

Hotlines and Other Assistance Available by Telephone

General HIV Information Hotlines

Provide basic information about HIV transmission, prevention, testing procedures & referrals to local providers by county of residence.

NY State HIV/AIDS Hotline – English	(800) 541-AIDS (2437)
NY State HIV/AIDS Hotline – Spanish	(800) 233-SIDA (7432)
HIV/AIDS TDD Information Line	1-800-369-AIDS (2437)
Voice callers can use the NY Relay System	1-800-421-1220
<i>Ask operator to dial:</i>	1-800-541-AIDS (2437)

New York City Department of Health and Mental Hygiene HIV/AIDS Hotline	1-800-TALK-HIV
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Centers for Disease Control National Prevention Information Network	(800) CDC-INFO
TTY for CDC and Prevention Information Network	1-888-232-6348

Hepatitis

Hepatitis C Information Hotline	1-866-522-5006
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HIV Counseling & Testing Information Hotlines

Provide information about HIV/STD testing sites by county of residence.

NY State HIV/AIDS Hotline – English	(800) 541-AIDS (2437)
NY State HIV/AIDS Hotline – Spanish	(800) 233-SIDA (7432)

Deaf/Hard of Hearing: call the New York City relay system at: <i>Ask operator to dial:</i>	711 or (800) 421-1220 1-212-925-9560
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NY City Department of Health HIV/AIDS Hotline	(212) 417-4786
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Albany Area	(800) 962-5065
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Buffalo Area	(800) 962-5064 (716) 847-4520
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Nassau/Suffolk County	(800) 462-6786 (516) 565-4410
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New Rochelle Area	(800) 828-0064 (914) 654-7187
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Rochester Area	(800) 962-5063 (585) 423-8081
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Suffolk County	(800) 462-6786
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NOTE: The following area codes are toll free calls: 800, 855, 866, 877, 888 Other calls may incur a charge depending on location of the caller

Syracuse Area

(800) 562-9423

(315) 477-8111

NYS HIV Prison Hotline

(716) 854-5469

Accepts collect calls from inmates in NYS correctional facilities

HIV Uninsured Care Programs

Four programs from the NY State Department of Health, AIDS Institute to help HIV infected people get medications, medical services, home care services and insurance premium payment assistance.

Available Monday – Friday 8 am – 5 pm

NYS Department of Health Hotline

(800) 542-2437(English/Spanish)

TDD

1-800-369-2437

Growing Up Healthy Hotline

Hotline provides information about health care, nutrition and other health and human services.

Growing Up Healthy Hotline

(800)-522-5006

TDD

(800)-655-1789

Clinical Education Initiative (CEI) Line

Offers clinicians the opportunity to discuss clinical management issues and guidelines related to HIV, Hepatitis C (HCV), Sexually Transmitted Diseases (STD's) and Post Exposure Prophylaxis (PEP) with an experienced clinician.

CEI Line

866-637-2342

Clinical Trials & Treatment

Provides current information about clinical drug trials & treatment programs for persons with HIV.

National Trials and Treatment – AIDSINFO
U.S. Department of Health & Human Services
(clinical & experimental; approved & in-use)

(800) 448-0440 (English/Spanish)

TDD

(888) 480-3739

New York State Trials & Treatment

(212) 924-3934

Confidentiality

Provides general information regarding the NYS Confidentiality Law (Article 27-F), as well as the dissemination of complaint forms to callers.

NYS Confidentiality Hotline
Legal Action Center

(800) 962-5065

(212) 243-1313

(English/Spanish)

HIV Educational Materials

HIV/AIDS education and prevention materials for consumers, available from the NYS Department of Health, AIDS Institute free of charge to NYS residents and organizations.

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HIV consumer educational materials

518-474 8815 (PHONE)

518-465-0432 (FAX)

To download pdf files, access a printable order form or order materials on-line:

www.health.ny.gov/diseases/aids/publications

For an order form which lists HIV/AIDS clinical guidelines and other materials for providers.

<http://www.hivguidelines.org/ordering-publications/>

HIV Information & Referral

Provides information about service providers in each region.

NY State HIV/AIDS Hotline – English

(800) 541-AIDS (2437)

NY State HIV/AIDS Hotline – Spanish

(800) 233-SIDA (7432)

TDD

1-800-369-2437

Human Rights/Discrimination

Provides information & assistance regarding issues of HIV discrimination related to housing, employment, etc.

