New research documents the dramatic impact viral suppression has not only on extending the lives of those living with HIV, but also in substantially reducing threats to therapy adherence and retention in care. Second, the Positive Links program adapts the strengths-based case management (SCBM) counseling sessions developed by the Antiretroviral Treatment and Services (ARTAS) program (endorsed by the Centers for Disease Control and Prevention) to their population and in coordination with the Positive Links app. This coordination of the counseling sessions and the app allows for reinforcement of information, skills and strategies learned between sessions, as well as after the sessions have ended. Third, they have developed a priority access pathway into clinical care and support services for newly diagnosed people, so that those individuals can receive care within 24 hours of contacting the coordinator. This priority access helps clients feel confident they will receive the care they need quickly and reinforces the client-clinic relationship. This model addresses the unique challenges that rurality can bring to many people living with HIV/AIDS in the United States and shows great promise for scalability and replication in many communities.

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