

**TAMA IVR Production Scripts – Daily Pill Reminder V 0\_12**

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# Legend

This document contains TAMA IVR audio recording "production script". This document will be used for:

* Translating IVR scripts in Marathi, Hindi, Tamil, Telugu, Manipuri
* Recording the actual voice files with voice artists and doctors in the studios (the production)
* Managing file archives etc. at our end and to coordinate with Tim and Kamalika's team (the post-production).

This document is based on:

* The FRS that Kamalika had forwarded
* TAMA Marathi, Hindi, English, prototypes
* Feedback from the reviews and the UTs

In this document, the script for each use case is divided into one or more blocks. Each **block** contains one or more audio files that TAMA will play back. So, a block is a subset of audio files that begins on an input by the user and plays continuously, with no further input from the user. When the user makes his next input, TAMA switches to a new block. A user may barge in – i. e. give input – without waiting to listen to all files in a block.

In the script, we mention two types of audio files – content files and parameterized files.

A **content file** is a pre-defined dialog delivered by TAMA (e.g. “Now it is time for taking your pills”).

A **parameterized file** needs to be resolved by TAMA runtime by looking up the database and retrieving the file to be played back. E.g.

ARTPills (play back the specific list of ART pills prescribed to the PLHA: “Tavuda”, “Viraday”, etc.)

Adherence (play back the percentage adherence of the PLHA such as “100 percent”, “99 percent”, etc.).

We use the following **file naming convention** in this document to name audio files:

A content file name has the form <First\_Usecase\_no.>\_<Block\_no.>\_<Filename>\_<Gloss>.

For example, an audio file named 001\_02\_04\_pillTimeMenu implies that it is first used in use case 001, in block 02, and it is the 4th file to be played in that block. ‘pillTimeMenu’ is merely the gloss that explains the approximate contents of that file (this is important since the content is in different languages).

File names appearing in green (e.g. *ARTPills*) are parameterized files and do not follow this convention. These will be stored during production by using multiple files. These are listed in appendix 4.5.

**Key press Conventions**

1. For user key press, a special “UNDO” action has been considered. Any key press of the key “9” will imply that the user wants to undo his last entry.

E.g. suppose user has been presented with a menu of valid options of 1, 2 or 3. If user selects 3 and then selects 9, this will mean that the user wants to retract his selection of 3 and should be presented the same menu again so that he can select his option again. If he again presses 9, and if there was a previous menu, user will be taken one step back to previous menu. If there is no previous menu, the same menu should be repeated. This way the user can retrace back to the top-most menu. Somewhat similar to UNDO in MS Word.

1. Menu Repeat – If user does not press any key for 10 seconds, the menu should be repeated.

**Voice recording convention**

1. In general, all recordings will be in female voice. Exception: File names with “doctor” prefix will be in either the doctor’s voice or a voice different from the voice used for other messages in general.

