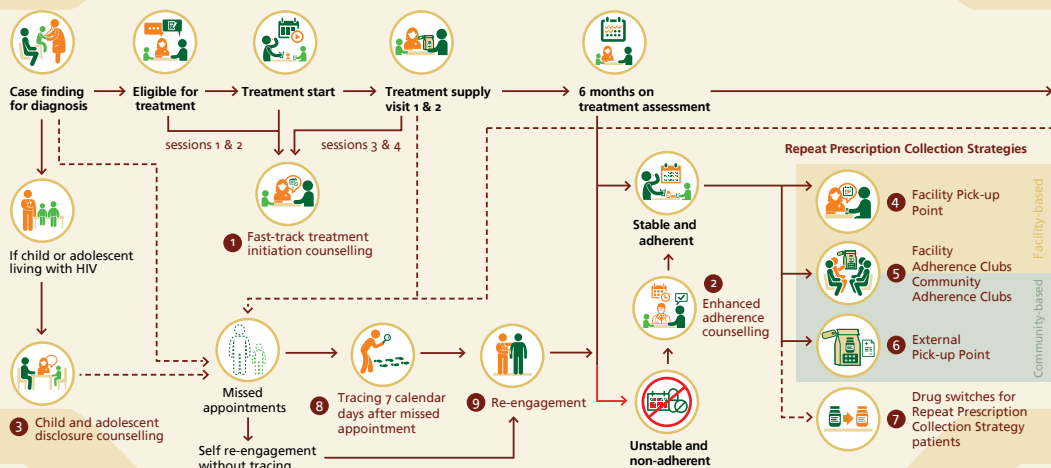


STANDARD OPERATING PROCEDURES

MINIMUM PACKAGE OF INTERVENTIONS TO SUPPORT LINKAGE TO CARE, ADHERENCE AND RETENTION IN CARE

INTEGRATED CARE OF PATIENTS WITH CHRONIC CONDITIONS



Adherence Guidelines for HIV, TB and NCDs

Updated March 2020



health

Department:
Health
REPUBLIC OF SOUTH AFRICA



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FOREWORD

Differentiated care aims to strengthen linkage, adherence and retention using a patient-centred approach throughout the treatment cascade. The “minimum package” of interventions to be implemented in all facilities in South Africa recognises that based on a patient’s specific population (e.g. adolescent), clinical characteristics (e.g. stable on ART) and context (e.g. urban), their short and long term adherence and retention will benefit from differentiating service provision and integrating chronic care.

The 2020 Standard Operating Procedures (SOPs) for the **“Minimum package of interventions to support linkage to care, adherence and retention in care”** included in this booklet, have revised the 2016 Adherence Guidelines for Chronic Diseases (HIV, TB, and NCDs) to align with the 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates. The aim of the SOPs is to enable delivery of effective differentiated care to patients within the health care system.

The minimum package of interventions is reflected in the continuum of care flow diagram on page 7 with the focus of the interventions summarized below.

- **Integrated care for patients with chronic conditions**
- **Standardised education sessions and counselling approach** for i) treatment initiation, ii) patients struggling with adherence (while in care or when re-engaging in care) and iii) supporting child and adolescent disclosure
 - Fast track initiation counselling including focus on adaptation for same day initiation and post-initiation counselling aligned with treatment supply return dates (SOP 1)
 - Enhanced adherence counselling for patients struggling with adherence (SOP 2)
 - Child and adolescent disclosure counselling (SOP 3)
- **Differentiated models of care (DMOC) for stable patients on ART**
 - Repeat Prescription Collection strategies (RPCs) after 6 months on treatment:
 - o Facility pick-up point = health facility-based individual RPCs (SOP 4)
 - o Adherence Club = health facility or community-based group RPCs (SOP 5)
 - o External pick-up point = out-of-facility individual RPCs (SOP 6)
 - Switching first line regimens for stable patients utilizing a RPCs (SOP 7)

- **Patient tracing and re-engagement**

- Tracing and recall early missed appointments in order of priority (SOP 8)
- Re-engagement in care involves assessing treatment interruption and adherence challenges, including reviewing documented suppressed viral loads. Patient can be referred for EAC or preferred RPCs. (SOP 9)

This booklet is produced in pocket format so that healthcare workers and non-clinicians can refer to it as and when they need to; to ensure all necessary procedures and steps are followed to encourage linkage to care, adherence to treatment and retention in care of patients with chronic conditions.

The SOPs booklet should be used in conjunction with the Adherence Education flip file, adherence pamphlet and participant guide as reference.

Support from the facility managers, supporting NGOs and partners to implement the SOPs effectively will enable the National Department of Health to realise the vision of a “better life for all” in South Africa.

The use of this booklet is recommended to inform our practice and make a positive contribution to ensure effective client care and a strong, supportive, adherent and healthy community.

ACKNOWLEDGEMENTS

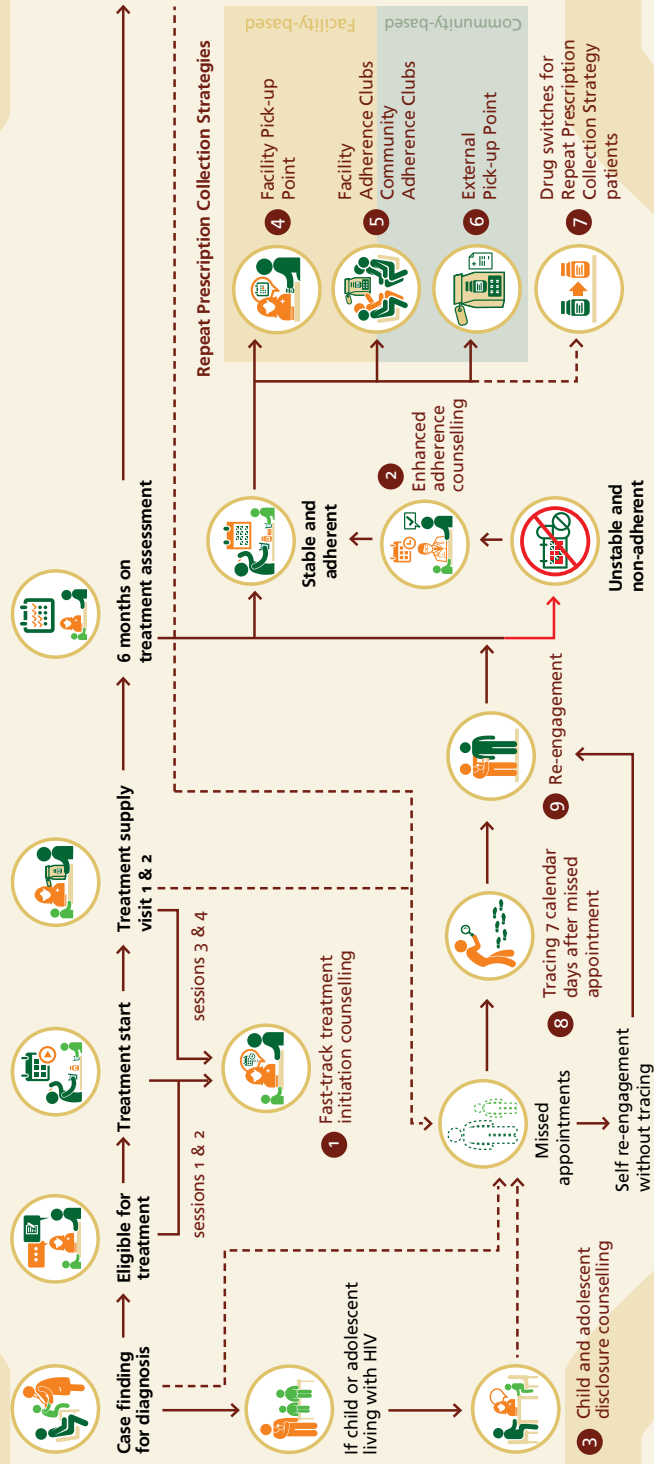
The 2020 revision of the *Standard Operating Procedures for Minimum Package of Interventions to support linkage to care, adherence and retention in care*“, has been a collective effort and extensive consultative process. The National Department of Health would like to acknowledge and thank all those who have contributed to this process, through research, attending meetings, writing, commenting on the many drafts and importantly engaging in robust discussions. A special thanks to the Differentiated Models of Care Technical Working Group for their involvement and commitment to the SOP revision process, including Ms Lynne Wilkinson from the Differentiated Service Delivery Initiative of the International AIDS Society (IAS), the United States Centers for Disease Control and Prevention (CDC) and the United States Agency for International Development (USAID). The collaboration and involvement of the National and Provincial Departments of Health representatives, support partner organisations and technical experts has ensured a valuable resource to implement an effective adherence programme. Development of this standard operating procedures booklet was co-ordinated by Ms Mokgadi Phokojoe, Director, Care and Support, National Department of Health.

ACRONYMS

AC:	Adherence Club	I-ACT:	Integrated Access to Care and Treatment
AGL:	2016 Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)	IEC:	Information, Education and Communication
AHD:	Advanced HIV Disease	MNCWH:	Maternal, Newborn, Child and Women's Health
ANC:	Antenatal Care	MDR:	Multi-Drug Resistant
ART:	Antiretroviral Therapy	NCDs:	Non Communicable Diseases
BANC:	Basic Antenatal Care	NGO:	Non-Governmental Organisation
BMI:	Body Mass Index	PCR:	Polymerase Chain Reaction
BP:	Blood pressure	PDoH:	Provincial Department of Health
CADC:	Child and Adolescent Disclosure Counselling	PHC:	Primary Health Care
CBO:	Community Based Organization	PMP:	Patient Medicine Parcel
CCMDD:	Central Chronic Medicine Dispensing and Distribution program	PMTCT:	Prevention of Mother to Child Transmission
CDU:	Central Dispensing Unit	PN:	Professional Nurse
CHW:	Community Health Worker	RPCs:	Repeat Prescription Collection Strategies
EAC:	Enhanced Adherence Counselling	SOP:	Standard Operating Procedures
EPI:	Expanded Program on Immunization	TB:	Tuberculosis
EX-PUP:	External Pick-up Point	TIER.Net:	TB/HIV information system application
FAC-PUP:	Facility Pick-up Point	TPT:	TB Presumptive Therapy
FBO:	Faith Based Organization	VL:	Viral Load
FTIC:	Fast Track Initiation Counselling	WBPHCOT:	Ward-based Primary Health Care Outreach Team
HbA1c:	Haemoglobin Adult type 1c	XDR:	Extensively Drug Resistant
HBC:	Home Based Carer		
HIV:	Human Immunodeficiency Virus		
HTS:	HIV Testing Services		

MINIMUM PACKAGE OF INTERVENTIONS TO SUPPORT LINKAGE TO CARE, ADHERENCE AND RETENTION IN CARE

INTEGRATED CARE OF PATIENTS WITH CHRONIC CONDITIONS



FAST TRACK INITIATION COUNSELLING (FTIC) SOP 1



TITLE: STANDARD OPERATING PROCEDURE FOR FAST TRACK INITIATION COUNSELLING (FTIC)

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: FTIC (1)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process for healthcare workers and lay counsellors to provide adherence related education and counselling support to patients without delaying treatment initiation and assist patients to develop their own adherence plan.

PERSONS AFFECTED

- Patient
- Healthcare worker
- Health promoters
- Counsellors (could include social workers, psychologist or lay counselors) and community health workers

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
Health Sector HIV Prevention Strategy 2016
National HIV testing services policy 2016
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)

CRITERIA FOR FAST TRACK INITIATION COUNSELLING

- All patients eligible for ART on the same day as HTS (same day initiation) or within 7 days of HTS (rapid initiation)
- Adolescents from 12 years after the completion of the HIV disclosure process
- Caregivers of children with HIV, TB or NCDs under 12 years
- Patients co-infected with TB who need to be initiated on ART shortly after TB treatment
- Pregnant women initiated on ART on the same day after HTS
- Mental health patients who need to be initiated on ART, TB and chronic treatment
- Hypertensive and Diabetic patients who need treatment initiation

GUIDING PRINCIPLES

- Treatment education and adherence support to patients initiating treatment is critical.
- Treatment initiation can be sped up without compromising adherence.
- Treatment education and adherence support should be provided to a patient without delaying initiation on treatment.
- Post-initiation support is important as the first few months of treatment can be challenging. Patients may need extra support to ensure they do not disengage early in their treatment journey.
- Treatment education should be provided using the Adherence flipchart for HIV, TB Hypertension and Diabetes.
- A problem-solving approach is required around the most common barriers to adherence, including the need for support, alcohol and substance use issues and clearing up misperceptions.
- Patients should be assisted to develop an individualized adherence plan and set clear treatment milestones.
- The completed adherence plan should be placed in the patient folder and updated with sessions provided.
- Patients should be scheduled for FTIC session appointment dates on days and at times that suit them.
- **Same day initiation requires the content of session 1 and 2 to be delivered together.**

Sessions 3 and 4 must be delivered at treatment supply visits 1 and 2.

Sessions 1-4 content can be delivered individually or as a group.

Where group approach already exists (e.g. I-ACT), sessions content must be integrated into existing group discussion content.

ROLES AND RESPONSIBILITIES FOR FAST TRACK INITIATION COUNSELLING

Clinician's role	Counsellor's role	Patient's role:
a. Screen and provide treatment based on clinical guidelines b. Screen for mental health and substance use disorders c. Emphasize importance of treatment continuation d. Emphasize the importance of maintaining a healthy lifestyle e. Invite the patient to express concerns regarding side effects or support with treatment, if appropriate f. Start treatment if patient agrees g. Provide next appointment as recommended per guidelines in consultation with patient considering his/her availability h. Inform the patient about tracing system	a. Educate on diagnosis, treatment, adherence, treatment pathway ahead, risks associated with non-adherence, including illness. b. Create an adherence plan and place in patient folder c. Continue the adherence plan at every visit to: • Identify a support system • Create a medication schedule • Deal with missed doses • Identify reminders • Identify where to store medication • Deal with side effects • Explain treatment pathway ahead if adherent – longer treatment supply/easier collection • Know what to do in case of travelling • Take treatment in case of substance, alcohol or traditional medicine use • Educate on the future steps on treatment such as VL or HbA1c or BP or sputum assessment. d. Set goals with the patient as recommended per condition guidelines e. Inform the patient about tracing system	a. Understand the importance of starting and continuing to take treatment b. Identify a support system c. Take the decision to start treatment d. Voice concerns and ask questions e. Agree on goals and care plan with provider f. Elaborate an adherence plan with the counsellor to identify the best time to take treatment, reminders and place to store medication g. Understand the treatment pathway ahead if adherent h. Understand the need to adhere in case of alcohol or substance use problems i. Give input on availability on next proposed appointment date and time j. Return for appointments k. Take treatment to reach goals. l. Understand tracing system

PROCEDURE

BEFORE EVERY SESSION

Ensure you have all the tools you need:

- Patient folder
- Patient Adherence Plan sheet (**stays in the patient's folder for follow-up and further completion**)
- FTIC register (if any)
- Adherence education flip chart
- Adherence treatment pamphlet
- Mental health assessment tool (to check the emotional state of all patients, not necessary for mentally ill patients)
- List of supporting organisations such as CBOs and FBOs to assist with psychosocial support.
- Pen

Take a minute to be ready to receive the next person with a warm welcome and open approach.

DURING EACH SESSION (can be provided individually or as a group)

- The attitude of the counsellor or healthcare worker providing counseling is extremely important in supporting adherence.
- Each counseling session should start with an introduction.
- The counsellor or healthcare worker providing counseling should use their counseling skills to build trust with the patient and ensure that the patient is comfortable.
- Create a warm environment and promote patient's openness by establishing language preference and informing about their right to confidentiality.
- Show your appreciation to the patient for attending scheduled appointment at facility.
- Assist the patient to fill in the patient adherence plan.
- Ask questions to help understand the patient's situation and make time to listen carefully to their answer and discuss misunderstandings regarding treatment.
- Encourage and provide time for the patient to ask questions and discuss their concerns.
- Discuss immediate concerns and help patient decide who in their social network may be available to provide immediate support.
- Make an active referral for a specific time and date to community structures for psychosocial and other care and support services.
- Provide additional referrals for prevention, counselling support and other services.

AT THE END OF THE VISIT

- Provide encouraging messages explaining the next steps on treatment at the end of the session.
- Discuss any further questions or concerns that the patient may have.
- Schedule a follow-up visit for a date and time the patient is available (ideally aligned with next clinical or treatment supply visit date).
- Write the date of the follow-up visit in the patient's diary or appointment card and in the clinic appointment register.
- Encourage patient to adhere to treatment and return to facility as scheduled.
- Inform the patient that they will be traced if they miss appointments and obtain consent for patient to be visited at home or to be called.
- Provide IEC materials to the patient after making sure that the patient understands the information in the IEC material in their language.
- Provide helpline and health facility telephone numbers for patient to contact if necessary.
- Ensure completed adherence plan recording FTIC counselling session (including date of session) is filed in patient folder for future follow-up and completion and update facility FTIC register (if any).

