



Linkage to Care

Business Requirement Document – RightToCare

VMC Project

Version: 1.0

Author: Marlice Steinmann

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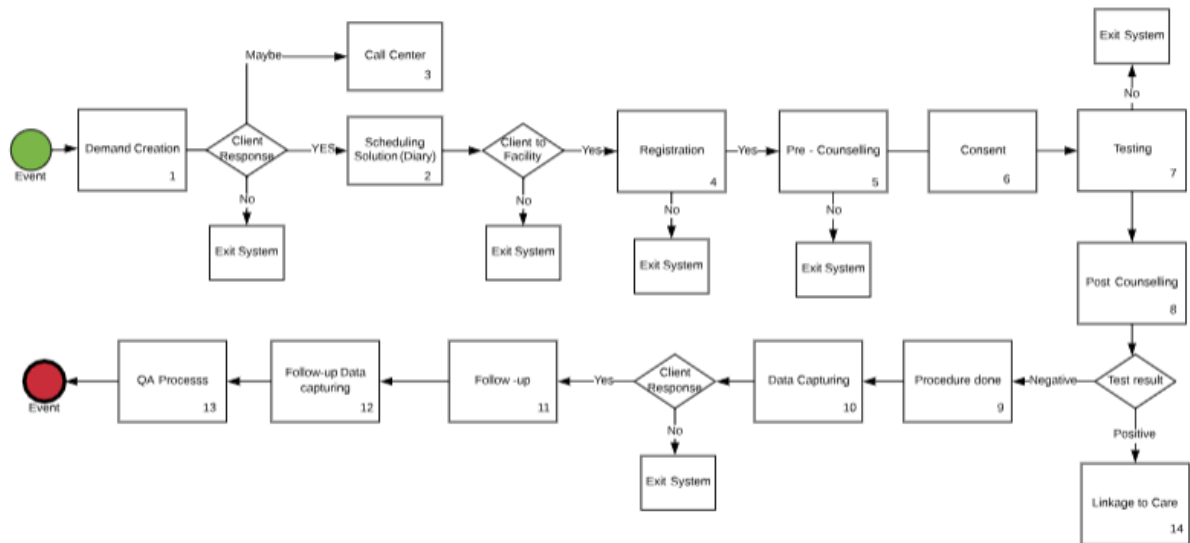
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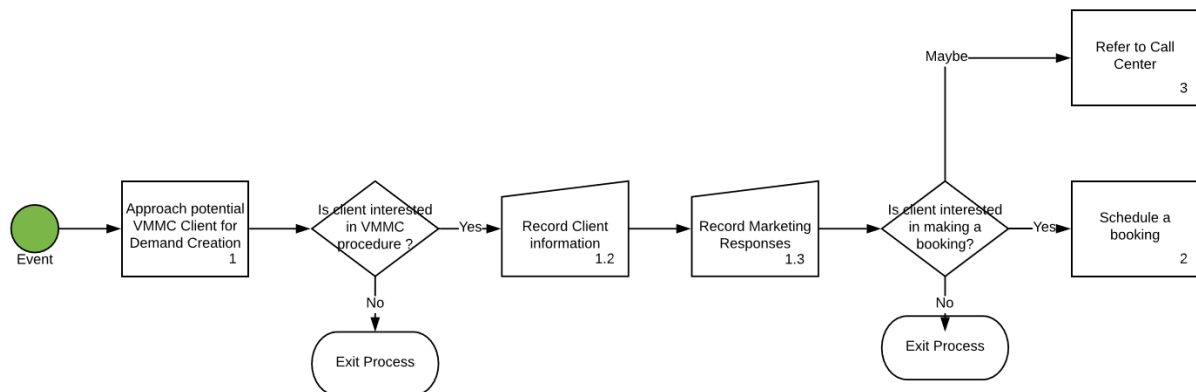
Stakeholders Sign-Off				
I have read and agreed on the content of this document, and relevant supporting documentation. The document is complete and meets all the necessary requirements. Any amendments to this document will be handled through the agreed 'Work Request' procedure.				
Name	Position	Representing	Signature	Date
	Project Sponsor			
	New Business Manager			
	Business Analyst			
	Project Owner			
	System Owner			
	Solution Architect			