# Reminder Features

## Pill Reminder Module

### UseCase: TAMA\_IVR\_001\_remCallPatientConfirmsTakingDosage

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_001\_remCallPatientConfirmsTakingDosage |
| Short description | If the daily pill reminder module is active for patient, TAMA will initiate calls to the patient to remind him to take his medicines and to get his confirmation of taking the medicine starting from pillTime + REMINDER\_LAG\_TIME  For all regimens, a pill window of x hours will be considered – x being configurable. TAMA will call patient starting from pillTime till pillTime + pillWindow. After pill window is over, TAMA will not call the patient. On these calls patient can confirm taking medicine, ask to be reminded again (while in pill window), or confirm that he will not be taking his medicine.  If TAMA does not get response that he has taken or not taken medicine, TAMA will repeat the call to the patient after every RETRY\_INTERVAL until +ve or -ve response is received or till the pill window is over  This use case is for when TAMA calls patient and patient confirms that (s)he has taken dosage. This could be at scheduled reminder call time or on one of the follow-up reminder call times.  e.g.  patient pillTime = 9am,  REMINDER\_TIME\_LAG=5 minutes  pillWindow = 2 hours  RETRY\_INTERVAL=20 minutes  Then TAMA will start calling patient at 9:05am every morning to check his adherence to medicine regime. If patient does not confirm taking his/her medicine on this call, TAMA will call patient RETRY\_INTERVAL after pillTime, e.g. at 9:20 am. TAMA will call again at 9:40am, at 10am, at 10:20am, 10:40am and finally at 11am. It is expected that patient will respond for one of these calls and confirm taking medicine dosage.  After pill window, then TAMA would stop calling the patient at 11am.  See other use cases when patient does not confirm all through permitted time window. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | musicEnterPIN | *Music. Waiting for PIN entry by user.* | PIN  Patient is allowed 5 attempts. If 5 attempts fail, TAMA disconnects the call.  If the PIN is correct,  If (within pill window but not the last call before pill window expires) Go to block 2  Else If this is the last call before the PILL\_WINDOW expires go to block 3. | enterPINMusic | enterPINMusic | enterPINMusic |
|  |  |  |  |  |  |  |
| 2 |  |  | From patient mobile no., find out the clinic to which the patient belongs and select the corresponding clinic Greeting. |  |  |  |
|  | 001\_02\_01\_TAMAGreeting1*ClinicName* | Hello! This is TAMA calling from Dr. Pujari’s clinic. |  | नमस्कार! डॉक्टर पुजारी ह्यांच्या दवाखान्यातून मी टामा बोलतेय. | नमस्ते ! मैं डाक्टर पुजारी के हस्पताल से टामा बोल रही हूँ| |  |
|  | 001\_02\_02\_itsTimeForPill1 | It's time for your dose of ... |  | आता तुम्ही एआरटीच्या बाटलीतून ... | अब आपका… |  |
|  | *ARTPills* | ... {Names of ART medicines that patient is scheduled to take at this pillTIme – select from patient record} ... |  | ... {Names of ART medicines that patient is scheduled to take at this pillTIme – select from patient record} ... |  |  |
|  | 001\_02\_04\_itsTimeForPill2 | ... from the bottle. |  | ... चा डोस घ्यायचा आहे. | …ये गोलियाँ लेने का समय हो गया है| |  |
|  | 001\_02\_05\_pillTimeMenu | If you have taken your current dose, press 1.  If you have not taken the current dose yet, but are going to take it later, press 2.  If you cannot take the current dose, press 3. | 1 – if the user took the pill at the scheduled time and responds with +ve confirmation in the first call by TAMA (say at 9:05am itself), go to block 4, else if this is one of the retry calls within the pill window – say at 9:40am -, then go to block 5  2 – Go to use case 003 block 3  3 – Go to use case 004 block 4  Any other key – Go to 001\_02\_07 | तुम्ही आत्ताचा डोस घेतला असेल, तर १ दाबा.  तुम्ही आत्ताचा डोस अजून घेतला नसेल, पण उशीरा घेणार असाल, तर २ दाबा.  आत्ताचा डोस घ्यायला तुम्हाला जमणारच नसेल, तर ३ दाबा. | अगर दवाई की इस बार की खुराक आपने ले ली हो , तो १ दबाईए ;  अगर दवाई की इस बार की खुराक आपने ना ली हो, लेकिन बाद में लेने वाले हो, तो २ दबाईए ;  अगर आप दवाई की खुराक इस बार ले ही नहीं पायेंगे, तो ३ दबाईए। |  |
|  | musicIncorrectInput | {*Music to indicate incorrect input*} | Go to 001\_02\_06\_pillTimeMenu |  |  |  |
|  |  |  |  |  |  |  |
| 3 |  |  | From the patient mobile no., find out the clinic to which the patient belongs and select the corresponding clinic Greeting. |  |  |  |
|  | *Same as 001\_02\_01TAMAGreeting1* |  |  |  |  |  |
|  | *Same as 001\_02\_02\_itsTimeForPill1* |  |  |  |  |  |
|  | *ARTPills* |  |  |  |  |  |
|  | *Same as 001\_02\_04*\_itsTimeForPill2 |  |  |  |  |  |
|  | 001\_02\_05\_LastReminder | This is the last reminder for your current dose. |  | तुमच्या आत्ताच्या डोससाठी हा शेवटचा फोन आहे. | TBD |  |
|  | *Same as 001\_02\_06\_pillTimeMenu* |  | 1 – block 5  2 – Go to use case 005 block 4  3 – Go to use case 004 block 4  Any other key – Go to 001\_03\_05 | Same as 001\_02\_06\_pillTimeMenu | Same as 001\_02\_06\_pillTimeMenu |  |
|  | musicIncorrectInput | {*Music to indicate incorrect input*} | Go to 001\_03\_04\_pillTimeMenuShort |  |  |  |
|  |  |  |  |  |  |  |
| 4 | 001\_04\_01\_tookOnTime | You have taken your current dose on time. Well done! | Go to block 5 | आत्ताचा डोस तुम्ही वेळेवर घेतलाय. उत्तम! | आपने दवाई की इस बार की खुराक सही समय पर ले ली है| |  |
|  |  |  |  |  |  |  |
| 5 | 001\_05\_01\_doseRecorded | This dose has been recorded in TAMA. To undo this entry, press 9. | 9 – UNDO action  If (night dose + Current Symptom Advice = “Take your pill half an hour before dinner”)  Go to block 5a  else If (previousDoseRecordStatus = NOT\_Reported)  go to block 7  Else  go to block 6 | टामामध्ये ह्या डोसची नोंद झाली आहे. ही नोंद बदलायची असेल तर ९ दाबा. | टामा में आप की दवाई की खुराक दर्ज़ हो चुकी है| |  |
|  |  |  |  |  |  |  |
| 5a | 001\_05a\_01\_DinnerAfterHalfHour | Remember to take your dinner in half an hour, that is at... |  | लक्षात ठेवा, गोळी घेतल्यावर अर्ध्या तासानं जेवा, म्हणजेच... |  |  |
|  |  | ...{current time + 30 min} |  | ...{current time + 30 min}... |  |  |
|  |  | <blank> | 9 – UNDO action  If (previousDoseRecordStatus = NOT\_Reported) go to block 7.  Else go to block 6 | ...जेवा. |  |  |
|  |  |  |  |  |  |  |
| 6 | 001\_06\_01\_YourAdherenceNow | Your adherence is now | Calculate adherence percentage including this +ve response | गोळ्या घेण्याचं तुमचं प्रमाण आता ... |  |  |
|  | Adherence percentage | ... {<Number>} ... |  | ... {<Number>} ... |  |  |
|  | 001\_06\_03\_HasBecomePercent | ... percent. | Check if there are any messages in patient Outbox.  If yes, go to 001\_05\_03\_mayEndThisCallNow1  Else  Go to 001\_05\_04\_mayEndThisCallNow2 | ….टक्के झालं आहे. | ….. |  |
|  | 001\_06\_04\_mayEndThisCallNow1 | You may hang up now or hold on to listen to your messages. |  | वाटल्यास, आता तुम्ही फोन ठेवू शकता, किंवा तुमचे संदेश ऐकण्यासाठी फोन चालू ठेवा. | अब अगर आप चाहें, तो फोन रख सकते हैं| |  |
|  |  | *{Play up to 3 messages as per priority of messages from Outbox – highest priority first}* | If the patient hangs up before listening to the stipulated 3 messages for this call, the messages that could not be played to him completely will be available for him to listen to when the Outbox is accessed next. |  |  |  |
|  | 001\_06\_05\_mayEndThisCallNow2 | Those were your messages for now. You may hang up now, or hold on to hear other options. |  | तुमचे आत्ताचे संदेश संपले. वाटल्यास, आता तुम्ही फोन ठेवू शकता किंवा इतर पर्यायांसाठी फोन चालू ठेवा. | अब अगर आप चाहें , तो फोन रख सकते हैं या अन्य पर्याय सुनने के लिए फोन चालू रखिये| |  |
|  | musicEnd-note | {*End-note music*} | Earcon – Short Music indicator played. Then  If there are OTC Advice messages for patient  go to use case 10 block 4  Else  go to use case 10 block 5 |  |  |  |
|  |  |  |  |  |  |  |
| 7 | 001\_07\_01\_your | Your ... |  | तुमच्या ... |  |  |
|  | 001\_07\_02\_doseTime\_Of | ... {yesterday’s / morning/ afternoon/ evening / last night} ... |  | ... {कालच्या / सकाळच्या / दुपारच्या / संध्याकाळच्या / काल रात्रीच्या} ... |  |  |
|  | 001\_07\_03\_doseNotRecorded | ... dose has not been recorded in TAMA. |  | ... डोसची नोंद टामामध्ये झाली नाहीये. |  |  |
|  | 001\_07\_04\_doseTime\_At | {Yesterday / In the morning/ In the afternoon/ In the evening / Last night}, ... |  | {काल / सकाळी / दुपारी / संध्याकाळी / काल रात्री}... |  |  |
|  | 001\_07\_05\_supposedToTake | ... you were supposed to take ... |  | ... तुम्ही ARTच्या बाटलीतून |  |  |
|  | 001\_07\_06\_lastDoseNames | ... {last dose names}. |  | ... {last dose names} ... |  |  |
|  | 001\_07\_07\_fromTheBottle | from the bottle. |  | ... चा डोस घ्यायचा होता. |  |  |
|  | 001\_07\_08\_lastDoseMenu | If you took that dose, press 1.  If you did not take that dose, press 3. | 1 – block 8  3 – block 9  Any other key – Go to 001\_03\_05 | तुम्ही तुमचा तो डोस घेतला असेल, तर १ दाबा.  तुम्ही तुमचा तो डोस घेतला नसेल, तर ३ दाबा. |  |  |
|  |  |  |  |  |  |  |
| 8 | 001\_08\_01\_youSaidYouTook | You said you took the ... |  | तुम्ही म्हणालात की तुम्ही तुमचा ... |  |  |
|  | 001\_08\_02\_doseTime\_Of | ... {yesterday’s / morning/ afternoon/ evening / night} ... |  | ... {कालचा / सकाळचा / दुपारचा / संध्याकाळचा / काल रात्रीचा} ... |  |  |
|  | 001\_08\_03\_doseTaken | ... dose. |  | ... डोस घेतला होता. |  |  |
|  | *Same as 001\_05\_01\_doseRecorded* |  | Go to block 6 |  |  |  |
|  |  |  |  |  |  |  |
| 9 | 001\_09\_01\_youSaidYouTookNot | You said you did not take your ... |  | तुम्ही म्हणालात की तुम्ही तुमचा ... |  |  |
|  | 001\_09\_02\_doseTime\_Of | ... {yesterday’s / morning/ afternoon/ evening / last night} ... |  | ... { कालचा / सकाळचा / दुपारचा / संध्याकाळचा / काल रात्रीचा } ... |  |  |
|  | 001\_09\_03\_doseNotTaken | ... dose. |  | ... डोस घेतला नाही. |  |  |
|  | *Same as 001\_05\_01\_doseRecorded* |  |  |  |  |  |
|  | 001\_09\_05\_tryNotToMiss | In future, try not to miss a single dose. But do not take a double dose now. | Go to block 6 | इथून पुढं, एकही डोस चुकू देऊ नका. पण आता दुप्पट डोस घेऊ नका. |  |  |

### UseCase: TAMA\_IVR\_002\_patientCallsToConfirmDosage

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_002\_patientCallsToConfirmDosage |
| Short description | The patient calls TAMA to give his update on medicine regime at a time when the patient is supposed to take his dose. This will pre-empt TAMA from initiating a reminder call for this dosage. The patient can call TAMA any time between pill Time - pill window till next pillTime – pillWindow to confirm taking his medicine.  I.e. if pillTime = 9am and 9pm daily patient can call any time from 7am up to 6:59:59pm for the 9am dosage. If patient confirms taking his 9am dosage before 9am, TAMA will not call the patient to remind him of this dosage any more. After 7pm, patient’s response to taking medicine will be taken to be for the 9pm dosage. In case patient has not confirmed +ve or –ve about 9am dosage to TAMA, TAMA will ask patient to confirm +ve or –ve for the 9am dosage.  See User case 010 below |

### UseCase: TAMA\_IVR\_003\_remCallInWindowDosageNotTakenYetCallLater

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_003\_remCallInWindowDosageNotTakenYetCallLater |
| Short description | TAMA calls patient at scheduled time or at follow-up reminder time and patient responds that he has not taken his medicine dosage as yet but would like to be called after a while and will give his response. TAMA then sets itself up to call again after minutes. It is still within permitted time window so another outbound call will be allowed. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | *Same as use case 001 block 01* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 2 | *Same as use case 001 block 02* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 3 | 003\_03\_01\_TAMAPillDelayWarning1 | You are getting late for your dose. Please take your dose as soon as possible. If you take your dose on time, your medicines will be more effective.  TAMA will call you again after ... |  | हा डोस घ्यायला तुम्हाला उशीर होतोय. लवकरात लवकर डोस घ्या. वेळेवर डोस घेतला की औषधं व्यवस्थित काम करतात. टामा तुम्हाला ... | दवाई की आज की खुराक लेने में आपको देर हो रही है| जल्दी से अपनी खुराक ले लीजिये| खुराक समय पर लेने से दवाईयाँ ठीक से काम करती हैं| टामा आपको... |  |
|  | *RETRY\_INTERVAL* | ... {parameter value to be picked up from configurable parameter set in TAMA} ... |  | ... {parameter value to be picked up from configurable parameter set in TAMA} ... | ... {parameter value to be picked up from configurable parameter set in TAMA} ... |  |
|  | 003\_03\_03\_TAMAPillDelayWarning2 | ... minutes. |  | ... मिनिटांनी पुन्हा फोन करेल. | ...मिनिट बाद फिर फोन करेगी| |  |
|  |  |  | If (previousDoseRecordStatus = NOT\_Reported) go to use case 001 block 7.  Else play *Same as use case 001 block 05 file 04* 001\_05\_04\_mayEndThisCallNow2 |  |  |  |

