99DOTS Manual

99DOTS is a low-cost approach for monitoring and improving TB medication adherence. It can be utilized either as a supplement to existing DOTS programs, or to enable remote observation of doses administered by patients or their family members. Using 99DOTS, each anti-TB blister pack is wrapped in a custom envelope, which includes hidden phone numbers that are visible only when doses are dispensed. After taking daily medication, patients make a free call to the hidden phone number, yielding high confidence that the dose was "in-hand" and has been taken.

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What is the patient workflow to monitor 99DOTS adherence?

STEP 1: Drug Sensitive Adult Patient visits centre with symptoms of Tuberculosis (TB)
Cough, Fever, Night sweats, Weight loss

STEP 2: Patient's sputum is sent for testing

STEP 3: Medical evaluation for evidence of TB

STEP 5: Patient counseled on 99DOTS adherence and then they are registered on **Nikshay**

STEP 4: Patient identified positive for TB

STEP 6: Patient takes medicines (based on weight band) and calls a toll free number

STEP 7: Continuous monitoring and follow up on the Adherence calendar*

*The adherence calendar will be visible only after the patient's test and treatment details are added in Nikshay.

How to dispense pills and call the Toll-free number?

WRITE
prescription of pills/day

Patient can call
ANY
number revealed that day
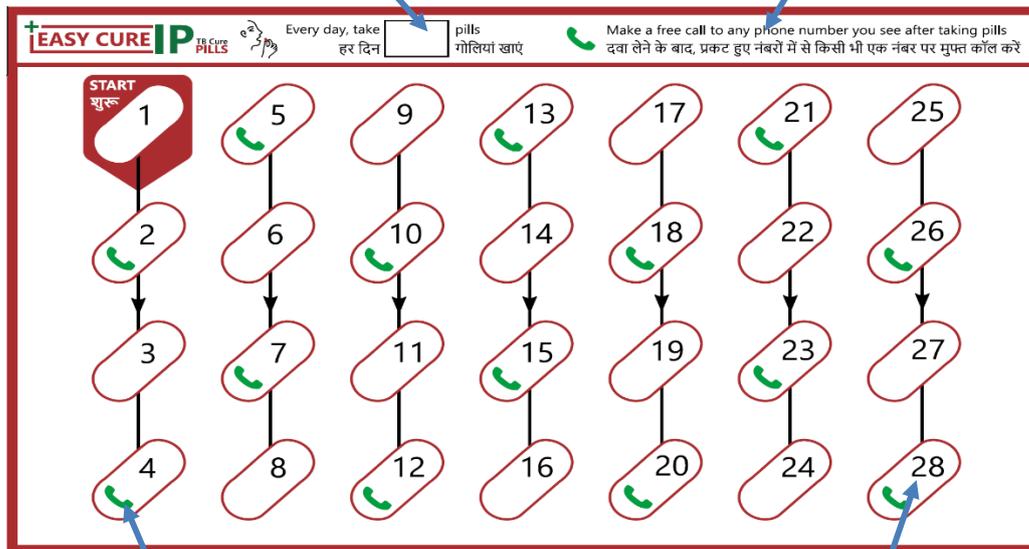
Call symbol indicates where to find the phone number but should not confuse patients on dosing.
ALWAYS TAKE THE CORRECT DOSE prescribed by the doctor.

NUMBERING SEQUENCE
to assist with counseling, for example for 5 pills a day:
- first day, take #s 1, 2, 3, 4, 5
- second day, #s 6, 7, 8, 9, 10

How do I register patients?

- Login to **NIKSHAY**.

- Add a **NEW ENROLLMENT**. After enrollment, the patient can be seen under **PRESUMPTIVE > TEST PENDING** list.

- **ADD A POSITIVE TEST RESULT** for diagnosis of TB to confirm and notify the patient as Diagnosed (TB) Notified. The patient can now be seen under **DIAGNOSED (TB) NOTIFIED > TREATMENT NOT STARTED** list.

