

SUGGESTED SCRIPT

PHARMACY CLIENT ENGAGEMENT

After attending to a client who requests for any of the index products and services, you could say:

- ❖ There is an ongoing research study that may be in your benefit. Would you be interested to learn more about it? It will take just a few minutes.

❖ Kuna utafiti unaoendelea ambao unaweza kuwa wa manufaa kwako. Je, ungependa maelezo zaidi? Itachukua dakika chache tu.

If clients says “yes”, hand out the coupon and refer to research assistant...

- ❖ ...then fill out the client log. Do not fill out the log in front of the client before capturing his/her interest.

If the clients asks for more information, you could say:

- ❖ The study aims to assess whether self-testing for HIV is an acceptable approach for pharmacy clients
- ❖ You will be asked your views about this new self-testing approach
- ❖ If interested, you will be given a chance to buy a self-test kit at a reduced price (Ksh 100)
- ❖ You can use the kit at home or another convenient place of your choice
- ❖ You will not be required to disclose the test results

❖ Utafiti unalenga kubaini kama kujipima HIV ni mbinu inayokubalika kwa wateja wa maduka ya dawa

❖ Utaulizwa maoni yako kuhusu mbinu hii mpya ya kujipima

❖ Ukipenda, utapewa fursa ya kununua kifaa cha kujipima kwa bei nafuu (Ksh 100)

❖ Unaweza kujipimia nyumbani au mahali popote utakapopachagua mwenyewe

❖ Hautatakiwa kufichua matokeo yako

If client does not agree to talk to RA, persuade him/her to take the coupon. You could say:

- ❖ You can take this card with you. You can come back later for more information. If you do, please bring the card with you.

❖ Unaweza chukua kadi hii. Unaweza rudi baadaye ukapata maelezo zaidi. Ukiamua kurudi, tafadhali beba hiyo kadi.

If client asks why oral fluid can be used for the test yet kissing cannot transmit HIV, you could say:

- ❖ Oral fluid does not contain the actual HIV virus itself. The test detects antibodies that the body creates in response to HIV, rather than the virus itself.

❖ Majimaji ya mdomoni hayana virusi venyewe. Kifaa cha kupima hufanya kazi kwa kupima kinga ya mwili dhidi ya virusi, wala sio virusi venyewe.