AETC-NMC
AIDS Education and Training Center
National Multicultural Center
HOWARD UNIVERSITY COLLEGE OF MEDICINE

Case Study Adapted from Addressing HIV Care and CLAS Standards

Mary Smith is a 66 year old African American woman newly diagnosed with HIV presents for the first time at Clinic A. She approaches the receptionist's desk and hands her the appointment slip.

The twenty year old receptionist takes it, and while looking at her computer screen says rather loudly "You're Mary Smith. Well Mary I need you to complete this intake form and bring it back to me. Here you go Mary, here's a pen and here's the form."

The African American woman does not take the forms instead she turns on her heels and walks out.

Discussion Questions

1. What are some of the issues reflected in this case study?

2. Which of the CLAS Standards could provide guidance in addressing this situation?

3. What type of training would be beneficial for staff that would be helpful in cases such as this one?

4. Discuss other Cultural Competence issues that may impact retention into care and treatment