Full VMMC Process flow



Demand Creation Process flow



1. Demand Creation

Description	Approach potential VMMC Client for demand Creation
Trigger	
Business Role	Social Mobilizer
Application	Lynx application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	1
Accounting Entries	
Business Rules	Awaiting RTC Process



Record Patient Information

Description	Record Client Information
Trigger	Client interested in Marketing analysis or VMMC Process
Business Role	Social Mobilizer
Application	Lynx application
Automation	Semi-automated
Frequency	Ad-hoc
Hierarchy Number	1.2
Requirement Number	FRQ 3
Accounting Entries	
Business Rules	<ul style="list-style-type: none"> • Patient First Name • Patient last Name • Date of Birth • Age • Sex • Cell Number • Alternative contact number • Patient address (if available) <ul style="list-style-type: none"> ○ Street ○ City ○ Province ○ Postal Code • Emergency Contact Details <ul style="list-style-type: none"> ○ Name ○ Contact number

Record Marketing Responses

Description	Record Marketing responses
Trigger	Client information recorded
Business Role	Social Mobilizer
Application	Lynx application
Automation	Semi-automated
Frequency	Ad-hoc

Hierarchy Number	1.3
Accounting Entries	
Business Rules	Awaiting Question list from RTC

2. Schedule a Booking

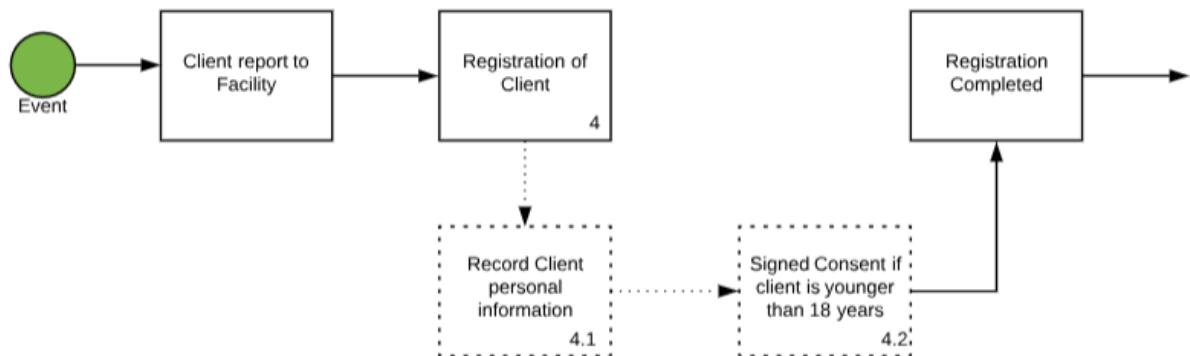
Description	Schedule a Booking
Trigger	
Business Role	Social Mobilizer
Application	Lynx application
Automation	Semi-automated
Frequency	Ad-hoc
Hierarchy Number	2
Requirement Number	FRQ 17
Accounting Entries	
Business Rules	With Dev to brainstorm

3. Refer to Call Centre

Description	Refer to Call Centre
Trigger	
Business Role	Social Mobilizer
Application	Lynx application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	3
Requirement Number	
Accounting Entries	
Business Rules	No Information on this process yet



Registration of a Client Process flow



4. Registration of a Client

Description	In this process the client will be registered at the Facility and the patient information recorded
Trigger	
Business Role	Admin Clerk
Application	Web based Application
Automation	Semi-automated
Frequency	Ad-hoc
Hierarchy Number	4.1
Requirement Number	FRQ 3
Accounting Entries	
Business Rules	<ul style="list-style-type: none"> • Patient First Name • Patient last Name • Date of Birth • Age • Sex • Cell Number • Alternative contact number • Patient file number • Barcode • Patient address (if available) <ul style="list-style-type: none"> ◦ Street ◦ City ◦ Province ◦ Postal Code • Emergency Contact Details

