



**Question and Answer
booklet for Greater Baden patients
and patients eligible for
Ryan White Services**



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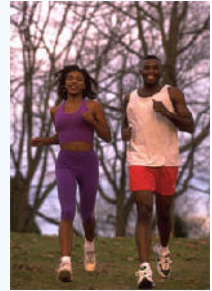
*"Our vision is to be the safety net provider in
Southern Maryland and to be perceived as such by all."*

What is the Ryan White program?

In 1990, the federal government made money available to agencies that provide healthcare services to patients with HIV/AIDS. You must have a low income and be uninsured or underinsured. Greater Baden is an agency that receives funds to take care of eligible patients. Since we received this funding, we must follow certain guidelines in order to provide the best care to you.

What makes a person eligible for Ryan White services?

There are 3 criteria a person must meet to be eligible for Ryan White services: 1) you must be HIV positive; 2) you must be uninsured or underinsured; and; 3) you must meet certain income guidelines.



What types of services are available?

Services include doctor appointments, dental visits, routine labs, case management, medication and referrals to other doctors. You will receive educational materials and other information that will help you. There is also an opportunity to see an infectious disease specialist in our health center.



I have insurance do, I qualify for Ryan

White services? Ryan White funds are to be used as an absolute last resort. First, you must use your insurance or any other programs for which you may be eligible. If you have insurance, meet income guidelines and your insurance does not cover a service, then Ryan White funds may be used for your care.

What do I bring with me during my first visit?

Bring the following items with you during your first visit:

- 1) Photo ID
- 2) Proof of income
(i.e.: W2s, 2-4 (last month's) paystubs, social security statement)
- 3) Proof of HIV infection (i.e.: viral load, CD-4 test results)
- 4.) Birth Certificate
- 5.) Proof of residence
- 6.) Proof of Health Insurance

Are transportation services available?

Van transportation services are available for you if you live in the Brandywine community. Transportation services can only be used for medical appointments. If you have other transportation needs please talk with your case manager.

Do you provide dental care?

Yes, we provide routine screenings and cleanings. If more extensive work is needed, we refer patients to a dentist we work with on a regular basis. Our dentist practices at our clinic in Brandywine. We can also refer you to a dentist closer to our northern sites. Arrange your dental appointment with your case manager.



How will my case manager help me?

Your case manager will make sure you have access to the services you need and they will be your main contact person. They can help you get an appointment, provide education or they can coordinate referrals to other doctors. Our case manager is sensitive to your needs and will work to make sure your best interests are at heart.

Are medical records confidential?

In 1996, Federal laws were instituted to protect patient privacy rights. At Greater Baden health records are always held in strictest of confidence. We cannot share health information with an employer, family, friends, etc..., unless we have your permission. In some cases, health information will need to be shared. For example, insurance companies will need health information to pay your bills and other doctors may need it to provide you with the best care. For more information about privacy practices, please ask to see our HIPAA brochure.

*Our Values are:
Teamwork, Quality, Respect, Professionalism, Commitment*

Program Contacts:

New patients: to enroll and make your first appointment please call:

Stefani Brown: 301-599-0460 ext. 1117

For other questions contact:

Nurse Case Managers:

(Baden/Brandywine)

Jennifer Stadler: 301-888-2233 ext 1201

(Glenarden)

Joanne Ocasio: 301-772-6905 ext

(Suitland)

Iris Dent: 301-599-2500 ext 2006

(Walker Mill)

Lisa Connors, Case Management Program Manager

301-643-0989

Greater Baden Health Services

13605 Baden Westwood Rd., Brandywine, MD 20613

301-888-2233 / Fax 301-888-9133

Nanjemoy Health Services

4375 Port Tobacco Rd., Suite 101 Nanjemoy, MD 20662

301-246-4031 / Metro 301-753-4630 Fax 301-753-4562

Walker Mill Health Center

1458 Addison Rd., South, Capitol Heights, MD 20743

301-324-1500 / Fax 301-324-6405

Glenarden Apartments Health Center

3028 Brightseat Rd. Suite 104, Glenarden, MD 20706

301-772-6905 / Fax 301-772-6908

Suitland Health and Wellness Center

5001 Silver Hill Rd., Suitland, MD 20746