, except on Tuesday and Wednesday when the clinic opens at 9:00 AM. The earliest appointments begin at 8:30 AM and end at 3:30 PM.

Madison Clinic is closed on weekends and holidays.

### **“How do appointments work?”**

When your first appointment was scheduled, you were probably asked about your current health, past medical providers and current health insurance, if you have any. If you don't have health insurance right now, don't worry. We can help you sign up for a program in Washington State that will pay for your HIV related medical care and medications for HIV, depending on your ability to pay. No one living with HIV in Washington State should go without seeing a doctor and taking medications for their HIV if they need them. Your Social Worker/Case Manager will assist you and can answer any questions.

Please come to the clinic 45 minutes before your first scheduled appointment and bring all copies of your health information, including insurance coupons or cards, and any medications you take in their original containers. The receptionist will help you register and may ask you for personal information such as your Social Security Number, address and insurance information. They will also help you fill out any forms required. We want you to feel comfortable getting settled in here.

At your first appointment, you will meet your Medical Provider, one of the most important relationships you will establish here at Madison Clinic. They will provide you with a complete physical check-up and ask you about your medical history. You will also be sent downstairs to the laboratory to get your blood

drawn. The results of these blood tests are usually ready when you return for your next appointment.

You will also meet with your Social Worker/Case Manager at your first appointment, especially if you live in King County. They will help you with insurance coverage and other resources. They are an important advocate for you within the clinic and will work on your behalf. Feel free to have them paged from the front desk with any questions or concerns.

***Please allow at least 3 hours for your first appointment!***

At your second appointment, you will follow up with your Medical Provider and will also have an appointment scheduled with the Dietician and Health Educator. When you first arrive at the clinic, please check in with the receptionist at the front desk. Please bring any medical insurance information or medical coupons if you have them. For your second appointment and beyond, please arrive 15 minutes before your scheduled appointment time; we really appreciate your assistance in keeping the clinic running on time.

As you become more familiar with Madison Clinic at future visits, we hope you'll make use of the various resources available to you here. Besides seeing your provider, you may meet again with the Health Educator to review basic HIV information, or the Dietician to discuss ongoing dietary issues. Studies have found that people who keep learning about their HIV live healthier and happier lives. Ask at the front desk if you're interested in seeing a member of the Madison Clinic staff. They can let you know if they are available to see you on short notice, or will schedule an appointment for the future.

**Waiting time for appointments**

If there is a wait for your appointment, in most cases it should be no more than 15 minutes. If you find you have waited more than 15 minutes, please tell the receptionist. Sometimes your provider may be running late and if that happens, be assured that they will see you as soon as they can. Sometimes Madison Clinic patients have very complex problems that take some extra time to address, but the provider will never keep you waiting if he or she can avoid it. If you're running late or cannot make your appointment, please call 206-744-5100, and we can reschedule your appointment for you. If you arrive more

than 15 minutes late for your appointment, we might need to reschedule your appointment for another time.

### **“What if I need to be seen by a Medical Provider and the clinic is closed?”**

If it's after 4:30 and the clinic's closed, you have the option of getting some medical advice from a nurse over the phone through the Community Care Line, 206-744-2500, or toll free, 1-800-607-5501. As always, if you're having a medical emergency or emotional crisis, you should go to the Emergency Room on the first floor of the hospital, or call 911 right away.

### **Scheduling Nurse Visits**

There may be times when you will be scheduled specifically to see a nurse. Scheduled nurse visits are required for injectable medications (medications that are given through a needle), breathing treatments, dressing changes and for certain tests. These appointments are important to keep. If you will be unable to keep a scheduled nurse visit, please call 206-744-5100 to reschedule.

### **“Can I just drop in and see a nurse?”**

We can best serve you in a timely manner if you schedule your appointment. If this is not possible, sometimes you can be seen by a nurse without a prior appointment. Some skin tests and shots can be handled on a “drop-in” basis, any time Monday through Friday between 8:00 AM and 3:30 PM, (except Tuesday and Wednesday when the clinic opens at 9 AM.) Avoid lunchtime as there aren't as many nurses available, and the wait times can be longer without a prior appointment. If you are going to drop in, early morning is the best time.

