OPENING
TUESDAY, DECEMBER 15, 2020

NEW ADDRESS. SAME SERVICES.
3220 5th Avenue South, 2nd Floor
Birmingham, AL 35222

CLINIC HOURS:
MON-THU, 7:30AM-5PM,
FRI, 7:30AM-3PM

PHARMACY HOURS:
MON-FRI, 8AM-5PM

DENTAL CLINIC HOURS:
MON-THU, 8:00AM-5:00PM
TRANSPORTATION TO 1917 CLINIC

IS THE CLINIC GOING TO BE ON THE BUS LINE?
YES, ROUTE 17, STOP LOCATED AT 4TH AVE SOUTH & 32ND STREET SOUTH

IS THERE A TAXI/UBER STAND?
NO. SEATING WILL BE AVAILABLE IN THE FRONT LOBBY OF THE BUILDING WITH A VIEW OF THE PARKING LOT SO PATIENTS CAN SEE WHEN THEIR RIDE ARRIVES.

WILL THERE BE TRANSPORTATION FROM 1917 CLINIC TO UAB (TKC, ET C.) FOR PATIENTS? SHUTTLE FOR PATIENTS?
AT THIS POINT IN TIME WE ARE NOT OFFERING A SHUTTLE TO PATIENTS GOING BETWEEN 1917 CLINIC AND THE MAIN CAMPUS. UBER HEALTH WILL BE UTILIZED FOR NON-Emergency Needs.

WILL WE CONTINUE TO HAVE ACCESS TO TRANSPORTATION ASSISTANCE?
YES, THE TRANSPORTATION POLICY WILL REMAIN THE SAME.

IS THERE A BIKE RACK?
WE ANTICIPATE HAVING A BIKE RACK INSTALLED IN THE PARKING AREA.
PRIVACY & SECURITY

HOW IS MY CONFIDENTIALITY PROTECTED WITHIN THE UAB SPECIALTY CARE BUILDING?

1917 CLINIC AND MAGIC CITY WELLNESS CENTER HAVE SEPARATE SPACES (SEPARATE LOBBY, CLINIC, PHARMACY). ALL STAFF OFFICES ARE BEHIND CLOSED DOORS ONLY ACCESSIBLE WITH BADGE ACCESS. ALL UAB MEDICINE HIPAA AND DATA SECURITY POLICIES TRANSFER TO THE UAB SPECIALTY CARE BUILDING. THE SERVERS FOR INTERNET/DATA ACCESS, COMPUTERS, AND COPIERS/PRINTERS WILL STILL BE OWNED AND OPERATED BY UAB MEDICINE TO ENSURE ALL INFORMATION IS JUST AS SECURE EVEN THOUGH WE ARE A LITTLE FURTHER FROM THE MAIN UAB CAMPUS.

WILL EVERY ONE NEED A BADGE AND OR SECURITY CLEARANCE TO COME INTO THE BUILDING?

THE BUILDING ITSELF WILL BE OPEN FOR PATIENTS/VISITORS DURING NORMAL BUSINESS HOURS. STAFF AREAS WILL ALWAYS BE LOCKED TO BADGE ACCESS ONLY.

WHERE DO I CHECK IN?

ALL 1917 CLINIC SERVICES WILL BE LOCATED ON THE SECOND FLOOR - OUTPATIENT CLINIC, DENTAL CLINIC, RESEARCH CLINIC, SOCIAL WORK & COUNSELING SERVICES, PREVENTION SERVICES - HIV TESTING,
WHERE DO I CHECK IN?
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WILL I HAVE THE SAME MEDICAL PROVIDER?
YES, PATIENTS WILL CONTINUE WITH THE SAME PROVIDER.

WILL WE CONTINUE TO DO SIGNS AND SYMPTOMS AND PATIENT REPORTED OUTCOMES (PROS)?
YES TO BOTH.

WHAT IS THE WAITING ROOM LIKE?
ONE BIG ROOM? SEPARATE ROOMS FOR LAB, PHARMACY? IS THERE ENOUGH SPACE FOR SOCIAL DISTANCING? HOW PRIVATE?
THE PRIMARY WAITING ROOM IS SHARED BETWEEN DENTAL, 1917, AND RESEARCH. IT IS A LARGE ROOM THAT WILL ALLOW FOR SOCIAL DISTANCING. THE PHARMACY AND LAB HAVE SEPARATE WAITING AREAS.
A BRAVE NEW SPACE

WILL THERE BE HANDICAP ACCESSIBILITY ENTRY AND MOBILITY ONCE IN THE BUILDING?
Yes, building will be accessible to people with all abilities.

WILL WE HAVE PHONE ACCESS IF WE DON’T HAVE A CELL PHONE? WHERE WILL THE PUBLIC PHONE BE LOCATED?
There is not a public phone. Patients may talk with front desk staff member if needing to place a call.

WILL WE STILL HAVE SECURITY CODES FOR RESTROOMS?
No.

