

Increase **comfort** by ensuring confidentiality.

How do **you** do it?

EXAMPLES FROM THE FIELD

✓ **Open up some fridge space.**

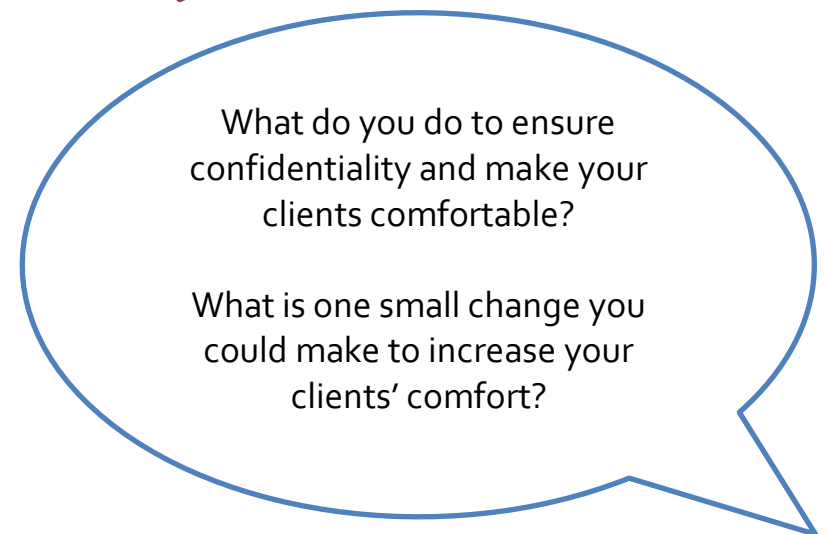
What do you do when a medication must be refrigerated and a client has not disclosed his status to his family? One clinic helps clients in this situation by making some refrigerator space available. The client takes home a small amount of medication to be stored at room temperature, while the remainder is stored in the refrigerator at the clinic.

✓ **Keep your voicemail, business cards, and letters vague.**

At various clinics, staff make an extra effort to protect client privacy. They record voicemail greetings that don't use HIV-specific language. Their business cards use general language. Mail sent from the agency is similarly vague to avoid unintentionally disclosing status.

✓ **When possible, refer to service providers that aren't HIV-specific.**

Another clinic increases clients' comfort by referring them to a mental health service provider that serves the general population, which means they won't compromise confidentiality just by sitting in the waiting room.



Simple actions can powerfully increase your clients' comfort.