### **“What if I feel sick, and I don't have an appointment to come in?”**

If you're not feeling well during regular clinic hours, please call 206-744-5100 and ask for the Triage Nurse. They will listen to your problem and help you decide what to do. They can make an appointment with a Medical Provider, ask you to come in to see a nurse, connect you with the pharmacist, or, in some cases, page your provider, depending on the nature and severity of your problem.

## **“What if I get really sick and need to be in a hospital?”**

If you are sick enough to be in the hospital, you will be admitted to Harborview Medical Center. Remember, you can always go to the Emergency Room if you're feeling physically sick or are in emotional crisis if the clinic is closed. While you are in the hospital, a special inpatient medical team will be in charge of your care. Your Madison Clinic provider will check in with them and receive regular updates. When you are released from the hospital, you will be given an appointment to see your Madison Clinic provider for a follow-up visit.

### *More about nurses at Madison Clinic*

At Madison Clinic, the Nurses do their best to keep things running smoothly and on time. A Nurse or Medical Assistant will take your weight, blood-pressure, temperature, and pulse before your appointments. They will ask you questions about how you've been feeling and if you've had any health problems lately. They are happy to answer any questions you may have, so don't be afraid to ask.

## **“I heard this is a teaching clinic. What does that mean, exactly?”**

Harborview works with the University of Washington's School of Medicine to train Physicians, Nurse Practitioners, Physicians' Assistants, Student Nurses and Medical Assistants. You might be asked if you are willing to let a Student Nurse or Physician be present during your exam. You are welcome to say yes or no. Or, you could say “yes” for a part of the appointment, and “no” for another part, whatever is most comfortable for you. We appreciate your consideration in helping to educate health care professionals about HIV. (Note: If you said “yes” before and you change your mind during the exam, it's ok to tell your medical provider you now feel differently).

## **“I've been asked about participating in research. Why would I want to?”**

There are many different kinds of research opportunities for patients at Madison Clinic. Everything from a clinical trial to define side effects or combinations of new therapies, to simple questionnaires about lifestyle and public health concerns, to learning more about HIV and co-infections such as Hepatitis or

Syphilis. HIV is a “learn as we go” disease. Much of what we know about its progression, treatment and potential vaccines has come as a result of patients participating in research.

### **“How can I find out about participating?”**

All research is optional and participation is voluntary. Doing research does not change the level of care you are receiving at Madison Clinic. Your health care provider will always be consulted if the research involves new or different therapies or treatments. Although you may not benefit directly from participating in a clinical trial or research protocol, you may find it rewarding to contribute to what we know about HIV. To find out if there’s a study for which you qualify, call 206-744-8748. You can also ask the Front Desk staff to page the Research Nurse Coordinator for you.

### **“What kinds of specialists does Madison have?”**

Acupuncture: Available at certain times, check with the Front Desk.

Dermatology: Skin care

Hematology/Oncology: Blood and tumors

Neurology: Brain, nervous system

Psychiatry: Mental health care, mind-body connection

Metabolic Clinic: Focus on your heart, diabetes, and healthy weight

Stop Smoking Program: Helping you kick the habit

You may need a referral from your Primary Care Provider, (PCP), in order to see a specialist. Talk to your Doctor if you have questions around specialty care or are interested in a referral.

### **“Are the Pharmacists at Madison Clinic HIV specialists, too?”**

Yes, Madison Clinic Pharmacists are definitely HIV specialists. They want to answer your questions and help you be successful with your HIV medications. For this reason, we think it’s a good thing to pick up all of your medications here at Madison Clinic without going to another pharmacy. This keeps everything in one place. However, you do have the option of using another pharmacy if you prefer.

## *Medication Refills at Madison Pharmacy*

Please allow at least 2 business days notice for refills before running out of your medications! (Note: This does not include weekends or holidays.)

Easy access refill email address. Send an email and you're done!  
madrxfref@u.washington.edu

### **Refill line voicemail: 206-744-5154**

Leave the following information:

- Your first name and last name
- Your Harborview ID #
- Your phone number
- The prescription number from the pill bottle or the name of the medicine
- The day you request to pick it up

Weekend or Holiday medication refill:

If you run out of a medication over the weekend, go directly to the Outpatient Pharmacy at Harborview Medical Center, located on the Ground Floor across from the Gift Shop. You must arrive in person.