OVERVIEW OF FAST TRACK INITIATION COUNSELLING SESSIONS

There are four sessions:

Session 1: Day of linkage into care - provide education on the health condition and start an adherence plan

Session 2: Day of initiation - continue the adherence plan

Session 1 and 2 must be combined if same day initiation

Session 3: First treatment refill (1 month from treatment start) - finalize the last steps of the adherence plan and outline the treatment pathway ahead if adherent

Session 4: Second treatment refill (2 months from treatment) – educate on assessment, restate goals and treatment pathway ahead if assessment result normal

SESSION 1: DAY OF LINKAGE INTO CARE

START AN ADHERENCE PLAN

Explain the purpose of your session:

- Acknowledge that as facility staff you are there to support patients in this process.
- Explain that the first step of the adherence plan is to receive education on illness and treatment.
- Explain to patients that you will assist them by discussing together any barriers they or those close to them may have and to assist them in creating an individualized adherence plan to help them take their treatment correctly.

STEP 1: Education on illness and treatment: individual or group

- Provide education on illness and treatment for patient's condition using the Adherence flip chart.
- Be open and alert to any personal difficulties and struggles with aspects of the information.
- Ask questions to assess understanding.

STEP 2: Identify life goals

Explain the reason for discussing life goals

- Ask patient to think about things that make them want to stay healthy and to live fully.
- Ask them to think about the important people in their lives, what projects or goals they have in their future.
- Ask them to identify 3 specific things such as things they really want that others may not even know about. It may be goals common to many of us for example, getting married, go to school or work or taking care of my family or very specific to the person.

STEP 3: Identify Support system

Assist the patient to identify support system by asking the following questions:

- *Who could support you in taking your treatment?*
- *Do you have access to other support structures such as church, school and friends?*
- *How important do you think it is to disclose your health status?*
- *Would you be willing to have a WBPHCOT, CHW or HBC visiting you at home or to be contacted by phone?*
- *Who will help you to keep track of your next appointment?*

For mothers with babies or toddlers or children ask: *If you are unable to bring your child to the clinic, who will you allow to give consent for any medical investigations which may be necessary?*

STEP 4: Plan for future appointments

Assist the patient to plan for future appointments by asking the following questions:

- *How will you travel to your appointments?*
- *What will you do if something prevents you from coming to your appointment such as no money for transport, raining when you usually walk, taxi strike or a sick child or any other reason?*

STEP 5: Assess the readiness of the patient to start treatment

Ask the patient the following questions to assess readiness:

- *Do you feel ready to start treatment as soon as possible?*
- If patient answer no, stay supportive and explore the reasons by probing.
- Assist the patient to find ways of addressing barriers to start treatment.
- Refer the patient for psychosocial intervention, if stigma, disclosure or family challenges exist.
- Invite patient to express beliefs or concerns that may interfere with the initiation of their treatment.
- Provide patient with information that will help them correct the misconceptions or myths about treatment.
- Be willing to acknowledge common barriers that other patients have experienced to make the space safe and avoid judgments.
- For patients who are reluctant to start treatment, suggest they meet a peer from a support group or a peer educator to talk things over and to hear about their experience on treatment.
- Repeat the identified life goals with the patient and encourage and motivate the patient by making reference where possible to positive motivating role models.
- Positive role models can help a patient realize that starting treatment will be the way to achieve their goals.
- Encourage the patient to choose a moment to think about their life goals every day, for example when waking up or waiting for transport.
- If patient is eligible and feels ready to start treatment, congratulate and continue to session 2 (if same day initiation) or confirm session 2 will take place on appointment date for treatment start.

SESSION 2: DAY OF INITIATION (COMBINE WITH SESSION 1 IF SAME DAY INITIATION)

CONTINUE THE ADHERENCE PLAN

STEP 6: MEDICATION SCHEDULE

Ask the patient the following:

- *According to your schedule, what would be the best time for you to take your treatment?*

STEP 7: MANAGING MISSED DOSE

Ask the patient the following:

- *What will you do in case you forget to take a dose?*

Advise patient to take the treatment as soon as they remember unless a doctor or nurse advised patient not to take treatment immediately.

STEP 8: ADHERENCE STRATEGIES

Ask the patient the following:

- *What reminder strategy will you have in place to avoid forgetting treatment?*

Advise on setting watch, cellphone alarm, using pill box or ask someone to remind to take treatment

STEP 9: STORING MEDICATION AND EXTRA MEDICATION DOSES

Ask the patient the following:

- *Who are you worried may see you taking treatment? Offer possibilities such as maybe your children or a neighbor; invite them to share why this is so.*
- *What safe place could you identify to store your treatment?*
- *In case you do not have access to your treatment at the time you are supposed to take it, how can you always carry 1 or 2 doses with you?*

STEP 10: DEALING WITH SIDE EFFECTS

Remind the patient side effects can occur and are a normal part of adjusting to treatment. Ask patient:

- *Do you know about possible side effects?*
- *What will you do if you are experiencing side effects?*
- *Who can you contact for advice?*

Reassure and support patient to make a plan explaining that:

- Severe side effects are rare.
- Side effects such as dizziness, vomiting, nausea, headache or diarrhea can happen when starting treatment.
- Most side effects go away after a few weeks.
- If the patient vomits up to one hour after taking the medication, the patient should take it again.
- If the patient feels unwell, it is important to continue taking treatment and come in to the nearest facility to get support.

SESSION 3: FIRST REFILL 1 MONTH ON TREATMENT

THE LAST STEPS OF THE ADHERENCE PLAN

- Assess how the first weeks on treatment were and if the patient managed to apply the adherence steps agreed upon last time.
- Encourage and motivate.

STEP 11: EXPLAIN TREATMENT PATHWAY AHEAD

Explain to the patient that if they take their treatment well, they will be eligible for longer treatment supply and easier collection systems

- *Your clinician will decide how regularly you need to come for the first six months on treatment. Every time you come, you will see a clinician for a clinical consultation and receive enough treatment supply until your next appointment date.*
- *At 6 months, you will have an assessment done (we will talk about this next month) which will measure how well you are taking your treatment and whether it is working to suppress the HIV virus; control your Hypertension or Diabetes.*
- *If your treatment is working well, you will be eligible to:*
 - *receive longer treatment supply to reduce the number of visits to the clinic*
 - *simpler ways to collect your treatment supply (explain FAC-PUP (fast track collection system at the clinic)/adherence club (support group where you collect your treatment)/EX-PUP (collection point outside of the facility))****depending on options available at your facility.***

STEP 12: PLAN FOR TRAVELS

Ask the patient the following:

- *Do you plan to travel in the coming weeks or months?*
- *What would you do to make sure you can continue your treatment if you go away?*
- *What could you do in case you have an unplanned trip and cannot come to the facility?*

Inform patients that:

- *Things can happen suddenly, try to remember the best approach would be to come to the facility before travelling to inform them of your travel location and length of time away so that you can receive a referral letter and sufficient treatment supply.*
- *If the trip is not planned and you cannot come to the facility, it is important to go to the nearest facility in the travel area as soon as you arrive to make sure you can access treatment there. It is important you carry evidence of your condition and evidence of the treatment you are taking.*

STEP 13: DEALING WITH SUBSTANCE AND TRADITIONAL MEDICINE USE

Explain that:

- *Ideally, it is better to moderate alcohol or substance consumption when you are on treatment. But if you have difficulties limiting your consumption to 1 or 2 drinks, it is still important to make sure that you do not forget to take your treatment.*

Ask the patient:

- *In case you are going to drink alcohol or use drugs, what could you do to make sure you remember to take your treatment?*

Support the patient to make a plan by assessing if someone could help make sure they take their medication in case they use drugs or alcohol or if they should rather take it at another time when they are less likely to forget.

- If the patient is planning to use alcohol or drug, it might be more appropriate to take the treatment before as this decreases the risk to forget to take it.
- If the patient recognizes that they have a substance abuse disorder, propose referral to a specific support structure (refer to list of organizations who could assist with psychosocial support). Bear in mind that passing judgment is not helpful. It is important to adopt a supportive attitude.

Explain to patient that it is better not to use traditional medicines that could interfere with the treatment. If the patient takes traditional medicine, they should make a plan with the clinician to still take their treatment.

Encourage patients to think about their 3 reasons to stay healthy starting from the first session to re-motivate them when they experience difficulty in taking their treatment.

SESSION 4: SECOND REFILL 2 MONTHS ON TREATMENT

ASSESSMENT EDUCATION, TREATMENT GOALS AND PATHWAY AHEAD

Provide explanation or information on the further tests that will be performed:

a. For HIV:

- *Remember the last time we discussed the assessment (test) the clinician will do to see if you are taking your treatment well and it is working.*
- *To know if your treatment is working, a viral load test will be done. This measures the amount of HIV virus in your blood. It is taken after 6 months on treatment, then at 12 months of treatment, then once a year thereafter, unless you have a high viral load of more than 50 copies/ml.*
- Explain the possible results and their meaning - what undetectable viral load versus high viral load means, in terms of the amount of HIV detectable in the blood.
- Agree on a goal with the patient to get and keep their viral load below 50 copies/ml.
- Explain that a viral load below 50 copies/ml at 6 months on ART means the patient can ask and the clinician should offer and enroll the patient into a simpler treatment supply collection system of their choice with longer treatment supply based on what is available at the facility (FAC-PUP/Adherence Club/EX-PUP).
- Explain the importance of EPI schedule and return date for the child immunization and PCR for PMTCT patients.

b. For TB:

- *Treatment will be for 6 months in drug sensitive TB.*
- *Treatment for patients with MDR, XDR and extra pulmonary TB is offered for more than 6 months.*
- *During the Initial phase, medicine will be taken for 2 months.*
- Explain that a sputum test will be done at 7 weeks and another one will be done at 23 weeks during treatment.
- Explain the results of the sputum test and their meaning.
- *During the Continuation phase, medicine will be taken for an additional 4 months after the initial phase.*
- Explain the importance of continuing and adhering to treatment until completing the course of treatment.
- Advise TB patients on how to prevent infecting other people by opening windows and covering their mouth when coughing.
- Agree on a goal with the patient to complete the TB treatment and be cured.

c. For Hypertension and Diabetes

- *Treatment is for life.*
- *Maintaining a healthy lifestyle is part of the treatment.*
- Explain the importance of routine tests and procedures such as blood glucose level, urine samples, BMI, BP, foot examination or eye examination.
- Explain the importance of continuing and adhering to treatment.
- Explain the link between chronic non-communicable and chronic communicable diseases for example TB and Diabetes.
- Agree on a goal with the patient to have Blood Pressure <140/90 or keeping the blood glucose at HbA1c ≤7%.

ADAPTATIONS:

This fast track initiation counselling SOP can be adapted depending on the type of illness. The content of the educational session will vary depending on the condition affecting the patient.

SPECIFIC ADDITIONAL STEPS

Specific additional steps should be added for certain conditions:

For all chronic conditions, it is recommended to add a healthy lifestyle plan supporting the patient to:

1. Adopt healthy eating habits
2. Get regular exercise
3. Cut down smoking
4. Manage stress
5. Get enough rest

For PMTCT:

Steps should be added to support the pregnant and breastfeeding women to make a plan to:

1. Deliver at the facility
2. Choose a feeding option
3. Give the treatment to the baby
4. Bring the baby for PCR and rapid test
5. Identify and give a caregiver permission to consent for further medical investigations which may be necessary for the child

For CHILDREN:

- For children who know their HIV status, the model can be adapted to their understanding.
- For children under 12 years, the education and the session will be facilitated with the caregiver.
- Children who have not been disclosed should not be present during the sessions. If the child is more than 2 years old, a plan needs to be made with the caregiver to start the disclosure process (see disclosure counselling SOP 3)
- Explain the importance of EPI schedule and return date for the child immunization.
- Steps should be taken to support the caregiver to plan
 1. EPI visits
 2. Give treatment appropriately
 3. Follow up ART visits linked to EPI visits
 4. Follow up ART visits linked to caregiver's ART follow-up visits (preferably in school holidays for school going children)

MENTAL HEALTH ASSESSMENT

Patients should be assessed for mental health using the Mental Health Assessment tool in Annexure II

TRACING, RECALL AND RE-ENGAGEMENT

If patients do not arrive at facility for scheduled appointment within 7 calendar days from their appointment date:

- Contact patients by offering them a reminder call or sms to return to the facility for scheduled appointments.
- If unsuccessful, facility is expected to initiate patient tracing using WBPHCOT, CHWs, HBCs or other suitable means.
- Where a patient returns to the facility of their own accord or after tracing refer to Re-engagement SOP 9.
- For further details on tracing refer Tracing and Recall SOP 8.

SOP AUTHORISED BY

DATE	INITIALS & SURNAME	DESIGNATION	SIGNATURE

Annexures:

- I. Patient Adherence Plan
- II. Mental Health Assessment tool

ENHANCED ADHERENCE COUNSELLING (EAC)

SOP 2



TITLE: STANDARD OPERATING PROCEDURE FOR ENHANCED ADHERENCE COUNSELLING FOR PATIENTS STRUGGLING WITH ADHERENCE (EAC)

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: EAC (2)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process for healthcare workers and lay counsellors to enhance adherence monitoring and provide enhanced adherence counselling and support to patients struggling with adherence (while in care or at re-engagement).

PERSONS AFFECTED

- Patient
- Healthcare workers
- Counsellors (includes social worker, psychologist or lay counsellors)

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)

CRITERIA FOR ENHANCED ADHERENCE COUNSELLING (EAC)

- **HIV:** Patients with a viral load (VL) more than 50 copies/ml on ART after the A-E elevated VL assessment by a clinician (see 2019 ART Clinical Guidelines) ascertain there may be an adherence problem which could benefit from enhanced adherence counselling
- **Hypertension:** Patients with persistent high blood pressure on treatment more than 140/90
- **Diabetes:** Patients with blood sugar level on treatment with HbA1c more than 7%
- **TB:** Patients with positive smear on treatment for 2 months
- Patients with adherence problems to prescribed chronic medication

GUIDING PRINCIPLES

- Patients with less than optimal outcomes should be prioritized.
- Facilities should establish a system to identify patients with abnormal results. The EAC identification system can consist of coloured stickers or note on the file or pulling out the files in a separate folder. A prioritised file should trigger A-E elevated VL assessment by a clinician for possible referral to the counsellor for EAC as soon as the patient comes back to the facility.
- Healthcare workers must provide patients with information on their latest assessment.
- Healthcare workers and/or counsellors should assess and address the barriers to adherence (if any) and discuss effective strategies to overcome these.
- Assistance should be provided to patients to set new treatment goals according to the next treatment steps.
- Additional individual support is needed in the case of switching to another regimen or treatment.
- Referral for appropriate additional care and support services should be considered and undertaken.
- Where possible, the facility manager shall identify counsellors with experience in counselling patients with adherence issues.

ROLES AND RESPONSIBILITIES

Clinician's role	Counsellor's role	Patient's role:
a. Screen patients as recommended in the clinical guidelines to monitor adherence to treatment including review results from previous assessment. b. Explain abnormal result to the patient. c. Careful review of patient's adherence history. d. Determine if abnormal result is likely to be adherence related and if so, refer for EAC. e. Assess and manage side effects swiftly. f. Screen and provide treatment based on clinical guidelines. g. Consider switching to alternate regimen as per clinical guidelines. h. Emphasize importance of treatment continuation. i. Ensure communication between facilities when the patient is referred to another facility.	a. Educate on abnormal result and that adherence challenges are the common cause. b. Check that patient is taking treatment regimen correctly (no misunderstandings). c. Assess and address barriers to adherence. d. Assess misconceptions and beliefs about treatment. e. Provide support strategies to overcome barriers such as taking treatment even if drinking alcohol. f. Set new goals for next assessment such as having undetectable VL (<50 copies/ml), BP <140/90, HbA1c ≤7% or negative sputum (or revised thresholds in updated clinical guidelines). g. Encourage excellent adherence to influence next result.	a. Express barriers to adherence (if any) and potential reason for treatment failure. b. Review and adapt adherence plan with counsellor. c. Set new treatment goals. d. Adhere to treatment. e. Come for next appointment and inform the staff of any changes of contact number or address or if travelling.

PROCEDURE

BEFORE EVERY SESSION

Ensure you have all the tools you need:

- Patient folder
- Patient Adherence Plan sheet (**stays in the patient's folder for follow-up and further completion**)
- EAC register (if any)
- Adherence treatment pamphlet
- List of supporting organisations such as CBOs and FBOs to assist with psychosocial support.
- Pen

DURING EACH SESSION

- Build rapport with patient: Introduce yourself, ensure patient is comfortable, establish language preference and explain confidentiality.
- Show your appreciation to the patient for coming back to facility.
- Give the patient time to consider the abnormal results and help patient cope with emotions arising.
- Encourage and provide time for the patient to ask questions and discuss their concerns.
- Discuss immediate concerns and help patient decide who in their social network may be available to provide immediate support.
- Make an active referral for a specific time and date to community structures for psychosocial and other care and support.
- Provide additional referrals for prevention, counselling, support and other services.
- Update the adherence plan in the patient's folder (can attach a new plan if extensive revisions) and reflect EAC session visit date.

AT THE END OF THE VISIT

- Discuss any further questions or concerns that the patient may have.
- Schedule a follow-up visit for a date and time the patient is available (ideally aligned with next clinical or treatment supply visit date).
- Write the date of the follow-up visit in patient's diary or appointment card.
- Inform the patient that they will be traced if they miss appointments and obtain consent for patient to be visited at home. Confirm patient's contact details.
- Leave IEC materials with the patient after making sure that the patient understands information in IEC material in their language.
- Provide hope and encouragement to the patient.
- Ensure updated adherence plan recording EAC counselling session is filed in patient folder and update facility EAC register (if any).

ENHANCED ADHERENCE COUNSELLING SESSIONS

There are two sessions:

Session 1: Initial enhanced adherence counselling for patients struggling with adherence.