- **ADD TREATMENT DETAILS** from the Treatment Details tab and start the treatment. The patient can now be seen under **DIAGNOSED (TB) NOTIFIED > ON TREATMENT LIST/CALENDAR**

+ New Enrollment ⟶ STEP 1 = Enrol a new presumptive case

PRESUMPTIVE

🔳 Patient Management ⌄

PRESUMPTIVE

Test Pending ⟶ STEP 2 = From this list add a positive test result

TB not confirmed

NOTIFIED – YET TO START TREATMENT

DIAGNOSED TB (NOTIFIED)

Treatment Not Started ⟶ STEP 3 = From this list start treatment by adding treatment details

On Treatment List

NOTIFIED – ON TREATMENT

On Treatment Calendar

STEP 4 = View the on-treatment patient from list or adherence calendar

OUTCOME ASSIGNED

Outcome Assigned ⟶ STEP 5 = List of Outcome Assigned patients

How do I register a patient?

☐ Ensure you collect **CORRECT PHONE NUMBER/S** from the patient. Give a missed call to the number to check if it is working.

☐ If they have dual SIM or other phones at home, register those numbers as **SECONDARY NUMBERS**. Up to 4 phone numbers can be registered for a patient.

☐ Add the **COMPLETE ADDRESS** where the patient is currently residing. If possible, enter landmark in the address field.

☐ Add the **TEST RESULT** and then add **TREATMENT DETAILS** to start the treatment. **Only after these two steps are done, the ADHERENCE calendar is visible.**

☐ **COUNSEL** the patient on how to consume medicines from the 99DOTS envelopes, how to make call, and why is it important to make the call.

☐ Check that **NO DUPLICATE ENTRY** is happening. If by mistake the same patient is registered twice, delete one entry from the Delete option in patient page.

How do I counsel patients?

☐ Begin from the **START**. Take medicine daily and follow the arrow marks.

☐ Make a **FREE** call on any one of the toll-free revealed number every day when you take medication from any of registered phone numbers.

☐ **DO NOT** give **MISSED** call. Do not disconnect the call until you hear the "Thank You" message – it will disconnect automatically.

☐ **DO NOT** add '**0**' or '**91**' before the toll free number. Call is free, can be made even with 0 balance and from any city and anytime (no roaming charges)

☐ Make calls only from the **REGISTERED PHONE NUMBERS** given to the staff and when you change phone number please update to Staff.

☐ When some doses will cross over two packs – only call the number revealed on the **SECOND (NEW) PACK**.

☐ Your **CONFIDENTIALITY** will be maintained, and your phone numbers will not be shared with anyone other than health staff.

☐ You should come back to us for **REFILL** when pills are finished and be aware TB treatment course is for six or eight months.

How do I monitor patients?
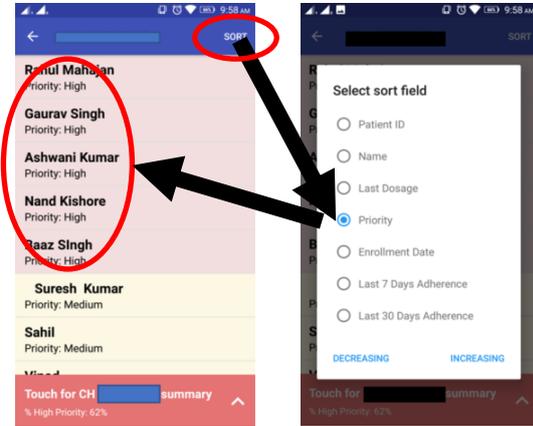
You can sort patients according to **PRIORITY**. All high adherence patients will show up first, followed by medium and finally low.

1. **VIEW** a patient's adherence **CALENDAR** on the app/dashboard
2. Patients who require **HIGH ATTENTION** are in red and need to be followed up with **REGULARLY** (call/home visits)
3. Patients who are regularly calling are in green and they require **MEDIUM ATTENTION**. They can be followed up with **WHENEVER THEY DO NOT CALL**
4. If patient is present, show them their **ADHERENCE HISTORY**. Or use the app to call the patient.
5. Tell them where their adherence dropped off
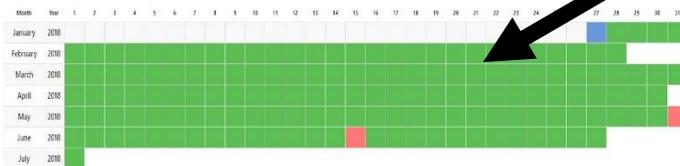
How do I get SMS alerts if I do not have the app?