### Use Case: TAMA\_IVR\_004\_remCallWillNotTakeMedicine

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_004\_remCallWillNotTakeMedicine |
| Short description | TAMA calls patient at scheduled time or at follow-up reminder time. Patient responds that (s)he will not take his/her this medicine dosage. This may be because the patient may be travelling and forgot to take his/her medicine along, or (s)he may be with guests and does not want to be called again.  With this response, the patient will be asked to give (select from options) a reason for not taking the medication.  TAMA will calculate patient’s Adherence Percentage from data in database and accordingly progressively, stronger messages may be played to patient.  TAMA will record this as a MISSED\_DOSAGE and continue as normal with the next scheduled reminder.  Note:  If patient at a later interaction with study nurse says that (s)he did take his medicine within time window but had not been able to respond to TAMA, study nurse should impress upon patient how important it is to respond to TAMA because otherwise TAMA has no means to get correct information. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | *Same as use case 001 block 01* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 2 | *Same as use case 001 block 02* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 3 | *Same as use case 001 block 03* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 4 | 004\_04\_01\_MissedPillRepeat | You said you cannot take the current dose. To undo this entry, press 9. | 9 - UNDO | तुम्ही म्हणालात की तुम्हाला आत्ताचा डोस घेता येणार नाही. ही नोंद बदलायची असेल तर ९ दाबा. |  |  |
|  | *Same as 001\_05\_01\_doseRecorded* |  |  |  |  |  |
|  | *MissedPillFeedback* | {*Provide one of the missed pill feedback F01 to F05 listed below*} |  |  |  |  |
|  | 004\_04\_04\_MissedPillMenu | Why did you miss this dose?  If you missed it because you are not feeling well, press 1.  If missed it because you do not have your pills with you, press 2.  For any other reason, press 3. | 1 – Go to Symptoms use case top menu (not included here in this document). TAMA should also raise a Symptoms Alert for Study Nurse. If the patient does not continue with more information on his not feeling well, Clinic will thus still be alerted.  2– Go to block 5  3 – No action taken by TAMA. It should simply store the patient’s key press response. Go to block 6  Any other key – Go to 004\_04\_03  9 – UNDO action | तुमचा हा डोस का चुकला?  बरं नसल्यामुळं डोस चुकला असेल, तर १ दाबा.  गोळ्या जवळ नसल्यामुळं डोस चुकला असेल, तर २ दाबा.  इतर एखादं कारण असेल, तर ३ दाबा. | आप ने दवाई की आज की खुराक क्यों नहीं ली है ? -  तबियत ठीक न होने के कारण नहीं ली हो , तो १ दबाइए ;  गोलियाँ पास में न होने के कारण नहीं ली हो , तो २ दबाइए ;  कोई और वजह हो , तो ३ दबाइए । |  |
|  | musicIncorrectInput | {*Music to indicate incorrect key*} | Go to 004\_04\_02\_MissedPillMenu |  |  |  |
|  |  |  |  |  |  |  |
| 5 | 004\_05\_01\_doctorNoPillsAdvice | Henceforth, carry extra pills in a small box with you. At any time, you should carry enough pills for at least two days. Otherwise, You might have to buy extra pills. | Go To Block 6 | इथून पुढं, जास्तीच्या गोळ्या एका डबीत घालून जवळ ठेवा. निदान दोन दिवसांच्या तरी गोळ्या तुमच्यापाशी नेहमी असायला हव्यात.  किंवा, औषधांची चिठ्ठी नेहमी जवळ ठेवा. म्हणजे, गोळ्या जवळ नसल्या तर तुम्ही त्या ऐन वेळी विकत घेऊ शकाल. | आगे से कुछ एक्स्ट्रा गोलियाँ एक डिब्बी में डालकर जेब में रखा कीजिए| आपके पास हर समय कम से कम , दो दिन की गोलियाँ रहनी चाहिए| आपके पास अगर गोलियाँ ना हो तो ऐन वक्त पर आपको वह खरीदनी पडेगी| इस लिये दवाईयों का कागज अपने साथ रखिए| |  |
|  |  |  |  |  |  |  |
| 6 | 004\_06\_01 |  | If (previousDoseRecordStatus = NOT\_Reported) go to use case 001 block 7.  Else play *Same as use case 001 block 05 file 04* 001\_05\_04\_mayEndThisCallNow2 |  |  |  |

**NOTE: All messages in the File column prefixed with “doctor” will be in either the doctor’s voice or a voice different from the voice used for other messages in general.**

Logic for which of the following feedback messages to be played in step*MissedPillFeedback use case 004 Block 04* above**:**

1. For the first 4 instances of missing dosage – whether missed all within 4 days or 6 months, one of the 2 specific messages**:** F01\_01\_doctorMissedPillFeedbackandF02\_01\_doctorMissedPillFeedback.
2. Beyond 4 misses, the feedback is based on the adherence percentage calculated instantly – 3 separate messages for
3. Adherence percentage >= 90
4. 70 <= adherence percentage <90
5. Adherence percentage < 70

##### Feedback 1: Soft feedback for missed pill for the first time

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| F01 | F01\_01\_doctorMissedPillFeedback | This is the first time that you are missing a dose. Anyway (sigh).  In future, try to take every single dose on time. If you take each dose on time, the medicines will be more effective. |  | डोस चुकण्याची ही तुमची पहिलीच वेळ आहे. असो (सुस्कारा).  इथून पुढं, प्रत्येक डोस न चुकता घ्या. प्रत्येक डोस तुम्ही वेळच्या वेळी घेतलात तर तुम्हाला औषधं चांगली लागू पडतील. |  |  |

##### Feedback 2: Soft feedback for missed pill for the 2nd to 4th time or if adherence is not available

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| F02 | F02\_01\_doctorMissedPillFeedback | Today you missed another dose.  In future, try to take every single dose on time. If you take each dose on time, the medicines will be more effective. |  | आज पुन्हा एकदा तुमचा एक डोस चुकला.  इथून पुढं, प्रत्येक डोस न चुकता घ्या. प्रत्येक डोस तुम्ही वेळच्या वेळी घेतलात तर तुम्हाला औषधं चांगली लागू पडतील. |  |  |

##### Feedback 3: Encouraging feedback for missed pill for > 4th time but adherence over 90%

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| F03 | F03\_01\_doctorMissedPillFeedback | Your adherence has been good generally, but you should avoid missing a dose, like this.  In future, try to take every single dose on time. If you take each dose on time, the medicines will be more effective. |  | डोस घेण्याचं तुमचं प्रमाण तसं चांगलं आहे पण अशा प्रकारे डोस चुकू देणं तुम्ही टाळायला हवं.  इथून पुढं, प्रत्येक डोस न चुकता घ्या. प्रत्येक डोस तुम्ही वेळच्या वेळी घेतलात तर तुम्हाला औषधं चांगली लागू पडतील. |  |  |

##### Feedback 4: Stern feedback for missed pill for > 4th time and adherence between 70 to 90%

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| F04 | F04\_01\_doctorMissedPillFeedback | You should try to improve your adherence to above 90%. Missing a dose gives the virus an opportunity to develop resistance. If you take each dose on time, the medicines will be more effective and you will remain on the same pills for a long time. If you continue with such a poor adherence, your current medicines may not work after some time and we may have to start more expensive medicines. In future, try to take every single dose on time. |  | गोळ्या घेण्याचं तुमचं प्रमाण ९० टक्क्यांच्या वर न्यायचा प्रयत्न तुम्ही करायला हवा. चुकलेली प्रत्येक गोळी, म्हणजे विषाणूंना [थांबा] औषधांना न जुमानायची आणखी एक संधी. डोस नेमाने घेतलात तर तुमची सध्याचीच औषधं जास्त वेळ चालू राहू शकतात. डोस घेण्याचं प्रमाण जर असंच कमी राहिलं, तर तुमची सध्याची औषधं लागू पडेनाशी होऊ शकतात. मग आपल्याला अधिक महागडी औषधं चालू करावी लागतील.  इथून पुढं, तुमचा प्रत्येक डोस वेळेवर घ्यायचा प्रयत्न करा. |  |  |

