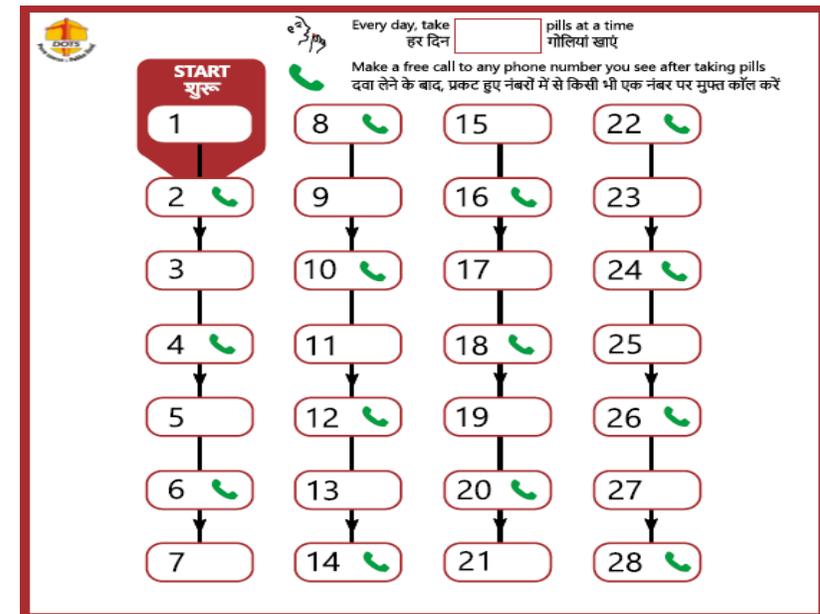
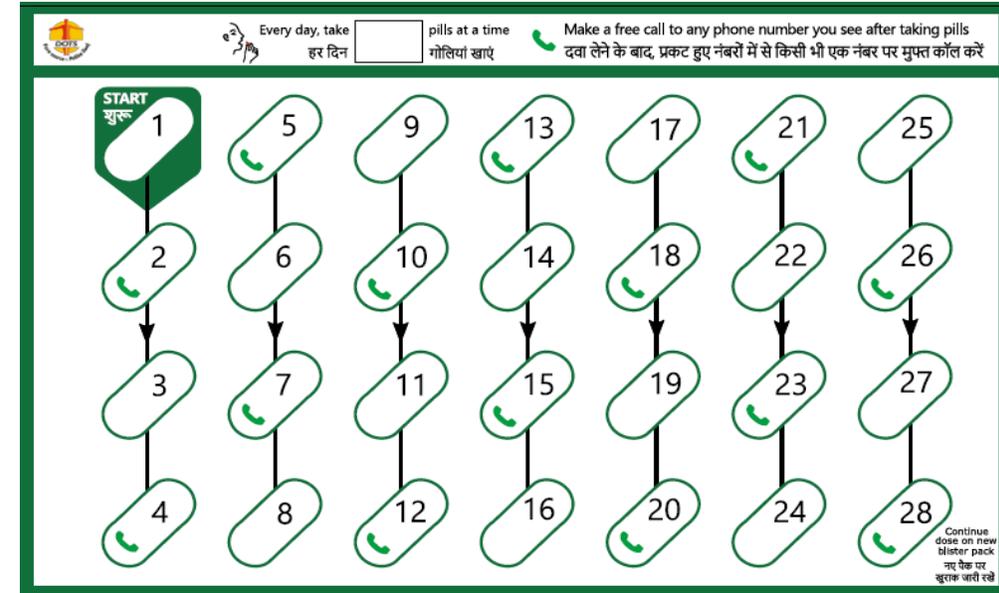


