

Refill Counselling Checklist

Sl. No	Check Points	Check box √
1.	First check patient's empty blisters and see how many pills are remaining.	<input type="checkbox"/>
2.	Find the patient's treatment card.	<input type="checkbox"/>
3.	Use the app/dashboard to reconfirm patient adherence.	<input type="checkbox"/>
4.	If patient has not been calling, enquire why.	<input type="checkbox"/>
5.	Reconfirm contact number provided to you and update if necessary.	<input type="checkbox"/>
6.	Check patient calling pattern. If the patient is calling the same TFN on more than one day, then they are given a Phone_Number_Repeated tag, and it will show up on the calendar on the dashboard as an exclamation (!) mark. Re-counsel on how to call if there are exclamation marks on the calendar.	<input type="checkbox"/>
7.	If patient has taken the medicines but not called, update manually and add tags/notes.	<input type="checkbox"/>
8.	Re-counsel patients on 99DOTS in case they have not been calling at all.	<input type="checkbox"/>
9.	Send to pharmacist for medicine refill.	<input type="checkbox"/>