Note: Treatment Supporters can also be added here under TU staff and linked to Some Patients

Is your TU staff not getting any SMS alerts for missed doses? If so, add/edit the staff from the Staff Details page.

Basic Details

* means that it is required field

Name *	test45
Designation *	test46
Primary Number *	+91 1234567890
Secondary Number	+91
Email	

SMS Configuration

Set the alert frequency

Alert Frequency *
- None
- Daily, Patients who have not called today
- Daily, Patients who have not called yesterday
- Weekly

Other Alerts (you may choose multiple options)
- ☑ Send Notification SMS when APP Patients are registered

Submit   ✖ Cancel

Choose Patients (to be considered for alerts)

- ○ All Patients   ● Some Patients

Select all/some patients

Mapped Patients (1 out of 2 patients)

Select	ID	Name	Type	Phone	PHI	Address
☐	41655	TEST PATIENT 1	ART		N/A	TEST
☑	41656	TEST PATIENT 2	ART	2345678001	N/A	TEST

Submit   ✖ Cancel

In case of some patients, select patients to be mapped to the staff

How do I get the patient wise detailed SMS?

Is your TU staff/Treatment Supporter getting **SUMMARY SMS** alert regarding

Detailed SMS

Satara (TU) - YY / ZZ patients have not called till 3 p.m. today. For detailed SMS, **call 18001231090**
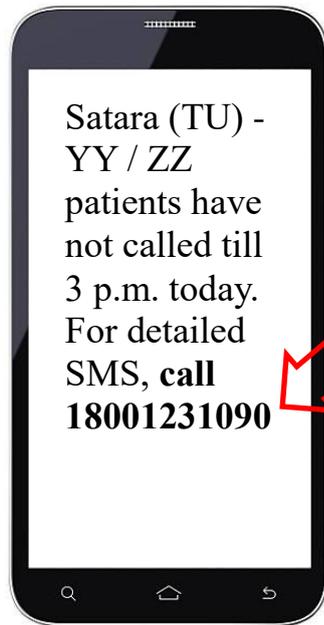
Do they want a detailed SMS with patient name and phone number?

After calling…

Satara (TU) - patients who have not called till XX p.m. today - NAME (123456789), NAME (123456789)
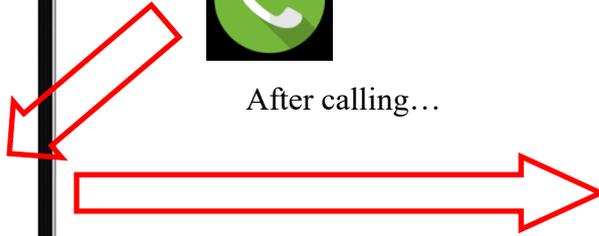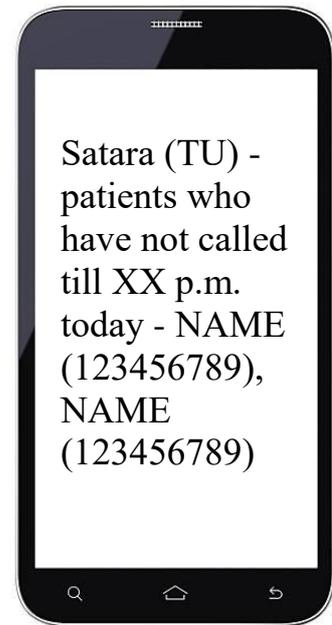
How do I re-counsel when patients come for refill?

☐ Check patient's **EMPTY BLISTERS** and see how many pills are remaining

☐ Find the patient's **TREATMENT CARD**

☐ Use the app/dashboard to **MONITOR** patient adherence

☐ If the patient has not been calling, enquire why

☐ Reconfirm the contact number provided to you and **UPDATE** if necessary

☐ 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.

☐ If patient has taken the medicine but not called, **UPDATE TAGS/NOTES** manually

☐ **RE-COUNSEL** patients on 99DOTS if they haven't been calling

☐ Send them to the pharmacist for medicine **REFILL**

How do I resolve issues with the toll free lines?