Session 2: Enhanced adherence counselling for persistent non-adherent patients.

SESSION 1

1. Explain the purpose of your session, define terms:

- Determine the reason for abnormal assessment results.
- Assess and address the barriers to adherence and discuss effective strategies to overcome.
- Update or develop an adherence plan with the patient.

2. Education on the assessment result

- Assess patient for mental health using the Mental Health Assessment tool in Annexure II.
- Find out what education on taking treatment the patient has received.
- Find out what the patient knows about the treatment they are taking and check the treatment regimen has been understood correctly i.e. when each medicine is taken.
- Explain in a supportive way that the most common reason for such result is a problem with taking medication correctly.

4. Flexibility on treatment

- Clear any myths and misconceptions around taking treatment and explain that there is some flexibility.
- Emphasize the importance of patients choosing their own suitable time for taking medication as prescribed.
- Explain what to do with late or missed doses depending on the treatment.
- Explain what to do in case of alcohol use while on treatment. If patient cannot control their use of alcohol, they should make sure that they take their treatment anyway.
- Explain to patient that it is better not to use traditional medicines that could interfere with the treatment. If they take traditional medicine, they should make a plan with the clinician to still take their treatment.

5. Patient's experiences

- Ask: *What makes it difficult for you to take the treatment sometimes?* Encourage the patient to be honest about personal issues that may affect their adherence and help them to address issues such as alcohol or other substance intake as they can lead to forgetting medication.
- Explain that medication should be taken even without food and what they can do if food insecurity is an issue. Inform and assist patient on how to access government support programmes, if necessary.
- Consider patient's religious and traditional beliefs that may contribute to non-adherence to treatment.

6. Identify strategies to ensure good adherence

Ask: *What could help you to remember to take the treatment?*

Discuss treatment reminders and adherence options including the advantages and disadvantages of each for the specific patient:

- Treatment buddy to remind the patient to take treatment
- Setting phone alarm
- Support by a family member
- Pill counts
- Marking a calendar or using a pill box
- Linking medication to meal times
- Modified Direct Observed Therapy such as treatment supporter (this is also applicable to children)

Ask: *Who could support you to take the treatment every day?*

Discuss sources of social support for the client. Emphasise the importance of support structures in coping and adherence such as family, friends, peer support groups, faith-based group and work-based support.

- Encourage sharing of feelings and emotions regarding the illness.
- Empower the patient in making a plan that is adapted to the barriers expressed. Be aware not to create dependency, but to find their own solutions, with the help of the healthcare worker or lay counsellor.

7. Inform the patient about pathway ahead

- Explain further facility assessments (tests) to check adherence and effective treatment as per disease specific guidelines (for HIV: a further viral load will be taken in 3 months, for diabetes: a further HbA1c test will be done in 3 months)
- Explain that if the next assessment is normal, it will become easier to collect treatment. If the patient has been on treatment for more than 6 months, the patient can ask and the clinician should offer and enroll the patient into a simpler treatment supply collection system of their choice with longer treatment supply based on what is available at the facility (FAC-PUP/Adherence Club/EX-PUP).

SESSION 2

Patients are referred for session 2 if they continue to have abnormal results after EAC session 1 (For HIV: patients with a second viral load >50 copies/ml, for Diabetes: patients with a second HbA1c > 7%)

1. Explain the purpose of your session

- To discuss the importance of adherence.
- To remind and encourage patient to adhere to treatment.

2. Assessment of education session and reasons for 2nd abnormal result

- Assess what the patient remembers from the 1st session.
- Inform the patient of their abnormal results in a supportive way.
- Ask the patient to explain what the patient understands to be the cause/reason for the abnormal result.

3. Education on resistance and 2nd line treatment

- Explain to the patient what resistance means and available 2nd line treatment as appropriate for condition.
- For those switching treatment regimens - provide explanation on 2nd line treatment, how to take it (dosing schedule) and explain that the treatment is very effective if taken correctly.

4. Support the patient to make a personalized adherence plan

- Revise the steps of the adherence plan from the fast track initiation counselling or create one if never done or major revisions.
- Support the patient in identifying a peer support system and link them to a HBC, CHW, support group or access to government support programs where food insecurity is an issue.
- Support the patient to make a plan in case of substance use and encourage the patient to be linked to a specialized service.

5. Explain the way forward:

- Emphasize importance of adherence and general well-being.
- Explain monitoring, when any further assessments (tests) shall be taken.
- Explain possible side effects of treatment (only if switched). Reassure that it is important not to stop treatment and to report as soon as possible to the nearest facility to see the healthcare worker if it happens.
- Encourage the patient to share his concerns with someone he trusts.
- Link the patients with the services available in the community.

6. Assess patient questions and provide encouraging messages to adhere to treatment

- Give encouraging messages for patients to have a positive outlook on life.
- Remind the patient of the importance and benefits of adherence.
- Assure client you are available to support them and provide them with information of where else they can access support.
- Encourage the patient to share psychosocial issues with someone they trust.

TRACING, RECALL AND RE-ENGAGEMENT

If patients do not arrive at facility within 7 calendar days from scheduled appointment:

- Contact patients through reminder call or sms to return to the facility for scheduled appointment.
- If unsuccessful, facility initiates patient tracing using WBPHCOT, CHWs, HBCs or other suitable means.
- Where a patient returns to the facility of their own accord or after tracing refer to Re-engagement SOP 9.
- For further details on tracing refer Tracing and Recall SOP 8.

SOP AUTHORISED BY

DATE	INITIALS & SURNAME	DESIGNATION	SIGNATURE

Annexures:

I. Patient Adherence Plan

II. Mental Health Assessment tool

CHILD AND ADOLESCENT DISCLOSURE COUNSELLING (CADC) SOP 3



TITLE: STANDARD OPERATING PROCEDURE FOR CHILD AND ADOLESCENT DISCLOSURE COUNSELLING (CADC)

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: CADC (3)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process for a incremental and standardized approach to HIV disclosure counselling in children and adolescents.

PERSONS AFFECTED

- Caregiver
- Child and adolescent patients
- Healthcare workers
- School health nurse or team member
- Counsellors (includes social workers, psychologists or lay counsellors)

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates

For TB/NCDs: 2016 Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)
Disclosure Guidelines for Children and Adolescents in the context of HIV, TB and NCDs 2016

CRITERIA FOR DISCLOSURE IN CHILDREN AND ADOLESCENTS

- Caregivers and all children with a chronic disease from 5 years old should start being prepared for partial disclosure.
- Disclosure criteria is as follows:
 - **Non- Disclosure (3 - 5 yrs.)**
 - **Partial Disclosure (6 -9 yrs.)**
 - **Full disclosure (10 -12 yrs.)**

GUIDING PRINCIPLES

- It is important that disclosure follows a planned process and understand that there are levels of disclosure over time.
- The process of disclosure is progressive and ongoing as new information or deeper levels of information are shared with the child.
- The healthcare worker or counselor prepares and supports the caregiver to disclose to the child. The counsellor's role is to facilitate the disclosure process not to do the actual disclosure.

- Ensure that the caregiver is the primary caregiver who lives with the child.
- Be respectful of the child's needs and feelings.
- Be led by the child in terms of the amount of information they require.
- Use age-appropriate language in line with education and emotional readiness.
- Use images or drawings to help children understand the explanations during counselling sessions.
- Anticipate possible responses from the child and plan for the future.
- Be honest. If you do not know the answer to the child's questions, say so.
- Anticipate the impact of the disclosure on other family members, friends, the school and the community and plan for this.

ROLES AND RESPONSIBILITIES FOR CHILD AND ADOLESCENT DISCLOSURE

Clinician's role: Assess and support the caregiver and child as recommended by the disclosure guidelines toolkit and refer to multidisciplinary team as necessary.

Counsellor's role: Support caregiver and child with the process of disclosure as recommended and refer to other psychosocial services as necessary.

Caregiver's role: Caregiver supported by the counsellor discloses to and supports the child.

PROCEDURE

BEFORE EVERY SESSION

Ensure you have all the tools you need:

- Disclosure talk toolkit
- Disclosure assessment tool
- Disclosure plan
- Disclosure record
- Disclosure IEC material
- Patient's folder or paediatric stationary
- Pen

DURING EACH SESSION

- Prepare a warm friendly and conducive environment to conduct a disclosure session, establish language preference and assure caregiver and child of confidentiality.
- Build rapport with caregiver and child by introducing yourself and ensure the child is comfortable.
- Listen and respond.
- Allow the child to express emotions.
- Discuss immediate concerns and help caregiver and child decide who in their social network may be available to provide immediate support.
- Provide information on care and support, adherence, treatment and prevention services.
- Document every process in the disclosure record.
- Document disclosure plan with caregiver.
- Encourage and provide time for the caregiver and child to ask questions.

AT THE END OF THE VISIT

- Ask the caregiver and the child if they have any questions or concerns.
- Ensure ongoing assessment of the child's wellbeing.
- Refer for psychosocial support such as social worker, psychologist, support group for both child and caregiver.
- Schedule and confirm the follow up visit after determining a suitable date and time with the caregiver (ideally align with treatment supply appointment dates).
- Document sessions in the disclosure records.
- Write the date of the follow-up visit in the facility appointment register.
- Leave IEC materials with the patient after making sure that the patient understands information on IEC material in their language.
- Provide hope and encouragement to caregiver and child.

DISCLOSURE TO CHILDREN AND ADOLESCENT SESSIONS:

There are two sessions:

Session 1: Partial disclosure

Session 2: Full disclosure

SESSION 1: PARTIAL DISCLOSURE FOR 6-9 YEAR OLDS

PART 1: CONTENT TO BE COVERED WITH THE CAREGIVER ONLY AFTER INTRODUCTION

1. Ask what the caregiver has told the child so far about the reason for coming to the clinic and taking treatment.
2. **Explain partial disclosure as follows:**
 - *The disclosure process is like a journey with many stops. At each stop, we will explain a little more to the child. At the end of the journey, when it is the right time for the child, the child will understand HIV and the treatment the child is taking.*
 - *From 6 years old, partial disclosure is recommended for the child to learn about health, immunity, having a 'sleeping' germ and treatment.*
 - *HIV will not be named at this stage.*
 - *Later, when the child is ready, HIV status will be disclosed to the child.*
3. **Explain the advantages of disclosure:**
 - *Usually, children who know their status take their medicine better because they understand why they have to go to the clinic and take treatment.*
 - *Children often know that something is wrong. They may have fears that are worse than the real thing. Hearing about HIV from you rather than anyone else will help the child to accept the situation.*
4. **Explain the timing for disclosure:**
 - *Talking with your child about HIV is not going to happen on just one occasion. You can take opportunities to tell them part of the story, for example when they have to go to the clinic or have blood tests. The counsellor can help you with that.*
 - *It is good to follow the lead of the child. When children ask questions, find ways to respond with adapted explanations for their age without lying. It is recommended to do it progressively from 6 years old and tell them about their HIV status when they are between 10 and 12 year old.*
5. **Assess barriers to disclosure:**
 - *How do you feel about giving information to the child on their condition today without naming HIV?*
 - *What are your fears about disclosing child's status one day?*
6. Reassure about the benefits of disclosure and suggest providing explanations to the child about their health without naming HIV.
7. Repeat Part 1 with caregiver until caregiver is ready to bring the child for Partial disclosure: Part 2

PART 2: CONTENT TO BE FACILITATED WITH THE CHILD AND THE CAREGIVER

1. The visit to the clinic

- Ask the child: *What do you do when you come to the clinic?*
- Help the child to talk about clinical check-ups, fetching treatment and having blood test done.

2. The body and the blood system

- Explain that we all have blood that travels all around inside the body. It circulates through little tubes called the veins.
- Draw the outline of a body and the veins inside.

3. Soldiers inside the blood – the immune system

- Explain that inside the blood we all have small soldiers that protect us from becoming sick. Draw little soldiers in the blood all around the body. The soldiers fight against different types of germs that try to enter the body and cause diseases. Usually soldiers are strong enough to fight germs that cause diseases. Refer annexure image 1 (different types of germs) and image 2 (soldiers inside the body)

4. A sleeping germ

- Explain that sometimes a different type of germ enters the body. It is stronger and acts differently. The body soldiers are not strong enough to fight against the special germ. This germ cannot be killed by medicine, but it can be put to sleep. That is why we call it the ‘sleeping’ germ. This germ is a very difficult germ as it kills our body soldiers. If it keeps on killing our soldiers, we will not have enough soldiers to fight off other germs. Then we get sick very easily. Refer annexure image 3 (sleeping germ)

5. When the sleeping germ multiplies, the soldiers will not be enough to fight disease anymore.

- Explain that the sleeping germs make more and more sleeping germs inside the body. If we do not fight the sleeping germ, the child will get sick and will not feel like playing anymore. If this goes on, the body will become very weak and more germs will enter the body and cause diseases. Refer annexure image 3 (sleeping germ)

6. Treatment to fight the sleeping germ

- Explain that there is very good news. There is a medicine that contains special warriors. When the child takes this medicine, the warriors enter the child’s blood and follow the sleeping germs. These warriors are very, very strong and they fight the sleeping germ and keep it asleep. The sleeping germ cannot be killed by medicine, but it can be put to sleep.

- When the warriors fight and beat the sleeping germ, it makes the soldiers in the blood happy. They can then multiply and protect our body against other germs that cause diseases. Refer annexure image 4 (treatment to fight the sleeping germ)

7. The importance of taking treatment every day to keep the sleeping germs asleep

- Explain that to make sure that the sleeping germs stay asleep and keep us well, the child must take their medicines called “Good Night Medicine” every day around the same time. They are called “good night medicine because they keep the ‘sleeping’ germ asleep. It is very important to take the medication every day to prevent the sleeping germs from waking up again because they could beat the body soldiers and make the child sick.
 - Remind the child that in case they forget to take medication, they should take it as soon as they remember.
- 8.** Explain to the child that they have the sleeping germ and reassure them that they do not need to be afraid because the “Good night Medicine” is very good at keeping the germ asleep.
- 9.** Repeat Part 2 steps at every visit to make sure the child understands

SESSION 2: FULL DISCLOSURE FOR 10 -12 YEARS OLD:

If the child is asking question and seems ready, the full disclosure can happen before 10 years old. By the age of 12, all children living with HIV should be fully disclosed

PART 1: CONTENT TO BE COVERED WITH THE CAREGIVER ONLY AFTER INTRODUCTION

1. Introduction and assessment of readiness for full disclosure

- *How is the child doing since the last session?*
- *Did the child ask questions?*
- *Did you disclose to the child's his or her HIV status?*
- Explain that, if the caregiver has not disclosed and is willing to do so, we can help to talk about the child's HIV status to the child today.
- If the caregiver expresses reluctance to disclose, let them express their fears. Support them in finding solutions and remind them about the advantages of disclosure.

2. Propose specific help to the caregiver for disclosure:

- Propose role plays to practice disclosure and discuss how to answer difficult questions.
- Prepare the caregiver for the emotional response of the child such as crying or shouting.
- It is important for the caregiver to accept the reaction of the child, whatever it is. It is normal for the child to be sad or angry.
- Recommend the caregiver to be supportive to the child and respect their emotions.
- Speak with the caregivers about the distinction between telling all and telling what is necessary for the child's understanding.

3. Discuss disclosure and secrecy

- Using the hand of safety, ask with whom the child could speak about HIV (refer to disclosure talk tool).
- Explain that disclosure inside the family can increase support to the child. It is important that the child feels supported in taking treatment. It is up to the caregiver and the child to decide whom it is good to tell. The caregiver should ensure that the child is not stigmatized by family members.

4. Assess barriers to disclosure:

- *What are your fears about disclosing the HIV status to the child?*
5. Reassure about the benefits of disclosure and propose to support the caregivers in disclosing to the child.

PART 2: CONTENT TO BE FACILITATED WITH THE CHILD AND THE CAREGIVER

1. Assess what the child remembers from the previous session on partial disclosure

- *How can the body fight against diseases? [the soldiers of the body fight against diseases]*
- *What does the sleeping germ do to the soldiers of the body? [it makes them weak or kills them]*
- *What can we do to fight the sleeping germ? [take medicine correctly every day]*
- *Can the medicines kill the sleeping germ? [no, it makes them sleep]*
- Complete the child answers explaining the importance of taking treatment every day to keep the sleeping germ asleep and make the soldiers of the body stronger

2. If the caregiver is ready to disclose to the child, support disclosure to the child:

- Ask the child: *Do you know the name of the sleeping germ that you have in your body?*
- Propose that the caregiver tells the child. If it is difficult, support the caregiver to tell the child that the sleeping germ is called HIV.
- Ask the child: *What do you know about HIV?* [Correct misconceptions and reassure]

Let the child talk and ask question and give the child time to absorb the new information.

It is important that the disclosure be done by the Caregiver, the role of the healthcare worker or counsellor is to support this process. If the caregiver really cannot do it, then the counselor can help to do it in the presence of the caregiver.

A child 12 years and older should at least be fully disclosed to at that age through the disclosure stepwise process.

3. Assess feelings and support

- Some children may feel sad or angry; others will be shocked when they hear they have HIV.
- *How do you feel about this news?*
- *It is normal to experience such feelings and you can express whatever you want.*
- Refer to the disclosure toolkit on how to assess and express feelings (feelings faces).