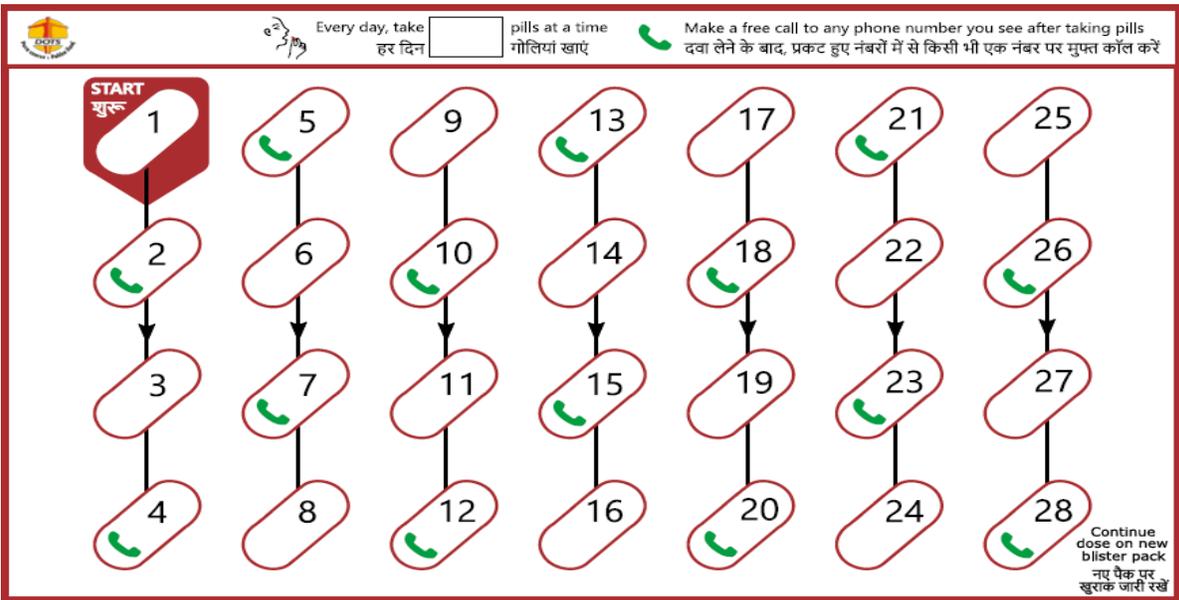
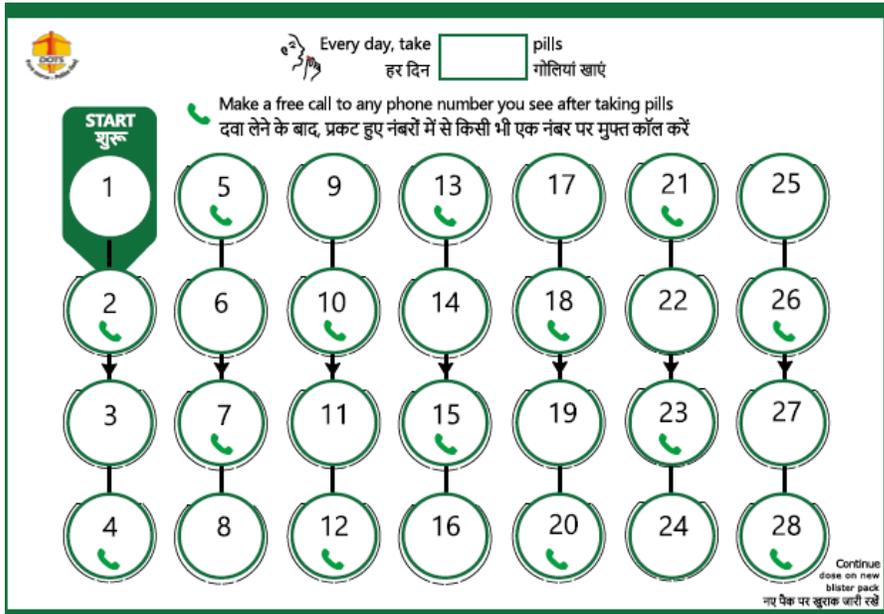
# Universal Envelope

# Universal Envelope Concept

- **Two Type of Envelopes – IP: Intensive Phase and CP: Continuation Phase for both Macleods and Lupin FDCs**
- Each patient gets the same sleeve, regardless of weight band
- Pharmacist (ART) or Treatment Supporter (RNTCP) should write number of pills/day patient should take on the envelopes
- Every day, a patient will take prescribed number of pills and reveal 1, 2, or 3 hidden phone numbers
  - Patient should call any one of the number revealed that day
- Patient should start at pill 1 and move in sequence (1,2,3...28), completing each column, and starting from the top at each column



