# Video 6 – Clinicians Chat – HIV Care: Linking and Retaining Patients

## Transcript with Text Description

*[0:00 – Logos for the United States Department of Health & Human Services and the Centers for Disease Control and Prevention (CDC)]*

*[0:06 – Video title: Clinicians Chat – HIV Care: Linking and Retaining Patients]*

*[0:11 – Dr. Oni Blackstock, MD, MHS, Physician, Infectious Disease Clinic, Harlem Hospital]*

>>I think for many people, HIV is still considered a death sentence, but we now have very effective treatment and people living with HIV can live very long and healthy lives. I always try to understand from patients who are newly diagnosed, what they know about HIV.

*[0:32 – Text: Conversation Starters – “What do you know about HIV?”]*

>>I try to emphasize that

*[0:34 – Text: Conversation Starters – “We have really safe medicines.”]*

>>we have really safe medications and that often,

*[0:36 – Text: Conversation Starters – “People with HIV can live long and healthy lives.”]*

>>people living with HIV have very similar length of life or longevity as compared to people who don't have HIV. Meeting someone who has been through a similar experience can be also really helpful and empowering for patients.

*[0:53 – Dr. John Weiser, MD, MPH, Medical Epidemiologist, Division of HIV/AIDS Prevention, Centers for Disease Control and Prevention; Physician, Infectious Disease Program, Grady Hospital]*

>>People often have conflicting priorities.

*[0:56 – Text: Practice Tips for Clinicians – Work with patients to address competing priorities.]*

>>If somebody has to do their job or do their [inaudible] job in order to be able to pay the rent that month and not be on the street, they may very well prioritize that over coming in for their appointments. There is a percentage of people who just can't stay engaged in care, can't take their medication consistently. It's going to take a lot of resources and providing a lot more than we're typically thinking we're responsible for providing.

*[1:26 – Text: Practice Tips for Clinicians – To get some patients engaged in care, it will take a lot of resources, commitment, persistence, and outreach.]*

>>It might mean meeting people where they are rather than waiting for them to come into their appointment, providing lots of case management, and navigation and peer support.

*[1:37 – Ariel Watriss, MSN, NP-C, Nurse Practitioner, College Health, Tufts University]*

>>One of the more effective methods that I've seen is really

*[1:26 – Text: Practice Tips for Clinicians – Connect with the patient on the day of HIV diagnosis.]*

>>getting them connected very quickly. Being able to connect with somebody on the day that I give them their diagnosis is a huge asset. Waiting never helps.

*[1:54 – Dr. Blackstock]*

*[1:54 – Text: Practice Tips for Clinicians – Send reminders to patients.]*

>>Texting to remind patients, take their medicines, reminders before appointments,

*[1:59 – Text: Practice Tips for Clinicians – “We look forward to seeing you for your appointment tomorrow at 2PM.”]*

>>helping patients to figure out in their phones, how to program reminders. I think also

*[2:07 – Text: Practice Tips for Clinicians – Assist patients in disclosing their diagnosis.]*

>>having disclosure is really important, so being able to share their diagnosis with people close to them if that's something that's safe, we also help patients do that.

*[2:15 – Text: Practice Tips for Clinicians – Disclosure can have a positive impact on engagement in care and treatment.]*

>>We know that disclosure can have a positive impact on engagement in care and treatment.

*[2:15 – Text: Practice Tips for Clinicians – Patients should encourage their partner(s) with HIV to take medications daily to maintain a suppressed viral load.]*

>>Undetectable equals untransmittable is another approach. If someone has a partner who's HIV positive, ensuring that that partner, if they're going to use undetectable equals untransmittable as their sole strategy, making sure that that partner is taking their medications daily and that they're maintaining a suppressed viral load.

*[2:46 – Text: Together we can make a difference]*

*[2:49 – Text becomes: Let’s Stop HIV Together]*

*[2:51 –* *Closing title text: HIV Nexus: CDC Resources for Clinicians]*

*[Logos for the United States Department of Health & Human Services and CDC, Let’s Stop HIV Together, and Ending the HIV Epidemic]*

[cdc.gov/HIVNexus](https://www.cdc.gov/HIVNexus)