4. Ways of transmission

- Explain HIV can be transmitted when a mother who has HIV is pregnant and transmits the virus to her baby during pregnancy, giving birth or during breastfeeding. HIV can also be transmitted when people have sex without using a condom or by sharing sharp materials that were in contact with HIV infected blood.
- *Do you understand how HIV can be transmitted?*
- *Do you know how you got HIV?*
- *As you can see there are many ways a person can get infected with HIV; the important thing is that you know you have the virus in your body and you can take your medication every day, as the nurse or doctor told you, so that the HIV stays asleep and does not attack your soldiers and does not make you sick.*
- *Some people have wrong ideas about the way HIV is transmitted. It cannot be transmitted by playing, hugging, kissing, sharing forks, glasses or taking a bath with someone who has HIV.*

5. Who to tell:

- Ask the child and the caregiver if there is anyone else that they can share their experiences with and get support from a close family member, teacher or the nurse.
- Do the Hand of Safety activity with the child if they have not yet done one (refer to Disclosure talk toolkit).

6. Encourage adherence to keep HIV asleep in the body

- Provide pre- and post-initiation support to newly diagnosed patients and or their caregiver with particular focus on adherence support.
- Identify and address most common barriers to adherence.
- Assist the child to develop an individualized adherence plan and set clear treatment milestones such as school holidays.
- Provide comprehensive support for HIV positive adolescents who are pregnant and breastfeeding on ART or co-infected with TB.

TRACING, RECALL AND RE-ENGAGEMENT

- Set regular follow-up dates to assess the child's levels of disclosure every time you see them (aligned with treatment supply appointment dates).
- Suggest to the caregiver and the child to enroll into a support group.
- Remind the caregiver and child to attend treatment supply collection and clinical follow-up visits as scheduled.

If patients do not arrive at facility for scheduled appointment within 7 calendar days from their appointment date:

- Contact patients by offering them a reminder call or sms to return to the facility for scheduled appointments.
- If unsuccessful, facility is expected to initiate patient tracing using WBPHCOTs, CHWs or HBCs or other suitable means. For further details refer to Tracing and Recall SOP 8.
- Where a patient returns to the facility of their own accord or after tracing refer to Re-engagement SOP 9.

SOP AUTHORISED BY:

Date	Initials and Surname	Designation	Signature

Annexures:

III. Child and adolescent disclosure counselling images

RPCs

FACILITY PICK-UP POINT (FAC-PUP)

SOP 4



TITLE: STANDARD OPERATING PROCEDURE FOR REPEAT PRESCRIPTION COLLECTION STRATEGY - FACILITY PICK-UP POINT (FAC-PUP)

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: FAC-PUP (4)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process of the Repeat Prescription Collection strategy (RPCs) option: Facility pick-up point (FAC-PUP)

PERSONS AFFECTED

- Patient (after 6 months on treatment) or nominee
- Healthcare worker, pharmacist or pharmacy assistant
- Lay counsellor or nursing assistant or CHW or NGO/CBO lay cadre (supporting facility)
- Administrative clerk

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)
Integrated Clinical Services Management (ICSM) Manual

CRITERIA FOR REPEAT PRESCRIPTION COLLECTION STRATEGIES

For adults:

- Above 18 years
- On treatment for at least 6 months
- Most recent assessment results normal:
 - Most recent viral load (VL) taken in past 6 months <50 copies/ml for HIV
 - Most recent HbA1c taken in past 6 months ≤7% for Diabetes
 - 2 consecutive BP <140/90 for Hypertension
- Clinician confirms the patient's eligibility for RPCs option
- Patient voluntarily opts for the RPCs option
- No current TB or medical condition requiring regular clinical consultations

Pregnant and post-partum women:

- Women already on ART who become pregnant should be managed within ante-natal services with their ART and VL monitoring at ANC (aligned with their BANC plus visits) and are not eligible for enrolment in a RPCs.
- New mothers should continue to receive their ART through MNCWH services until 6 weeks after cessation of breastfeeding if they are receiving integrated care with their infant (preferred option). Where a mother is not receiving integrated care, she may be considered for a RPCs provided she is seen at her facility every 6 months for her 6-monthly VL until cessation of breastfeeding.

For children and adolescents:

- 5 to 18 years old
- On ART for at least 6 months with no regimen or dosage changes in last 3 months
- Most recent VL taken in past 6 months <50 copies/ml
- Caregivers counselled on disclosure process where age appropriate disclosure not yet achieved (see SOP 3).
- Clinician confirms the patient's eligibility for RPCs option
- Patient (>12 years/caregiver if patient <12 years) voluntarily opts for the RPCs option
- No current TB, malnutrition, mental health disorders or medical condition requiring regular clinical consultation

Stable family members should be encouraged to join the same RPCs option with the same treatment supply collection location and appointment date to support family adherence.

DESCRIPTION OF FAC-PUP

- A FAC-PUP can take various forms in a facility but all forms do not require a patient to attend registry, vital signs or see a clinician. **There is no need to add RPCs patients on facility headcount/utilization rate.** There are no financial implications if these patients do not set their feet in the facility.
- The following are examples of FAC-PUP models:
 - Direct ART treatment supply pick-up from fast lane at facility pharmacy
 - Direct ART treatment supply pick-up from designated room/area managed by lay cadre at the facility
 - After hours direct ART treatment supply pick-up from pharmacy/designated area at the facility
 - Direct ART treatment supply pick-up from a mobile outreach point
- The treatment for the FAC-PUP can be pre-dispensed by the facility pharmacy or by a Central Dispensing Unit (CDU) or by the Centralised Chronic Medicines Dispensing and Distribution (CCMDD).

GUIDING PRINCIPLES FOR FAC-PUP

- Patients should be given a choice of RPCs models to enroll in and not be forced into any one model.
- Clinicians should ensure that patients' enrolment/deregistration in the FAC-PUP is reflected in their clinical stationery and administrative clerks should capture in TIER.Net.
- There must be a dedicated room/area at the facility or a fast lane at the facility pharmacy for a specified period decided by each facility (can be after hours to support working patients) to operate the FAC-PUP system.
- There is only one FAC-PUP at each facility. **There should not be multiple FAC PUPs at a facility driven by the treatment pre-dispensing system.** The supply system should not impact the service delivery point to the patient.
- Patient medicine parcels (PMPs) must be prepared or delivered at least a day before to facilitate an effective FAC-PUP.
- **FAC-PUP patients are not required to attend registry, do not need to collect their patient folder, should not have their vital signs taken or see a clinician at each treatment supply visit. The patients should not be added to the facility headcount register.**
- Patients should be able to collect multiple months treatment supply at the FAC-PUP.
- Routine investigations should only be done at the comprehensive clinical consultation visit not at the rescripting visit. A new RPCs script is written and submitted at the comprehensive clinical consultation visit without review of the result. A RPCs patient should not be made to return for result review before a new RPCs script is submitted. RPCs patients with abnormal assessment results should be recalled by the facility immediately on receipt of the abnormal result (see Tracing and Recall SOP 8).
- Patients feeling unwell can at any time go to the facility to see a clinician and should not wait for scheduled appointment date.
- All processes must be documented.

FACILITY TEAM, ROLES AND RESPONSIBILITIES: FAC-PUP

RPCs Co-ordinator takes overall responsibility for the activities required to run a successful FAC-PUP system at the facility. A nurse or pharmacist or pharmacy assistant at the facility should be designated by the facility manager to take on this role. Duties include: ensuring this SOP is carried out, FAC-PUP distributors are designated to distribute PMPs at the times the FAC-PUP system operates at the facility (can include CBO supported cadre), FAC-PUP system set up and co-ordination at the facility including clinicians briefed on registration processes, FAC-PUP enrolment/deregistration is captured on TIER.Net, all FAC-PUP assessment results managed through ICSM lab results review approach (reviewed by clinician with recall of patients with abnormal results), visit attendance is captured in TIER.Net as outlined in Integrated TB/HIV data management SOP RPCs annexure.

FAC-PUP Distributor is the person designated to run the FAC-PUP on the day of the FAC-PUP (including after hours). FAC-PUP Distributors should be lay staff (lay counsellors, CHWs or supporting CBO). Their duties include: collecting PMPs, distributing PMPs, registering attendance in RPCs monitoring tool and following up patients who miss appointment dates.

Pharmacist or Pharmacy Assistant is responsible for pre-dispensing treatment for the FAC-PUP if supplied by facility pharmacy.

Administrative clerk is responsible for capturing patient's FAC-PUP enrolment/deregistration and attendance into TIER.Net as outlined in Integrated TB/HIV data management SOP RPCs annexure.

***Only the designated FAC-PUP Distributor needs to be present at the FAC-PUP pharmacy fast lane/designated area at the facility. A PN need not be present. FAC-PUP patients attend regular clinical care when due for clinical consultations.**

OVERVIEW OF FAC-PUP PROCEDURE		
	Treatment supply	Clinical consultation
WHEN service frequency	Up to 3-monthly	6-monthly
WHERE service location	Health facility	Health facility
WHO service provider	Lay cadre - lay counsellor/ CHW/supporting CBO lay cadre	Clinician
WHAT service package	Treatment supply Adherence check Check if patient unwell or wants to see a clinician – refer Record patient visit in RPCs monitoring tool	Record in clinical stationery M6 – Comprehensive clinical consultation visit Integrated chronic care clinical review (incl. TPT review) Routine investigations/exams according to the HIV, hypertension and diabetes guidelines Treatment script Add: For children: Dosage check and possible adjustment Disclosure process review and check-in with caregiver For adolescents: Mental health assessment M12 – Rescripting visit Brief integrated chronic care clinical check-up Treatment script Add: For children: Dosage check and possible adjustment For breastfeeding mothers: VL

INFORMATION TO BE PROVIDED TO FAC-PUP PATIENT

If patient complies with criteria for RPCs, and chooses the FAC-PUP option, the patient shall be informed about the FAC-PUP as follows:

- In a FAC-PUP, clinically stable patients (meeting RPCs criteria) are required to see a clinician once a year for a comprehensive clinical consultation and routine investigations. At the clinician's discretion, they can be required to see a clinician at their rescripting visit for a brief clinical check-up.
- Patients receive a 6 month repeat prescription for their treatment at a time.
- Each time the FAC-PUP patient visits the facility, the patient should be allowed to collect multiple months treatment supply.
- FAC-PUP patients should be allowed to go through a fast lane, meaning direct and quick access to the pharmacy or designated room/area at the facility managed by a lay cadre without having to attend registry, collecting their patient folder, having their vital signs taken or seeing a clinician.
- It is important to attend the FAC-PUP on the scheduled collection date. If this is not possible, FAC-PUP patients can nominate a person to attend on their behalf but not twice in a row or at a clinical consultation visit. If this happens, the nominee will be told to tell the patient to come in themselves. If it was impossible to attend or send a nominee, the patient can go to the facility within 7 calendar days ("grace period") to collect their treatment supply.
- A FAC-PUP patient will return to regular care at the facility and no longer attend the FAC-PUP if the patient requires more frequent clinical care, including if more than 7 calendar days late for scheduled FAC-PUP collection date. If the patient becomes pregnant, she should inform the FAC-PUP Distributor who will support linkage to integrated MNCWH services.
- In case of health problems, patients must be advised to attend the facility to see a clinician and should not wait for scheduled appointment date.
- A patient collection card with relevant scheduled collection and return dates to the facility shall be issued to patient.

ANNUAL VISIT SCHEDULE: FAC-PUP				
3 MONTH TREATMENT (TX) SUPPLY (PREFERABLE)				
VISIT NO.	LOCATION FAC-PUP VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month 0	Facility – Clinician	Registration and Enrolment visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + record FAC-PUP enrolment in clinical stationery + 6m script + 3m treatment supply pick-up		4 visits per annum
Month 3	Facility - pharmacy fast lane/FAC-PUP designated area/ room	Treatment supply only visit 3m treatment supply pick-up	1	
Month 6	Facility – Clinician	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Month 9	Facility - pharmacy fast lane/FAC-PUP designated area/ room	Treatment supply only visit 3m treatment supply pick-up	1	
Month 12	Facility – Clinician	Rescripting visit** Brief integrated clinical care check-up + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Cycle repeats from M3				
* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting. ** To see clinician at clinician discretion *** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing See Annex V for RPCs annual schedule diagram				

ANNUAL VISIT SCHEDULE: FAC-PUP				
2 MONTH TREATMENT (TX) SUPPLY				
VISIT NO.	LOCATION FAC-PUP VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month 0	Facility – Clinician	Registration and Enrolment visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + record FAC-PUP enrolment in clinical stationery + 6m script + 2m treatment supply pick-up		
Month 2	Facility – pharmacy fast lane/FAC-PUP designated area/room	Treatment supply only visit 2m treatment supply at club	1	6 visits per annum
Month 4	Facility – pharmacy fast lane/FAC-PUP designated area/room	Treatment supply only visit 2m treatment supply pick-up	2	
Month 6	Facility – Clinician	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	
Month 8	Facility – pharmacy fast lane/FAC-PUP designated area/room	Treatment supply only visit 2m treatment supply pick-up	1	
Month 10	Facility – pharmacy fast lane/FAC-PUP designated area/room	Treatment supply only visit 2m treatment supply pick-up	2	
Month 12	Facility – Clinician	Rescripting visit** Brief integrated clinical care check-up + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	
Cycle repeats from M2				
* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later on where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting.				
** To see clinician at clinician discretion				
*** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing.				
See Annex V for RPCs annual schedule diagram				

AT FACILITY PHARMACY FAST LANE/DESIGNATED FAC-PUP AREA/ROOM

The FAC-PUP Distributor shall:

- Verify patient identity using approved means of identification. A nominated person collecting on behalf of the patient must produce patient's approved means of identification.
- Issue the multiple months treatment supply (PMP).
- Enquire whether the patient is doing well on current treatment and refer to a clinician if the patient reports feeling unwell or perceived to be unwell/unstable.
- Advise the patient when it is necessary at their next facility visit to see a clinician for a clinical review and new script.
- Register the patient visit in the RPCs monitoring tool. For further detail refer to the Integrated TB/HIV data management SOP RPCs annexure.

CRITERIA FOR RETURN TO REGULAR CARE

- FAC-PUP patient did not return to the facility within 7 calendar days of their missed FAC-PUP scheduled collection date.
- FAC-PUP patient screens positive for TB.
- Other safety lab test results are abnormal.
 - For HIV: VL more than 1000 copies/ml (where VL is 50-1000 copies/ml: the patient can remain in FAC-PUP but must see a clinician 3 months after date of elevated VL for a further VL assessment)
 - For Diabetes: HbA1c >7%
 - For Hypertension: BP >140/90
- Other indications assessed on individual clinical consultation.
- FAC-PUP patient becomes pregnant should be referred to integrated MNCWH services.

All patients must be advised that they are being returned to regular care to ensure more frequent clinical care until they are stable again. Patients can return to the FAC-PUP (or alternative preferred RPCs) after a single normal result and meeting other RPCs criteria in the future (see Re-engagement SOP 9).

TRACING, RECALL AND RE-ENGAGEMENT FOR FAC-PUP PATIENTS

If patients do not arrive at the facility to pick-up their treatment supply within 7 calendar days from the last day they were allowed to collect their treatment supply from their RPCs:

- Patients are contacted through SMS or reminder calls to return to the facility to collect medicine.
- If unsuccessful, patients are added to the facility tracing list which are traced according to their order of priority. For further details on tracing refer to Tracing and Recall SOP 8.
- Where patients return to the facility of their own accord or after tracing refer to Re-engagement SOP 9.

DEREGISTRATION FROM RPCs: FAC-PUP OPTION

FAC-PUP patients must be deregistered from RPCs: FAC-PUP on TIER.Net if they meet the criteria for return to regular care. For further detail see Integrated TB/HIV data management SOP RPCs annexure.

SOP AUTHORISED BY

DATE	INITIALS AND SURNAME	DESIGNATION	SIGNATURE

Annexures:

IV. RPCs algorithm

V: RPCs annual schedule diagram

RPCs

ADHERENCE CLUB (AC)

SOP 5



TITLE: STANDARD OPERATING PROCEDURE FOR REPEAT PRESCRIPTION COLLECTION STRATEGY - ADHERENCE CLUB (AC)

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: AC (5)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process of the Repeat Prescription Collection strategy (RPCs) option: Adherence club.

PERSONS AFFECTED

- Patient (after 6 months on treatment) or nominee (buddy)
- Healthcare worker, pharmacist or pharmacy assistant
- Lay counsellor, peer educator or CHW or NGO/CBO lay cadre
- Administrative clerk

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates

For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)
Integrated Clinical Services Management (ICSM) Manual

CRITERIA FOR REPEAT PRESCRIPTION COLLECTION STRATEGIES

For adults:

- Above 18 years
- On treatment for at least 6 months
- Most recent assessment results normal:
 - Most recent viral load (VL) taken in past 6 months <50 copies/ml for HIV
 - Most recent HbA1c taken in past 6 months ≤7% for Diabetes
 - 2 consecutive BP <140/90 for Hypertension
- Clinician confirms the patient's eligibility for RPCs option
- Patient voluntarily opts for the RPCs option
- No current TB or medical condition requiring regular clinical consultations

Pregnant and post-partum women:

- Women already on ART who become pregnant should be managed within ante-natal services with their ART and VL monitoring at ANC (aligned with their BANC plus visits) and are not eligible for enrolment in a RPCs.
- New mothers should continue to receive their ART through MNCWH services until 6 weeks after cessation of breastfeeding if they are receiving integrated care with their infant (preferred option). Where a mother is not receiving integrated care, she may be considered for a RPCs provided she is seen at her facility every 6 months for her 6-monthly VL until cessation of breastfeeding.