### **“What is HAART?”**

The initials “HAART” stand for Highly Active Antiretroviral Therapy. This is the fancy name for selected combinations of drugs that fight HIV. Together, they stop the virus from freely attacking your immune system. Most people who have HIV will need these medications at some point to stay healthy and research has shown it's best to stay on them once you start. This means it's important to talk with your medical provider about your particular situation and take part in the decision of when to start, since taking medications will be the most important part of staying healthy long-term. In addition, the medications need to be taken consistently, every day. When taken correctly, they keep the virus controlled and allow your immune system to continue its important work.

## *The Pre-HAART Protocol*

When it's time to start taking medications for HIV, you will have the opportunity to meet with several members of the clinic team; this is known as the "Pre-HAART protocol." This team includes your Pharmacist, Dietician, Health Educator and Case Manager. They will help you get prepared to start taking medications for your HIV. You will meet with each person and return at your next appointment to discuss actually starting the medications with your medical provider.

### **“What is a Case Manager and what do they do?”**

Case Managers, also known as Social Workers, are here to help you get into the programs that can support your care at Madison. These programs include insurance for doctor visits and prescription drugs, financial and income benefits, transportation, housing, food, dental care, support groups, mental health care, and addiction treatment.

Case Managers are also here to help you problem solve some of the everyday challenges that come with having HIV, such as protecting yourself and others from HIV and other STD's, managing medications and dealing with depression and anxiety. A Case Manager will meet with you on your first or second visit to explain how they will can work with you. They also meet with you when you prepare to start on medications for HIV, during the pre-HAART visit. If you live outside of King County, they will get you connected to a case manager in the county where you live. Madison Clinic Case Managers are Master's level Social Workers who are assisted by Financial Advocates with special training in insurance and income benefits. You can call your Case Manager any time during clinic hours or call the clinic at 206-744-5100 for information about to get in touch with your Case Manager.

Please remember that you do have the right to get Case Management from other agencies. Ask for a list of options if you are interested.

### **“What is a Dietician, and when would I see one?”**

A Dietitian, sometimes called a Nutritionist, is an expert in foods for better health. The Madison Clinic Dietitian is also an expert in nutrition for people with HIV. This is

important because people with HIV sometimes have special dietary needs. It is important to meet with the Dietitian when you learn about your HIV status, before starting to take HIV medications, and any time you have a change in your health. The Dietitian can evaluate your current health and give suggestions on getting the right vitamins and minerals, avoiding food and drug interactions, and planning meals for every health situation. The Dietitian can also take measurements to learn about your muscles, body fat and hydration status. Most importantly, the Dietitian will make specific recommendations just for you—to fit your lifestyle, budget, and preferences. Call 206-744-5100, or stop by the Front Desk at Madison Clinic for an appointment. You don't need a referral and it's free to see the Dietitian.

### **“What is a Health Educator and how can they help?”**

The Health Educator is another person available to you here at Madison Clinic. They can discuss any topic related to staying healthy and the challenges of living with HIV, including how to make your sex life as safe and satisfying as possible, how to talk with people about your HIV diagnosis, how drugs and alcohol can affect your life and health, and ways to get more involved in your own medical care and community. If you're interested in brochures or other information on a specific topic, the Health Educator will work to find it for you. If you want to read up about HIV on your own, they can help you find pamphlets on a range of topics. Also, if you are trying to educate a partner, your family, or friends about HIV, they will help you do so. There is lots of information on the internet about HIV and the web sites listed a bit later in this booklet are generally considered reliable sources of information about HIV. You're free to make an appointment to see the Health Educator and it's free as well!

### ***Rapid HIV testing for partners and others at Madison Clinic***

The Health Educator can also offer rapid HIV testing for your partners or friends who want to be tested for HIV, (they will receive preliminary results in 20 minutes.) Call 206-744-5155 to schedule an appointment. Or you can have the Front Desk staff page the Health Educator if you'd like discuss any of this further.

## **A Pitch for Smoking Cessation**

Here's an important health tip: Now that we have so many different treatments available, there is more focus on lifestyle and healthy living in the world of HIV. Probably the most important part of this work is helping people quit smoking. The toxins in cigarettes hurt the immune system and every cigarette is bad for the body. When you stop inhaling these poisons, your immune system can use more energy toward fighting HIV. Stopping tobacco can be a big challenge, but it is possible. Nicotine patches and gum are available at Madison Clinic as part of a program to stop smoking. Ask any staff member if you're interested in a referral. Successful "quitters" keep their appointments, do some homework, and use the nicotine patches and gum according to the directions. If you want to do your immune system a favor, call 206-744-5100, and ask for an appointment for smoking cessation or feel free to discuss this further with your provider.

