

English Script			
Sr. No.	Section	Agent	Patient
1	Introduction	Good morning/ good afternoon/ good evening, this is <Agent Name> calling from "National TB helpline". Am I speaking with Mr.< Patient Name>?	Yes Speaking
2	Confirmation for a TB Patient	Sir, May I know if you are you taking TB treatment?	Yes I am taking
3	Right Time to Talk	Sir, This is <> from National TB Helpline, Ministry of Health, New Delhi. This call is regarding Counselling of TB ,to provide you information related to TB treatment. Is this the right time to talk to you?	Yes this is right time to talk me
4	Confidential Information	Thank you, Sir, First of all I would like to inform you that all your information including this call is kept completely confidential, hence be rest assured and feel free to talk to us. This call is to provide your complete information about TB treatment and its related precautions.	Ok Sir
5	Confirmation on TB treatment Period	Sir, May I know how many months of TB treatment is informed to you by the doctor?	Sure (Information Provided - 6 months)
6	Infection Control Measures	<p>Sir, I would like to provide you some information related to the treatment of TB, please listen carefully.</p> <p>During the treatment, if you are sneezing or coughing then a cloth or handkerchief should be used to cover your mouth.</p> <p>If mucus or spit comes out from sneeze and coughing , do not spit it in the open places , either spit it in the drain or spit it in the spittoon or if you are spiting it in open then cover with soil or spits it in the bathroom and flush away it with water.Sir, I would like to infrom you that if you do not take this precaution, then you can spread TB disease to ten to fifteen people in a year. I would like to advise you that you must take these precautions.</p>	
7	Contact Investigation	<p>Sir, I would also like to inform you that if any other member shows any symptoms of TB, such as</p> <ol style="list-style-type: none"> 1) Cough for 2 or more than 2 weeks, 2) Fever 3) Loss of weight 4) Sweating at night <p>Then you should get them daignosed for TB at your nearest health center. Diagnosis of TB is absolutely free and treatment is also free of cost.</p>	
8	Children Below 6 Years	Sir, I would like to know if there is any child below 6 years in your family who lives with you (TB patient)	Ok

9	Children Below 6 Years	Sir, I would like to inform you that if any child younger than 6 years lives with you and you observe some TB symptoms in the child like cough (even one day), fever (even one day), weight loss (or no weight gain) or excessive sweating during sleep at night then you should immediately show him to your doctor. Even if you do not see these symptoms in the child then also you must show the child once to the doctor. If the child is detected with TB then he will get treatment for TB, if the child does not have TB, the child will be given a medicine to prevent TB infection. This medicine needs to be given to the child for 6 months.	
10	Comorbidity Testing	Sir, May I know if your Blood test was also done along with your sputum test for TB	Yes it was done
11	Comorbidity Testing	Sir, I would like to inform you that blood testing is important along with testing of sputum for TB. It is done to detect if the patient has diabetes and HIV also as these two diseases are more likely to occur with TB disease.	
12	Adherence to Treatment	Sir, I would like to advise you that if you complete your treatment properly then you will be surely cured of TB disease completely. If you do not take proper and regular treatment and you miss doses of TB medicine then your disease may become more dangerous. In such case, your treatment may be extended to 2 years or more. You will also have to take lot of medicines and those medicines may also cause lot of side effects and trouble. Hence I would advise you that you properly complete your treatment as per the Doctor's advise so that you recover fast and get well completely.	
13	Adverse Drug Reaction	Sir I would like inform to you that you may face some side effects from the TB medicines. In initial phase of treatment you may have red or yellow discharge of urine, nausea, vomiting, pain in joints etc.. In case you are having such issue we would advise you to consult your doctor immediately.	
14	Follow up examination	Sir, your Doctor may advise you some test during the follow-up checkup, we would advise you to please get all those test done timely as per the instructions of your Doctor. These tests are required to be done so that the condition of your disease could be ascertained. With the help these tests Doctor will come to know about the effectiveness levels of the medicines on the TB disease. Please note that there are two mandatory followups that needs to be done with your doctor. One followup at end of 2 month and second followup at the end of 6 six months.	

15	Transfer	Sir, I would like to advise you that if you want to go outstation for few days or for a long time during the treatment, then you must inform your doctor who have prescribed medicines to you so that you can get necessary stock of medicines and you do not miss your doses. If you want to take your treatment in some other location, then you can request your Doctor to transfer your case from your hospital to your new location nearest hospital.	
16	Nutrition support assistance (NPY)	Sir, I would like to inform you that the Government of India has started a scheme for TB patients named "Nikshay Poshan Yojna". This scheme is in effect from 1st April 2018. Under this scheme Rs 500 per month is transferred to every TB patient bank account via DBT for six months. You will receive the money at the end of every two months provided you continue your treatment and complete the required followup with your Doctor. To take advantage of this scheme, you will have to submit a photo copy of your bank account & Adhar Card in your hospital.	
17	Nutrition Support counselling	Sir, I would like to advise you to take the food diet that your Doctor has prescribed to you. I would also advise you to take food three times a day. Have more frequent food intake in the form of 3 meals and 3 snacks increases the energy and nutrient content of food. Eat pulses in other forms e.g. sprouts, roasted chana, nuts like groundnuts are good sources of energy and proteins and can be taken as snacks in either fried or in roasted form.	
18	Grievance	Sir, I would like to know from you if you are facing any issues regarding your TB treatment ?	Yes I am facing
19	Grievance Reporting	If you are facing any issues related to your TB treatment, then you can call to our Call Centre at Toll Free 1800-11-6666 from 7am to 11pm all days of the week. You can seek any information related to your TB treatment and can request to register any complaint also.	
20	Closing	Thank you for giving your valuable time to National TB Helpline. Have a nice day	