For children and adolescents:

- 5 to 18 years old
- On ART for at least 6 months with no regimen or dosage changes in last 3 months
- Most recent VL taken in past 6 months <50 copies/ml
- Caregivers counselled on disclosure process where age appropriate disclosure not yet achieved (see SOP 3)
- Clinician confirms the patient's eligibility for RPCs option
- Patient (>12 years/caregiver if patient <12 years) voluntarily opts for the RPCs option
- No current TB, malnutrition, mental health disorders or medical condition requiring regular clinical consultation

Stable family members should be encouraged to join the same RPCs option with the same treatment supply collection location and appointment date to support family adherence.

DESCRIPTION OF ADHERENCE CLUB

- Adherence clubs can be provided for any group of people, including from the same geographical area or a specific population of patients e.g. adolescents only or family units or men or members of a specific key population. They can take place in or outside of a facility. The Club Facilitator can work for a facility, for a CBO/NGO, private service provider or for a WBPHCOT team.
- An adherence club consists of a group of 10-30 patients (clubs can be smaller in rural contexts). Adherence club participation can be built up over a few months to reach this target group number.
- Adherence clubs provide a RPCs for stable patients who value continued psychosocial support and group engagement.

- Adherence clubs have a group format with patients meeting as a group and receiving their multi-month treatment supply. Where patients come individually with no group format or group engagement, the RPCs is not an adherence club (if at the facility = facility pick-up point (see SOP 4)/if outside of the facility = external pick up point (see SOP 6)).
- The treatment for an adherence club can be pre-dispensed by the facility pharmacy or by a Central Dispensing Unit (CDU) or by the Centralised Chronic Medicines Dispensing and Distribution (CCMDD) (CCMDD only for adherence clubs >10 patients).

GUIDING PRINCIPLES FOR ADHERENCE CLUBS

- Patients should be given a choice of RPCs models to enroll in and not be forced into any one model.
- Health facilities can establish both facility-based and community-based adherence clubs with patients offered a choice.
- Clinicians should ensure that patients' enrolment/deregistration in an adherence club is reflected in their clinical stationery and administrative clerks should capture in TIER.Net.
- Patient medicine parcels (PMPs) must be prepared or delivered at least a day before to facilitate effective adherence clubs.
- **Adherence club patients are not required to attend registry, do not need to collect their patient folder, should not have their vital signs taken or see a clinician at each treatment supply. These patients do not need to be added to facility headcount register.**
- Patients should be able to collect multiple months of treatment through an adherence club.
- Routine investigation should only be done at the comprehensive clinical consultation visit not at the rescripting visit. A new RPCs script is written and submitted at the clinical consultation visit without review of the result. A RPCs patient should not be made to return for result review before a new RPCs script is submitted. RPCs patients with abnormal assessment results should be recalled by the facility immediately on receipt of the abnormal result (see Tracing and Recall SOP 8).
- Patients feeling unwell can at any time go to the facility to see a clinician and should not wait for scheduled appointment date (even if they are still due to pick treatment supply up from a community-based adherence club).
- All processes must be documented.

FACILITY TEAM, ROLES AND RESPONSIBILITIES: ADHERENCE CLUBS

Clubs Manager takes overall responsibility for the activities required to run successful adherence clubs. The facility manager designates a nurse to take on this role. Duties include: ensuring this SOP is carried out, adherence club team recruitment, scheduling adherence club visit dates, adherence club enrolment/deregistration is captured on TIER.Net, providing Club Facilitators with new treatment literacy information/materials, ensure all adherence club assessment results are managed through ICSM lab results review approach (reviewed by clinician with recall of patients with abnormal results) and adherence club visit attendance is captured in TIER.Net as outlined in Integrated TB/HIV data management SOP RPCs annexure.

Club Facilitator is responsible for establishing adherence clubs with the assistance of Clubs Manager and running the adherence club sessions. Their duties include: collecting pre-dispensed PMPs, registering members, facilitating the support group, checking on adherence and wellness of members, referring patients to Club PN if necessary, distributing PMPs, registering attendance in RPCs monitoring tool and following up patients who miss sessions.

Club PN is responsible for oversight of adherence clubs on the day of the club visit. Duties include: seeing symptomatic patients referred by the Club Facilitator, carrying out clinical consultations for adherence club patients and routine investigations.

Pharmacist or Pharmacy Assistant is responsible for pre-dispensing treatment for adherence clubs if supplied by facility pharmacy.

Administrative Clerk is responsible for capturing patient's adherence club enrolment/deregistration and attendance into TIER.Net as outlined in Integrated TB/HIV data management SOP RPCs annexure.

***Only the Club Facilitator is always present at each club session. The Club PN need not be present at the club session but is available at the health facility during and after the session to see any referrals, provide clinical consultations or labs or rescripts required.**

OVERVIEW OF ADHERENCE CLUB PROCEDURE		
	Treatment supply	Clinical consultation
WHEN service frequency	Up to 3-monthly	6-monthly
WHERE service location	Health facility/ Community venue	Health facility
WHO service provider	Lay cadre - lay counsellor/CHW/CBO or NGO lay cadre	Clinician
WHAT service package	Treatment supply Adherence check Check if patient unwell or wants to see a clinician – refer Record patient visit in RPCs monitoring tool	Record in clinical stationery M6 – Comprehensive clinical consultation visit Integrated chronic care clinical review (incl. TPT review) Routine investigations/exams according to the HIV, hypertension and diabetes guidelines Treatment script Add: For children: Dosage check and possible adjustment Disclosure process review and check-in with caregiver For adolescents: Mental health assessment M12 – Rescripting visit Brief integrated chronic care clinical check-up Treatment script Add: For children: Dosage check and possible adjustment For breastfeeding mothers: VL

Information to be provided to adherence club patient

If patient complies with criteria for RPCs, and chooses the adherence club option, the patient shall be informed about the adherence club as follows:

- In an adherence club, clinically stable patients (meeting RPCs criteria) meet as a group for 45 minutes to 1.5 hours. The group is facilitated by a Club Facilitator who supports group engagement, sharing and brings new information or answers about disease, treatment and RPCs model. The group members are encouraged to engage and share their experiences and challenges of living with a chronic condition and taking lifelong treatment.
- Adherence clubs consist of a group of 10-30 patients (clubs can be smaller in rural contexts) and can meet at the facility or outside the facility at a member's home or community venue at a time agreed by the members of the adherence club. Adherence clubs can start at the facility and later move their meeting to a community-based venue as members feel more comfortable.
- Multiple months treatment supply is distributed at each group meeting so there is no need to attend the clinic pharmacy to collect.
- Members are required to see a clinician once a year for a comprehensive clinical consultation and routine investigations. At the clinician's discretion, they can be required to see a clinician at their rescripting visit for a brief clinical check-up.
- Patients receive a 6 month repeat prescription for their treatment at a time.
- It is important to attend the adherence club on the scheduled appointment date. If this is not possible, an adherence club member can nominate a person (buddy) to attend on their behalf but cannot do so twice in a row or at a clinical consultation visit. If this happens, the buddy will be told to tell the patient to come in themselves. If it was impossible to attend or send a buddy, the patient can go to the facility within 7 calendar days ("grace period") to collect their treatment supply.
- A patient will return to regular care at the facility and no longer attend the adherence club if the patient requires more frequent clinical care, including if more than 7 calendar days late for scheduled adherence club appointment date. If the patient becomes pregnant, she should inform the Club Facilitator and report back to the facility for integrated MNCWH services.
- In case of health problems, patients must be advised to attend the facility to see a clinician and should not wait for scheduled appointment date.
- A patient collection card with relevant scheduled collection and return dates to the facility shall be issued to patient.

ANNUAL VISIT SCHEDULE: ADHERENCE CLUBS				
3-MONTH TREATMENT (TX) SUPPLY (PREFERABLE)				
VISIT NO.	LOCATION AC VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month -1	Facility (not an adherence club visit)	Registration visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + script and align treatment supply to cover until first adherence club visit date + collect treatment supply at facility pharmacy		
Month 0	Facility (meet as a group for the first time)	Enrolment visit Enrolment in RPCs monitoring tool + record adherence club enrolment in clinical stationery + 6m script + 3m treatment supply pick-up from facility pharmacy		
Month 3	Adherence club venue	Treatment supply only visit 3m treatment supply pick-up	1	4 visits per annum
Month 6	Facility/Adherence club venue**	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Month 9	Adherence club venue	Treatment supply only visit 3m treatment supply pick-up	1	
Month 12	Facility/Adherence club venue**	Rescripting visit**** Brief integrated chronic care clinical check-up + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Cycle repeats from M3				
* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting.				
** Clinician can carry out clinical consultation at adherence club meeting venue				
*** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing				
**** To see clinician at clinician discretion				
See Annex V for RPCs annual schedule diagram				

ANNUAL VISIT SCHEDULE: ADHERENCE CLUBS

2 MONTH TREATMENT (TX) SUPPLY

VISIT NO.	LOCATION AC VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month -1	Facility (<i>not an adherence club visit</i>)	Registration visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + script and align treatment supply to cover until first adherence club visit date + collect 2m treatment supply at facility pharmacy		
Month 0	Facility (<i>meet as a group for the first time</i>)	Enrolment visit Enrolment in RPCs monitoring tool + record adherence club enrolment in clinical stationery + 6m script + 2m treatment supply pick-up from facility pharmacy		
Month 2	Adherence club venue	Treatment supply only visit 2m treatment supply pick-up	1	6 visits per annum
Month 4	Adherence club venue	Treatment supply only visit 2m treatment supply pick-up	2	
Month 6	Facility/ Adherence club venue**	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	
Month 8	Adherence club venue	Treatment supply only visit 2m treatment supply pick-up	1	
Month 10	Adherence club venue	Treatment supply only visit 2m treatment supply pick-up	2	
Month 12	Facility/ Adherence club venue**	Rescripting visit **** Brief integrated chronic care clinical check-up + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	

Cycle repeats from M2

* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting.

** Clinician can carry out clinical consultation at adherence club meeting venue

*** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing

**** To see clinician at clinician discretion

See Annex V for RPCs annual schedule diagram

AT ADHERENCE CLUB VENUE

The Club Facilitator shall:

- Verify patient identity using approved means of identification. A nominated person collecting on behalf of the patient must produce patient's approved means of identification.
- Facilitate a group discussion and engagement.
- Issue the multiple months treatment supply (PMPs).
- Enquire whether the patient is doing well on current treatment and refer to the Club PN if the patient reports feeling unwell or perceived to be unwell/unstable.
- Register the patient visit in the RPCs monitoring tool. For further detail refer to the Integrated TB/HIV data management SOP RPCs annexure.

CRITERIA FOR RETURN TO REGULAR CARE

- Adherence club member did not return to the facility within 7 calendar days of their missed scheduled adherence club appointment date.
- Adherence Club member screens positive for TB
- Other safety lab test results are significantly abnormal
 - For HIV: VL more than 1000 copies/ml (where VL is 50-1000 copies/ml: the patient can remain in their adherence club but must see a clinician 3 months after date of elevated VL for a further VL assessment)
 - For Diabetes: HbA1c > 7%
 - For Hypertension: BP > 140/90
- Other indications assessed on individual clinical consultation.
- Adherence club member becomes pregnant should be referred to integrated MNCWH services.

All patients must be advised that they are being returned to regular care to ensure more frequent clinical care until they are stable again. Patients can return to their specific adherence club (or alternative preferred RPCs) after a single normal result and meeting other criteria for RPCs in the future (see Re-engagement SOP 9).

TRACING, RECALL AND RE-ENGAGEMENT FOR ADHERENCE CLUB PATIENTS

- If patients arrive at the facility within 7 calendar days from the scheduled adherence club appointment date, the Clubs Manager will review the case, and where appropriate refer to the clinic pharmacy for issuing of treatment (called “grace period”). If it was a clinical consultation/rescripting visit, the Clubs Manager shall ensure that appropriate action is taken for the specific visit.
- If patients do not arrive at the facility to pick-up their treatment supply within 7 calendar days from the last day they were allowed to collect their treatment supply from their RPCs:
 - Patients are contacted through SMS or reminder calls to return to the facility to collect medicine.
 - If unsuccessful, patients are added to the facility tracing list which are traced according to their order of priority. For further details on tracing refer to Tracing and Recall SOP 8.
 - Where patients return to the facility of their own accord or after tracing refer to Re-engagement SOP 9.

DEREGISTRATION FROM RPCs: ADHERENCE CLUB OPTION

Adherence club members must be deregistered from RPCs: Adherence club on TIER.Net if they meet the criteria for return to regular care. For further detail see Integrated TB/HIV data management SOP RPCs annexure.

SOP AUTHORISED BY

DATE	INITIALS & SURNAME	DESIGNATION	SIGNATURE

Annexures:

IV. RPCs algorithm

V. RPCs annual schedule diagram

RPCs

EXTERNAL PICK-UP POINT (EX-PUP)

SOP 6



TITLE: STANDARD OPERATING PROCEDURE FOR REPEAT PRESCRIPTION COLLECTION STRATEGY – EXTERNAL PICK-UP POINT

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: EX-PUP(6)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process of the Repeat Prescription Collection strategy (RPCs) option: External pick-up point (EX-PUP).

PERSONS AFFECTED

- Patient (after 6 months of treatment) or nominee
- Healthcare worker, pharmacist or pharmacy assistant
- Lay counsellor
- EX-PUP service provider includes private pharmacy, private GP or NGO/CBO staff
- Administrative clerk

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs).
Integrated Clinical Services Management (ICSM) Manual

CRITERIA FOR REPEAT PRESCRIPTION COLLECTION STRATEGIES

For adults:

- Above 18 years
- On treatment for at least 6 months
- Most recent assessment results normal:
 - Most recent viral load (VL) taken in past 6 months <50 copies/ml for HIV
 - Most recent HbA1c taken in past 6 months ≤7% for Diabetes
 - 2 consecutive BP <140/90 for Hypertension
- Clinician confirms the patient's eligibility for RPCs option
- Patient voluntarily opts for the RPCs option
- No current TB or medical condition requiring regular clinical consultations

Pregnant and post-partum women:

- Women already on ART who become pregnant should be managed within ante-natal services with their ART and VL monitoring at ANC (aligned with their BANC plus visits) and are not eligible for enrolment in a RPCs.
- New mothers should continue to receive their ART through MNCWH services until 6 weeks after cessation of breastfeeding if they are receiving integrated care with their infant (preferred option). Where a mother is not receiving integrated care, she may be considered for a RPCs provided she is seen at her facility every 6 months for her 6-monthly VL until cessation of breastfeeding.

For children and adolescents:

- 5 to 18 years old
- On ART for at least 6 months with no regimen or dosage changes in last 3 months
- Most recent VL taken in past 6 months <50 copies/ml
- Caregivers counselled on disclosure process where age appropriate disclosure not yet achieved (see SOP 3)
- Clinician confirms the patient's eligibility for RPCs option
- Patient (>12 years/caregiver if patient <12 years) voluntarily opts for the RPCs option
- No current TB, malnutrition, mental health disorders or medical condition requiring regular clinical consultation

Stable family members should be encouraged to join the same RPCs option with the same treatment supply collection location and appointment date to support family adherence

DESCRIPTION OF EX-PUP

- EX-PUP can take various forms but all involve the patient collecting their treatment supply individually from an external service provider based at a pick-up point outside of the facility or from an automated system.
- The following are examples of EX-PUPs:
 - Treatment supply pick-up from a private pharmacy
 - Treatment supply pick-up from a designated community venue (not an adherence club)
 - Treatment supply pick-up from a post box/ATM or similar automated system located inside or outside of a facility
- EX-PUP treatment is pre-dispensed to the EX-PUP service provider by the Centralised Chronic Medicines Dispensing and Distribution (CCMDD).

GUIDING PRINCIPLES FOR EX-PUPS

- Patients should be given a choice of RPCs models to enroll in and not be forced into any one model.
- Clinicians should ensure that patients' enrolment/deregistration in an EX-PUP is reflected in their clinical stationery and administrative clerks should capture in TIER.Net.
- **Patients should be provided with ALL possible EX-PUP locations to choose the most suitable.**
- Patients should be able to collect multiple months treatment supply from the EX-PUP.
- Routine investigation should only be done at the comprehensive clinical consultation visit not at the rescripting visit. A new RPCs script is written and submitted at the comprehensive clinical consultation visit without review of the result. A RPCs should not be made to return for result review before a new RPCs script is submitted. RPCs patients with abnormal assessment results should be recalled by the facility immediately on receipt of the abnormal result (see Tracing and Recall SOP 8).
- Pre-dispensed treatment supply (PMPs) must be delivered to the EX-PUP service provider at least a day before to facilitate effective EX-PUPs.
- Patients feeling unwell can at any time go to the facility to see a clinician and should not wait for scheduled appointment date (even if they are still due to pick treatment supply up from the EX-PUP).
- All processes must be documented.

FACILITY TEAM, ROLES AND RESPONSIBILITIES: EX-PUP

RPCs Co-ordinator takes overall responsibility for the activities required to run a successful EX-PUP system from the facility perspective. A nurse, pharmacist or pharmacy assistant at the facility should be designated by the facility manager to take on this role. Duties include: ensuring this SOP is carried out, ensuring clinicians briefed on all EX-PUP locations and providers and registration processes, CCMDD liaison and co-ordination, EX-PUP enrolment/deregistration is captured on TIER. Net, all EX-PUP assessment results managed through ICSM lab results review approach (reviewed by clinician with recall of patients with abnormal results), EX-PUP visit attendance is captured in TIER.Net as outlined in the Integrated TB/HIV data management SOP RPCs annexure.

