

DOs and DON'Ts for *Accompagnateurs* at Inshuti Mu Buzima, Rwanda

What an *accompagnateur* should do:

- Respect the patient's right to confidentiality, and never share any details about the patient with anyone but the patient's care providers. He/she should find a private place to visit and talk with the patient.
- Come to the clinic each month to pick up the medications for his/her patients.
- Support the patient in taking medications every day by handing the medications directly to the patient and watching him/her take them.
- Inform the patient if he/she is unable to visit or deliver medications on a particular day. Identify another *accompagnateur* in the area or another trusted and respected person to deliver medications on the occasions when he/she is unable to do so, and notify the patient know in advance.
- Inform the health center if he/she is unable to visit patients or deliver medications for more than three days.
- Fill out the *accompagnateur* medications form each day.
- Talk with the patient each day about the patient's life, activities, and concerns.
- Identify any health, socioeconomic, or other problems that the patient is having and notify the doctor or nurse immediately.
- Inform the health clinic if the patient has moved to a different house, village, or city.
- Remind patients of clinic appointments.
- Collaborate with the health center and *accompagnateur* leaders and feel invested in his/her role as the link between the health center and the patient.
- Inform the *accompagnateur* leader, doctor, or nurse if he/she is experiencing problems with particular patients.
- Come to the health clinic for monthly meetings, other meetings he/she is asked to attend, and whenever the doctor or nurse asks to meet with him/her.

What an *accompagnateur* should not do:

- Ask the patient for money or gifts.
- Give the patients' medicines to someone else to deliver, except as indicated above for occasions when the *accompagnateur* cannot visit his/her patients on a specific day.
- Leave medications for the patient to take by him- or herself.
- Discuss the patient's situation with anyone but the patient's care providers.
- Hide any information from the doctor or nurse about the patient's health problems or concerns.