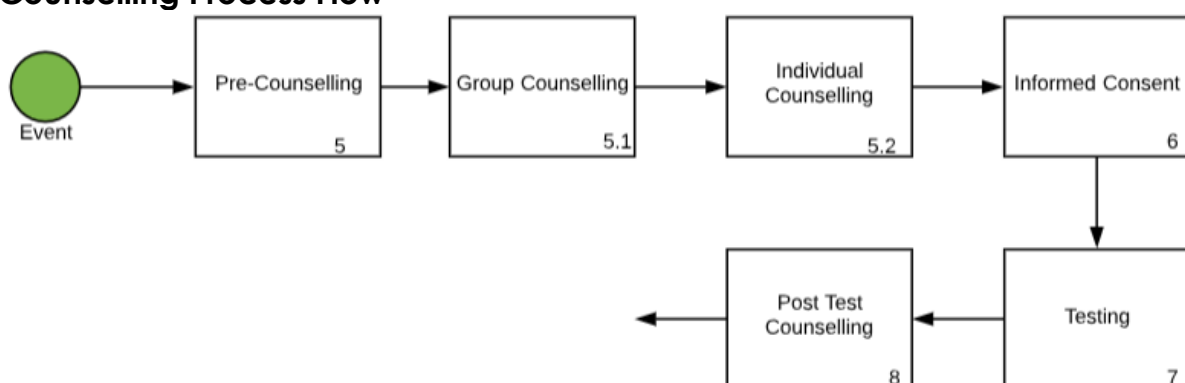


	<ul style="list-style-type: none"> o Name o Contact Number
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Consent

Description	<p>Consent is compulsory for:</p> <ul style="list-style-type: none"> • All client's HIV tested • All patients suitable for circumcision • Boys under 16 years – written informed consent from parents or legal guardians • Boys between 16-18 can consent with assent from parent or legal guardian
Trigger	Registration of Client/ Counselling
Business Role	Counsellors
Application	Lynx application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	6
Requirement Number	FRQ 4
Accounting Entries	
Business Rules	If the client is younger than 18, ensure that the client is accompanied by a parent or guardian/caregiver or that they are in possession of a consent form signed by their parent or guardian/caregiver

Counselling Process Flow



5. Counselling

Description	Counselling is compulsory for: <ul style="list-style-type: none"> • All client's HIV tested • All patients suitable for circumcision • Boys under 16 years with parents or legal guardians • Boys between 16-18 with assent from parent or legal guardian
Trigger	
Business Role	Counsellors
Application	Lynx application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	5
Requirement Number	FRQ 10
Accounting Entries	
Business Rules	

5.1 Group Counselling

Description	This stage of counselling will inform the clients on the general information about MMC in a setting where different opinions from the clients and misconceptions can be corrected in a relaxed environment. General components of MMC counselling will be covered at this stage.
Trigger	
Business Role	Councillors
Application	Lynx application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	5.1
Requirement Number	FRQ 10
Accounting Entries	
Business Rules	

5.2 Individual Counselling

Description	Some topics that were covered during the group counselling session will be emphasized in this session, such as, the risks and benefits of MMC, abstinence during wound healing, life-long risk-reduction commitment (Abstinence Being faithful to one partner and Condom use). Assurance for confidentiality will be still emphasized.
Trigger	
Business Role	Councillors
Application	Lynx application



Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	5.2
Requirement Number	FRQ 10
Accounting Entries	
Business Rules	