##### Feedback 5: Sternest feedback for missed pill for > 4th time and adherence less than 70%

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| F05 | F05\_01\_doctorMissedPillFeedback | Your adherence has been very poor. Missing a dose gives the virus an opportunity to develop resistance. If you have any difficulties in taking your pills, you must let me know in the clinic and I will try to help you. In future, try to take every single dose on time. |  | गोळ्या घेण्याचं तुमचं प्रमाण खूप खालावलेलं आहे. चुकलेली प्रत्येक गोळी, म्हणजे विषाणूंना [थांबा] औषधांना न जुमानायची आणखी एक संधी. तुमच्या गोळ्या घेण्यात तुम्हाला काही अडचणी असतील, तर त्या तुम्ही दवाखान्यात येऊन मला सांगा. इथून पुढं, तुमचा प्रत्येक डोस वेळेवर घ्यायचा प्रयत्न करा. |  |  |

### UseCase: TAMA\_IVR\_005\_remCallWindowOver

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_005\_remCallWindowOver  Time up |
| Short description | This is the last follow up call that TAMA makes to patient. In the previous call attempts, patient had indicated that he would like to be able to respond later. This is the last call that TAMA will make to the patient within the permitted time window i.e. pill Time + pill window of prescribed ART regimen. Patient still wants more time to be able to take medicine and respond positive adherence to regimen. But TAMA will not call after end of pillWindow after pillTime.  TAMA will call again only at the next scheduled reminder time as normal. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | *Same as use case 001 block 01* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 2 | *Same as use case 001 block 02* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 3 | *Same as use case 001 block 03* |  |  |  |  |  |
|  |  |  |  |  |  |  |
| 4 | 005\_04\_01\_CannotDelayPillsNow | You are getting very late for your dose.  TAMA will not call you again to remind you about this dose. But take this dose as soon as possible and call TAMA to report it.  TAMA will call you again at ... |  | डोस घ्यायला तुम्हाला फारच उशीर होतोय.  तुमच्या आत्ताच्या डोसची आठवण करून देण्यासाठी टामा तुम्हाला परत फोन करणार नाही. पण हा डोस लवकरात लवकर घ्या आणि टामाला कळवा.  टामा तुम्हाला ... |  |  |
|  | 005\_04\_02\_nextCallDayAndTime | ... {*next call day and time*}. |  | ... {next call day and time} ... |  |  |
|  | 005\_04\_03\_WillCallAgain | <blank> |  | ... पुन्हा फोन करेल. |  |  |
|  |  |  | If (previousDoseRecordStatus = NOT\_Reported) go to use case 001 block 7.  Else play *Same as use case 001 block 05 file 04* 001\_05\_04\_mayEndThisCallNow2 |  |  |  |