NY State Division of Human Rights

(888) 392-3644

(718) 741-8400

TDD

(718) 741-8300

New York City Commission on Human Rights

(212) 306-7450 (Bilingual)

Newborn Regulations & Testing

Provides expert advice & consultation regarding DOH regulations & RNA testing services.

Regulations

(518) 474-2163

Newborn Screening Program
specimen tracking & follow-up

(518) 473-7552

HIV antibody test interpretation

(518) 474-2163

Pediatric RNA testing and test interpretation

(518) 474-2163

Exposures to HIV, Hepatitis B or Hepatitis C (work related or non-work related)

For Clinical Providers:

CEI Line provides expert advice & consultation as well as assistance in locating the nearest facility that can evaluate exposures.

866-637-2342

For Consumers:

If you have had an exposure to HIV, call your doctor and speak with him/her immediately or go to the Emergency Room. It is important to receive care within 1-2 hours and no later than 36 hours.

NOTE: The following area codes are toll free calls: 800, 855, 866, 877, 888 Other calls may incur a charge depending on location of the caller

For more information: <http://www.health.ny.gov/diseases/aids/general/prep/index.htm>

For general information on the NYSDOH protocol for the management of sexual assault victims, call:

NYS-DOH Rape Crisis Program / NY State Coalition Against Sexual Assault	(518) 482-4222
NY City Alliance Against Sexual Assault	(212) 229-0345

Partner Services

Provide referral for free & confidential assistance in notifying sexual or needle sharing partners regarding exposure to HIV.

NY State HIV/AIDS Hotline – English	(800) 541-AIDS (2437)
NY State HIV/AIDS Hotline – Spanish	(800) 233-SIDA (7432)
HIV/AIDS TTY Information Line	1-800-369-AIDS (2437)
New York City Department of Health	(212) 693-1419

STD (Sexually Transmitted Diseases)

Provides expert advice & consultation, as well as assistance in locating the nearest facility providing clinical services.

STD Center of Excellence	866-637-2342
STD Resource Center Hotline	(800) 541-AIDS (2347) English (800) 233-SIDS (7432) Spanish

STD Educational Materials

STD Education and prevention materials for consumers, available from the NYS Department of Health, AIDS Institute, free of charge to NYS residents and organizations. To download pdf files and order materials online: <http://www.health.ny.gov/diseases/communicable/std/brochures.htm>

STD Consumer Educational Materials	(518) 474-3598 (Phone) (518) 486-5927 (Fax)
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Training Information

Provides information on a variety of HIV, Hepatitis C and STD topics for clinicians and non-clinicians.

Non-clinical audience:

On line at: www.hivtrainingny.org

NOTE: The following area codes are toll free calls: 800, 855, 866, 877, 888 Other calls may incur a charge depending on location of the caller

Clinical Education (Clinicians only):

On line at: www.ceitraining.org

Also see tab: HIV/STI/ Hepatitis Training Services for more information.

Legal Training

Provides statewide training and technical assistance to HIV service providers on legal issues related to HIV/AIDS in conjunction with the Empire Justice Center. Examples of training topics are: HIV Confidentiality, Client's Rights and Discrimination, Legal Rights of Adolescents Living with HIV, Public Health Benefits Programs, SSI/SSDI, and Medicare Part D. LAC also provides individualized consultation and technical assistance to HIV service providers, by phone or in person, on HIV-related legal issues and questions. Technical assistance is accessible toll-free through LAC's HIV Law Hotline.

Legal Action Center (LAC)

(800) 223-4044

(212) 243-1313

NOTE: The following area codes are toll free calls: 800, 855, 866, 877, 888 Other calls may incur a charge depending on location of the caller

The Partner Services Program provides an immediate link between health care providers, persons diagnosed with HIV, *Chlamydia*, gonorrhea or syphilis, and their sexual and/or needle-sharing partners. The Partner Services Program can facilitate partner notification and early testing while maintaining confidentiality of all individuals involved. Partner Services staff work with patients to develop a plan to notify their partners. Based on the patient’s needs, staff can notify potentially exposed partners anonymously, as well as help patients who want to tell their partners on their own.