### **Useful websites:**

Our website, (More in-depth information on the Madison Clinic):  
[www.madisonclinic.org](http://www.madisonclinic.org)

Hospital website:  
[www.harborview.org](http://www.harborview.org)

Consumer based, (Websites for people living with HIV)  
[www.thebody.com](http://www.thebody.com)  
[www.projectinform.org](http://www.projectinform.org)  
[www.poz.com](http://www.poz.com)

Governmental, (Official information on a range of topics):  
[www.cdc.gov/hiv/](http://www.cdc.gov/hiv/)

Local Health Department's HIV/AIDS Program (Local statistics and resources):  
<http://www.kingcounty.gov/healthservices/health/communicable/hiv.aspx>

University, (Solid information, backed up by major research institutions):  
[www.hivinsite.org](http://www.hivinsite.org)  
[www.aidsinfonet.org](http://www.aidsinfonet.org)

Information for special populations:

Gay Men:

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

African Americans:

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

Latinos:

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

Español:

[www.thebody.com/espanol.html](http://www.thebody.com/espanol.html)

[www.aidsinfo.nih.gov/infoSIDA/](http://www.aidsinfo.nih.gov/infoSIDA/)

Women:

[www.thebody.com/index/whatis/women.html](http://www.thebody.com/index/whatis/women.html)

**Caution!** There is a whole world of information on the internet, both good and bad. Talk to the Health Educator for further information on websites and specific topics. Feel free to browse the brochure racks in the lobby and page the Health Educator if you have any questions regarding brochures and pamphlets.

**“If I’m not getting along with my Provider, what can I do about it?”**

If you are not able to make your appointments with your Provider because of schedule conflicts, please talk with him/her about it. If the schedules cannot be worked out, please call the Patient Care Coordinator at 206-744-5155 to discuss the possibility of changing to a Provider with different availability. Before making any change in Providers, we ask that you talk with them honestly about why you’d prefer to change. Sometimes a simple misunderstanding can seem like a big problem until it is talked out and some people find they can work well together after letting some time pass by. If you find that you are unhappy with your provider because of different personalities or communication styles, do your best to express your concerns. If changing is really necessary, please talk to the Patient Care Coordinator at 206-744-5155.

### **“Where do I park when I come to Madison Clinic?”**

Street parking is patrolled often by the City of Seattle and they issue parking tickets for illegal parking in restricted zones. The paid parking garage is directly West (towards the water) of the Hospital and can be reached by turning West on Jefferson Street from 9th Avenue. There is no validation for patient paid parking costs. Metro Buses 3, 4, 13, 60, 64, 211, 303 and 941 all stop at the hospital. If problems with parking or transportation are interfering with you coming to your appointments, please discuss this with your Social Worker/Case Manager.

### **“Are there other resources available to me within Harborview?”**

Yes. You should definitely be aware of the Patient and Family Resource Center, open from 9:00AM to 5:00 PM, Monday through Friday, located across from the Outpatient Pharmacy and near the Gift Shop, on Ground Floor West. They can provide answers to health questions; help locate or explain UW Medicine, Harborview and community resources; and provide services to help make your time at Harborview productive and enjoyable. They also have access to a local telephone, fax machine, copier and scanner, as well as Internet and email access through access to computers and printers. Call (206)-744-2000 if you have any questions.

### **“How do I compliment a staff person or get help fixing a problem?”**

If you would like to share some good feedback about the Madison Clinic or a particular staff member, we would love to hear about it. We work hard to provide outstanding health care, and want to recognize our staff members who are doing excellent work. Ask the receptionist for a card to fill out.

If you are unhappy with a certain aspect of your experience at Madison Clinic, please tell us about that, too. Even if you are not sure what can be done about it. Feel free to call any of the following people: Clinic Manager, 206-744-5160, Nurse Manager 206-744-6723, Business Operations Supervisor, 206-744-5112.

### **“We look forward to working with you!”**

Thank you for your time in reviewing this handbook. Please let us know if you have any questions and we look forward to working with you towards a healthier tomorrow.

Updated 9/2009

# DIRECTIONS TO OUR CLINIC



