

IsiZulu

Tracing and Recall Script

Sawubona.

Igama lami ngu [igama loshayo ucingo], ngiyi Case Manager / Linkage Officer / Lay Counsellor ovela eMtholampilo obizwa ngokuthi [igama lesikhungo].

Ngicela ukuqinisekisa ukuthi ngikhuluma no-[igama leklayenti]?

Uma umuntu ephendula ngokuthi 'cha', cela ukukhuluma no-[igama leklayenti].

Uma umuntu ephendula ngokuthi 'yebo', qhubeka kanje:

[igama leklayenti], ngishayela ukuzwa ukuthi uzizwa unjani, nokukwazisa ukuthi singakusekela kanjani esimweni sakho sezempilo.

Nika iklayenti ithuba lokuphendula.

Uma iklayenti libika ngokuthi linezimpawu zokungaphili, phendula ngokuthi:

Kwaze kwakubi ukuzwa lokho.

Uma iklayenti lithi liphilile, phendula ngokuthi:

Kuyangijabulisa ukuzwa lokho.

Bese uqhubeke uthi:

Ithimba lami libone ukuthi kwakufanele ufike emtholampilo ngomhla ka [usuku obelunqunyiwe okungafikwanga ngalo] uzohlolwa futhi kubuyekezwe nemithi yakho, kodwa awufikanga, ngakho sikhathazekile ngesimo sakho sempilo.

Siyazi ukuthi kube nzima ukuba abantu bakwazi ukuhamba ngesikhathi sokuvalwa kwemisebenzi ethile ezweni, futhi kungenzeka ukuthi ukhathazeke ngobungozi bokutheleleka nge-COVID-19 uma uza emtholampilo.

Ngakho ngifuna ukukuqinisekisa ukuthi sihlele izindlela eziphephile zokukhuluzeka ngosizo oludingayo. Kubalulekile ukuthi sihlale isimo sakho sempilo, futhi sikunike imithi efanele futhi sikusekele.

Uma isimo sakho sinozinziso, singakunika imithi ozoyisebenzisa isikhathi eside ozoyisebenzisa izinyanga ezintathu kuya kwezizisithupha.

Uma iklayenti lithole ama-ART ezinyanga eziyisithupha futhi isimo salo sizinzile, ungaqhubeka uthi:

Ngiyabona ukuthi sewuyiqedile imithi yakho yezinyanga eziyisithupha futhi uqhuba kahle kakhulu. Singakunika ithuba lokukhetha ukuqhubeka nokulanda imithi yakho ngohlelo lwe-Repeat Collection Strategies ngaphakathi noma ngaphandle kwesikhungo ngaphandle kokubamba ulayini. Umsebenzi wezempilouzokwazisa kabanzi ngalokhu uma sewufike emtholampilo uma kuwukuthi yilokhu okukhethayo.



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Lezi zinhlelo ziyingxenywe yohlelo loMnyango Wezempilo olubizwa ngokuthi 'Welcome Back Campaign'.

Ngicela ukukutshela kabanzi ngalokhu?

Uma iklayenti livuma, qhubeka kanje:

Singakunika okubili ongakhetha kukho:

A: Uma ungakwazi ukuza emtholampilo ezinsukwini eziyisikhombisa ezizayo, ngizobe ngikulinde ngesineke ukuze ngikwamukele. Uma ufika, ungacela mina [**phinda igama loshayo ucingo kanye nesikhundla sakhe**], noma ungangithumelela u-Please Call Me, noma i-SMS noma umyalezo we-WhatsApp, ukuze ngikwazi ukuza kuwena ngqo.

B. Uma ungeke ukwazi ukuza esikhungweni ezinsukwini eziyisikhombisa ezizayo ngenxa yanoma esiphi isizathu, ngicela uxhumane nami nge-SMS, i-WhatsApp noma u-Please Call Me, ukuze senze izinhlelo zokukuvakashela ekhaya, futhi uma kunesidingo, sikuphathele imithi sisebenzisa [**yisho izinhlelo zasendaweni ezisetshenziswayo**].

Ngeyiphi indlela oyikhethayo kulezi ezimbili [igama leklayenti]?

Ungathanda ukuza emtholampilo ezinsukwini eziyisikhombisa ezizayo, noma ungathanda ukuthi ngihlele ukukuvakashela ekhaya?

Nika umuntu ithuba lokuphendula, futhi ubhale phansi impendulo kufayela yeklayenti.

Bese uthi:

Kulungile, [**igama leklayenti**]. Ngijabula kakhulu ukuthi sikulungiselele lolu hlelo.

Khumbula ukuthi uma uzizwa ungaphilile, ungeza noma kunini emtholampilo ukuze uhlolwe ngokufanele.

Futhi uma kwenzeka udinga olunye ulwazi noma uba nemibuzo, ungangithinta kule nombolo [**inombolo yokuxhumana**] ngizobe sengikushayela ucingo.

[igama leklayenti] sesizoqeda khona manje, kodwa ngicabanga ukuthi kubalulekile ukuthi siqonde isizathu noma izizathu ezenze ungakwazi ukuza emtholampilo njengoba bekuhleliwe ukuze sikwazi ukukusiza kangcono?

Siyabonga ngesikhathi sakho, [**igama leklayenti**].

[Ingabe ikhona imibuzo ongathanda ukungibuza yona?