Local Health Department and NYSDOH Regional Contacts for *Partner Services for STD/HIV*

County Contacts	Contact Phone Number
Albany County [HIV Partner Services Only; for STD, contact the Capital District Regional Office]	(518) 447-4609
Dutchess County	(845) 486-3452
Erie County [HIV Partner Services Only; for STD, contact the Buffalo Regional Office]	(716) 858-7683
Monroe County	(585) 753-5391
Nassau County	(516) 227-9439
Onondaga County	(315) 435-3240
Orange County	(845) 568-5333
Rockland County	(845) 364-2992
Schenectady County [HIV Partner Services Only; for STD, contact the Capital District Regional Office]	(518) 386-2824
Suffolk County	(631) 854-0364
Westchester County	(914) 813-5220

Regional Office <i>(Counties covered in region)</i>	Contact Phone Number
Buffalo Regional Office <i>(Allegany, Cattaraugus, Chautauqua, Erie [STD only], Genesee, Niagara, Orleans, Wyoming)</i>	(716) 855-7074 or 1-800-962-5064
Capital District Field Office <i>(Albany [STD only], Clinton, Columbia, Delaware, Essex, Franklin, Fulton, Greene, Hamilton, Montgomery, Otsego, Rensselaer, Saratoga, Schenectady [STD only], Schoharie, Warren, Washington)</i>	(518) 402-7411 or 1-800-962-5065
Central New York Regional Office <i>(Broome, Cayuga, Chenango, Cortland, Herkimer, Jefferson, Lewis, Madison, Oneida, Oswego, St. Lawrence, Tioga, Tompkins)</i>	(315) 477-8116 or 1-800-562-9423
Metropolitan Area Regional Office <i>(Putnam, Sullivan, Ulster)</i>	(914) 654-7187 or 1-800-828-0064
New York City (including CNAP)	HIV: (212) 693-1419 STD: (212) 442-6577
Rochester Regional Office <i>(Chemung, Livingston, Ontario, Schuyler, Seneca, Steuben, Wayne, Yates)</i>	(585) 423-8103 or 1-800-962-5063

Partner Services can serve as a medical provider’s proxy in identifying partners, conducting domestic violence screening and the notification plan, and will assist in completing the Partner/Contact Information on the DOH-4189 (Medical Provider HIV/AIDS and Partner/Contact Form).

Services in Correctional Facilities Provided by Community Based Organizations

The range of services that may be included at the following facilities include: HIV/STD/Hepatitis C Prevention Education, HIV Training of Peer Educators, HIV Counseling & Testing, HIV Support Services and HIV/AIDS Specific Transitional Planning. Please call for information on specific services provided.

HUB 1 - ONEIDA	Agency	phone#
HALE CREEK	Center for Community Alternatives - Syracuse	(315) 422-5638
MARCY	Center for Community Alternatives - Syracuse	(315) 422-5638
MID-STATE	Center for Community Alternatives - Syracuse	(315) 422-5638
MOHAWK	Center for Community Alternatives - Syracuse	(315) 422-5638
HUB 2 - WATERTOWN	Agency	phone#
CAPE VINCENT	AIDS Community Resources	(315) 475-2430
GOUVERNEUR	AIDS Community Resources	(315) 475-2430
OGDENSBURG	AIDS Community Resources	(315) 475-2430
RIVERVIEW	AIDS Community Resources	(315) 475-2430
WATERTOWN	AIDS Community Resources	(315) 475-2430
HUB 3 - CLINTON	Agency	phone#
ADIRONDACK	AIDS Council of Northeastern New York	(518) 563-2437
ALTONA	AIDS Council of Northeastern New York	(518) 563-2437
BARE HILL	AIDS Council of Northeastern New York	(518) 563-2437
CHATEAUGAY	AIDS Council of Northeastern New York	(518) 563-2437
CLINTON	AIDS Council of Northeastern New York	(518) 563-2437
FRANKLIN	AIDS Council of Northeastern New York	(518) 563-2437
UPSTATE	AIDS Council of Northeastern New York	(518) 563-2437

