

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.



What do you do to ensure confidentiality and make your clients comfortable?

What is one small change you could make to increase your clients' comfort?

Simple actions can powerfully increase your clients' comfort.