

ONE CALL is a statewide toll-free call line staffed by trained nurses who connect HIV positive individuals and non-HIV providers calling on behalf of their patient, with HIV primary care based on each individual's geographical, health care coverage, language, or other stated preferences.

Goal: Increase the number of HIV+ individuals receiving HIV medical care in North Carolina and decrease the time between diagnosis and treatment.

Services Provided:

- Access to the only comprehensive and updated HIV provider directory in the state, with detailed information on hours of operation, availability of ADAP assistance, acceptance of Medicaid, financial assistance programs, language translation services, and more
- The ability to speak to trained nurses who can provide basic HIV counseling
- Personal assessment of barriers to care for each caller
- Reassurance of a patient's concerns related to care prior to their first appointment
- Individualized referrals and immediate transfers to HIV clinics to schedule appointments