# Universal Envelope – One Envelope Design for all Weight Bands



## Advantages:

- Only 2 types of envelopes (1 for IP and 1 for CP)
- The same envelopes can be used for any weight band patient (adults only)
- No need to estimate requirements of weight band wise envelope
- District/ART should always have no. of IP strips = no. of IP envelopes + some buffer, and no. of CP strips = no. of CP envelopes + some buffer
- Need less space to store envelopes
- Easy for patients to follow the top to down arrow mark pattern while dispensing medicine
- Stock out of envelopes for a particular weight band patient will not occur
- Counselling time and dispensing time by pharmacist will reduce per patient, thus increasing efficiency

# Universal Envelope Dispensing Process

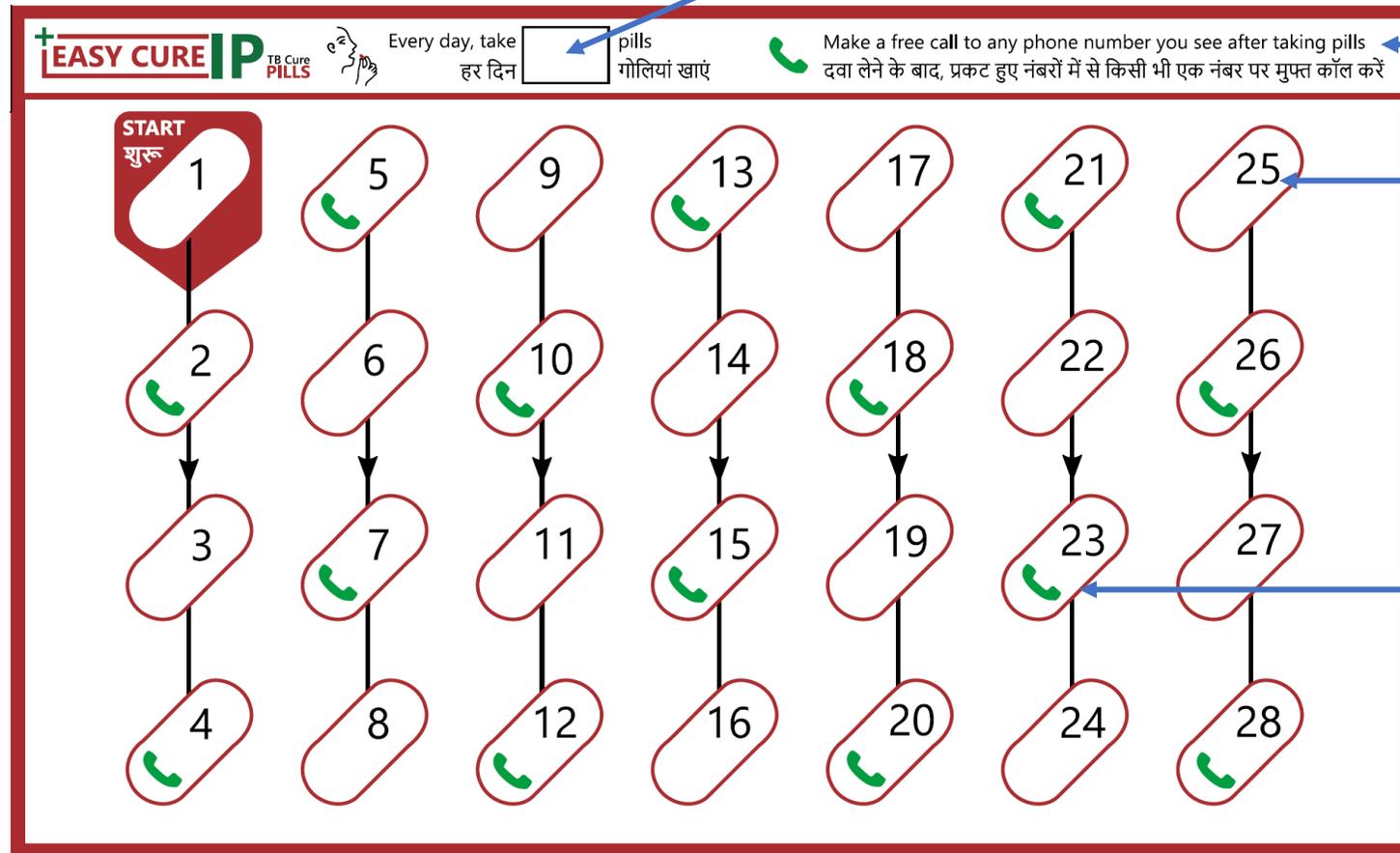
Pharmacist (ART), Treatment Supporter (RNTCP) writes prescription of pills/day

