

TRACING SUPPORT TOOL

STEP 1 - IDENTIFY

 Access TIER.net
Missed Visits List

 Verify Using Client File

- Last visit date & next appointment
- Any documented outcome

 **Don't trace if visited/transferred/LTFU/deceased**

STEP 2 - CONFIRM

 **Capture Details**

- Name, age
- File number
- Missed visit date
- Type of appointment
- Phone number
- Address

 **Pre-Tracing Check**

- Phone number valid?
- Alternative contact available?
- Tracing method consented for?

STEP 3 - TRACE

 **NO DISCLOSURE OF CLIENT STATUS**

 **Tele-Tracing**

- Make three separate calls
- Record date & outcome

 **Home Visits**

- ONLY if tele-tracing fails
- 3 attempts
- Record date & outcome

STEP 4 - DOCUMENT

 **If Unreachable**

Document reason

- Wrong number/address
- Voicemail
- Client unknown

 **Client Contacted:**

- ✓ Establish reason for missed visit
- ✓ Reschedule & record appointment
- ✓ Refer for support
- ✓ Record outcome & date

Update Records:

- ✓ Register (return/LTFU/death date)
- ✓ File (contact details/address)
- ✓ Check EMR updated

File number: Phone (Primary): Phone (Alt): Physical address:	File number: Phone (Primary): Phone (Alt): Physical address:	File number: Phone (Primary): Phone (Alt): Physical address:
<hr/> Contact method: ☐ Call ☐ SMS ☐ WhatsApp ☐ Home visit ☐ Other _____ Best call time: ☐ Morning ☐ Midday ☐ Afternoon <div style="text-align: right;">Trusted Contact (optional):</div> Relationship: Phone:	<hr/> Contact method: ☐ Call ☐ SMS ☐ WhatsApp ☐ Home visit ☐ Other _____ Best call time: ☐ Morning ☐ Midday ☐ Afternoon <div style="text-align: right;">Trusted Contact (optional):</div> Relationship: Phone:	<hr/> Contact method: ☐ Call ☐ SMS ☐ WhatsApp ☐ Home visit ☐ Other _____ Best call time: ☐ Morning ☐ Midday ☐ Afternoon <div style="text-align: right;">Trusted Contact (optional):</div> Relationship: Phone:

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