Administrative clerk is responsible for capturing patient's EX-PUP enrolment/deregistration and attendance into TIER.Net as outlined in the Integrated TB/HIV data management SOP RPCs annexure.

*** EX-PUP patients attend regular clinical care when due for clinical consultations.**

OVERVIEW OF EX-PUP PROCEDURE		
	Treatment supply	Clinical consultation
WHEN service frequency	Up to 3-monthly	6-monthly
WHERE service location	M6/M12 – Health facility All other visits – EX-PUP	Health facility
WHO service provider	EX-PUP service provider/ Facility pharmacy staff	Clinician
WHAT service package	Treatment supply Adherence check Check if patient unwell or wants to see a clinician – refer Record patient visit in RPCs monitoring tool	Record in clinical stationery M6 – Comprehensive clinical consultation visit Integrated chronic care clinical review (incl. TPT review) Routine investigations/exams according to the HIV, hypertension and diabetes guidelines Treatment script Add: For children: Dosage check and possible adjustment Disclosure process review and check-in with caregiver For adolescents: Mental health assessment M12 – Rescripting visit Brief integrated chronic care clinical check-up Treatment script Add: For children: Dosage check and possible adjustment For breastfeeding mothers: VL

INFORMATION TO BE PROVIDED TO EX-PUP PATIENT

If patient complies with criteria for RPCs, and chooses the EX-PUP option, the patient shall be informed about the EX-PUP as follows:

- At an EX-PUP, clinically stable patients (meeting RPCs criteria) are required to return to the facility every 6 months.
- The patient is required to see a clinician once a year for a comprehensive clinical consultation and routine investigations. At the clinician's discretion, they can be required to see a clinician at their rescripting visit for a brief clinical check-up.
- Patients receive a 6 month repeat prescription for their treatment at a time.
- There are a number of EX-PUP locations and providers to choose from. Provide the patient with the full list of options.
- Each time the patient visits the facility or EX-PUP, the patient should be allowed to collect multiple months treatment supply.
 - The patient shall receive their scripted first treatment supply from the facility.
 - Remaining repeat prescriptions shall be collected from EX-PUP.
 - The patient will be informed when their treatment supply (PMPs) has been delivered to the EX-PUP for collection.
 - Should a patient not receive a SMS regarding the collection date, the patient should still go to their EX-PUP location to collect their PMP on the scheduled collection date.
- Request the patient to complete the registration and consent form including choice of EX-PUP nominee details.
- It is important to attend the EX-PUP on the scheduled collection date. If this is not possible, the EX-PUP patient can send a registered nominee. The treatment supply will only remain at the EX-PUP for 7 calendar days thereafter it is returned.
- A patient will return to regular care at the facility and no longer attend the EX-PUP if the patient requires more frequent clinical care, including if more than 7 calendar days late for scheduled EX-PUP collection date. If the patient becomes pregnant, she should inform the adherence club facilitator and report back to the facility for integrated MNCWH services.
- In case of health problems, patients must be advised to attend the facility to see a clinician and should not wait for scheduled appointment date.
- A patient collection card with relevant scheduled collection and return dates to the facility shall be issued to patient.

ANNUAL VISIT SCHEDULE: EX-PUP				
3 MONTH TREATMENT (TX) SUPPLY (PREFERABLE)				
VISIT NO.	LOCATION OF EX-PUP VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month 0	Facility	Registration and Enrolment visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + record EX-PUP enrolment in clinical stationery + 6m script + 3m treatment supply pick-up		4 visits per annum
Month 3	EX-PUP location	Treatment supply only visit 3m treatment supply pick-up	1	
Month 6	Facility	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Month 9	EX-PUP location	Treatment supply only visit 3m treatment supply pick-up	1	
Month 12	Facility	Rescripting visit** Brief integrated chronic care clinical check-up + 6m re-script + record in clinical stationery + 3m treatment supply pick-up	2	
Cycle repeats from M3				
* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting. ** To see clinician at clinician discretion *** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing See Annex V for RPCs annual schedule diagram				

ANNUAL VISIT SCHEDULE: EX-PUP				
2 MONTH TREATMENT (TX) SUPPLY				
VISIT NO.	LOCATION OF EX-PUP VISIT	ACTIVITIES	SCRIPT TX SUPPLY NO.	
Month 0	Facility	Registration and Enrolment visit RPCs eligibility assessment + offer RPCs options + complete RPCs registration form + record EX-PUP enrolment in clinical stationery + 6m script + 2m treatment supply pick-up		
Month 2	EX-PUP location	Treatment supply only visit 2m treatment supply pick-up	1	6 visits per annum
Month 4	EX-PUP location	Treatment supply only visit 2m treatment supply pick-up	2	
Month 6	Facility	Comprehensive clinical consultation visit* Integrated chronic care clinical review (incl. TPT review) + investigations + check RPCs option chosen still suitable*** + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	
Month 8	EX-PUP location	Treatment supply only visit 2m treatment supply pick-up	1	
Month 10	EX-PUP location	Treatment supply only visit 2m treatment supply pick-up	2	
Month 12	Facility	Rescripting visit** Brief integrated chronic care clinical check-up + 6m re-script + record in clinical stationery + 2m treatment supply pick-up	3	
Cycle repeats from M2				
* In the first year in an RPCs, the comprehensive clinical consultation visit is done after 6 months in the RPCs, and then annually thereafter, to ensure a follow-up VL is done at 12 months from ART start (for those enrolled in RPCs at their 1st VL <50 copies/ml) or every 12 months for patient enrolled later where RPCs eligibility assessment requires a VL not more than 6 months old. VL does not need to be done at the Registration visit nor reviewed before scripting.				
** To see clinician at clinician discretion				
*** If patient chooses to change RPCs option: Clinician to complete registration form indicating change and record change in clinical stationery for capturing				
See Annex V for RPCs annual schedule diagram				

AT EX-PUP

The EX-PUP service provider shall:

- Verify patient identity using approved means of identification.
- A nominated person collecting on behalf of the patient must produce patient's approved means of identification.
- Enquire whether the patient is doing well on current treatment and refer to the facility if the patient reports feeling unwell or is perceived to be unwell/unstable.
- Advise the patient on collection of the last scripted treatment supply to return to the facility for their clinical consultation and new script.
- Register the patient visit in the RPCs monitoring tool. For further detail refer to the Integrated TB/HIV data management SOP RPCs annexure.

CRITERIA FOR RETURN TO REGULAR CARE

- EX-PUP patient did not collect their treatment supply or return to the facility within 7 calendar days of their missed EX-PUP scheduled collection date.
- EX-PUP patient screens positive for TB
- Other safety lab test results are abnormal
 - For HIV: VL more than 1000 copies/ml (where VL is 50-1000 copies/ml: the patient can remain at their EX-PUP but must see a clinician 3 months after date of elevated VL for a further VL assessment)
 - For Diabetes: HbA1c $\geq$ 7%
 - For Hypertension: BP > 140/90
- Other indications assessed on individual clinical consultation.
- EX-PUP patient becomes pregnant should be referred to integrated MNCWH services.

All patients must be advised that they are being returned to regular care to ensure more frequent clinical care until they are stable again. Patients can return to EX-PUP (or alternative preferred RPCs) after a single normal result and meeting other criteria for RPCs in the future (see Re-engagement SOP 9).

TRACING, RECALL AND RE-ENGAGEMENT OF EX-PUP PATIENTS

- The EX-PUP service provider shall notify CCMDD of all patients who did not collect their treatment supply (PMP) within 2 calendar days after the scheduled pick-up date
- Patients who failed to collect 2 calendar days after scheduled collection date, will be contacted by EX-PUP service provider/CCMDD via SMS or telephone to remind them to pick up their treatment supply (PMP) within a further 5 calendar days otherwise return to their facility.

- CCMDD shall notify health facilities of patients who failed to collect prescriptions from EX-PUP within 7 calendar days of the scheduled collection date.
- If patients do not arrive at the facility to pick-up their treatment supply within 7 calendar days from the last day they were allowed to collect their treatment supply from their RPCs:
 - Patients are contacted through SMS or reminder calls to return to the facility to collect medicine.
 - If unsuccessful, patients are added to the facility tracing list which are traced according to their order of priority. For further details on tracing refer to Tracing and Recall SOP 8.
 - Where patients return to the facility of their own accord or after tracing refer to Re-engagement SOP 9.

DEREGISTRATION FROM RPCS: EX-PUP OPTION

EX-PUP patients must be deregistered from RPCs: EX-PUP on TIER.Net if they meet the criteria for return to regular care. For further detail see Integrated TB/HIV data management SOP RPCs annexure.

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Annexures:

- IV. RPCs algorithm
- V. RPCs annual schedule diagram

DRUG SWITCHES FOR RPCS PATIENTS

SOP 7



TITLE: STANDARD OPERATING PROCEDURE: SWITCHING FIRST LINE REGIMENS FOR STABLE PATIENTS UTILIZING A REPEAT PRESCRIPTION COLLECTION STRATEGY

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

**REFERENCE NUMBER:
RPCS DRUG SWITCH (7)**

**EFFECTIVE DATE:
MARCH 2020**

PURPOSE

The purpose of this document is to outline the process for managing stable patients first line regimen drug switches when receiving treatment through a Repeat Prescription Collection strategy (RPCs) – Facility pick-up point (FAC-PUP)/Adherence Club/External pick up-point (EX-PUP)

PERSONS AFFECTED

- Patients stable on ART
- Healthcare worker
- Pharmacist or pharmacy assistant
- Non-clinicians (could include lay counsellors, CHWs, HBCs, nursing assistants or equivalent)

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)

GUIDING PRINCIPLES

- Stable patients receiving their care through a RPCs should also be considered for new first line regimens.
- Clinicians should utilize scheduled clinical consultation visits for stable clients in RPCs (FAC-PUP/Adherence clubs/EX-PUP) to assess eligibility for and offer new first line drug regimens.
- Stable patients should not be removed unnecessarily from their RPCs.
- Additional visits to the facility for additional clinical reviews or investigation should be minimized as much as possible. Where absolutely necessary, the clinician should discuss these with the patient, reach consensus on feasibility and as far as possible align with the applicable RPCs visit schedule (see SOP 4-6).
- Where a patient opts to switch to a new first line regimen, the clinician should ensure the new script submitted reflects the drug changes correctly.
- All processes must be documented.

PROCEDURE

At the patient's next RPCs scheduled clinical visit, the clinician should:

1. Review the patient's recent viral load (VL) result (not older than 6 months) and assess the stability of the patient (either VL<50 copies/ml OR second VL assessment between 50-1000 copies/ml (and not likely to be in 1st trimester of pregnancy))
2. If stable, offer the first-line regimen switch with the appropriate information as set out in 2019 ART Clinical Guidelines, including explaining to the patient that they may stay in their RPCs if they choose to switch.
3. If the patient opts to switch their first line regimen and stay in their RPCs, the clinician should NOT remove the client from their RPCs and should not require any additional visits to be made to the facility (in addition to their RPCs schedule).
4. The clinician will submit a new 6-month script reflecting the new first line drug regimen. If the patient's RPCs is an adherence club, ensure dispensing date alignment with adherence club visit schedule.
5. If the patient has not had a VL taken in the last 6 months and is only having one taken at this RPCs clinical visit but their last annual VL taken was below 50 copies/ml, the clinician should discuss the option of a first line regimen switch (with all necessary information). If the patient is interested, the clinician should offer the patient a choice between:
 - **Urgent switch** provided assessed as stable based on new VL result. This will require an additional visit to the facility once the new VL result has been received for assessment and switch.
 - **Delayed switch** at next RPCs scheduled clinical review (6 months later) provided assessed as stable based on new VL result. This will not require any additional visits to the facility.
6. In case of health problems, patients must be advised to come in immediately to see a clinician NOT to wait until their next scheduled appointment date.

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TRACING AND RECALL

SOP 8



TITLE: STANDARD OPERATING PROCEDURE FOR TRACING AND RECALL**INSTITUTION: NATIONAL DEPARTMENT OF HEALTH****REFERENCE NUMBER: AGL: TRACING (8)****EFFECTIVE DATE: MARCH 2020****PURPOSE**

The purpose of this document is to outline the process for tracing and recall recommended for all healthcare facilities in South Africa and should be read in conjunction with the Re-engagement SOP 9.

PERSONS AFFECTED

- Patients
- Healthcare worker
- Lay counsellor
- Community Health Worker (CHW)
- Ward Based PHC Outreach Team (WBPHCOT) including WBPHCOT Team Lead
- Administrative clerk
- Central Chronic Medicine Dispensing and Distribution program (CCMDD)
- Facility Manager

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents Children Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)
For TB/HIV: Integrated TB/HIV Data Management SOP
WBPHCOT framework
Integrated Clinical Services Management (ICSM) Manual

CRITERIA AND PRIORITISATION FOR TRACING AND RECALL**Criteria for tracing and recall:**

1. Patients who have failed to return to facility within 7 calendar days of their scheduled appointment including:
 - Patients who did not return for their treatment initiation appointment.
 - HIV, TB, Diabetic or Hypertensive patients who have missed their scheduled appointment by 7 calendar days.
 - Patients in a Repeat Prescription Collection strategy (RPCs) who did not collect their treatment supply within 7 calendar days after the last day on which they were still able to collect through their RPCs (See SOPs 4-6)
2. Patients with abnormal results who, after initial recall attempt, have not returned to the facility within 7 calendar days.

Prioritisation order for tracing and recall:

Every effort should be made to trace all patients with missed appointments and/or abnormal results. However, tracing and recall should be prioritized for the following patients in the order set out below:

1. Patients initiated on treatment in the last 6 months with advanced HIV disease (AHD)
2. Patients with abnormal results (HIV: viral load >50 copies/ml, for diabetes: HbA1c >7%, for hypertension: BP > 140/90, TB: positive GXP, Smear, Culture, Line Probe Assay (LPA), Mantoux)
3. Patients not initiated on treatment
4. Patients overdue for their condition specific assessment and/or investigation (test)

GUIDING PRINCIPLES

- Patients are traced and recalled through methods that they have consented to: SMS, WhatsApp, phone call and/or home visits.
- Recall attempts should first be telephonic and only if this fails, then via a home visit.
- The following activities should be integrated into adherence strategies in all health facilities to trace and recall patients:
 - Informing patients about tracing and recall processes.
 - Asking patients' consent to be traced and preferred methods of tracing in order of preference.
 - Ensuring patient confidentiality is always maintained.
 - Identifying patients with abnormal results or missed appointments through the TIER.Net line lists for HIV/TB patients or from the appointment register/book for other chronic patients.
- Missed appointments must first be verified using the patient folder/RPCs monitoring tools prior to contacting the patient.
- Facilities must receive CCMDD 7 calendar day non-collection report for RPCs patients registered on CCMDD system.
- Tracing processes should start 7 calendar days after patients have missed their scheduled appointment or have not returned to the facility after an immediate initial recall on receipt of an abnormal result by the facility.
- Where tracing and recall is successful, an active referral should be made back to the facility within the next 7 calendar days.
- All tracing processes must be documented in the patient's clinical stationery and in the relevant monitoring systems.

FACILITY TEAM, ROLES AND RESPONSIBILITIES

Facility Manager:

- Verifying and signing off Missed Appointment Lists and Tracing Registers.
- Coordinating and liaising with WBPHCOT Team Lead regarding tracing and recall activities.
- Signing off on relevant tracing and recall reports.

Administrative Clerk:

- Pre-retrieving patient folders for patients who are scheduled for an appointment 48-72 hours prior to an appointment.
- Updating patient visits on TIER.Net.
- Identifying all chronic care patients who have not attended the facility using the pre-retrieved folders still not collected after 7 calendar days.
- Generating missed appointment lists using TIER.Net and pre-retrieved folders not collected after 7 days.
- Filing NHLS laboratory results within 24-48 hours after triaging by clinician.
- Timeous filing of patient folders.

WBPHCOT Team Lead:

- Consolidating all facility missed appointment lists.
- Liaising with facility manager or designated official to identify and report back on patients with missed appointments or abnormal results.

Community Health Worker:

- Verifying missed appointments prior to contacting patients.
- Documenting tracing and recall attempts in relevant registers.
- Sharing tracing and recall attempts with relevant facility staff.

CCMDD:

- Sending 7 calendar day non-collection report to the facilities.

MATERIALS AND SUPPLIES

For a successful tracing and recall system, all health facilities should have the following:

- For all chronic disease patients (HIV/TB/NCDs):
 - Facility appointment register
 - PHC register
 - Facility telephonic tracing register
 - WBPHCOT tracing register
 - Community health worker tracing register
 - List of missed appointment for all patients enrolled in a RPCs
 - Patient folder
- In addition to the above, the following tools are required for TB/HIV patients:
 - TB/HIV information system – TIER.Net
 - TIER.Net missed appointment list and unconfirmed LTF List
 - TIER.Net patient appointment list
- Telephone or mobile phone available for telephonic recall and tracing

PROCEDURE

INFORMING PATIENT OF TRACING AND RECALL PROCESSES

- Tracing and recall consent from the patient should be sought by all healthcare workers, including their preferred tracing methods. Patients should be assured of confidentiality during tracing and recall processes.
- Patients should be encouraged to update their contact details when they change to ensure successful tracing and recall support.
- If patient agrees to be traced through home visits, the patient should be informed that a CHW or designate will come to visit them if they miss an appointment by more than 7 calendar days.
- Caregivers should be made aware that contact with the child's school may be made to effectively trace the child. Caregivers should also be informed that this process is supported by school health teams.