☐ **Patient dials the toll-free number, hears THANK YOU, but still dashboard is showing red.**
Ask the patient to give a missed call to your phone. Check that it is the same number that is registered in NIKSHAY. If there is a data entry error in the registered phone number, correct the number in NIKSHAY.
Patient might also have dual SIM phone or another alternative phone number. If another number is being used by patient, add the number in NIKSHAY.

☐ **Patient dials the toll-free number but hears *out of service* voice message.**
Visit the patient, check the balance in the pre-paid phone connection. If it is negative, the call CANNOT be made. The call can be made with zero or more balance in pre-paid connections. In post-paid connection, if the bill is not paid, patient cannot dial toll-free number.

☐ **Patient dials the toll-free number, but hears, *please check the number*, *invalid number*, or *number not in use* voice message.**
Ask patient to dial the number. Check that they are dialling the entire number, without adding '0', '91', or '+91' and they should not cut the call till they hear THANK YOU.

☐ **Patient says that pre-paid balance is being deducted after dialling toll-free number.**
Ask patient to make a toll-free call. Check the balance SMS they receive. The last call charge will show as Rs.0.00 and total balance will also be shown.

☐ **Patient has very less or zero balance, dials the toll-free number, and hears a long message regarding less or zero balance.**
When the balance in the pre-paid connection is less or zero, the patient might hear a long message from the telecom service provider. Request the patient to wait for that voice message to end. On completion of this voice message, the toll-free number gets dialled and patient will hear *Thank You*.

☐ **Patient dials the toll-free number but cannot hear anything or THANK YOU is not heard.**
Request the patient to try multiple times. At times, due to network congestion, the call may not go through, same as any other mobile number. You can also try dialling the same toll-free number from your phone, to check that the toll-free line is working.

☐ **Patient says that they are not able to connect to toll-free lines after 1:00PM or 3:00PM.**
The toll-free calls can be made till 11:59PM for the current day's dose. Timing restriction is only for the SMS alerts. Educate the patient that if they do not call by 1:00PM they will get a SMS reminder. Even after that if they do not call till 3:00PM the staff will get a SMS alert. They can still call after 3:00PM till 11:59PM. The moment they call, the dashboard will turn green. It is only at 12:00AM (midnight) that dashboard turns red.

How do I access the 99DOTS training material?

- Login to NIKSHAY
- Select the **TRAINING MATERIALS** menu option
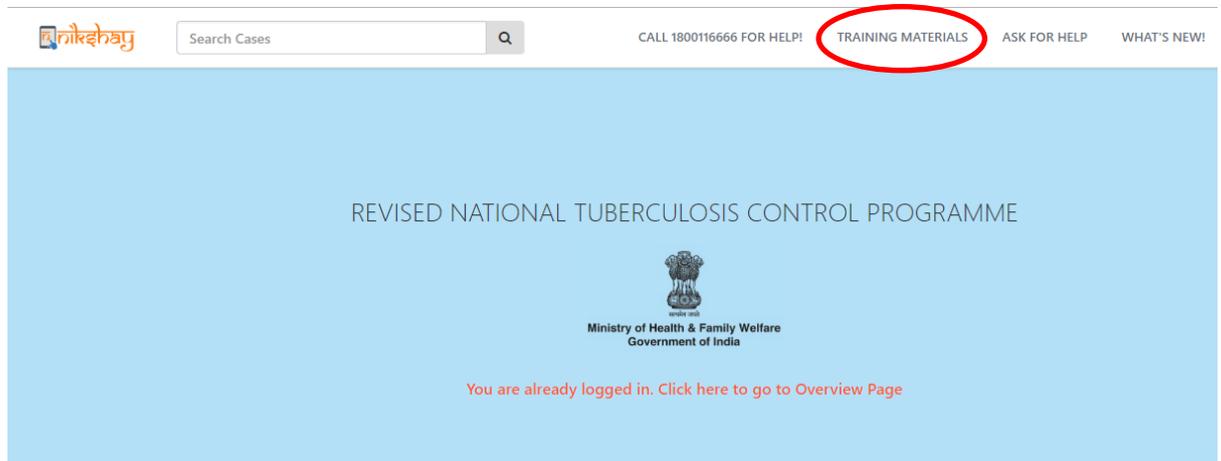
- On the Nikshay App, select the TRAINING MATERIALS menu option