

CHAPTER 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. 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 the visit is helpful.

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 within 24 hours to reschedule the visit. If there is still no contact with the patient within 3-4 days a letter requesting the patient to call should be sent to the patient.

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 alpha code. The forms and laboratory tests required for each visit are found in the Forms Manual and Protocol. Assembling the materials used for mailing will facilitate prompt shipment to the central laboratories for processing.

3.1.3 During the visit

It is important for staff to be pleasant, organized, and on time for clinic visits. Participants should be given a calendar or appointment card for their next scheduled visit.

3.2 Follow-up After the Visit

3.2.1 Following the visit

Promptly complete and key enter the required forms (see Appendix 3.1 – Forms Completion Schedule). Send laboratory samples to the appropriate facilities in a timely manner. Schedule interim visit if necessary; and remind participant of next scheduled appointment.