### UseCase: TAMA\_IVR\_010\_patientCallsTAMA

| General Information | |
| --- | --- |
| Use Case Name / ID | Patient Calls TAMA |
| Short description | When patient calls TAMA, TAMA presents patient with one of two options for main menu depending on the time that the patient calls. This is to be able to handle the option of patient wanting to confirm taking his medicine.  Patient can report taking medicine up to pillTime +/- pillWindow. After pill window is over, TAMA will not offer patient menu option to confirm taking medicine.  Explained with example:  If pillTime = 9am, pillWindow = 2 hours,  If patient calls between 7am and before 7pm and he has not confirmed +vely or –vely for the 9am, then he gets to hear a menu where patient can confirm taking 9am dosage.  If patient calls between 7am and before 7pm and he has already confirmed +vely or –vely for the 9am, then he gets to hear a menu where he cannot enter any adherence response again for the 9am medicine. From 7pm onwards, patient will hear menu option for being able to confirm 9pm medicine. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | musicEnterPIN | *Music. Waiting for PIN entry by user.* | PIN  If the PIN is correct  go to 010\_01\_02  Else stay here | enterPINMusic | enterPINMusic | enterPINMusic |
|  | 010\_01\_02Greeting2*ClinicName* | {Hello! Welcome to <ClinicName>} | If (currentDoseRecordStatus = NOT\_Reported) and if there are OTC Advice messages for patient  go to block 2  Else If (currentDoseRecordStatus = NOT\_Reported) and if there are no OTC Advice messages for patient  go to block 3  Else If (currentDoseRecordStatus = Reported) and If there are OTC Advice messages for patient  go to block 4  Else (currentDoseRecordStatus = Reported) and there are no OTC messages  go to block 5 | नमस्कार! डॉक्टर --- ह्यांचा दवाखाना. मी टामा बोलतेय. |  |  |
|  |  |  |  |  |  |  |
| 2 | If (within +/- pill window),  010\_02\_01\_it’sTimeToTake  Else  010\_02\_04\_notReportedIfTaken | If (within +/- pill window),  It's time to take ...  Else  You have not reported if you have taken the last dose of… |  | If (within pill window),  आता तुम्ही ARTच्या बाटलीतून...  Else  ARTच्या बाटलीतून... | If (within pill window)  अब आपका...  Else  <blank> |  |
|  | *ARTPills* | ... {Names of ART pills} ... |  | ... {Names of ART pills} ... | ... {Names of ART pills} ... |  |
|  | If (within +/- pill window)  010\_02\_03\_fromTheBottle1  Else  010\_02\_06\_fromTheBottle\_2 | If (within +/- pill window)  ... from the bottle.  Else  ... from the bottle. |  | If (within pill window)  ... चा डोस घ्यायचा आहे.  Else  ...च्या मागच्या डोसची नोंद टामामध्ये झाली नाहीये. | If (within pill window)  …ये गोलियाँ लेने का समय हो गया है|  Else  You have not reported if you have taken from the bottle. |  |
|  | 010\_02\_07MainMenu1 | If you have taken this dose, press 1.  If you are not feeling well or if you have any other health problems, press 2.  If you want to listen to your messages, press 3.  Recently, you had reported that you were not well and the doctor had advised you a medicine. If you want to hear the doctor’s advice again, press 4. | 1 –  if the user took the pill at the scheduled time +/- 15 minutes, go to use case 001 block 4,  else if the user is early and it is more than 15 minutes before the pill time, go to block 9  else if the user is late, but within the Pill Window go to use case 001 block 5 (no need to say it is late, because that has been already said)  else (the user is late and outside the Pill Window) go to block 10  2 – Go to use case for Symptoms TBD  3 – go to block 7  4 – Go to block 6  Any other key – Go to 010\_02\_05InvalidKeyPress | हा डोस घेतला असेल, तर १ दाबा.  तुम्हाला बरं नसेल किंवा इतर काही त्रास होत असेल, तर २ दाबा.  तुमचे संदेश ऐकण्यासाठी ३ दाबा.  अलीकडेच, तुम्हाला बरं नव्हतं आणि टामाने तुम्हाला डॉक्टरांचा सल्ला ऐकवला. तो सल्ला पुन्हा ऐकण्यासाठी ४ दाबा. | अगर दवाई की इस बार की खुराक आपने ले ली हो , तो १ दबाईए ; |  |
|  | musicInvalidKeyPress | {*Music to indicate invalid key press*} | Go to *010\_02\_04MainMenu1* |  |  |  |
|  |  |  |  |  |  |  |
| 3 | *Same as block 2 rows 1-3* |  |  |  |  |  |
|  | 010\_03\_02MainMenu2 | If you have taken this dose, press 1.  If you are not feeling well or if you have any other health problems, press 2.  If you want to listen to your messages, press 3. | 1 –  if the user took the pill at the scheduled time +/- 15 minutes, go to use case 001 block 4,  else if the user is early and it is more than 15 minutes before the pill time, go to block 9  else if the user is late, but within the Pill Window go to use case 001 block 5 (no need to say it is late, because that has been already said)  else (the user is late and outside the Pill Window) go to block 10  2 – Go to use case for Symptoms TBD  3 – go to block 7  Any other key – Go to 010\_02\_05InvalidKeyPress Any other key – Go to 010\_02\_05 | हा डोस घेतला असेल, तर १ दाबा.  तुम्हाला बरं नसेल किंवा इतर काही त्रास होत असेल, तर २ दाबा.  तुमचे संदेश ऐकण्यासाठी ३ दाबा. | अगर दवाई की इस बार की खुराक आपने ले ली हो , तो १ दबाईए ; |  |
|  | InvalidKeyPress | {*Music to indicate invalid key press*} | Go to *010\_02\_04MainMenu2* |  |  |  |
|  |  |  |  |  |  |  |
| 4 | 010\_04\_01nextDoseIs1 | Your next dose is ... | Depending on whether the time is in morning or afternoon, select timeOfDayToday / timeOfDayTomorrow + timeOfDayMorning or timeOfDayAfternoon or timeOfDayEvening or timeOfDayNight | तुमचा पुढचा डोस ... |  |  |
|  | timeOfDayToday / timeOfDayTomorrow | ... {today / tomorrow} ... |  | … {आज / उद्या} … | आज |  |
|  | timeOfDayMorning / timeOfDayAfternoon /  timeOfDayEvening /  timeOfDayNight | ... {early morning} / {morning} / {afternoon} / {evening} / {night} / {midnight} ... |  | ... {पहाटे} / {सकाळी} / {दुपारी} / {संध्याकाळी} / {रात्री} / {मध्यरात्री} ... | सुबह (3:15 to 11:30 am) /  दोपहर (11:45 am to 4:00 pm) /  शाम (4:15 to 6:45 pm) /  रात (7:00 pm to 3 am) |  |
|  | timeOfDayAt | ... at ... |  | <blank> |  |  |
|  | *TimeConstruct* | {*Construct time based on Next Dosage time in patient record}.* |  | {*Construct time based on Next Dosage time in patient record}.* |  |  |
|  | 010\_04\_06nextDoseIs2 | <blank> |  | ... आहे. |  |  |
|  | 010\_04\_07MainMenu3 | If you are not feeling well or if you have any other problems, press 2.  If you want to listen to your messages, press 3.  Recently, you had reported that you were not well, and the doctor had advised you a medicine. If you want to hear it again, press 4. | 2 – Go to use case for Symptoms TBD  3 – go to block 7  4 – Go to block 6  9 – UNDO action  Any other key – Go to 010\_03\_07InvalidKeyPress | तुम्हाला बरं नसेल किंवा इतर काही त्रास होत असेल, तर २ दाबा.  तुमचे संदेश ऐकण्यासाठी ३ दाबा.  अलीकडेच, तुम्हाला बरं नव्हतं आणि टामाने तुम्हाला डॉक्टरांचा सल्ला ऐकवला. तो सल्ला पुन्हा ऐकण्यासाठी ४ दाबा. |  |  |
|  | musicInvalidKeyPress | {*Music to indicate invalid key press*} | Go to *010\_03\_06MainMenu3* |  |  |  |
|  |  |  |  |  |  |  |
| 5 | *Same as* 010\_04\_01nextDoseIs1 | Your next dose is ... | Depending on whether the time is in morning or afternoon, select timeOfDayToday / timeOfDayTomorrow + timeOfDayMorning or timeOfDayAfternoon or timeOfDayEvening or timeOfDayNight | तुमचा पुढचा डोस ... |  |  |
|  | timeOfDayToday / timeOfDayTomorrow | ... {today / tomorrow} ... |  | … {आज / उद्या} … | आज |  |
|  | timeOfDayMorning / timeOfDayAfternoon /  timeOfDayEvening /  timeOfDayNight | ... {early morning} / {morning} / {afternoon} / {evening} / {night} / {midnight} ... | सुबह (3:15 to 11:30 am) /  दोपहर (11:45 am to 4:00 pm) /  शाम (4:15 to 6:45 pm) /  रात (7:00 pm to 3 am) | .. {पहाटे} / {सकाळी} / {दुपारी} / {संध्याकाळी} / {रात्री} / {मध्यरात्री} ... | सुबह / …. / …./ …. |  |
|  | timeOfDayAt | ... at ... | <blank> | <blank> |  |  |
|  | *TimeConstruct* | {*Construct time based on Next Dosage time in patient record}.* |  | {*Construct time based on Next Dosage time in patient record}.* |  |  |
|  | *Same as* 010\_04\_06nextDoseIs2 | <blank> |  | ... आहे. |  |  |
|  | 010\_05\_01MainMenu4 | If you are not feeling well or if you have any other health problems, press 2.  If you want to listen to your messages, press 3. | 2 – Go to use case for Symptoms TBD  3 – go to block 7  9 – UNDO action  Any other key – Go to 010\_05\_07InvalidKeyPress | तुम्हाला बरं नसेल किंवा इतर काही त्रास होत असेल, तर २ दाबा.  तुमचे संदेश ऐकण्यासाठी ३ दाबा. |  |  |
|  | InvalidKeyPress | {*Music to indicate invalid key press*} | Go to *010\_05\_06MainMenu4* |  |  |  |
|  |  |  |  |  |  |  |
| 6 | 010\_06\_01PlaySymptomsOTCAdvice | *{Play Pre-prescription Confirmation and OTC Advice messages}* | Go to block 8 |  |  |  |
|  |  |  |  |  |  |  |
| 7 | OutboxMessages |  | If there are Outbox messages for patient then go to 010\_05\_02PlayOutboxMessages  Else go to 010\_05\_02NoOutboxMessages |  |  |  |
|  |  | *{Play all messages as per priority of messages from Outbox – highest priority first}* | If the patient hangs up before listening to all messages, the messages that were not be played to him completely will be remain in the Outbox and be available for him to listen to when Outbox is accessed next.  Go to block 8 |  |  |  |
|  | 010\_07\_03NoOutboxMessages | There are no messages for you now. | Go to block 8 | आत्ता, तुमच्यासाठी कोणतेही संदेश नाहीयेत. |  |  |
|  |  |  |  |  |  |  |
| 8 | 010\_08\_01HangUpOrMainMenu | You may hang up now or hold to repeat main menu. |  | वाटल्यास, आता तुम्ही फोन ठेवू शकता, किंवा टामामधील मुख्य पर्यायांची यादी पुन्हा ऐकण्यासाठी फोन चालू ठेवा. |  |  |
|  | musicEnd-note | *{End-note music.}* Earcon – Short Music indicator played. | If (currentDoseRecordStatus = NOT\_Reported) and if there are OTC Advice messages for patient  go to block 2  Else If (currentDoseRecordStatus = NOT\_Reported) and if there are no OTC Advice messages for patient  go to block 3  Else If (currentDoseRecordStatus = Reported) and If there are OTC Advice messages for patient  go to block 4  Else (currentDoseRecordStatus = Reported) and there are no OTC messages  go to block 5 |  |  |  |
|  |  |  |  |  |  |  |
| 9 | 010\_09\_01\_tookDoseBeforeTime | You took your dose a bit before your scheduled time today. Try to take every single dose as close to the scheduled time as possible. | Go to use case 001 block 5 | आज, तुम्ही डोस ठरलेल्या वेळेच्या थोडा आधीच घेतलात. डोस शक्यतो ठरल्या वेळीच घेण्याचा प्रयत्न करा. |  |  |
|  |  |  |  |  |  |  |
| 10 | 010\_10\_01\_tookDoseLate | You took your dose very late today. Try to take every dose on time. | Go to use case 001 block 5 | आज तुम्ही डोस खूप उशिरा घेतलात. प्रत्येक डोस वेळेवर घ्यायचा प्रयत्न करा. |  |  |

## Messages to be posted to patient Outbox

### Message 1: Call TAMA

Logic to post this type of message to patient Outbox to be provided separately

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| M04 | M04\_01\_informTAMAFree1 | Kindly call TAMA to inform whether you have taken your dose. All the calls to TAMA are free. If you do not call, TAMA will call you … | Depending on whether the time is in morning or afternoon, select timeOfDayToday / timeOfDayTomorrow + timeOfDayMorning or timeOfDayAfternoon or timeOfDayEvening or timeOfDayNight | डोस घेतला की नाही ते फोन करून टामाला कळवा. टामाला केलेले सगळे फोन मोफत आहेत. तुमचा फोन आला नाही, तर टामा तुम्हाला … | आपने दवाई की खुराक ली है या नहीं - ये बात टामा को फोन करके बताईए| टामा को किए जानेवाले सारे फोन मुफ्त हैं| अगर आपका फोन नहीं आया, तो टामा आपको ... |  |
|  | timeOfDayToday / timeOfDayTomorrow | ... {today / tomorrow} ... |  | … {आज / उद्या} … | आज |  |
|  | timeOfDayMorning / timeOfDayAfternoon /  timeOfDayEvening /  timeOfDayNight | ... {early morning} / {morning} / {afternoon} / {evening} / {night} / {midnight} ... | सुबह (3:15 to 11:30 am) /  दोपहर (11:45 am to 4:00 pm) /  शाम (4:15 to 6:45 pm) /  रात (7:00 pm to 3 am) | ... {पहाटे} / {सकाळी} / {दुपारी} / {संध्याकाळी} / {रात्री} / {मध्यरात्री} ... | सुबह / …. / …./ रात |  |
|  | timeOfDayAt | ... at ... |  | <blank> | <blank> |  |
|  | *TimeConstruct* | ... {*time constructed from patient record pill schedule. Time = pillTime + REMINDER\_LAG\_TIME e.g. 9:05pm for a 9pm pillTime*}. |  | ... {९} ... | {दस...} |  |
|  | M04\_06\_informTAMAFree3 | <blank> |  | ... फोन करेल. | ...फोन करेगी| |  |

### Message 2: Adherence feedback

Logic:

This type of message will be given to patient only after first 5 weeks of patient initiation into ART. The patient is being given adherence information at the end of every pill taken or pill missed call. Adherence Feedback here is to give a comparison of his current adherence to previous week’s adherence. Adherence can be compared with previous data only after sufficient data collection.

