

## **SECTION 3. PATIENT VISIT MANAGEMENT**

### **3.1 Preparation Before Participant Visits**

#### **3.1.1 Reminder About Appointments**

The Study Coordinator or designated personnel should remind participants about each scheduled or interim clinic visit either by phone or by card. When urine collections are due or GFRs are planned, calling two to four days before the visit will ensure adequate time for participant to collect urine, drink extra fluid, and avoid use of certain drugs prior to GFR. Calling prior to the scheduled visits provides an opportunity to determine how the participant feels, if the participant has any questions, or if the participant has had any intercurrent illnesses. Reminding the participant about the activities that are planned for the next visit as well as estimated time for clinic visits is helpful. Reminders to bring medications, to fast and bring urine collection when appropriate, will hopefully foster improved compliance.

Participants should be encouraged not to miss visits, but if missing a visit is necessary, the participant should call and reschedule as soon as possible. If the patient doesn't call, the clinic staff should call him or her.

#### **3.1.2 Assemble Materials for a Visit**

Prior to each visit, the Study Coordinator or designated personnel will assemble the forms, lab supplies and requisitions, and the mailing materials appropriate for that visit. The forms should be headed with the participant's ID number and name code. The forms and laboratory tests (central and local) required for each visit are found in the Forms section of the Manual of Operations. Assembling the materials used for mailing will facilitate prompt shipment to the central laboratories for processing. Urine jugs prepared with an instructional label and with the addition of acetic acid will be given to participants on the visits prior to 24-hour urine collection.

#### **3.1.3 During the Visit**

It is important for staff to be pleasant, organized, and on time for clinic visits. Blood pressure measurement, pill counting, and issuing additional medications will be central to each visit. Participants should be given a calendar or appointment card for their next scheduled visit.

### **3.2 Follow-Up After Visit**

#### **3.2.1 Following the Visit**

Promptly complete, key enter and verify the required forms. Send laboratory samples to the appropriate facilities in a timely manner; inform team of participants' test results; inform participants and referring physicians of tests results; schedule interim visit if necessary; and

remind participant of next scheduled appointment before clinic appointment.