HUB 4 - SULLIVAN	Agency	phone#
EASTERN	Hudson Valley Community Services	(845) 522-5753
OTISVILLE	Hudson Valley Community Services	(845) 522-5753
SHAWANGUNK	Hudson Valley Community Services	(845) 522-5753
SULLIVAN	Hudson Valley Community Services	(845) 522-5753
WALLKILL	Hudson Valley Community Services	(845) 522-5753
WOODBOURNE	Hudson Valley Community Services	(845) 522-5753
HUB 5 - GREEN HAVEN	Agency	phone#
BEACON	Women's Prison Association	(646) 292-7711
BEDFORD HILLS	Women's Prison Association	(646) 292-7711
DOWNSTATE	The Osborne Association	(718) 707-2622
FISHKILL	The Osborne Association	(718) 707-2622
GREEN HAVEN	TheOsborne Association	(718) 707-2622
TACONIC	Women's Prison Association	(646) 292-7711
HUB 6 - GREAT MEADOW	Agency	phone#
COXSACKIE	AIDS Council of Northeastern New York	(518) 434-4686
GREAT MEADOW	AIDS Council of Northeastern New York	(518) 434-4686
GREENE	AIDS Council of Northeastern New York	(518) 434-4686
HUDSON	AIDS Council of Northeastern New York	(518) 434-4686
MT. McGREGOR	AIDS Council of Northeastern New York	(518) 434-4686
WASHINGTON	AIDS Council of Northeastern New York	(518) 434-4686

HUB 7 - WENDE	Agency	phone#
ALBION	Pathstone	(585) 589-5511
ATTICA	Action for a Better Community	(585) 262-4330
COLLINS I, II	Evergreen Health Services of Western NY	(716) 847-0315
GOWANDA	Evergreen Health Services of Western NY	(716) 847-0315
GROVELAND	Action for a Better Community	(585) 262-4330
LIVINGSTON	Action for a Better Community	(585) 262-4330
ORLEANS	Action for a Better Community	(585) 262-4330
WENDE	Evergreen Health Services of Western NY	(716) 847-0315
WYOMING	Action for a Better Community	(585) 262-4330
HUB 8 - ELMIRA	Agency	phone#
AUBURN	AIDS Community Resources	(315) 475-2430
BUTLER	AIDS Community Resources	(315) 475-2430
CAYUGA	Southern Tier AIDS Program	(607) 798-1706
ELMIRA	Southern Tier AIDS Program	(607) 798-1706
FIVE POINTS	AIDS Community Resources	(315) 475-2430
SOUTHPORT	Southern Tier AIDS Program	(607) 798-1706
HUB 9 - NEW YORK CITY	Agency	phone#
QUEENSBORO	The Osborne Association	(718) 707-2622
SING SING	The Osborne Association	(718) 707-2622

HIV/ STI / Viral Hepatitis Training Services

The AIDS Institute supports a wide range of training to meet the needs of clinical and support services providers. Trainings are offered in-person, as webinars, on-line offerings and other digital formats.

To find out more about available trainings, please visit the appropriate websites listed below:

Non-clinician providers:

Step 1: www.hivtrainingny.org

Step 2: First time visitors need to create an account

Step 3: Log in and search course by title, region or course date

Step 4: Desired course, click “select”, scroll to bottom and click “submit”

Step 5: Receive confirmation by email

Training Centers:

Hudson Valley Community Services
40 Sawmill River Rd, Hawthorne, NY 10532
914-345-8888 www.arcs.org

Center for Public Health Education
Health Science Rd, Benedict House 4016
Stony Brook, NY 11731-4016
631-444-3245 www.stonybrook.edu/cphe

National Development & Research Institute, Inc
71 W. 23rd Street, New York, NY 10010
212-845-4550 www.training.ndri.org

AIDS Community Research Initiative of America
230 W. 38th Street, New York, NY 10018
212-924-3934 www.acria.org

Cicatelli Associates, Inc
505 Eighth Ave, Suite 1601, New York, NY 10018
212-724-2801 www.cicatelli.org

REACH CNY
1010 James St 2nd fl, Syracuse, NY 13202-2707
315-424-0009 www.reachcny.org

American Red Cross Greater Buffalo Chapter
786 Delaware Ave, Buffalo, NY 14209
716-886-7500 www.buffaloredcross.org

Hetrick-Martin Institute
2 Astor Place 3rd fl, New York, NY 10003
212-674-2600 www.hmi.org

Center for Health & Behavioral Training
853 W. Main St, Rochester, NY 14611
585-753-5382 chbt@monroecounty.gov