Patient can call any number revealed that day

Numbering sequence to assist with counseling, for example for 5 pills a day:

- first day, take #s 1, 2, 3, 4, 5
- second day, #s 6, 7, 8, 9, 10

Call symbol indicates where to find the phone number, but should not confuse patients on dosing – always take the dose given by the counselor and call any one of the numbers revealed that day.



# To Summarize

Consume prescribed (2, 3, 4, or 5) pills per day



**ONE** or **MORE** toll free numbers can be seen behind the pill flap after taking out pills every day

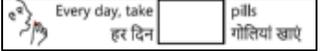
1800 313 XXXX

Call **ANY ONE** of the toll free number seen that day



# APPENDIX: Common questions/doubts that patient or counsellor may have about universal envelopes

## Q1. For which weight band are these envelopes for?

**Answer:** The universal envelopes can be used for all weight bands (2, 3, 4, or 5). The number of pills to be taken daily has to be written manually by hand in the rectangular box . The diagram shows a rectangular box with a small icon of a hand pointing to the left. Inside the box, the text reads 'Every day, take' followed by a small square box for writing a number, and 'pills' to the right. Below this, in Hindi, it says 'हर दिन' followed by a small square box for writing a number, and 'गोलियां खाएं' to the right.

## Q2. Can we use these envelopes for paediatric FDC patients?

**Answer:** NO, these envelopes are only to be used for Adult patients on ATT using FDCs.

## Q3. Are the Universal Envelopes same for Lupin and Macleods?

**Answer:** No, there are separate envelope designs available for both Lupin and Macleods. IP and CP Envelopes are available for both these types of FDCs.

## Q4. How should the patient dispense medicines?

**Answer:** The arrow indicates that pills should be taken in top to down order. Patient should start at pill 1 and move in sequence (1,2,3...28), completing each column, and starting from the top at each column.

## Q5. Should we stop using the weight band wise envelopes?

**Answer:** No, you can continue using them till stock lasts. From now on, all new envelope requirements by state will be fulfilled by providing Universal envelopes.

# **APPENDIX: Common questions/doubts that patient or counsellor may have about universal envelopes**

## **Q6. Why do we have call symbol/phone icon on few flaps and not all?**

**Answer:** The call symbol/phone icon indicates that the toll free number is inside that flap. Once patient takes out the pill from that flap, the toll free number will be seen. The patient should not confuse dosage and stop taking out pills after opening the flap with this symbol. They should always take the number of pills prescribed by the doctor and written in the rectangular box.

## **Q7. Should the patient call all the numbers seen in a particular day after taking medicines? What will happen if they call all the numbers seen?**

**Answer:** If more than one toll free numbers are revealed after taking out the number of medicines prescribed for a day, the patient has to call any one of those numbers and not all the toll free numbers. If they call multiple number, the adherence will get registered soon after the first call. For remaining calls the patient will hear thank you message, but nothing will happen on the dashboard as adherence is already marked in the first call.

## **Q8. Why are numbers written on flaps? Does it indicate days?**

**Answer:** The number sequence indicates the order in which the pills should be taken out. It does not indicate days. For example, for 5 pills dosage, the patient should take out pills 1,2,3,4, and 5 on day 1. Then on day 2 they should take pills 6, 7, 8, 9, and 10.