



Watching Over Your Care

The Consumer Advisory Board

Front row, left to right: Robert Dulworth, Lionel Hillard, Brandon Morin and Lucia Rodriguez.
Back row, left to right: Cristopher Burke, Liam Henry, and Joey Avila. Inset: Edith Lang

“THIS CAB TAKES CARE OF THIS COMMUNITY. IT HAS A GREAT RELATIONSHIP WITH PRISM HEALTH NORTH TEXAS. I’VE BEEN TO OTHER CABS IN NORTH TEXAS, BUT HERE PRISM HEALTH NORTH TEXAS REALLY TRUSTS ITS CUSTOMERS TO GUIDE CARE.”



LIONEL

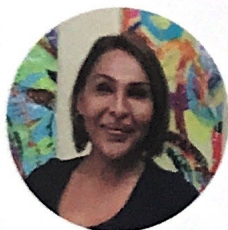
11 years on the CAB
- Current Chair

LL: What makes the CAB's inclusion in PHNTX unique?

Lionel: "What makes this CAB unique is that our suggestions are implemented. The CAB at Prism Health North Texas is integrated with the whole organization. Departments trust and seek guidance and collaboration from the consumer's perspective instead of assuming they know more than us."

LL: Why should someone choose wrap around care versus a medical practice that offers primary care?

Lionel: "Wrap around care is more about the individual overall as opposed to just the health component. It addresses your mental, social, home conditions, your food, and so much more."



LUCIA

3 months on the CAB

LL: What makes the CAB's inclusion in PHNTX unique?

Lucia: "This CAB takes care of this community. It has a great

relationship with Prism Health North Texas. I've been to other CABs in North Texas, but here Prism Health North Texas really trusts its customers to guide care."

LL: Why did you join the CAB?

Lucia: "I joined because of the challenges I heard the organization wanting to impact from across the gay/bi community, trans community, racial diversity and etc. They want to intentionally outreach to the people affected by HIV. Because maybe someone may have questions about what's coming up in the future and I have knowledge to share."



BRANDON

3 years on the CAB

LL: How should HIV medical care be different than non-specialty care?

Brandon: "What I discovered, when seroconversion occurs the patient is accompanied by flu like symptoms. Without being scanned for venereal diseases, a primary doctor could surmise that the individual has the flu and not think twice. Primary doctors typically don't run venereal diseases tests, which can leave out patient health indicators. HIV specialty providers will do the additional scans

to create a more whole picture of the patient. Additionally, when the test shows that the individual has HIV a specialty doctor will have more knowledge for treatment options."

LL: What do you look for in choosing a provider?

Brandon: "My criteria for the provider is based on the length of experience in the HIV field and the providers commitment to you and your health. You should be more than a person to bill. They should care about your home life, mental health, and medical care."

LL: Why should someone choose wrap around care versus a medical practice that offers primary care?

Brandon: "With wrap around care, you are offered a plethora of opportunities for your health spanning clinical research trials, case mgmt., help with medical bills, mental health support and more."



CRISTOPHER

2 years on the CAB

LL: What do you look for in choosing a provider?

Christopher: "#1 Do they take my insurance? #2 Their patient care approach. I used to go to a different location in Dallas for 3 years. After 3 years they didn't know my name. It was an in and out

experience. I timed it - a regular apt was 6 min long. Boom. Boom. go. They had no idea who I was and didn't seem to care."

LL: Why should someone choose wrap around care versus a medical practice that offers primary care?

Christopher: "What I like about wrap around care, is whatever you need it's all in one place. It's a one stop shop. you can take care of things in one visit, giving you more time for life."

LL: What's one thing you do stay healthy?

Cristopher: "1) I always take my medication. In 10 years I've missed once. (I'm going to blame time zone changes during an international trip.). 2) I exercise regularly. I think that's important. I do that from a physical perspective and it's also an emotional and stress releaser."



EDITH

15-16 years on the CAB

LL: What do you look for in choosing a provider?

Edith: "Word of mouth is important to me. If I'm coming in it's because your reviews were great and your credentials fit my needs."

LL: What's one thing you do stay healthy?

Edith: "I take

my medicine as prescribed and make my appointments. The only way to know of any progression concerning the virus is by consistently having blood work done so therefore I try not to miss any appointments. I also remain as active as my busy schedule will allow."



JOEY

1 year on the CAB

LL: What's one thing you do stay healthy?

Joey: "I keep a journal. On bad days, I write what's happening down. I get to see growth in how I coped with bad situations."

LL: What makes the CAB's inclusion in PHNTX unique?

Joey: "The staff and the nurses and the doctors are getting direct input from consumers. The organization is committed to acting on the feedback from the CAB. We work hand in hand with the agency."

LL: What do you look for in choosing a provider?

Joey: "I look for someone who will respect me as a human and not as a statistic." 🙏