



# HIV Clinical Concierge Program

*The MHAHS HIV Clinical Concierge Program assists clients from culturally and linguistically diverse backgrounds who have received a diagnosis of HIV.*

## Key features

- **Free:** no Medicare card required
- **NSW state-wide coverage**
- **Confidential**

The program matches clients with **Clinical Concierges** who are carefully selected and trained to deliver culturally appropriate, in-language support and education.

The aim of the program is to enhance HIV health literacy, aid in treatment initiation and adherence, and to facilitate health system navigation and engagement with various HIV support services.

**Clinical Concierges** will provide clients with personalised support over the phone or face-to-face for up to 12 months.

All **Clinical Concierges** engaged in client support receive clinical supervision from the Program Coordinator, a Senior Social Worker who monitors client progress and regularly updates referrers.

## Making a referral

Referring a client to the **HIV Clinical Concierge Program** is easy. Services can use the e-referral form - <https://redcap.slhd.nsw.gov.au/surveys/?s=JD9RLNR44PYHXHMJ> Self-referrals are also welcomed.

**Referral Form**





## Contact us

Contact us to discuss your client's needs and we will guide you through the process.

### Clinical Concierge Program Coordinator


Clare Berrie, *Senior Social Worker*


 [clare.berriehealth.nsw.gov.au](mailto:clare.berriehealth.nsw.gov.au)

 0436 850905

### NSW Multicultural HIV & Hepatitis Service (MHAHS)

*General Enquiries*

 [info@mhahs.org.au](mailto:info@mhahs.org.au)

 9515 1234



Sydney  
Local Health District