When TAMA will actually do the calculation is yet TBD. IITB is working on this - i.e. whether to do this as a batch process on specific day of week or dynamically – logic yet to be finalized.

1. Calculate adherence % of patient for today, , based on data available for the last 4 weeks - Total adherence in the first 4 weeks, running 4 weeks after that.
2. Calculate adherence % of patient for last week, based on data available for 4 weeks prior to one week ago.
3. Based on these two percentages, the relevant feedback will be posted to Outbox (the 3 messages concatenated into a single message for the Outbox).
4. The patient will be able to listen to this message whenever he listens to his Outbox messages next.

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| M02 | M02\_01\_adherence1 | Your current adherence is … |  | गोळ्या घेण्याचं तुमचं प्रमाण सध्या ... | बताई हुई कुल गोलियों में से आप आजकल... |  |
|  | *Adherence* | ... {<*Number*>}.  *Note: Percentage of PLHA as calculated from record* |  | ... {१०० }… | ... {१०० }... |  |
|  | M02\_03\_adherenceLow2 | ... percent. | If adherence > 90 (green) jump to M02a  Else, if 90 >= adherence > 70 (amber) and falling jump to M02b  Else, if 90 > adherence > 70 (amber) and rising jump to M02c  Else, if adherence =< 70 (red) and falling jump to M02d  Else, if adherence =< 70 (red) and rising jump to M02d | ... टक्के आहे. | ... पर्सेंट गोलियाँ लेते हो| |  |
| M02a | M02\_04\_adherenceCommentGT95falling | Well done! Keep taking each dose on time. Do not miss a single dose. |  | वा! उत्तम! औषधं नेहमी वेळेवर आणि न चुकता घ्या. एकही डोस चुकू देऊ नका. | शाबाश! दवाईयाँ हमेशा सही वक्त पर , और बिना भूले लिया कीजिए| एक भी डोस छूटने मत दीजिए| |  |
| M02b | M02\_05\_adherenceComment70to90falling | Your adherence can improve. You need to take your doses more regularly. Take each dose on time. Do not miss a single dose. Try to increase your adherence to above 90%. |  | तुमच्या गोळ्या तुम्ही अधिक नियमितपणे घेऊ शकता. एकही गोळी चुकू देऊ नका. गोळ्या घेण्याचं तुमचं प्रमाण ९० टक्क्यांच्या वर न्या. |  |  |
| M02c | M02\_06\_adherenceComment70to90rising | Your adherence is improving but it can improve further. Try to increase your adherence to above 90%. Take each dose on time. Do not miss a single dose. |  | गोळ्या घेण्याचं तुमचं प्रमाण वाढत आहे, पण तुम्ही ते आणखी वाढवू शकता. प्रमाण ९० टक्क्यांच्या वर न्या. एकही गोळी चुकू देऊ नका. |  |  |
| M02d | M02\_07\_adherenceCommentLT70falling | Your adherence needs to improve substantially. Take your doses regularly. Take each dose on time. Do not miss a single dose. |  | गोळ्या घेण्याचं तुमचं प्रमाण खूपच वाढायला हवं. प्रत्येक डोस वेळेवर घ्या. एकही गोळी चुकू देऊ नका. |  |  |
| M02e | M02\_08\_adherenceCommentLT70rising | Your adherence is improving but it needs to improve further. Take your doses regularly. Take each dose on time. Do not miss a single dose. |  | गोळ्या घेण्याचं तुमचं प्रमाण वाढत आहे, पण तुम्ही ते आणखी वाढवू शकता. प्रत्येक गोळी वेळेवर घ्या. एकही गोळी चुकू देऊ नका. |  |  |

### Message 3: Weekly Adherence Call / Four day recall

| General Information | |
| --- | --- |
| Use Case Name / ID | TAMA\_IVR\_025\_4DayRecall |
| Short description | This is a message that will be posted to a patient’s Outbox once a week – the day of posting will be as per patient’s choice. This patient is one who is not on Daily Pill Reminder calls. As part of this message, patient will be asked to recall adherence to his ART medicine regimen over the last 4 days. This message will be played along with other messages in his Outbox and the messages will be played as per priority of each message. |

#### Script

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  |  | This is a message in the Outbox. At the beginning of the call made by TAMA, patient has to validate himself with his PIN. |  |  |  |
|  |  |  |  |  |  |  |
| 2 | *025\_02\_01WeeklyAdherenceGreeting* | This is TAMA calling from Dr. Pujari’s clinic. I hope you have been taking your doses regularly in the past week. | If single ART pill a day,  Go to block 3  Else, if multiple ART pills a day  Go to block 6 | नमस्कार! डॉक्टर पुजारी ह्यांच्या दवाखान्यातून मी टामा बोलतेय. |  |  |
|  |  |  |  |  |  |  |
| 3 | 025\_03\_01\_fourDoseRecallMenuA | During the past four days, on how many days have you missed a dose of ART?  If you took all your doses in the last four days, press 0.  If you missed a dose on one day, press 1.  If you missed doses on TWO days, press 2.  If you missed doses on THREE days, press 3.  If you missed doses on all the FOUR days, press 4. | 0 – Go to block 10  1 – Go to block 4  2-4 – Go to block 5 | गेल्या चार दिवसांत, तुमचे एआरटीचे किती डोस चुकले?  गेल्या चार दिवसांत तुम्ही सगळे डोस घेतले असतील तर शून्य दाबा.  एका दिवशी डोस चुकला असेल तर १ दाबा.  २ दिवस डोस चुकले असतील तर २ दाबा.  ३ दिवस डोस चुकले असतील तर ३ दाबा.  ४ दिवस डोस चुकले असतील तर ४ दाबा. |  |  |
|  |  |  |  |  |  |  |
| 4 | 025\_04\_01\_MissedDose1 | You have missed a dose on one day. | Go to block 9 | तुमचा एका दिवसाचा डोस चुकला आहे. |  |  |
|  |  |  |  |  |  |  |
| 5 | 025\_05\_01\_MissedDose1 | You have missed doses for … |  | तुमचे ... |  |  |
|  | *Number* | ... { <value as per key press response just captured> } ... |  | ... {दोन} ... |  |  |
|  | 025\_05\_03\_MissedDose2 | ... days. | Go to block 9 | ... दिवसांचे डोस चुकले आहेत. |  |  |
|  |  |  |  |  |  |  |
| 6 | 025\_06\_01\_fourDoseRecallMenuA | During the past 4 days, on how many days have you missed taking all your doses of ART? If you missed even a single dose, please report as having missed the doses for the whole day.  If you took all your doses in the last four days, press 0.  If you missed even a single dose on any one day, press 1.  If you missed doses on TWO days, press 2.  If you missed doses on THREE days, press 3.  If you missed doses on all the FOUR days, press 4. | 0 – Go to block 10  1 – Go to block 7  2-4 – Go to block 8 | गेल्या चार दिवसांत, तुमचे एआरटीचे डोस किती दिवस चुकले? दिवसांत एखादा जरी डोस चुकला असेल तरी पूर्ण दिवसाचे डोस चुकले असं सांगा.  गेल्या चार दिवसांत तुम्ही सगळे डोस घेतले असतील तर शून्य दाबा.  एका दिवशी एखादा जरी डोस चुकला असेल तर १ दाबा.  २ दिवस डोस चुकले असतील तर २ दाबा.  ३ दिवस डोस चुकले असतील तर ३ दाबा.  ४ दिवस डोस चुकले असतील तर ४ दाबा. |  |  |
|  |  |  |  |  |  |  |
| 7 | 025\_07\_01\_MissedDose1 | You have missed one or more doses on one day. | Go to block 9 | एका दिवशी तुमचा एखादा तरी डोस चुकला आहे. |  |  |
|  |  |  |  |  |  |  |
| 8 | 025\_08\_01\_MissedDose1 | You have missed one or more doses on… |  | <blank> |  |  |
|  | *Number* | ... {two} <value as per key press response just captured> ... |  | ... {दोन} <value as per key press response just captured> ... |  |  |
|  | 025\_08\_03\_MissedDose2 | ... days. | Go to block 9 | ... दिवस तुमचा एखादा तरी डोस चुकला आहे. |  |  |
|  |  |  |  |  |  |  |
| 9 | *MissedPillFeedback* | {*Provide one of the missed pill feedback F03\_01\_doctorMissedPillFeedback to F03\_01\_doctorMissedPillFeedback listed above*} | Go to block 11 |  |  |  |
|  |  |  |  |  |  |  |
| 10 | 025\_10\_01\_haveBeenTakingWell | You have taken all your doses for the last four days properly. Well done. | Go to block 11 | गेल्या चार दिवसांचे तुमचे सगळे डोस तुम्ही घेतले आहेत. वा, छान! |  |  |
|  |  |  |  |  |  |  |
| 11 | 025\_11\_01\_takeRegularly | Keep taking your doses regularly. | End of Weekly Adherence Call message lying in Patient Outbox | तुमची औषधं नियमितपणे घेत रहा. |  |  |