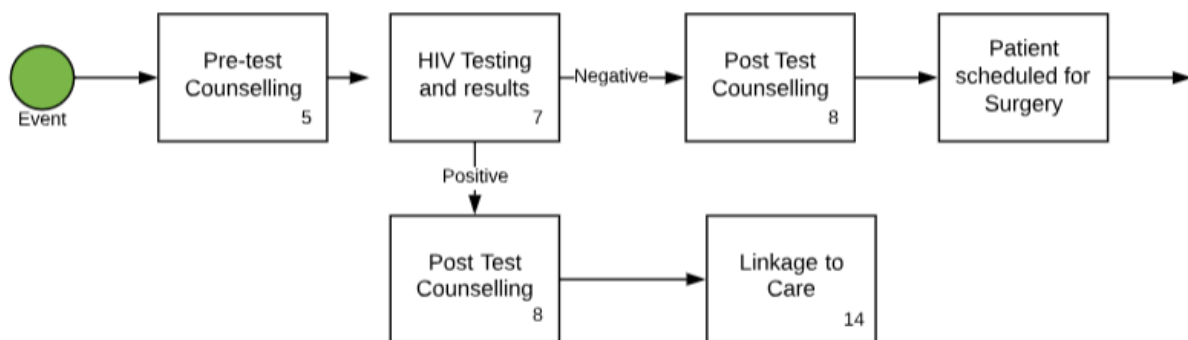
6. Informed Consent

Description	<p>If the client wants male circumcision, check if he (or his parent) has given informed consent.</p> <ul style="list-style-type: none"> i. <i>Young boys 18 years and older</i> can give written informed consent independently to circumcision Section 12 of the Children's Act 2005) and can be circumcised for any reason. They are required to read, understand and sign voluntarily the standard Consent Form, prior to the operation. ii. <i>Boys aged above 16 years (but younger than 18)</i> may also undergo circumcision for any reason, provided that the boy consents to the circumcision after being given information (also called assent), assisted by the parent or legal guardian. The parent or legal guardian should make the decision in the best interests of the child and the boy must receive proper counselling. iii. <i>Boys younger than 16 years</i> require a written informed consent of parents or legal guardian to undergo circumcision. The parent must also be present on the day of the circumcision. iv. <i>Consent for an HIV test</i> may be given by a child of 12 years or older or by a younger child with enough maturity to understand the implications of the test. The child must have proper pre- and post-test counselling and the clinical and social implications must be explained. <p>All boys, regardless of age, have the right to refuse circumcision.</p>
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Trigger	
Business Role	Councillors
Application	Lynx application
Automation	Manual
Frequency	Semi-automated
Hierarchy Number	6
Requirement Number	FRQ 4
Accounting Entries	
Business Rules	

Testing Process Flow



7. Testing

Description	HTS
Trigger	
Business Role	Social Mobilizer
Application	Lynx application/Web based application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	7
Requirement Number	FRQ 9
Accounting Entries	
Business Rules	



8. Post Counselling

Description	
Trigger	
Business Role	Social Mobilizer
Application	Web based application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	8
Accounting Entries	
Business Rules	

9. Screening

Description	<p>The male circumcision procedure should be conducted by a competent trained clinician accredited by the respective regulation authorities (HPCSA, SANC) to perform male circumcision.</p> <p>There are three MC surgical techniques recommended by WHO. These are:</p> <ol style="list-style-type: none"> Sleeve resection Dorsal slit Forceps guided (Only in clients aged 15 and above)
Trigger	
Business Role	Social Mobilizer
Application	Lynx application/ web based
Automation	Manual
Frequency	
Hierarchy Number	10
Requirement Number	FRQ 12
Accounting Entries	
Business Rules	
Accounting Entries	
Business Rules	

10. Procedure Done

Description	<p>The male circumcision procedure should be conducted by a competent trained clinician accredited by the respective regulation authorities (HPCSA, SANC) to perform male circumcision.</p> <p>There are three MC surgical techniques recommended by WHO. These are:</p> <ol style="list-style-type: none"> Sleeve resection Dorsal slit
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	vi. Forceps guided (Only in clients aged 15 and above)
Trigger	
Business Role	Social Mobilizer
Application	Lynx application/ web based
Automation	Manual
Frequency	
Hierarchy Number	10
Requirement Number	FRQ 12
Accounting Entries	
Business Rules	
Accounting Entries	
Business Rules	

11. Data Capturing

Description	
Trigger	
Business Role	Social Mobilizer
Application	Web based application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	11
Accounting Entries	
Business Rules	

12. Follow-up

Description	
Trigger	
Business Role	Social Mobilizer
Application	Web based application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	12

Requirement Number	FRQ 14
Accounting Entries	
Business Rules	

13. Follow-up Data capturing

Description	
Trigger	
Business Role	Social Mobilizer
Application	Web based application
Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	13
Accounting Entries	
Business Rules	

14. QA Process

Description	
Trigger	
Business Role	Social Mobilizer
Application	Web based application
Automation	Semi-automated
Frequency	Ad-hoc
Hierarchy Number	14
Accounting Entries	
Business Rules	

15. Linkage to care

Description	Linked to Care
Trigger	
Business Role	Social Mobilizer
Application	Web based application

Automation	Manual
Frequency	Ad-hoc
Hierarchy Number	15
Accounting Entries	
Business Rules	

Back-end Set-up

