

Client Fact Sheet

Ryan White HIV/AIDS Program Study

The Ryan White HIV/AIDS Program (Ryan White) funds services for people living with HIV in the United States. The HIV/AIDS Bureau (HAB) in the Health Resources and Services Administration (HRSA), which runs the Ryan White Program, is studying the service use and health outcomes of its clients who receive medical care for their HIV disease outside the Ryan White Program. Specifically, HRSA HAB wants to know about the following:

- Do all Ryan White clients receive medical care for their HIV disease?
- Where do Ryan White clients receive those services?
- What are the health outcomes of Ryan White clients who receive medical care outside the Ryan White Program?
- How can HRSA HAB improve clients' experiences with getting HIV medical services and treatment?

HRSA HAB has hired Mathematica Policy Research and Mission Analytics Group to speak with clients who receive their medical care outside the Ryan White Program about these topics. This document answers some questions you might have about this interview.

Question	Answer
What is the purpose of these interviews?	By conducting client interviews, we hope to answer several questions: <ol style="list-style-type: none">1. Are Ryan White clients getting HIV medical services?2. Where do clients go for HIV medical services?3. What are the health outcomes for clients who get medical care outside the Ryan White system?4. How can the Ryan White Program improve clients' experiences with getting HIV medical care and treatment?
Who will I speak with?	A staff person from either Mathematica Policy Research or Mission Analytics Group will contact you.
Why was I chosen to be interviewed?	You receive services from a Ryan White-funded organization but might get your HIV medical services from a doctor or clinic that is not funded by the Ryan White Program.
How long will the interview take and where will it happen?	The interview will last about 30 minutes. It can be in person at your Ryan White provider's location or by telephone, whichever you prefer.
What types of questions will you ask?	The interview will include questions about the HIV medical services you receive, your understanding of your health outcomes, and your experiences with the doctor's office or clinic where you receive HIV medical services.
Will you keep my answers confidential?	Yes. We will not ask for your name. None of the information you provide will be linked to you.

If you have further questions, please contact Kirsten Barrett at kbarrett@mathematica-mpr.com.

Question	Answer
Will you record the interview?	We would like to record the interview to make sure we remember our conversation accurately. We will not share the recording with anyone except the other researchers on the project team. You can ask to stop the interview at any time. When the project is over, we will destroy the audio recordings.
How will you use my information?	We will summarize the information you give us in a report to HRSA HAB, which administers the Ryan White HIV/AIDS Program. We will also summarize the results in journal articles.
How will I benefit from participating?	You will receive a \$25 gift card as thanks for participating.
What are other benefits to my participation?	Your information will help HRSA HAB learn more about clients' experiences with HIV medical care. This important information will support improvements to the Ryan White Program and its services.