Legal Action Center HIV/AIDS Programs
225 Varick St 4th fl, New York, NY 10014
212-243-1313 www.lac.org

Clinician providers:

Step 1: www.ceitraining.org

Step 2: First time visitors need to create an account

Step 3: Log in and search course by title or date

Step 4: Click desired course and submit

Step 5: Receive confirmation by email

Centers of Excellence:

HIV/HCV Center
TBA

STD Center
University of Rochester
STD/HIV Program
855 W. Main St Rochester, NY 14611
585-753-5481 www.ceitraining.org

Resource Center
University of Rochester
Strong Memorial Hospital
610 Elmwood Ave, Box 689, Rochester, NY 14642
585-275-0319 www.ceitraining.org

Internet Resources

ACRIA – AIDS Community Research Initiative of America	www.acria.org
Advocates for Youth	www.advocatesforyouth.org/parents/tips.htm
AEGIS – AIDS Educational Global Information System	www.aegis.org
AETC – National Resource Center	www.aids-ed.org
AIDS Treatment Information	www.thebody.com
CDC – Centers for Disease Control and Prevention	www.cdcnpin.org
Expedited Partner Therapy (EPT)	www.health.ny.gov/diseases/communicable/std/ept/index.htm
Food and Drug Administration	www.fda.gov
Harvard School of Public Health AIDS Initiative	www.hsph.harvard.edu/hai/home.html
Healthfinder (U.S. Department of Health and Human Services)	www.healthfinder.gov
Hepatitis C/HIV/Hepatitis	www.hivandhepatitis.com
Hepatitis Foundation International	www.hepfi.org
HIV Center for Clinical & Behavioral Studies at the New York Psychiatric Institute and Columbia University	www.hivcenternyc.org
HIV Clinical Resource/AIDS Institute/NYSDOH	www.hivguidelines.org
HIV dent – HIV/AIDS Oral Healthcare Resource	www.hivdent.org
HIV/AIDS Information	www.aids.gov
HRSA – Health Resources and Services Administration	www.hrsa.gov
IAPAC - International Association of Physicians in AIDS Care	www.iapac.org
Johns Hopkins HIV Guide	www.hopkins-aids.edu
NATAP – National AIDS Treatment Advocacy Program	www.natap.org
New York links	www.newyorklinks.org
New York Links Blog	linkandretain.wordpress.com
NIH – National Institutes of Health Clinical Trials	http://clinicaltrials.gov
National Pediatric AIDS Network	www.npan.org
The New England Journal of Medicine	www.nejm.org
NYC DOH (HIV/AIDS information, including Information about free condom program in NYC)	www.nyc.gov/html/doh/html/ah/ah.shtml

NYC HIV/AIDS Housing Resources	www.hivhousingnyc.org
NYS HIV/AIDS Housing Resources	www.newyorkhealth.gov/diseases/aids
New York City Legal Services	www.hivlawproject.org/
New York State Department of Health HIV/AIDS	www.health.state.ny.us/diseases/aids
Partner Services (PS)	www.health.ny.gov/diseases/communicable/std/partner_services/
STD Clinics in NYS:	www.health.ny.gov/diseases/communicable/std/clinics/
The New York Academy of Medicine	www.nyam.org
State University of New York /Upstate Medical University/ Clinical Education Initiative	www.upstate.edu
U.S. Department of Health and Human Services	www.aidsinfo.nih.gov www.healthfinder.gov
WHO - World Health Organization	www.who.int/topics/hiv_aids/en
Sexually Transmitted Diseases	www.health.ny.gov/diseases/communicable/std/
Statewide Centers of Excellence	www.ceitraining.org
NYS Department of Health Viral Hepatitis	www.health.state.ny.gov/hepatitis/
New York City Hepatitis	www.nychepcb.org

Information on HIV/AIDS Education and Talking with Children about HIV and AIDS:

American Academy of Pediatrics	www.aap.org/healthtopics/infectiousdiseases.cfm www.aap.org/visit/ParentsMatterBrochure.pdf
New York State Education Department	www.p12.nysed.gov/sss/schoolhealth/schoolhealtheducation
The Parent HIV/AIDS Education Project of Cornell University Cooperative Extension	www.human.cornell.edu www.twkaha.org
SIECUS - Sexuality Information and Education Council of the United States	www.siecus.com