IDENTIFICATION OF PATIENTS WHO MISSED APPOINTMENTS

- The facility manager should ensure that there is a functional appointment system and that patient folders are retrieved 48-72 hours prior to the appointment date.
- After 7 calendar days the WBPHCOT Team Lead or designated official will create a consolidated list of patients in order of priority, who require telephonic recall using:
 - Facility appointment register/book
 - Missed appointment list generated from TIER.Net
- Once the lists have been verified and confirmation of missed appointment is obtained, the names of those patients requiring tracing and recall should be transferred to the facility telephonic tracing register.

TRACING AND RECALL OF PATIENTS BY PHONE

- Using the patient folders, the WBPHCOT Team Lead will extract the contact information (phone number, address, name of treatment supporter/buddy) from the patient's folder or RPCs monitoring tool and confirm their priority category on the facility telephonic tracing register.
- Using the facility telephonic tracing register, the CHW will contact the patient via telephone (phone calls, SMS, WhatsApp).
- For each tracing effort, the register should be marked, indicating the date the tracing was done and the tracing outcome, whether successful or unsuccessful and when the patient will return to the facility.
 - First attempt is when the patient is first contacted.
 - The names of patients whose telephone numbers cannot be reached after 3 attempts within 14 days from the missed scheduled appointment date should be transferred to the community health worker tracing register/WBPHCOT tracing register.
 - Patient consent for home visits should be verified in patient's folder.
- TB/HIV patients who did not return will continue to appear on the missed appointment lists generated from TIER.Net, until they either return to the facility or are given an outcome.
 - An ART patient is confirmed as an LTF after 90 days of a missed appointment
 - A TB patient is confirmed as an LTF after 60 consecutive days of missed doses

TRACING OF PATIENTS THROUGH OUTREACH TO COMMUNITIES AND HOMES

- The WBPHCOT Team Lead should transfer the names of patients from the facility telephonic tracing register to the WBPHCOT tracing register.
 - Patients who have telephone numbers, but where the numbers could not be reached, should also be included in the list of patients to be traced by the WBPHCOT/CHWs.
- Using the WBPHCOT tracing register, the CHWs should transfer the names of patients they are assigned to recall to their CHW tracing register.
- CHWs are required to trace patients at home (provided consent was obtained) **in priority tracing order** and document results.
- CHW to conduct home tracing and recall visit, document results and provide feedback to the facilities.

DOCUMENTATION OF TRACING AND RECALL RESULTS

- Information obtained from tracing and recall attempts (telephonic and/or home visits) should be updated in the patient’s clinical stationery and relevant information systems accordingly.

RE-INTEGRATING PATIENTS INTO CARE (SEE RE-ENGAGEMENT SOP 9)

- If a patient returns to the facility, the patient should retrieve their patient folder at registry and be seen by a clinician.
- Clinician to assess patient’s treatment status to determine next steps as outlined in the Re-engagement SOP 9.
- All processes to be documented

SOP AUTHORISED BY

DATE	INITIALS & SURNAME	DESIGNATION	SIGNATURE

RE-ENGAGEMENT IN CARE

SOP 9



TITLE: STANDARD OPERATING PROCEDURE: RE-ENGAGEMENT IN CARE

INSTITUTION: NATIONAL DEPARTMENT OF HEALTH

REFERENCE NUMBER: AGL: RE-ENGAGEMENT (9)

EFFECTIVE DATE: MARCH 2020

PURPOSE

The purpose of this document is to outline the process of determining the most appropriate support for patients who re-engage in care to facilitate improved retention.

PERSONS AFFECTED

- Returning patients
- Healthcare worker
- Pharmacist or pharmacy assistant
- Non-clinicians (could include lay counsellors or equivalent)

APPLICABLE POLICY REFERENCE

For HIV: 2019 ART Clinical Guidelines for the Management of HIV in Adults, Pregnancy, Adolescents, Children, Infants and Neonates
For TB/NCDs: Adherence Guidelines for Chronic Diseases (HIV, TB and NCDs)
Integrated Clinical Services Management (ICSM) Manual

CRITERIA FOR RE-ENGAGEMENT

Any patient who returns to the facility either of their own accord or after tracing more than 7 calendar days after their missed appointment date or for those in Repeat Prescription Collection strategies (RPCs), more than 7 calendar days after the last day the patient could collect their treatment supply from their RPCs.

GUIDING PRINCIPLES

- All staff in the facility are welcoming, acknowledge it is normal to miss appointments and/or have treatment interruptions, support and empower patients to improve retention after re-engagement.
- If a patient comes from a different facility (transfers in) **DO NOT** require the patient to provide transfer documents or delay restarting treatment as per procedure in 2019 ART Clinical Guideline.
- Adherence counselling should not be mandated for all patients who re-engage in care. Follow the procedure below to determine who to offer and refer for adherence counselling.

- Patients who have missed appointments may have missed visits because of time constraints. Retention may be best supported for such patients by reducing their required frequency of attendance and identifying more convenient locations or service hours for collection of treatment supply. Increasing the intensity of service provision may not be supportive.
- For patients with a previous documented suppressed viral load, consider whether the patient would benefit from either multi-month treatment supply or enrolling or re-enrolling into a RPCs.
- All processes must be documented.

RE-ENGAGEMENT PROCEDURE - SEE RE-ENGAGEMENT ALGORITHM (ANNEXURE VI)

If a patient returns to the facility more than 7 calendar days after their missed appointment or the date on which they were still able to collect treatment through their RPCs, a clinician will see the patient and take a thorough history, including whether the patient has interrupted treatment or not?

1. If the patient **DID NOT interrupt treatment** and
 - a. Does have a suppressed viral load (VL) <50 copies/ml or controlled blood glucose level (HbA1c) $\leq 7\%$ in last 6 months or blood pressure (BP) <140/90 and meets the eligibility criteria for RPCs, offer RPCs options available from your facility and immediately script the patient accordingly.
 - b. Does not have a recent VL or HbA1c, immediately script the patient and if they are due or overdue for assessment, conduct the necessary investigations (tests).
2. If the patient **DID interrupt treatment** ascertain:
 - Which drugs the patient was taking, and for how long;
 - The reasons for stopping treatment;
 - Any side-effects; and
 - Any information on VL, BP, HbA1c measurements whilst on treatment.
 - a. If the patient is well on their first line regimen and has a recorded previous suppressed VL <50 copies/ml or HbA1c $\leq 7\%$ or BP <140/90 today with no side effects that caused them to interrupt treatment:
 - Immediately restart same regimen (see 2019 ART Clinical Guideline)
 - Ask the client whether they would benefit from additional adherence counselling? If the patient indicates yes, refer to the counsellor for combined session 3 & session 4 of FTIC (FTIC SOP 1) focusing on revising adherence steps, explaining possible future access to longer treatment supply and simpler collection systems, and repeating VL/HbA1c/BP education for client's next assessment otherwise do not send to counselling.

- Explain to the patient that a VL/HbA1c/BP will be taken in 3 months to check adherence and that treatment is working. If the result is normal, the clinician will then offer the patient RPCs options available at the facility.
 - Immediately offer the patient multi-month treatment supply from the facility until their next appointment at which the assessment will be taken and script accordingly.
 - Write the date of the follow-up visit in patient's diary or appointment card.
- b. If the patient interrupted treatment due to side effects, has an abnormal assessment result or is ill manage in terms of Clinical Guidelines. Where the patient has:
- A VL >50 copies/ml, HbA1c >7% or BP >140/90 and the clinician is concerned about the patient's adherence, refer to the counsellor for EAC session 1 (see EAC SOP2)
 - Explain to the patient that a VL/HbA1c/BP will be taken in 3 months to check adherence and that treatment is working.
 - If the assessment result is normal, the clinician will offer the patient RPCs options available at the facility.
 - If abnormal again, the clinician will need to consider switching the patient's treatment regimen and refer patient for EAC 2 (see EAC SOP2)
 - Write the date of the follow-up visit in patient's diary or appointment card.
3. In case of health problems, patients must be advised to come in immediately to see a clinician NOT to wait until their next scheduled appointment date.

TRACING, RECALL AND RE-ENGAGEMENT

If patients do not arrive at facility to pick-up medicines within 7 calendar days of the set collection appointment date:

- Patients are contacted through SMS or reminder calls to return to collect medicine.
- If unsuccessful, facility initiates patient tracing using WBPHCOT, CHWs or HBCs or other suitable means.
- Where patients arrive back at the facility of their own accord or after tracing apply Re-engagement process again as set out in this SOP.
- For further details on tracing refer to Tracing and Recall SOP 8.

SOP AUTHORISED BY:

Date	Initials and Surname	Designation	Signature

Annexures:

VI. Re-engagement algorithm

ANNEXURES





ANNEXURE I: PATIENT ADHERENCE PLAN

Name and Surname:

FTIC Session 1 after chronic disease education session (date):

Adherence step 1: education on HIV ☐ TB ☐ Hypertension ☐ Diabetes ☐ Other ☐

Adherence step 2: Life goals:

My motivations to stay healthy are: (1)..... (2)..... (3).....

I will maintain a healthy lifestyle by ☐ adopting healthy eating habits ☐ getting regular exercise ☐ managing my stress

Adherence Step 3: Patient Support system

Agree for home visit: Yes ☐ No ☐ Preferred means of contact: SMS ☐ WhatsApp ☐ Phone call ☐ Other ☐

Who can support me in my treatment: ☐ Family ☐ Friends ☐ Work ☐ School ☐ Church ☐ Other:

Adherence Step 4: Getting to appointments

I will come to my appointments by: ☐ walk ☐ public transport ☐ own transport

If I face a difficulty to come (money, transport, etc.), my alternative plan will be to ask for assistance from:

☐ family ☐ friends ☐ neighbour ☐ other

I will inform clinic I am unable to come to set appointment and request for an alternative appointment ☐

Adherence step 5: My readiness to start treatment

I feel ready and will start treatment:

☐ Yes

I am ready today ☐ Yes ☐ No but will be on..... (insert date) ☐ I do not feel ready and would like to discuss more with:

☐ peer ☐ family member ☐ other

FTIC Session 2 (date):

Adherence Step 6: Medication schedule

The best time for me to take my treatment is: ☐ Morning ☐ Afternoon ☐ Evening

Adherence step 7: Managing missed doses

If I miss a dose, my plan is: (1) to take treatment as soon as I remember ☐

Adherence Step 8: Reminder strategies

To remind me to take medication I will use: ☐ watch ☐ cell phone alarm ☐ pill box ☐ buddy ☐ other

Adherence Step 9: Storing medication and extra doses I will store my medication in: ☐ Safe place: ☐ Far from reach of children I will carry extra supply in: ☐ a bag ☐ pill box ☐ other: I will keep it in my: ☐ handbag ☐ pocket ☐ other:	
Adherence Step 10: Dealing with side-effects If I experience side effects, I will: Refer to treatment adherence pamphlet ☐ Inform clinic if side effects do not go away or are too worrying ☐	
FTIC Session 3 (date):	
Adherence Step 11: Understanding the treatment pathway ahead of me if I take my treatment well ☐ I understand the options for multi-month treatment supply and simplified collection available after 6 months on treatment	
Adherence Step 12: Planning for trips <i>If I have some trips planned, before going away I will:</i> ☐ Inform health facility before travelling to receive referral letter and treatment ☐ Get enough supply of treatment for trip <i>In case I cannot come to the facility before going away:</i> ☐ I will report to the nearest health facility in the travel area as soon as I arrive to get access to treatment ☐ Carry evidence of my condition and evidence of the treatment I am taking	
Adherence Step 13: Dealing with substance use <i>My plan to make sure I take my medication if I used alcohol or drugs is:</i> ☐ To make sure I take treatment before starting to use drugs or alcohol ☐ Arrange for someone to remind me to take treatment in case I am intoxicated	
FTIC Session 4 (date):	
Education on assessment: Viral load ☐ Sputum ☐ HbA1c ☐ BP ☐ Other: ☐ ☐ I understand that I can access multi-month treatment supply and simplified collection after 6 months on treatment if my results are normal	
Patients signature Date of signature	
EAC Session 1 (date):	
EAC Session 2 (date):	

ANNEXURE II: MENTAL HEALTH ASSESSMENT

As mental health disorders can impact adherence negatively, it is recommended that screening is provided for mental health disorders while treating HIV, TB and NCDs.

Basic screening should assess:

1. What is the patient's appearance?
 - Is he/she clean and looking after him or herself
 - Does the person look worried or sad?
 - Does the person seem agitated?
 - Does he/she seem suspicious, nervous or hostile?
2. Assess the patient's mood, asking:
 - How have you been feeling over the last week?
 - Have you been feeling mostly normal, or sad or happy, or worried?
 - How do you feel today?
 - What are your feelings about the future?
3. Assess the patient's thoughts:
 - Are you having negative thoughts?
 - Are you having strange thoughts?
 - Any unusual fears (such as being followed, spied on)?
 - Have you had any strange experiences (such as hearing voices/seeing visions other people cannot hear or see) or special abilities?

Negative thoughts can suggest depression, other strange thoughts or experiences could raise suspicion of psychosis.
4. Assess patient's cognition:
 - Does thinking seem slow?
 - Is the person able to concentrate?
 - Does the memory seem impaired?

If you suspect a mental health disorder while asking the previous questions, try to answer the following questions:

- What is the main problem?
- How long has it been present?
- Does it affect the patient's daily functioning?
- Can this be managed at this clinic?

If further assessment and treatment cannot be provided at the clinic, refer to a psychiatric nurse or service. Tools such as SRQ 20 recommended by the WHO can help to identify mental health disorder.

Provide the patient with education on mental health and provide them with advice that can help them overcome symptoms. Explain to the patient that the following signs could mean that they may need support to improve their mental health condition:

If they feel:

- constantly angry or very worried
- very sad for a very long time
- they are losing interest in things they use to enjoy doing
- they can not cope with work or daily activities
- their mind is controlled (such as by voices) or out of control
- they need to use alcohol or drugs
- Obsessively do things such as repeat washing hands, non-stop sport activity, eating too much, obsessive diet or other obsessive behaviours.
- Hurt themselves or other people or destroy things.
- Do irresponsible things that could harm them or others.
- Having problems sleeping or feeling tired and not having energy.
- Feeling anxious, looking or feeling 'jumpy' or upset, having panic attacks.
- Not wanting to spend time with people; spending too much time in bed.
- Hearing and seeing things that others do not see.
- Other differences in the way the person sees what is happening around them, for example believing that someone is trying to harm you, or laughing at you.

If the patients show signs of intense sadness, risk to harm themselves or others or hear or see things that other do not see they should directly be referred for psychiatric support.

If the patients experience some of the other symptoms, explain to them that they can identify some ways to help them cope with their situation by telling them that it might help to:

- Share your feelings and spend time with other people you trust.
- Get back to daily routine as much as possible (such as work, school, housework).
- Participate in religious or spiritual activities.
- Play sports or get regular exercise.
- Eat regular meals.
- Get adequate rest.
- Take a break and relax.

- Participate in enjoyable activities (such as singing, dancing, reading), even if at the moment it may be hard for you to enjoy them.
- Help other people talk about how they feel, but also respect if they choose not to talk about it.

Recommend that they avoid:

- Using alcohol or drugs to cope with the symptoms
- Withdrawing from family and friends
- Withdrawing from daily activities
- Overworking
- Blaming yourself or others
- Neglecting your health or self-care (such as sleep, hygiene, diet)

Explain that the patient, may need to seek help from a psychiatric nurse, social worker, psychologist or counsellor if they want to talk with someone outside of their family or circle of friends or if their symptoms do not improve with coping strategies.

