

## 99DOTS Toll Free Number (TFN) Checklist for Field Staff

| Sr. No. | Checklist Points   |
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|         | <p><b>Note:</b> It is recommended to visit the patient and then use the checklist below. Test by calling the toll-free number from the patient's phone.</p>  |
| 1.      | <p><b>Patient dials the toll-free number, hears THANK YOU, but still dashboard is showing red.</b><br/>           Note down the patient's phone number that is registered in Nikshay. Visit the patient, ask them to give a missed call to your phone. Check that, it is the same number that is registered in Nikshay. If not, update the phone number.</p> <p>Patient might also have dual SIM phone. Ensure that, if two numbers are being used by patient, register both the numbers in Nikshay. Also check for data entry errors in the registered phone number.</p>          |
| 2.      | <p><b>Patient dials the toll-free number but hears <i>out of service</i> voice message.</b><br/>           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 the service provider might stop all outgoing calls. In such cases too patient cannot dial toll-free number.</p>   |
| 3.      | <p><b>Patient dials the toll-free number, but hears, <i>please check the number, invalid number, or number not in use</i> voice message.</b><br/>           Visit the patient and ask 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.</p>  |
| 4.      | <p><b>Patient says that pre-paid balance is being deducted after dialling toll free number.</b><br/>           Visit the patient, ask them to make a toll-free call. Check the balance SMS they receive. In pre-paid connection, the telecom operator sends last call charges and total balance SMS. In that the last call charge will show as Rs.0.00 and total balance will also be shown.</p>   |
| 5.      | <p><b>Patient has very less or zero balance, dials the toll-free number, and hears a long message regarding less or zero balance.</b><br/>           When the balance in the pre-paid connection is very less or zero, the patient might hear a long message from the telecom service provider regarding balance being low, and to recharge, etc. Request the patient to wait for that voice message to end and do not cut the call in between. On completion of this voice message, the toll-free number gets dialled and patient will hear <i>Thank You</i>.</p>                 |
| 6.      | <p><b>Patient dials the toll-free number but cannot hear anything or Thank You is not heard.</b><br/>           Request the patient to try multiple times. At times, due to network congestion, the call may not go through, same as we dial 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. Once the patient tries multiple times, they should hear Thank You.</p>   |
| 7.      | <p><b>Patient says that they are not able to connect to toll free lines after 1:00PM or 3:00PM.</b><br/>           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.</p> |