### Message 4: Appointments Reminder

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| M07a | M07a\_01\_yourNextClinicVisitDue1 | This is to remind you that you are due for your next clinic visit soon. Call the clinic on… |  | आता तुम्ही लवकरच दवाखान्यात यायला हवं. दवाखान्यात ... |  |  |
|  | *ClinicPhoneNumber* | … {*022 2576 7829*} ... |  | ... {०२२ २५७६ ७८२९} ... |  |  |
|  | M07a\_03\_yourNextClinicVisitDue2 | … to fix up a date or time. |  | ... ह्या क्रमांकावर फोन करून भेटीचा दिवस आणि वेळ ठरवा. |  |  |

| Block | File | Script | On user input jump to block | Marathi | Hindi | Third language |
| --- | --- | --- | --- | --- | --- | --- |
| M07b | M07b\_01\_yourNextClinicVisit | Remember, your next clinic visit is fixed for … | . | <blank> |  |  |
|  | *DayOfWeek* | …{ < e.g. Monday>} ... |  | ... सोमवार ... | ... सोमवार... |  |
|  | M07b\_03\_yourNextClinicVisit3 | ... that is on ... |  | ...दिनांक ... | को |  |
|  | *Number* | …{ <Date> - e.g. 10 } <read from patient record - field Appointment Date> ... |  | ... १०... |  |  |
|  | *Month* | …{<Month> -e.g. June } ... |  | ... जून... |  |  |
|  | M07b\_06\_yourNextClinicVisit4 | ... at ... |  | ... रोजी ... |  |  |
|  | TimeConstruct | ... {*time constructed from patient record. Time = Appointment Time e.g. 10:30*}. |  | ... {दहा ...} ... | {दस...} |  |
|  | M07b\_08\_yourNextClinicVisit5 | <blank> |  | ... तुम्ही दवाखान्यात येउन डॉक्टरांना भेटायचं आहे. लक्षात असू द्या हं. | है |  |

### Message 5: Health Tips / Quiz Tips

## Variables

### ARTPills

The names are to be transliterated from English; they are not to be translated.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
| 1 | pillAZT3TCNVP\_DuovirN | Duovir-N | ड्युओविर-एन |  |  |
|  | pillAZT3TCNVP\_Zidovex-LN | Zidovex-LN | झायडोवेक्स-एलएन |  |  |
|  | pillAZT3TCNVP\_Virocom-N | Virocom-N | वायरोकॉम-एन |  |  |
|  | pillAZT3TCNVP\_Zidolam-N | Zidolam-N | झायडोलॅम-एन |  |  |
|  | pillAZT3TCNVP\_Lazid-N | Lazid-N | लेझिड-एन |  |  |
|  |  |  |  |  |  |
| 2 | pillAZT3TC\_Duovir | Duovir | ड्युओविर |  |  |
|  | pillAZT3TC\_Zidovex-L | Zidovex-L | झायडोवेक्स-एल |  |  |
|  | pillAZT3TC\_Virocom | Virocom | वायरोकॉम |  |  |
|  | pillAZT3TC\_Zidolam | Zidolam | झायडोलॅम |  |  |
|  | pillAZT3TC\_Lazid | Lazid | लेझिड |  |  |
|  | pillAZT3TC\_Combivir | Combivir | कॉंबिविर |  |  |
|  |  |  |  |  |  |
| 3 | pillNVP\_Nevimune | Nevimune | नेविम्युन |  |  |
|  | pillNVP\_Nevirex | Nevirex | नेविरेक्स |  |  |
|  | pillNVP\_Nevivir | Nevivir | नेविविर |  |  |
|  | pillNVP\_Nevir | Nevir | नेविर |  |  |
|  | pillNVP\_Viramune | Viramune | वायराम्युन |  |  |
|  |  |  |  |  |  |
| 4 | pilld4T3TCNVP\_Triomune | Triomune | ट्रिओम्युन / ट्रायोम्युन |  |  |
|  | pilld4T3TCNVP\_Stavex-LN | Stavex-LN | स्टॅवेक्स-एलएन |  |  |
|  | pilld4T3TCNVP\_Virolans30 | Virolans30 | वायरोलॅन्स-थर्टी |  |  |
|  | pilld4T3TCNVP\_Nevilast30 | Nevilast30 | नेविलास्ट-थर्टी |  |  |
|  | pilld4T3TCNVP\_Emtri30 | Emtri30 | एम्ट्री-थर्टी |  |  |
|  |  |  |  |  |  |
| 5 | pilld4T3TC\_Lamivir-S | Lamivir-S | लॅमिविर-एस |  |  |
|  | pilld4T3TC\_Stavex-L | Stavex-L | स्टॅवेक्स-एल |  |  |
|  | pilld4T3TC\_Virolans | Virolans | वायरोलॅन्स |  |  |
|  | pilld4T3TC\_Lamistar | Lamistar | लॅमिस्टार |  |  |
|  |  |  |  |  |  |
| 6 | pillEFV\_Efavir | Efavir | एफाविर |  |  |
|  | pillEFV\_Viranz | Viranz | वायरॅन्झ |  |  |
|  | pillEFV\_Efferven | Efferven | एफर्वेन |  |  |
|  | pillEFV\_Estiva | Estiva | एस्टिवा |  |  |
|  | pillEFV\_Efcure | Efcure | एफ्क्युअर |  |  |
|  | pillEFV\_Stocrin | Stocrin | स्टॉक्रिन |  |  |
|  |  |  |  |  |  |
| 7 | pillTDF3TC\_Tenvir-L | Tenvir-L | टेन्विर-एल |  |  |
|  | pillTDF3TC\_Tavin-L | Tavin-L | टेविन-एल |  |  |
|  | pillTDF3TC\_Ricovir-L | Ricovir-L | रिकोविर-एल / रायकोविर-एल |  |  |
|  |  |  |  |  |  |
| 8 | pillTDFFTC\_Tenvir-EM | Tenvir-EM | टेन्विर-ईएम |  |  |
|  | pillTDFFTC\_Forstavir-EM | Forstavir-EM | फॉर्स्टाविर-ईएम |  |  |
|  | pillTDFFTC\_Tavin-EM | Tavin-EM | टेविन-ईएम |  |  |
|  |  |  |  |  |  |
| 9 | pillTDF3TCEFV\_Trioday | Trioday | ट्रिओडे / ट्रायोडे |  |  |
|  | pillTDF3TCEFV\_Telura | Telura | टेल्युरा / टेलुरा |  |  |
|  |  |  |  |  |  |
| 10 | pillTDFFTCEFV\_Viraday | Viraday | वायरॅडे / विरॅडे |  |  |
|  | pillTDFFTCEFV\_Forstavir-3 | Forstavir-3 | फॉर्स्टाविर-थ्री |  |  |
|  | pillTDFFTCEFV\_Vonavir | Vonavir | वोनॅविर |  |  |
|  | pillTDFFTCEFV\_Teevir | Teevir | टीविर |  |  |