ANNEXURE III: CHILD AND ADOLESCENT DISCLOSURE COUNSELLING IMAGES

Image 1
Different types of germs



Image 2
Soldiers inside the blood
The immune system



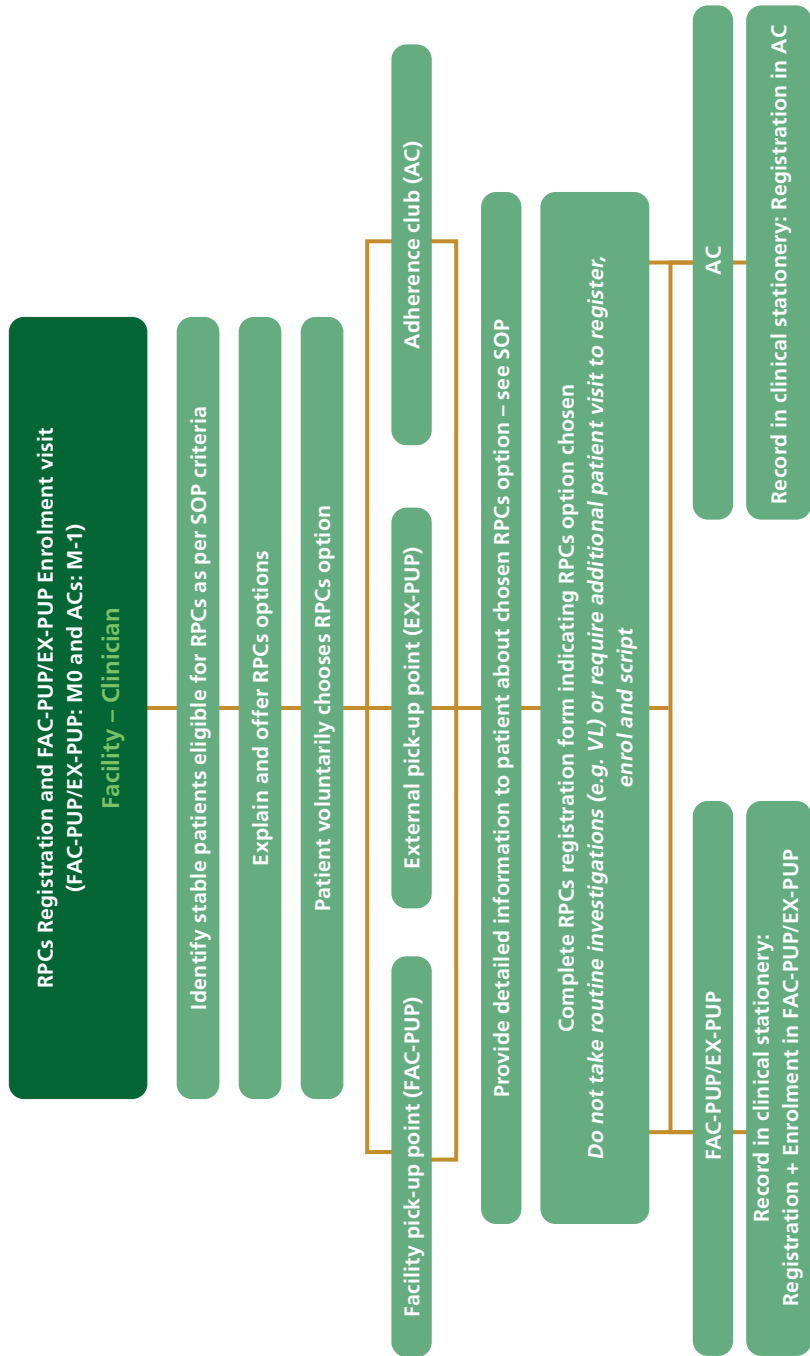
Image 3
The sleeping germ

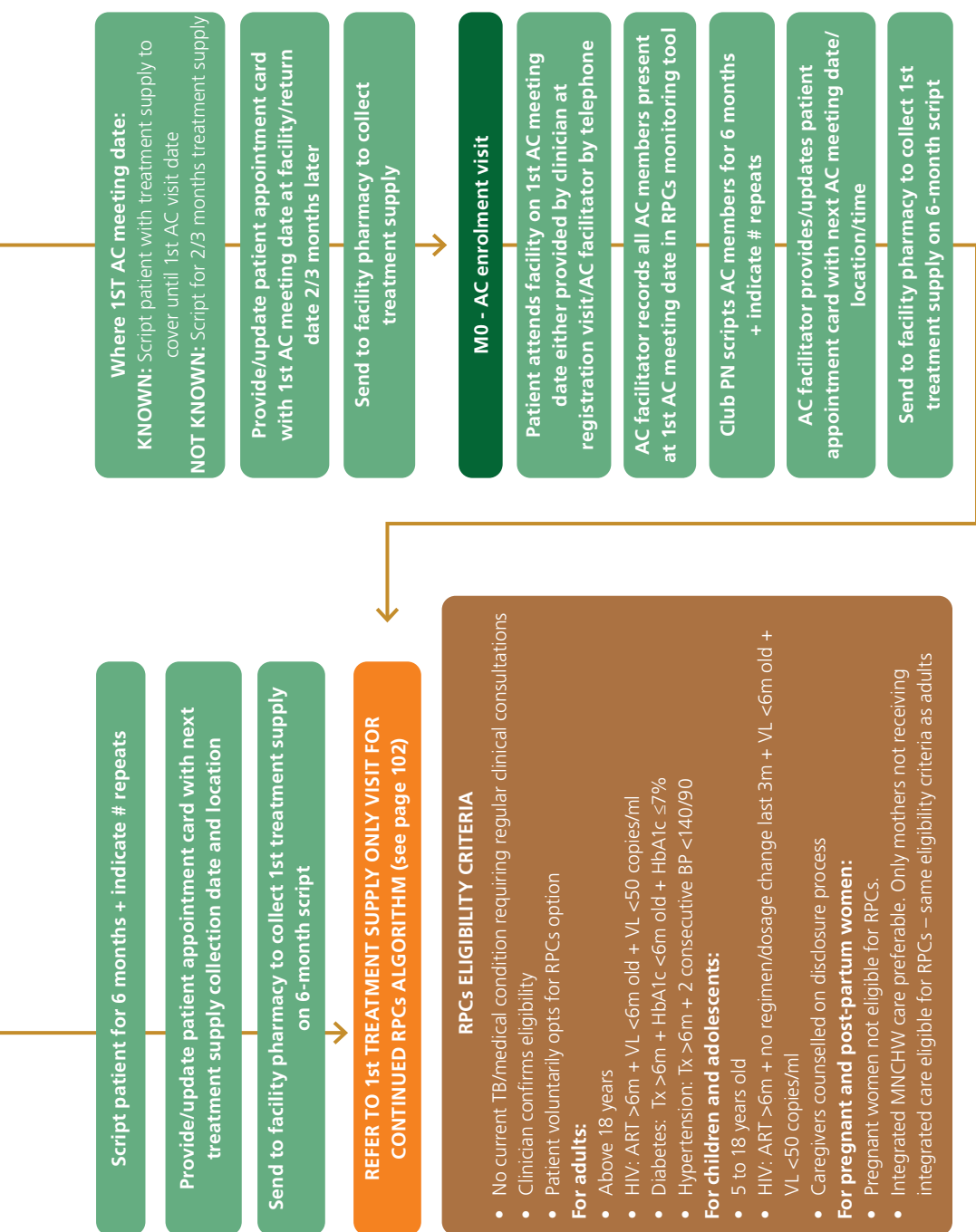


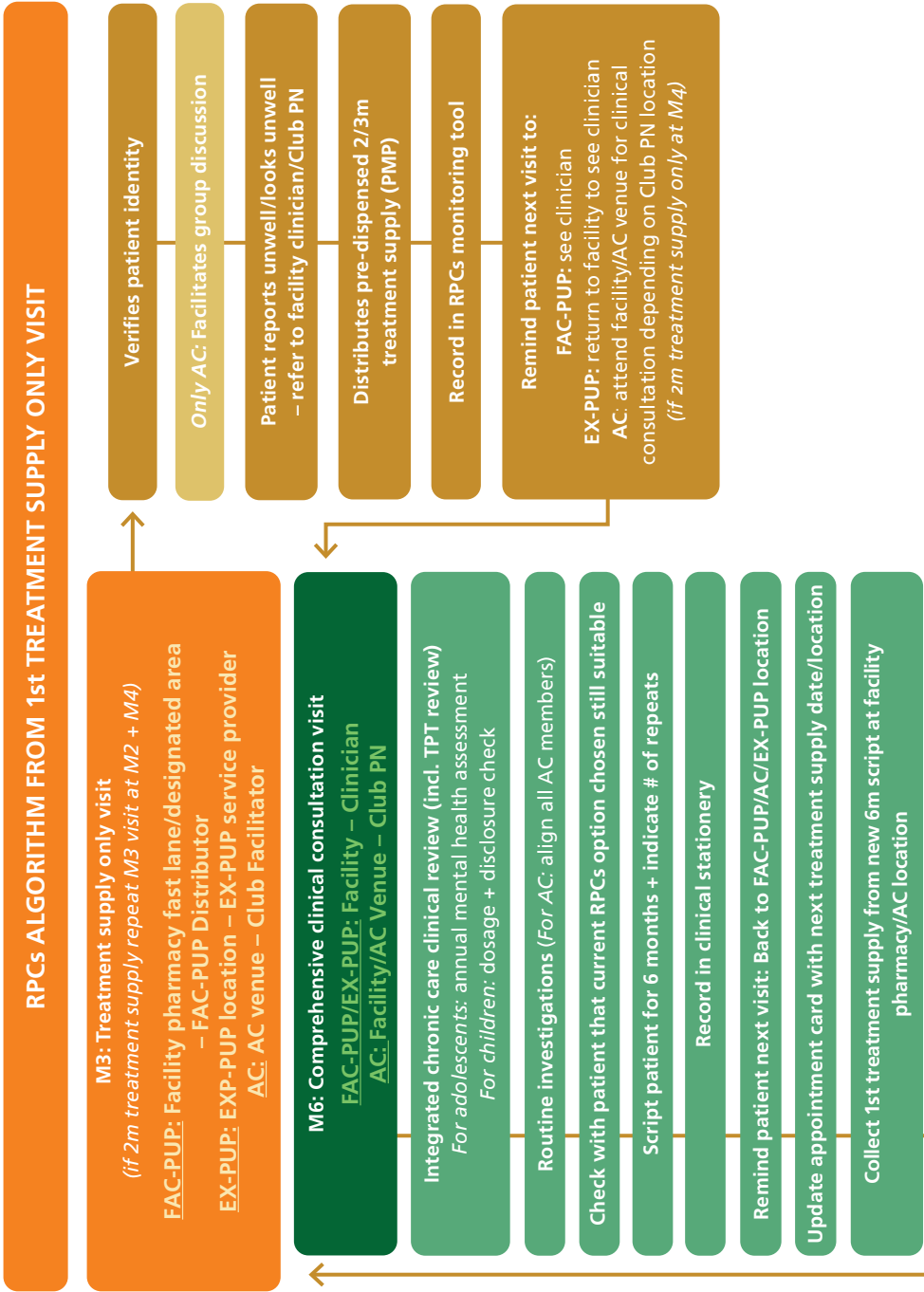
Image 4
Treatment to fight
the sleeping germ

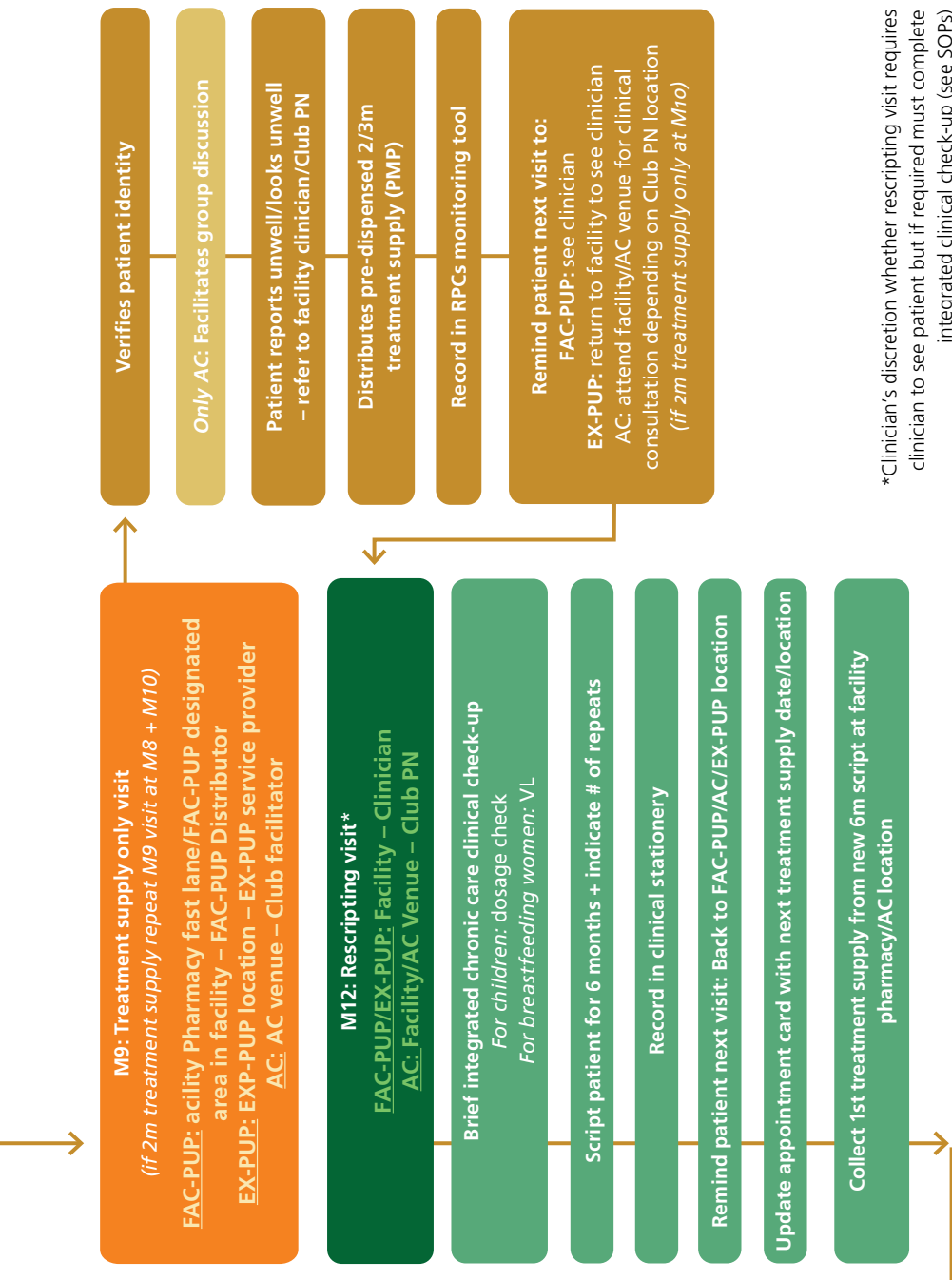


ANNEXURE IV: REPEAT PRESCRIPTION COLLECTION STRATEGIES ALGORITHM





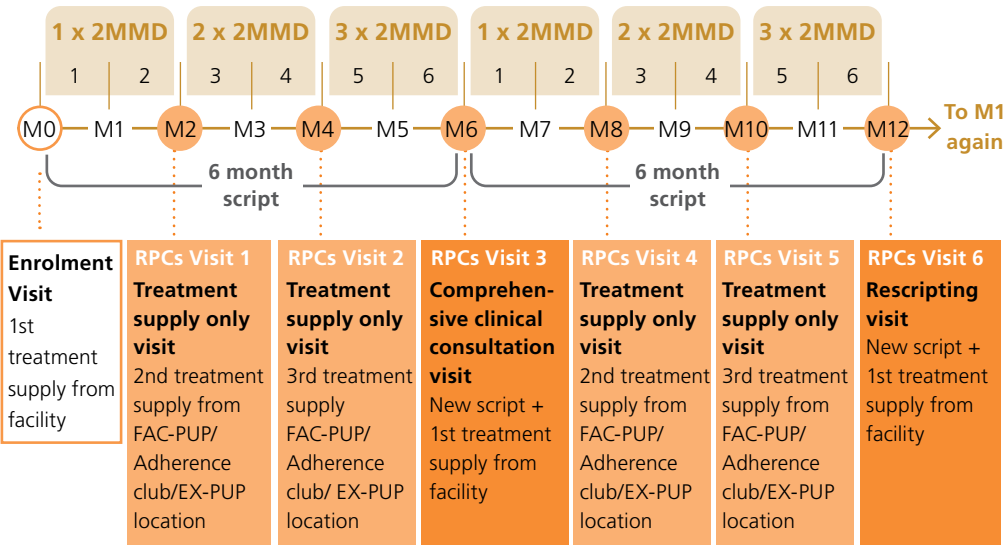




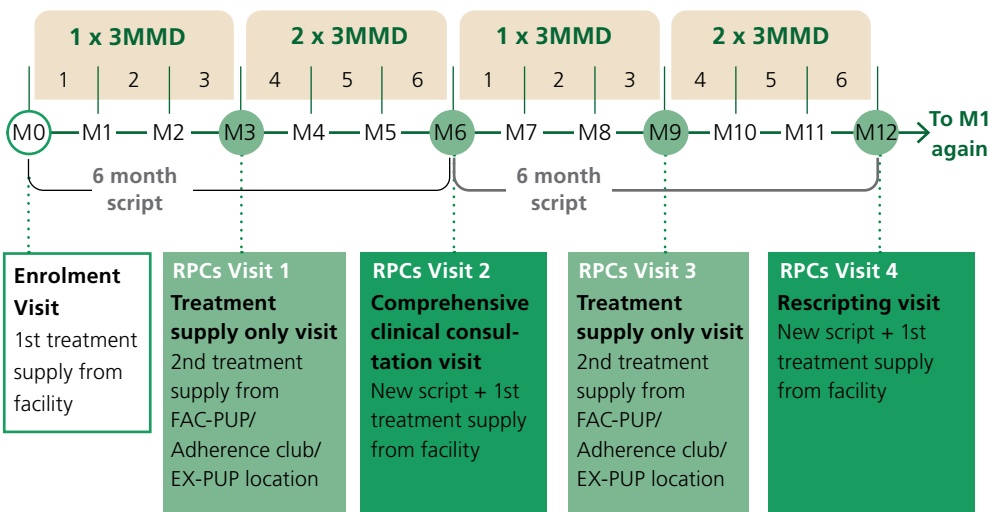
*Clinician's discretion whether rescripting visit requires clinician to see patient but if required must complete integrated clinical check-up (see SOPs)

ANNEXURE V: RPCs ANNUAL SCHEDULE DIAGRAM

2 month supply (2MMD)



3 month supply (3MMD)



ANNEXURE VI: RE-ENGAGEMENT ALGORITHM

