

STAFF CHECKLIST FOR COUNSELLING PATIENTS ON 99DOTS

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.	