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| **SOP NO.** | TITLE: | **DEFAULTER TRACING SOP** | |
|  | PROJECT: | **USAID AMPATH Uzima** | |
| **EFFECTIVE DATE:**  June 2022 |  | **SUPERSEDES:**  Version |  |
| **APPROVED BY**  **CASCO:** | | | **DATE:** |
| **AMPATH UZIMA COP:** | | | **DATE:** |

**Background:** Retention to care is associated with good patient outcomes, one of the strategies to improving retention and adherence to clinic is having an effective defaulter management system. This SOP is a guide for health care providers to manage patients who default and interrupt treatment.

**POC/Appointment Diaries:** The clinics will use the point of care (POC) to generate list of scheduled appointments for each day. Facilities without POC will continue using the appointment diaries. Patients who are identified as defaulters will be transferred to the defaulter tracing register at the end of each day.

**Missed Appointments:** Patients/clients that appear as defaulters on the POC or have not been ticked off from the appointment diary at the end of each clinic day.

**Defaulters:** A defaulter will be defined as any patient who has missed their clinic appointment for a period of 1- 28 days.

**LTFU/IIT Clients:** These are clients who have missed their appointment for a period of more than 28 days since their last Return To Care (RTC) date.

**Capturing of contact information:** Retention workers will capture phone numbers and tracer information for all patients enrolled into care using the locator form. Contact information should also be captured on the POC for sites using the system. The locator form shall be filed in the respective clients file and will be used for tracking in case they become defaulters. Locator information both in the files and POC should be reviewed at each clinic visits and updated as needed.

**Defaulter Tracing** Defaulters will be tracked immediately using mobile phones if a valid phone number is available or physically by a retention worker, peer volunteer or a community health volunteer.

Diagram

Description automatically generated