Patient Support Services

for People with HIV

What is Patient Support (PSS) Services?

Patient Support Services is a program that helps people with HIV (PWH) access additional support to help them adhere to care and achieve viral suppression. These services include having access to a professional who have experience serving PWH.

What are the goals of the PSS program?

- Promote health
- Improve the quality of life among PWH

What services can I access through the PSS program?

Benefits Specialist (BSS): Assist clients with public benefit access and education, including completing forms and/or connecting clients to other services.

Social Worker (SW): Available for clients that need crisis interventions or short-term counseling and linked referrals to mental health services.

Peer Navigator (PN): Accompany clients to medical visits to navigate the RW system of care.

Housing Specialist (HS): Assist clients with accessing housing resources

Substance Use Counselor (SUD): Provides support and guidance to clients in recovery from substance use.

Retention Outreach Specialist (ROS): Provides support for clients that have fallen out of care to reconnect them to medical care.

Clinical Nurse (CNS): Provides enhanced clinical nursing support, administers and supervises injectable medications and vaccinations.

How do I access these services?

You can access these services by contacting any of the providers listed on the next page. If you are not already receiving services at one of the listed providers, you may need to confirm that you are eligible for the Ryan White HIV/AIDS Program (RWHAP.) They may ask you to provide documentation confirming your HIV diagnosis, current income (if any), health insurance (if any), and that you live in Los Angeles County.

Where can I access these services?

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Los Angeles County Department of Public Health
Division of HIV and STD Programs
www.publichealth.lacounty.gov/dhsp
(213) 351-8000

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County of Los Angeles Public Health

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Agency	Phone Number	BSS	CNS	SW	PN	HS	SUD	ROS
AIDS Healthcare Foundation	(323) 376-6367							✓
AltaMed Health Services	(323) 914-9777 ext, 8072168						✓	✓
APLA Health & Wellness	(213) 201-1422			✓				✓
Charles R Drew University	(323) 563-5807			✓	✓			
Children's Hospital Los Angeles	(323) 361-3107			✓				✓
City of Long Beach Department of Health and Human Services	(562) 570-4329	✓						✓
East Valley Community Health Center	(626) 919-4333 x3210			✓	✓	✓		✓
El Proyecto del Barrio	(818) 830-7181 x8208		✓					✓
JWCH Institute, Inc.	(866) 733-5924 (323) 561-7065				✓	✓		✓
Men's Health Foundation	(310) 550-1010 x 3054	✓	✓			✓	✓	
Northeast Valley Health Corporation	(818) 988-6335 x50724	✓						
St. John's Well Child and Family Center	(323) 541-1600							✓
St. Mary Medical Center	(562) 624-4949	✓		✓				✓
T.H.E. Clinic	(323) 730-1920 x3225	✓	✓	✓		✓		✓
Tarzana Treatment Center	(818) 342-5897 ext. 1013							✓
Venice Family Clinic	(310) 664-7793				✓			✓

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