WILL THE BUILDING HAVE BRAILLE LOCATED THROUGHOUT THE BUILDING?
All of the signage will be ADA compliant. ADA requires that all signs which are at or below eye level have braille.

IS THERE A GENDER NEUTRAL BATHROOM?
All bathroom rooms in the building are gender neutral. The multi-person restrooms in the main lobbies have floor to ceiling stalls. Single occupancy restrooms are located within the clinic.
A BRAVE NEW SPACE

IS THERE GOING TO BE DIGITAL SIGNAGE FOR MESSAGING & EDUCATION?
There are educational screens in the main lobbies and waiting room. There are educational screens for staff in the large break room.

IS THE UAB SPECIALTY CARE BUILDING NON-SMOKING INSIDE?
Yes.

IS THERE A DESIGNATED SMOKING AREA OUTSIDE?
No.

IS THERE AN OUTSIDE AREA TO SIT THAT IS NON-SMOKING?
No.

WHAT WILL HAPPEN TO THE OLD BUILDING?
UAB owns the community care building and will continue operations even after the 1917 clinic relocates. A portion of the research lab will remain in the community care building and will continue to process specimens for research projects associated with the 1917 clinic, vaccine clinic, clinical trials, etc.
A BRAVE NEW SPACE

WHAT DOES THE FURNITURE / SPACE LOOK LIKE? PHOTOS / VIDEO?
THE FURNITURE AND OVERALL SPACE IS ALIGNED WITH THE LOOK OF THE UAB MEDICINE WHITAKER, HOOVER, AND GARDENDALE LOCATIONS. IT IS A MUCH MORE OPEN SPACE WITH AN INCREDIBLE MIX OF NEW AND EXISTING ART WORK TO CREATE A WELCOMING ENVIRONMENT.

WHAT ARE OUR GUIDELINES FOR EMOTIONAL SUPPORT ANIMALS OR PETS?
GUIDELINES FOR EMOTIONAL SUPPORT ANIMALS ARE UNCHANGED AS THIS IS A UAB MEDICINE POLICY. SUPPORT ANIMALS ARE ONLY ALLOWED IF THE ANIMAL PERFORMS A FUNCTION / RESPONSIBILITY THAT IS TRIGGERED BY A MEDICAL CONDITION. EMOTIONAL SUPPORT ANIMALS DO NOT FALL INTO THIS CATEGORY AND, THEREFORE, ARE NOT ALLOWED.
PATIENT RESOURCES & SUPPORT

WHAT IS THE PATIENT RESOURCE ROOM?
The Patient Resource Room is a space available for patients to have internet and printer access as well as educational materials and safer sex supplies. Patients must be accompanied by a UAB staff member or volunteer. This room can also be used as a meeting space.

WHEN DO VOLUNTEERS START?
Volunteers will still be a vital part of Team 1917. Volunteers will serve as greeters, clinic hosts, and help staff the Patient Resource Room.

WILL WE STILL HAVE SUPPORT GROUPS? VIRTUAL OR IN PERSON? LEARN & LUNCHES – LARGER EVENTS?
We will continue to have educational events and support groups. Some will continue to meet virtually and others may meet in person for smaller groups.
PATIENT RESOURCES & SUPPORT

WILL CONDOMS & LUBES STILL BE AVAILABLE TO ALL 1917 CLIENTS?
Yes. We will continue to order and provide them free of charge to anyone who wants them. There will be several condom distribution sites throughout the clinic, clients are encouraged to help themselves, or they can ask a staff member for assistance.

ARE THERE GOING TO BE VENDING MACHINES? SNACK BAR? ACCESS TO FREE WATER? IS THERE A WATER FOUNTAIN?
There are vending and drink machines that include the standard assortment as well as options that will make our dietitians happy. For COVID, we will place out of order signs on water fountains. However, the water dispensers will remain in use.

ARE THERE GOING TO BE FOOD TRUCKS OR RESTAURANTS NEARBY?
We will be talking with local food trucks to see their willingness in coming to the UAB Speciality Care Building a few times a week.
HIV TESTING & PREP CLINIC

WILL HIV RAPID TESTING BE OFFERED AT THE UAB SPECIALTY CARE BUILDING? 
Yes, the 1917 testing team will be available Monday - Thursday at 8 AM - 5 PM (with a break for lunch at 12 PM) and Friday from 8 AM - 12 PM (afternoon by appointment only). If you would like to schedule an appointment, please contact Chris Hamilton at (205) 975-9103 or Kelly Ross-Davis at (205) 934-9253. We currently use the INSTI HIV 1/2 Rapid Test.

WILL OPERATIONS TO THE PREP CLINIC AT 1917 BE CHANGED?
No. Clinic operations will remain on Friday afternoon at 1 PM and be offered via telemedicine or in-person visits. If patients prefer telemedicine visits, we ask them to come in the week of their appointment to get their necessary lab work done prior to being seen by a provider.

IS THE 1917 PREP CLINIC COMBINING SERVICES WITH THE MAGIC CITY WELLNESS CENTER?
No. While each clinic provides PREP services to the Birmingham community, they remain separate entities with different operations.