

HIV/AIDS “Warmline” Means Clinical Advice and Support Is Just a Phone Call Away

A new Twinning Center partnership linking the Addis Ababa AIDS Resource Center (ARC) in Ethiopia with the AIDS Treatment Information Center (ATIC) in Uganda is helping physicians prescribe the most appropriate ARV medications to their patients.

A program of the Infectious Diseases Institute at the University of Makerere in Kampala, ATIC provides rapid, accurate responses to a broad range of HIV/AIDS-related treatment and care questions posed by healthcare providers.

The “warmline” created by ATIC is a telephone consultation service that allows physicians from Uganda to record a question, which is then researched by ATIC pharmacists and responded to via telephone within 24 hours.

Partners are working together to help ARC staff to implement a similar call center that would provide physicians and other clinicians throughout Ethiopia with accurate, timely information on HIV/AIDS care, pharmaceuticals, and laboratory diagnostic services.