

MINISTRY OF HEALTH

# PrEP APPOINTMENT DIARY

FACILITY NAME: \_\_\_\_\_

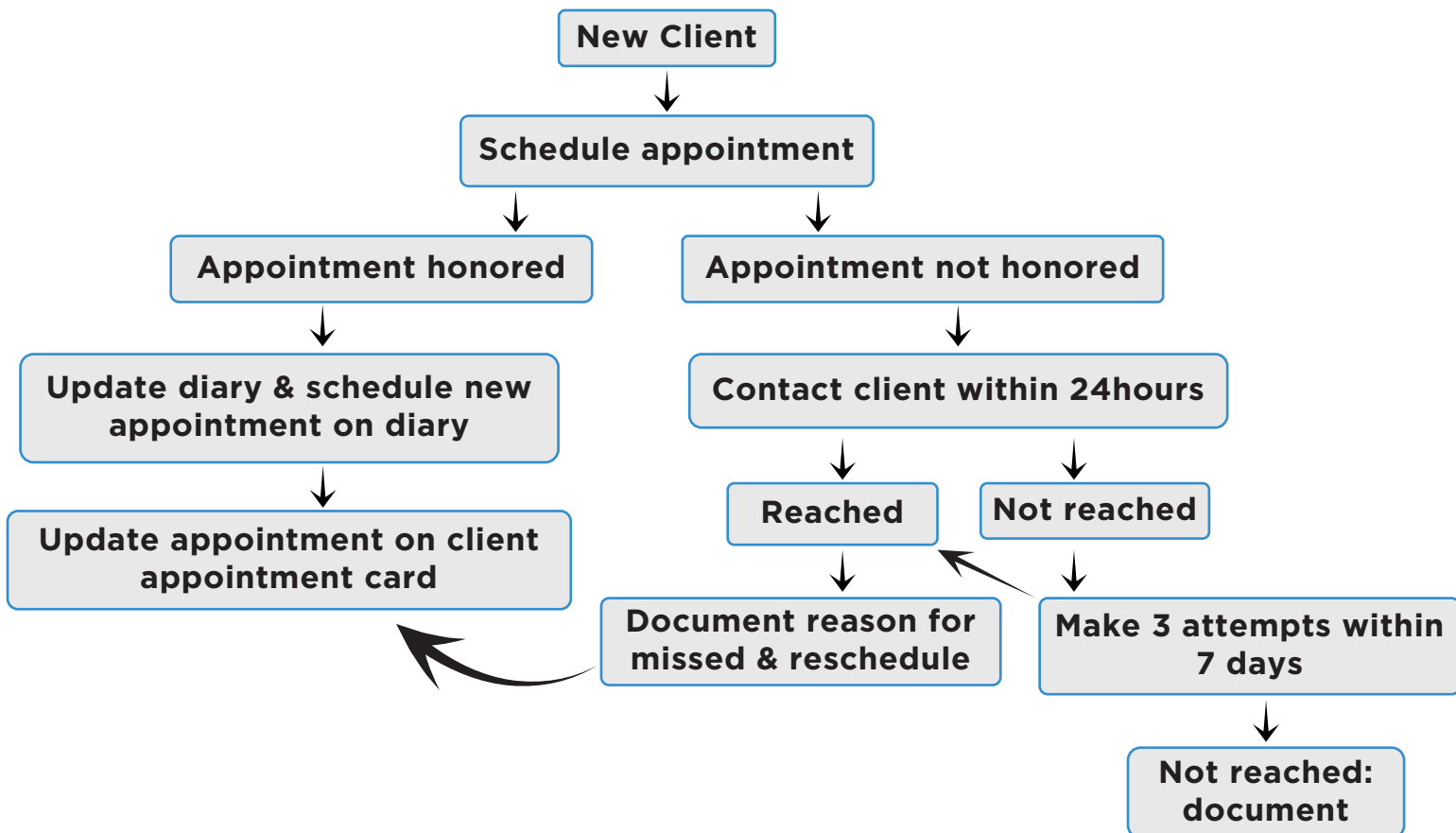
MFL CODE: \_\_\_\_\_

COUNTY NAME: \_\_\_\_\_

SUB COUNTY NAME: \_\_\_\_\_

START DATE: \_\_\_\_\_ END DATE: \_\_\_\_\_

## APPOINTMENT MANAGEMENT STANDARD OPERATING PROCEDURE



Enroll clients on the existing appointment reminder system of their choice including ushuri NASCOP

### SOPs for appointment management

1. All sites should have a diary or appointment register(manual/electronic)
2. All clients should be booked for their next appointment in the diary
3. All clients should be issued with an appointment card at enrolment clearly indicating next appointment date.
4. All clients should be reminded of their upcoming appointment 1-3 days prior to the scheduled appointment (phone call/sms)
5. All clients who consistently miss or come for appointments after the scheduled dates should be sent an sms or can be called
6. All calls/sms to clients should be documented on the call/sms log
7. All clients who fail to attend a scheduled appointment should be contacted within 24hrs
8. Any clients who is unreachable within 24hrs should be contacted 3 times within 7days and document if still unreachable
9. Document reasons for missed appointment and reschedule appointment
10. All rescheduled appointment should be documented on the appointment register
11. All clients who return to the clinic after > 7days of scheduled appointment should be treated as restart on PrEP.(sms/phone call, physical tracing e.g using peer educators or CHVs,PrEP champions)
12. All clients who discontinue PrEP should be booked on the appointment diary but should be documented on client encounter form & PrEP register.



# CALL/SMS LOG

No.	PrEP NUMBER	PERSON CALLING	OUTCOME (Reached/not reached/ rescheduled appointment	REASON FOR MISSING APPOINTMENT
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