

7. A simplified SP training tool (to fieldworkers) — part of the SP fieldwork protocol

a. Background history and key Patient characteristics to be remembered by SP

The “Real” characteristics of the SP fieldworker to keep and use

- Your real name,
- Your date and place of birth (all SPs have between 25 and 35 years old),
- Your address (but when visiting a facility or doctor clinic located in a different location from that of your address, use your “alibi”),
- Your family situation and family history, children (if any)
- Whether you drive (or not)/ have a driving license (or not)
- You are and look otherwise in a good health, with no chronic diseases

The “Fake” patient characteristics to portray

- Insurance status: all SPs will pay out-of-pockets for consultation fees and will not buy the medicines prescribed. The alibi to use when asked about insurance status is either that the SHI document was forgotten at home, or the SP is not insured, depending on the specific patient character portrayed by SP.
- Your occupation and occupation history
- Your smoking and drinking habits
- Use the appropriate middle-class dress code (communicated during the SP training) and recall your background details such as you live with parents or your family owns the house in which you live, etc.
- Emotional intelligence, body language and confidence

b. Registration process and appointments with doctors

In the public sector, the details to know are:

- (1) The location where the SP was coming from before the visit: home or work
- (2) Why visit this facility (because it is a first-time visit). Use your alibi: (a) visiting your maternal aunt living in the area (b) Working temporarily in the area (c) having an internship in the area (d) moved recently to the area
- (3) SP fieldworker uses real name and gives own real Identity document
- (4) SP is not insured and pays the required copayment in public facility

In the private sector: the details to know are:

A realistic reason for why visiting this doctor. Use your alibi: (a) visiting your maternal aunt living in the area (b) working temporarily in the area (c) having an internship in the area (d) moved recently to the area (e) the doctor was recommended by a colleague wife or mother.

In both sectors: you have to be able to answer this question: What is the reason of the visit / what worried you so that you decided to visit a health facility or a doctor? (Your opening statement)

Take appointment in advance with private doctors and pay consultation fee after the visit

c. Opening statement and experiment statements to be volunteered by the SP

“I have been having a bad cold, now my chest is bothering me, and I am coughing a lot.”

d. Clinical history of present illness: questions that the doctor might ask and how to answer them

Q1: How did it happen/ tell me more about what you are having
A1: I first had a running nose then a nasal congestion and sore throat. Afterwards, I started coughing (do not mention, you were tremoring/ shaking, feeling dizzy, having muscular pain or general pain)

Q2: When did it all started (the cold)? Since when are you feeling ill?
A2: 10 to 15 days ago

Q3: Duration of cough
A3: 5-7 days approximately

Q4: Any medications taken for this illness/ Have you seen another doctor?
A4: I took olive oil and lemon and a cough syrup but no improvement. I am still coughing a lot. It is really bothering me, doctor/ No

Q5: How is the cough
A5: Dry at first. Now, It is productive

Q6: Colour of Sputum produced
A6: Whitish

Q7: Coughing at night? What times of the day are you coughing?
A7: All the time, doctor. Not specifically at night.

Q8: Have temperature/ checked your temperature
A8: I think. It comes and goes for a week now. Yesterday, I felt like I have temperature but now I think it went away / have not checked

Q9: Having throat Pain now
A9: No

Q10: Did you have this illness before/ in the previous winter seasons
A10: No

Q11: Having Chest pain/ describe your chest pain
A11: No, just a little here (showing the whole diaphragmatic area with both hands)

Q12: Difficulties in breathing
A12: It burns a little bit here (showing the throat)

Q13: Apnea in breathing
A13: No

Q14: Wheezing in breathing
A14: No

Q15: Any other problem, illness, worry
A15: No

Q16: Did you have history of respiratory illness, asthma, etc.
A16: No

Q17: Do you have diabetes/ hypertension/ any other chronic disease?
A17: No

Q18: Are family members/ relatives/ friends or colleagues having the same signs/ illness?
A18: Many of them cough lately, yes

Q19: Do you have any allergies to Penicillin or other medicines?
A19: No

Q20: Are you taking any long-term medicines?
A20: No

Q21: Do you smoke?
A21: No (for if SP is a woman, but husband smoke) / Yes, a little (if SP is a man)

Q22: How many cigarettes a day?
A22: 5-10 a day

Q23: For how long have you been smoking?
A23: 5 years

Q24: Do you drink Alcohol? How often?

A24: No (if SP is a woman)/ Once a month (if SP is a man)

If the doctor asks a question for which the SP is unsure, answer “I don’t know”, “I am not sure”.

e. Physical examination components

These have to be memorised according to the training.

f. Doctor gives diagnosis

If the doctor does not give a diagnosis, the SP has to ask: “what is the illness I have/ What do I have?” before leaving.

g. Doctor orders diagnostic tests and gives a prescription

If the doctor asks you to immediately do tests (like X-ray, blood test) or go to a specialised or an emergency department, answer the following: “I will go later. I do not have money to pay with right now / I have work to do right now/ I will come back later”. Refer to the training for details.

h. Sick note and certificate of attendance

- If the doctor asks if you want a sick note, answer: “Yes” to avoid suspicion about your background history (you work or study, so as a “real” patient, you will need a sick note if the doctor thinks you need to rest).
- If the doctor does not ask if you want a sick note, ask for a “certificate of attendance” as a justification of absence for your employer/ school.