### ClinicName

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | 001\_02\_01\_TAMAGreeting1*ClinicName1* | Hello! This is TAMA calling from Dr. Pujari’s clinic. | नमस्कार! डॉक्टर पुजारी ह्यांच्या दवाखान्यातून मी टामा बोलतेय. |  |  |
|  | 001\_02\_01\_TAMAGreeting1*ClinicName2* | Hello! This is TAMA calling from Dr. Kumarasamy’s clinic. | नमस्कार! डॉक्टर कुमारस्वामी ह्यांच्या दवाखान्यातून मी टामा बोलतेय. |  |  |
|  | 001\_02\_01\_TAMAGreeting1*ClinicName3* | Hello! This is TAMA calling from Dr. Saple’s clinic. | नमस्कार! डॉक्टर सापळे ह्यांच्या दवाखान्यातून मी टामा बोलतेय. |  |  |
|  | 001\_02\_01\_TAMAGreeting1ClinicName4 |  |  |  |  |
|  | 001\_02\_01\_TAMAGreeting1ClinicName5 |  |  |  |  |
|  | 001\_02\_01\_TAMAGreeting1ClinicName6 |  |  |  |  |
|  | 001\_02\_01\_TAMAGreeting1ClinicName7 |  |  |  |  |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | Greeting2*ClinicName1* | Hello! Welcome to Dr. Pujari’s clinic. This is TAMA. | नमस्कार! डॉक्टर पुजारी ह्यांचा दवाखाना. मी टामा बोलतेय. |  |  |
|  | Greeting2*ClinicName2* | Hello! Welcome to Dr. Kumarasamy’s clinic. This is TAMA. | नमस्कार! डॉक्टर कुमारस्वामी ह्यांचा दवाखाना. मी टामा बोलतेय. |  |  |
|  | Greeting2*ClinicName3* | Hello! Welcome to Dr. Saple’s clinic. This is TAMA. | नमस्कार! डॉक्टर सापळे ह्यांचा दवाखाना. मी टामा बोलतेय. |  |  |
|  | Greeting2*ClinicName4* |  |  |  |  |
|  | Greeting2*ClinicName5* |  |  |  |  |
|  | Greeting2*ClinicName6* |  |  |  |  |
|  | Greeting2*ClinicName7* |  |  |  |  |

### DayOfWeek

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | weekDayMonday | Monday | सोमवार |  |  |
|  | weekDay<day of week> | Tuesday | मंगळवार |  |  |
|  |  | Wednesday | बुधवार |  |  |
|  |  | Thursday | गुरुवार |  |  |
|  |  | Friday | शुक्रवार |  |  |
|  |  | Saturday | शनिवार |  |  |
|  |  | Sunday | रविवार |  |  |
|  |  |  |  |  |  |
|  | weekday\_OnMonday |  | सोमवारी |  |  |
|  | weekday\_On<day of week> |  | मंगळवारी |  |  |
|  |  |  | बुधवारी |  |  |
|  |  |  | गुरुवारी |  |  |
|  |  |  | शुक्रवारी |  |  |
|  |  |  | शनिवारी |  |  |
|  |  |  | रविवारी |  |  |

### Number

This would cover date 1, ..., 31; hours: 0, ..., 12; minutes: 0, ..., 59; adherence percentage: 0, ..., 100.

|  |  |  |
| --- | --- | --- |
| **No.** | **Filename** | **Number** |
|  | Number<digitNumber> e.g. number1. Number 2, … number100. | 1, …, 100 |
|  | Number<digitNumber> e.g. One hundred, ..., nine hundred, Thousand. | 100, ..., 1000 |

### Month

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | month<January> | January … December | जानेवारी, ... , डिसेंबर |  |  |
|  | month\_In\_1 |  | जानेवारीत, ... , डिसेंबरात |  |  |
|  | month\_In\_2 |  | जानेवारीमध्ये, ... , डिसेंबरमध्ये |  |  |

### Frequency

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | frequencyOnce | Once | एकदा |  |  |
|  | frequencyTwice | Twice | दोनदा |  |  |
|  | frequencyThrice | Thrice | तीनदा |  |  |
|  | And | and | आणि |  |  |

### TimeOfDay

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | timeOfDayToday | Today | आज |  |  |
|  | timeOfDayTomorrow | Tomorrow | उद्या |  |  |
|  | timeOfDayAM | AM | ? |  |  |
|  | timeOfDayPM | PM | ? |  |  |
|  | timeofDayEarlyMorning | EarlyMorning | पहाटे |  |  |
|  | timeofDayMorning | Morning | सकाळी |  |  |
|  | timeOfDayAfternoon | Afternoon | दुपारी |  |  |
|  | timeOfDayEvening | Evening | संध्याकाळी |  |  |
|  | timeOfDayNight | Night | रात्री |  |  |
|  | timeOfDayMidnight | Midnight | मध्यरात्री |  |  |
|  | timeOfDayHoursAt | Hours | वाजता |  |  |
|  | timeOfDayHoursAfter | Hours | वाजून |  |  |
|  | timeOfDayMinutes | Minutes | मिनिटांनी |  |  |
|  | timeOfDayHoursAnd | Hours and | ? |  |  |
|  | timeOfDay12Noon | 12 noon | दुपारी बारा वाजता |  |  |
|  | timeOfDay12Midnight | 12 midnight | मध्यरात्री बारा वाजता |  |  |
|  | timeOfDayAt | at | ? |  |  |

### Time Zones

English

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **English Time Zone** | **English Label** | **Duration (in hours)** |
|  | 06:00:00 - 11:59:59 | Morning | 6:00 |
|  | 12:00:00 | Noon | 0:00 |
|  | 12:00:00 - 16:45:00 | Afternoon | 4:45 |
|  | 16:45:00 – 19:44:59 | Evening | 3:00 |
|  | 19:45:00 - 23:59:59 | Night | 4:15 |
|  | 00:00:00 - 03:44:59 | Midnight | 3:45 |
|  | 03:45:00 - 05:59:59 | Early morning | 2:15 |
|  |  |  | 24:00 |

|  |  |  |
| --- | --- | --- |
| **No.** | **English Time Zone** | **English Label** |
|  | 00:00:01 - 11:59:59 | AM (Ante Meridian) |
|  | 12:00:00 | Noon or 12 Noon |
|  | 12:00:01 - 23:59:59 | PM (Post Meridian) |
|  | 00:00:00 | Midnight or 12 Midnight |

Marathi

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Marathi Time Zone** | **Marathi Label** | **Duration (in hours)** |
|  | 06:00:00 – 11:59:59 | सकाळ | 06:00 |
|  | 12:00:00 – 16:44:59 | दुपार | 04:45 |
|  | 16:45:00 – 19:44:59 | संध्याकाळ | 03:00 |
|  | 19:45:00 – 23:59:59 | रात्र | 04:15 |
|  | 00:00:00 – 03:44:59 | मध्यरात्र | 03:45 |
|  | 03:45:00 – 05:59:59 | पहाट | 02:15 |
|  |  |  | 24:00 |

Hindi

|  |  |  |  |
| --- | --- | --- | --- |
| **No.** | **Hindi Time Zone** | **Hindi Label** | **Duration (in hours)** |
|  | 06:00:00 – 11:59:59 | सुबह | 06:00 |
|  | 12:00:00 – 16:44:59 | दोपहर | 04:45 |
|  | 16:45:00 – 19:44:59 | शाम | 03:00 |
|  | 19:45:00 – 23:59:59 | रात | 04:15 |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

### Clinic Phone Numbers

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | PhoneNoDrPujari |  |  |  |  |
|  | PhoneNoDrKumar |  |  |  |  |
|  | PhoneNoDrSaple |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

### Others

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | Outboxmessages |  |  |  |  |

### TAMA PIN entry music

Music to be played when TAMA calls or patient calls till such time that patient enters PIN

### EndMusic

Short signal music

### TimeConstruct – time constructed from patient record

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **No.** | **Filename** | **English prompt** | **Logic** | **Marathi** | **Hindi** |  |
|  | Number | …{ 9} | If minutes ==0, Go to 2. Else go to 3. | {९..} | {दस...} |  |
|  | timeOfDayHours | {Hours} | End of timeConstruct | वाजता | बजे |  |
|  | timeOfDayHoursAnd | {Hours and} |  | वाजून | बजकर |  |
|  | Number | {05} |  | {५} | {५} |  |
|  | timeOfDayMinutes | {minutes} | End of timeConstruct | मिनिटांनी | मिनिट पर |  |

Note: If minutes value = 0, the construct would change accordingly.

### Error Messages

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Filename** | **English prompt** | **Marathi** | **Hindi** |  |
|  | errorSystemDown | Our System is currently unavailable. We apologize for the inconvenience caused. Please call again later. | टामाची सेवा आत्ता मिळू शकत नाही आहे. तुमची गैरसोय झाली ह्याबद्दल आम्ही तुमची माफी मागतो. थोड्या वेळाने पुन्हा फोन करा ही विनंती. |  |  |
|  | errorServiceDown | This service is currently unavailable. We apologize for the inconvenience caused. For this particular service, please call again later. For any other service, please hold. | ही सेवा आत्ता मिळू शकत नाही आहे. तुमची गैरसोय झाली ह्याबद्दल आम्ही तुमची माफी मागतो. ह्या विशिष्ट सेवेकरिता थोड्या वेळाने पुन्हा फोन करा ही विनंती. |  |  |