

STAFF CHECKLIST FOR COUNSELLING PATIENTS ON 99DOTS ADHERENCE

Sl. No	Check Points	Check box ✓
A	Importance of making a free call	
1	Begin from the START. Take medicine daily and follow the arrow marks.	<input type="checkbox"/>
2	Make a free call on any one of the toll free number revealed every day and call on the same day when you take medication. Note: After taking out medicines, you might see one or more than one toll free number under different medicine flap, call any one of those number.	<input type="checkbox"/>
3	Must give one time FREE call per day from any of registered phone numbers. Don't give MISSED call and Should not disconnect the call until you hear the "Thank You" message – it will disconnect automatically	<input type="checkbox"/>
4	Don't add '0' or 91 before the toll free number. Call is free, can be made even with 0 balance and from any city and anytime (no roaming charges)	<input type="checkbox"/>
5	Make calls only from the registered phone numbers given to the staff and when you change phone number please update to Staff.	<input type="checkbox"/>
6	When some doses will cross over two packs – only call the number revealed on the second (new) pack.	<input type="checkbox"/>
7	Your confidentiality will be maintained and your phone numbers will not be shared with anyone other than health staff.	<input type="checkbox"/>
8	You should come back to us when pills are finished and be aware TB treatment course is for six month.	<input type="checkbox"/>
B	Administer first dose	
9	Make the patient to take their first dose and Ask them to call any one of the revealed hidden toll-free number at the centre itself and wait till you hear the "Thank you" message.	<input type="checkbox"/>
Note	If you do not make the free call, you will get an SMS alert reminding you have to take the medicines. If you still don't take the medicine and don't make the free call, the SMS will go to the staff who will visit or call the patient to check for the reason for not taking the medicine for that day.	
Note	If you are taking medicines every day and making the free call, the doctor and staff will be aware of your pills regular intake and field staff will not have to remind you on call or by visit. If you take the full course (6months) of medicines, you will get cured of TB.	

Script for Counselling Patients on 99DOTS

Below script will help you to explain the patient in detail level

Script – Note

Why should the patient make a call?

Tell the patient that “With 99DOTS, when you make a free call after taking medicines, the doctor and staff will get to know immediately. If you are regularly taking medicines and making the free call, the field staff will not have to call or visit you regularly. If you take the full course of medicines (6months), you will get cured of TB.”

Script A1, A2 & A3

How to use the 99DOTS envelopes to report that the dose is taken?

Show them how to follow the arrows on the envelope, the hidden toll free number revealed on the sample envelope and tell them that they must give only **one FREE call (NOT MISSED CALL) per day** from any of their registered phone numbers.

What should the patient do after they dial the number?

Explain to the patient that they should not disconnect the call until they hear the “Thank You” message – it will disconnect automatically. The “Thank You” message indicates that the dose was registered successfully on 99DOTS

Script A4

What is the cost of making the call?

Explain that the call is free, can be made even with 0 balance, can be done even while in roaming, and they must not add 0 or +91 before the number.

Script A5

What should the patient do if their phone number changes?

Request them to inform the staff in case their registered phone numbers change.

Script A6

Which revealed number to call in case tablets are from two blisters?

If patient takes 3 or 5 pills / day, explain that some doses will cross over two packs – only call the number revealed on the second pack.

Script A7

Who will get access to their phone number?

Inform them that their confidentiality will be maintained and their phone numbers will not be shared with anyone other than health staff.

Script A8**When should the patient come back for refills?**

Inform the patient that he/she should come back when pills are finished (Also explain that TB treatment course is six months long)

Script – B9**Administer first dose**

If the patient has brought their phone, make the patient administer the first dose and call the hidden toll free number at the centre itself. They should hear the “Thank You” message, which indicates that the dose was registered successfully on 99DOTS.

Script - Note**What will happen if the patient does not call on any given day?**

Inform them that if they do not make the free call, they will get an SMS alert reminding them to take the medicines. If the patient still does not take the medicine and make the free call, the SMS will go to the staff who will visit or call the patient to check why they have not taken the medicine for that day.