

# IsiXhosa

## Tracing and Recall Script

Molo.

Igama lam ndingu [igama lomntu ofowunileyo], ndiyi Case Manager/ Linkage Officer/ Lay Counsellor osuka kwikliniki yase-[igama leziko].

Ingaba ndithetha no-[igama leklayenti]?

**Ukuba umntu uphendule ngokuthi 'hayi', cela ukuthetha no-[igama leklayenti].**

**Ukuba umntu uphendule ngokuthi 'ewe', qhubeka ngolu hlobo lulandelayo:**

[igama leklayenti], ndikutsalela ukubuza ukuba ingaba uziva njani, nokwabelana nawe ngendlela esinokuyixhasa ngayo impilo yakho.

**Vumela iklayenti iphendule.**

**Ukuba iklayenti ichaza iimpawu zokugula, phendula ngokuthi:**

Ndiyaxolisa ukuva oko.

**Ukuba iklayenti ithi iphilile, phendula ngokuthi:**

Ndiyavuya ukuva oko.

**Emva koko qhubeka uthi:**

Iqela lam liqaphele ukuba ubufanele uze ekliniki ngomhla we-[umhla wedinga eliphosiweyo] ukuya kuxilongwa kuze kuhlolwe namayeza, kodwa awufikanga kwidinga lakho, ngenxa yoko besinexhala ngempilo yakho.

Siyazi ukuba bekunzima ukuba abantu bahamba-hambe ngexesha lokuvallelwa kweentshukumo, kwaye usenokuba nexhala malunga nomngcipheko wosuleleko lwe-COVID-19 ukuba uza ekliniki.

Ngoko ke ndifuna ukukuqinisekisa ukuba simisele iindlela ezikhuselekileyo zokukunika iinkonzo ozidingayo. Kubaluleke kakhulu ukuba sikuhlale impilo yakho, kwaye sikunike unyango olululo kunye nenkxaso.

Ukuba imeko yakho izinzile, singakunika isixa samayeza azakuhlala iinyanga ezintathu ukuya kwezintandathu.

**Ukuba iklayenti ifumene ubuncinane i-ART yeenyanga ezi-6 kwaye izinzile, unokongeza:**

Ndiyabona ukuba sele ugqibe iinyanga ezintandathu zonyango kwaye uqhuba kakuhle kakhulu. Singakunika ithuba lokukhetha ukuqhubeka nokuqokelela amayeza akho ngeendlela zokuqokelela amayeza aphindwayo ngaphakathi okanye ngaphandle kweziko ungakhange ube uyafola. Umsebenzi wezempilo uyakukuxelela ngakumbi malunga noku xa usiza ekliniki ukuba ukhetha olu khetho.

Ezi zicwangciso ziyinxalenye yenkqubo yeSebe lezeMpilo ethi 'Welcome Back Campaign'.

Ndingakuxelela ngakumbi ngale nto?

### **Ukuba iklayenti iyavuma, qhubeka ngolu hlobo lulandelayo:**

Singakunika izinto ezimbini onokukhetha kuzo:

**A:** Ukuba unokuza ekliniki kwiintsuku ezisixhenxe ezizayo, ndiza kukulinda ngomonde ukuze ndikwamkele. Xa ufika, ungacela mna [**phinda igama lomntu ofowunileyo nomsebenzi awenzayo**], okanye ungandithumelela u-Please Call Me, okanye i-SMS okanye umyalezo ka-WhatsApp, ukuze ndize kudibana nawe ubuso ngobuso.

**B:** Ukuba awukwazi ukuza kwiziko nangasiphi na isizathu kwiintsuku ezisixhenxe ezizayo, nceda uqhagamshelane nam nge-SMS, u-WhatsApp okanye i-Please Call Me, ukuze senze izicwangciso zokundwendwela ekhaya, kwaye ukuba kuyimfuneko, sikuphathele amayeza akho sisebenzisa [**chaza iindlela ezikhoyo zasekuhlaleni**].

Yeyiphi kwezi ndlela zimbini onokuyikhetha, [**igama leklayenti**]?

Ungathanda ukuza ekliniki zingekapheli iintsuku ezisixhenxe ezizayo, okanye ungathanda ndenze amalungiselelo otyelelo ekhaya?

### **Vumela umntu ukuba aphenndule, kwaye ubhale phantsi impendulo kwifayile yeklayenti.**

#### **Emva koko uthi:**

Kulungile, [**igama leklayenti**]. Ndiyavuya kakhulu ukuba sikulungiselele esi sicwangciso.

Khumbula kwakhona ukuba awuziva uphilile, unokuza ekliniki nangaliphi na ixesha ukuze ufumane iingcebiso ezifanelekileyo.

Kwaye ukuba ufuna ulwazi olungakumbi okanye ukuba unayo nayiphi na imibuzo, wamkelekile ukuba uqhagamshelane nam kule nombolo [**inombolo yoqhagamshelwano**] kwaye ndiza kukufowunela ngokwam.

**[igama leklayenti] sesizakugqibezela ngoku, kodwa ndicinga ukuba kubalulekile ukuba siqonde isizathu okanye izizathu zokuba ungakwazanga ukuza kwidinga lakho ukuze sikwazi ukukuxhasa ngcono?**

Enkosi ngexesha lakho, [**igama leklayenti**].

Ngaba unayo nayiphi na imibuzo ofuna ukundibuza yona ngoku?