

A Guide To Handling HIV Calls

**Caller mentions being sexually active, or planning on being sexually active**



**Caller is very nervous and/or emotional:**

-Discuss & explore feelings thoroughly first

-Bring up HIV info later on in the call, ex.:

**“Earlier you mentioned being sexually active, do you have any questions about safer sex, specifically HIV?”**



**If caller answers YES:**

**“Can you please tell me more about what happened that made you concerned that you may be at risk for HIV?”**



Use FAQ document, reading each relevant section.

(For example, “anal sex” or “testing info”)



Assess risk level for caller, using the highest risk from the sections you read.



Ask caller if they have further questions.

If anything non-HIV related comes up, please refer to:

**San Francisco Sex Information:**

**415-989-7374**



**If caller answers NO:**

**“Ok, please let me know if anything comes up.”**

Caller mentions being sexually active, or planning on being sexually active



**Caller is forward and/or potentially sexually explicit:**

-Set boundaries when necessary, ex.:

**“Just to let you know, we can’t talk about the details of anything sexual at this hotline, except for in terms of safer sex information, and specifically HIV.”**

-Ask if the caller wants safer sex/HIV info directly, ex.:

**“Since you mentioned being sexually active, do you have any questions about safer sex, specifically HIV?”**



**If caller answers YES:**

Use examples in your question to guide the call appropriately, ex.:

**“Can you please tell me more about what happened that made you concerned that you may be at risk for HIV, for example, anal sex or oral sex?”**



Use FAQ document, reading each relevant section.

(For example, “anal sex” or “testing info”)



Assess risk level for caller, using the highest risk from the sections you read.



Ask if they have further questions. If anything non-HIV related comes up, please refer to: **San Francisco Sex Information: 415-989-7374**



**If caller answers NO:**

**“Ok, please let me know if anything comes up.”**