



**STAY  
CONNECTED**  
For Your Health

# POCKET GUIDE FOR Clinical Care Staff



## AT EVERY ROUTINE VISIT

- Give a warm greeting.
- Make sure the patient has received a brochure.
- Call attention to the poster in the examination room, and briefly explain the messages.

**Give a message from the following pages based on whether the patient is new, is a consistent attender or an inconsistent attender:**

## MESSAGES FOR NEW PATIENTS

- People with HIV who come to their appointments regularly do better than those who don't. I look forward to seeing you on a regular basis.
- It is important for you to keep your appointments so we can work together as a team to keep you healthy.
- It is important that I see you regularly to ensure that there are no problems with your health or your medications.
- If you come to your appointments regularly, we can help you reach and maintain an undetectable viral load.

## MESSAGES FOR CONSISTENT ATTENDERS

- Thank you for doing such a good job of keeping your appointments. It makes it easier for us to work together to keep you healthy.
- You're looking well today and I know it is, in part, because you've been coming in so regularly.
- You do a good job of keeping your appointments. This is important because it allows us to give you the best medical care.

## MESSAGES FOR INCONSISTENT ATTENDERS

- There is good evidence that people with HIV who come to their appointments do better than those who don't. When you miss your appointments, it's harder to keep you healthy.
- When you miss appointments, we can't check your health and change your treatment if there are problems.
- I want to encourage you to keep your appointments. When you do, you have a better chance of reaching and maintaining an undetectable viral load.
- When you don't come in, we can't give you the best possible care.

## MESSAGES FOR ALL PATIENTS

- Keeping your appointments and taking your medication can raise your CD4 count/T cells and lower your HIV viral load, which helps you live a healthier, longer life.
- We know people who keep their appointments and take their medication live longer and do better.
- Keeping your appointments and taking your medication can help you get an undetectable viral load, which helps you live a healthier, longer life.
- If you keep your appointments and take your medication, you can have a higher CD4 count, which makes your immune system stronger.



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