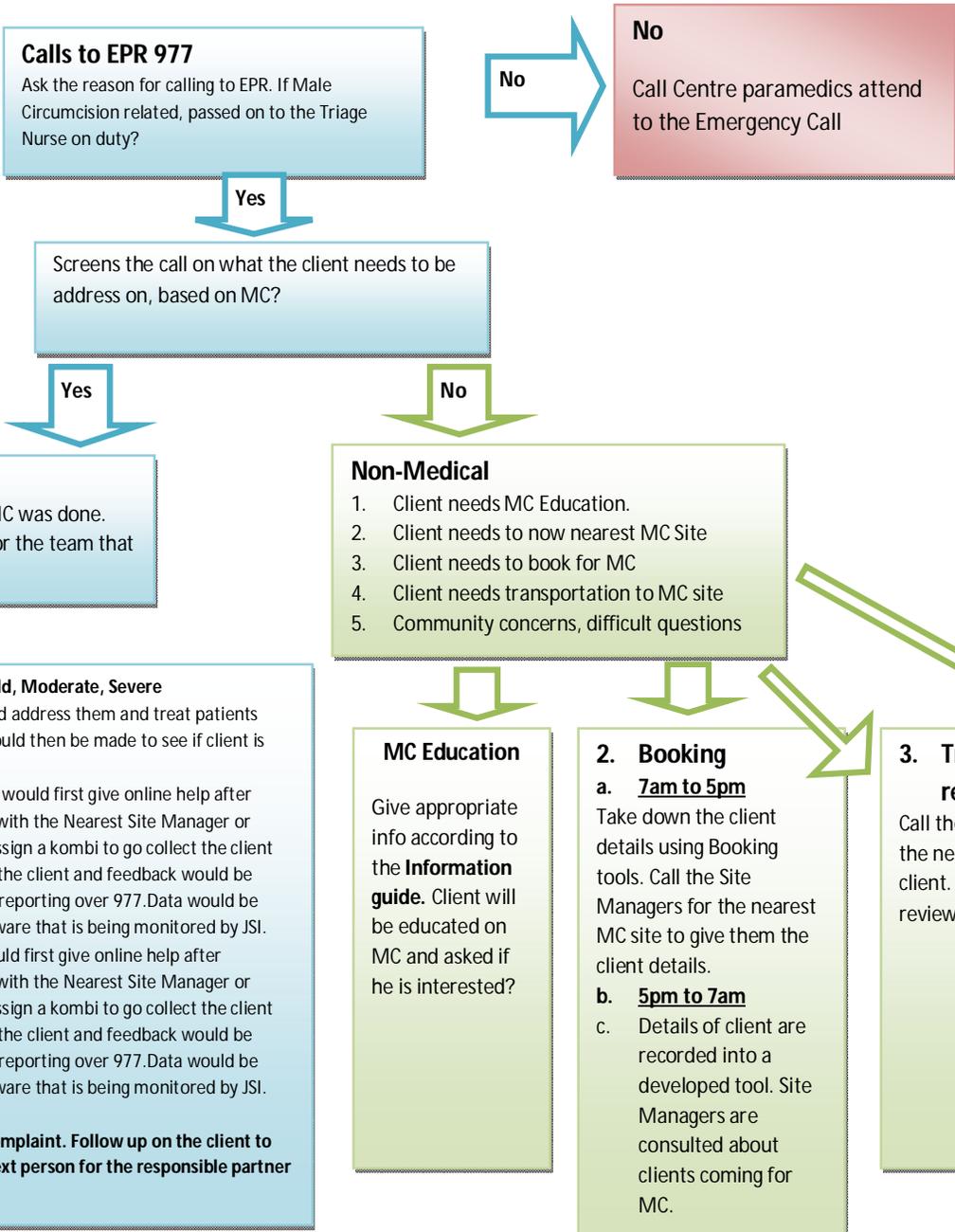


## **Male Circumcision Emergency Calls Algorithm**

EPR (Emergency Preparedness Response) is the national emergency line for Swaziland. It is a toll free line intended for any male circumcision clients with follow-up medical emergencies or adverse events. The phone number 977 is answered by trained paramedics. These paramedics have also been trained and sensitized to voluntary medical male circumcision (VMMC). The 977 line appears on all IEC and collateral materials for Soka Uncobe. Through reporting, it was discovered that the line is used for a secondary purpose, as an information link to services. Paramedics use the below algorithm to filter calls to medical professionals when needed, and also link potential clients to services for VMMC. They are trained in the myths and misconceptions, barriers and challenges around VMMC in order to answer questions that commonly arise from potential clients in the community.



**Calls to EPR 977**

Ask the reason for calling to EPR. If Male Circumcision related, passed on to the Triage Nurse on duty?

No

No

Call Centre paramedics attend to the Emergency Call

Yes

Screens the call on what the client needs to be address on, based on MC?

Yes

**Medical**

Ask client site where MC was done.  
Call the nurse on call for the team that works at the site.

No

**Non-Medical**

1. Client needs MC Education.
2. Client needs to now nearest MC Site
3. Client needs to book for MC
4. Client needs transportation to MC site
5. Community concerns, difficult questions

**Screen If Is the Condition Mild, Moderate, Severe**

- For **Mild Cases**, Triage Nurses would address them and treat patients over the phone. A day follow up would then be made to see if client is well.
- For **Moderate Cases**, Triage Nurses would first give online help after screening the call while consulting with the Nearest Site Manager or nurse on call. Nurse on call would assign a kombi to go collect the client and assessment would be done on the client and feedback would be given to the Triage Nurses through reporting over 977. Data would be entered into the Soka Uncobe Software that is being monitored by JSI.
- For **Severe Cases** Triage Nurses would first give online help after screening the call while consulting with the Nearest Site Manager or nurse on call. Nurse on call would assign a kombi to go collect the client and assessment would be done on the client and feedback would be given to the Triage Nurses through reporting over 977. Data would be entered into the Soka Uncobe Software that is being monitored by JSI.

**\*Note\***

The nurse will triage the client manage the complaint. Follow up on the client to check if he has been helped. If not, call the next person for the responsible partner without delay.

**MC Education**

Give appropriate info according to the **Information guide**. Client will be educated on MC and asked if he is interested?

**2. Booking**

- a. **7am to 5pm**  
Take down the client details using Booking tools. Call the Site Managers for the nearest MC site to give them the client details.
- b. **5pm to 7am**
- c. Details of client are recorded into a developed tool. Site Managers are consulted about clients coming for MC.

**3. Transport request**

Call the **Site Mangers** of the nearest site to the client. Either going for a review or an MC.

**4. Difficult Questions**

If client ask a question that you are unclear about refer client to EPR Intervention Supervisor.

