



- We have good evidence that people with HIV who come to their appointments do better than those who don't. When you miss your appointments, we can't work together to keep you healthy.
- When you miss appointments, I can't check your health and change your treatment if there are problems.
- I want to encourage you to keep your appointments. When you don't come to the clinic regularly, we can't stay ahead of the virus.
- You have an important role in keeping yourself healthy. When you don't come in, we can't give you the best possible care.

Messages for Inconsistent Attenders

Stay Connected Pocket Guide for Clinicians



**Stay
Connected**

For Your Health

At every routine visit

- Make sure the patient has received a brochure.
- Call attention to the poster in the examination room, and briefly explain the findings.
- Convey one or more of the following messages about the importance of regular clinic attendance.

Please give a message from the following list based on whether the patient is new, and if the patient regularly comes to appointments, or not:

Messages for New Patients

- People with HIV who come to their appointments regularly do better than those who don't. I look forward to seeing you on a regular basis.
- It is important for you to keep your appointments so we can work together as a team to keep you healthy.
- If you come to your appointments regularly, we have a better chance of staying ahead of the virus.
- It is important that I see you regularly to ensure that there are no problems with your health or your medications.

Messages for Regular Attenders

- Thank you for doing such a good job of keeping your appointments. It makes it easier for us to work together to keep you healthy.
- Have you seen the new posters? I think this information reinforces the reasons why it is so good that you come in regularly.
- You're looking well today and I know it is—in part—because you've been coming in so regularly.
- You're doing a good job of keeping your appointments. This is important because it is the best way for us to stay ahead of the virus.