



Welcome! How are you feeling today?

While waiting to see your provider, please read these lists below describing challenges that some clients have seeking care. Tick any boxes that you would like to talk about with your provider during your consultation. There are many options to manage these challenges yourself and services that this facility offers to support your care journey.

I AM AFRAID

- ☐ I'm afraid people will find out I am taking treatment
- ☐ I had problems last time I was on treatment
- ☐ I don't want to disappoint my nurse
- ☐ I don't have anyone to talk to
- ☐ I was shouted at before when I came to the clinic

I AM NOT READY

- ☐ I am not ready to start treatment
- ☐ I need more information about taking treatment
- ☐ I don't like clinics
- ☐ I don't need treatment
- ☐ I am new on treatment and not sure what to expect

I can do these things:

- ☐ Set my health goals
- ☐ Identify people who can support me in deciding to start/take treatment
- ☐ Read my *Client Roadmap* to prepare for my treatment journey
- ☐ Ask questions at my visit or on the *WhatsApp Health Coach*
- ☐ Choose where to store my treatment

My provider can also:

- ☐ Complete fast track initiation counseling with new adherence plan
- ☐ Provide disclosure support and treatment information
- ☐ Provide a *Client Roadmap*
- ☐ Refer to a social worker
- ☐ Refer to *WhatsApp Health Coach*



IT'S DIFFICULT TO ATTEND MY VISITS

- ☐ I live far away
- ☐ I don't have transport
- ☐ I am in school/work during clinic hours
- ☐ My visit date is different from others in my family
- ☐ I have too many visits
- ☐ My visits take too long
- ☐ I often have unplanned travel
- ☐ I could lose my job
- ☐ I don't have money to attend so many visits
- ☐ I have children or others to care for at home

I can do these things:

- ☐ Ask for longer treatment supply and/or less frequent clinic visits
- ☐ Ask family to help me get to my visits
- ☐ Ask about convenient ways and places to collect my treatment resupply
- ☐ Ask for more treatment or a transfer letter when I travel
- ☐ Ask for same supply, visits and collection points for family members

My provider can also:

- ☐ Offer 3-month treatment supply
- ☐ Enrol me in repeat prescription collection strategies
 1. Pick-up point outside the facility (e.g. Clicks)
 2. Facility one-stop fast pick-up
 3. Support group
- ☐ Offer 6-month script + 3-month treatment supply
- ☐ Offer 6-month script + 6-month treatment supply
- ☐ Align child/partner visit schedule

I HAVE OTHER HEALTH CONCERNS

- ☐ I feel sick today
- ☐ I have other health conditions like TB, high blood, high sugars
- ☐ I am worried I have STI
- ☐ I am pregnant or breastfeeding
- ☐ I have mental health concerns
- ☐ I use alcohol or drugs I'm worried it may affect my treatment
- ☐ The treatment makes me feel sick
- ☐ I take other medication
- ☐ I don't think my treatment is working
- ☐ I don't have food at home

I can do these things:

- ☐ Tell my provider how I am feeling
- ☐ Tell my provider I am re-starting treatment so my convenient treatment collection options should start today
- ☐ Tell my provider I have other conditions and ask for extra clinical check ups
- ☐ Ask for help if I experience side effects
- ☐ Ask for help to take treatment if I am intoxicated or using drugs

My provider can also:

- ☐ Provide a detailed health assessment
- ☐ Conduct mental health assessment
- ☐ Refer to appropriate provider e.g. social worker, dietician
- ☐ Help with with antenatal care booking
- ☐ Align visit schedule with my other conditions
- ☐ Schedule extra clinical visits if needed

I NEED APPOINTMENT ASSISTANCE/REMINDERS

- ☐ I forget when my next visit is
- ☐ I forget to take my treatment some days
- ☐ I sometimes use alcohol or drugs and forget my visit
- ☐ I don't know when my next visit date is
- ☐ I can't come on my scheduled visit date
- ☐ I don't get visit reminders

I can do these things:

- ☐ Tell clinic how to contact me if I miss my visit: SMS, phone, house visit
- ☐ Update my contact details so I can manage my appointments and get reminders
- ☐ Choose time of day I can take treatment
- ☐ Create my treatment reminder strategy such as phone, alarm, friend, pill box, *WhatsApp Health Coach*

My provider can also:

- ☐ Review adherence plan in fast track initiation counseling
- ☐ Enable SMS/phone visit reminders if available
- ☐ Explain how to change appointment dates
- ☐ Ask client to choose next visit date
- ☐ Refer you to *WhatsApp Health Coach*

☐ I have different concerns to discuss today

☐ I don't have concerns to discuss today

Staying on your treatment journey is important!

Once you have two viral load tests <50 copies/mL, you can get a 6-month treatment supply and two clinic visits a year.

