

**STUDENT TRAINING
EDUCATION PROGRAM
(STEP)
ORIENTATION MANUAL**



Introduction to STEP

Karibu and welcome to the Student Training Education Program! STEP provides rotations for health professional students and residents at sites within the Family AIDS Care and Education Services (FACES) network of clinics in Kenya. Rotations may be clinical in nature (residents, nurses, pharmacists, third or fourth year medical students from the U.S., Canada, or the University of Nairobi) or research-focused (medical and public health students who have completed at least one year of graduate training.)

Founded in 2004, the mission of FACES is to provide accessible comprehensive care and support services to HIV-affected families and other vulnerable populations in Kenya, to reinforce prevention practices, and to train Kenyan health workers in scientifically sound HIV/AIDS care. Within this overall directive, the goals of STEP specifically are for:

- Health professionals in training to gain clinical and research skills in low-resource settings based on practical experience in HIV care and treatment;
- Permanent program staff to continually expand their knowledge of best practices in clinical care based on exchanges with STEP participants through mentorship, and Continuing Medical Education;
- Research projects to contribute to the continual assessment and improvement of all aspects of FACES; and,
- The integration of STEP participants within clinics to maintain or enhance the provision of scientifically sound HIV/AIDS care to FACES clients.

The ultimate impact of STEP is intended to be two-fold: contributing to improved quality of life among HIV-affected individuals and solidifying the commitment of health professionals in training to global health.

Much of the information in this manual is intended for those coming from outside of Kenya. Those joining STEP from within the country may find the following sections the most useful: Introduction to FACES, Making the Most of STEP, Site-Specific Information, and Appendices. Please note that the pre-trip form, KEMRI letter, and evaluation are required of ALL participants, regardless of university of origin.

Note : In case you will be accompanied by a family member on your international rotation (STEP participation) and you would like for them to be given a chance to shadow or volunteer in the clinics, kindly let us know early enough (preferably during your application process) as they will require permission to be in the clinics.

Introduction to FACES

FACES is an HIV/AIDS care and treatment program in Western Kenya-Kisumu County. FACES is a collaboration between the Kenya Medical Research Institute (KEMRI) and the University of California, San Francisco (UCSF), funded through the US President's Emergency Plan for AIDS Relief (PEPFAR) and Centers for Disease Control (CDC).

FACES operates in Kisumu County (Nyando, Nyakach, Muhoroni, Kisumu East and West and Seme sub-counties). Each sub-county includes multiple sites. As of September 2016, FACES care was being provided at over 72 sites, with 80,065 currently enrolled in care, including 6,816 children. Among those enrolled in HIV care, 71,294 were on antiretrovirals (ARVs), including 6,483 children. There is also affiliated research taking place in Suba/Mbita, Migori/Nyatike, and Rongo.

FACES collaborates with the Kenyan Ministry of Health (MOH) to implement quality HIV services by providing technical support, training and mentorship and partners with community-based organizations. As such, the majority of clinical staff are Ministry of Health employees, many with salary support from FACES. There is also a large team comprised of Sub County FACES coordinators and clinical program officers who oversee implementation of HIV services in collaboration with sub-county health management teams in government, private, and faith-based facilities. Additionally, there is a country-level team including the FACES country director, deputy directors, and technical advisors who provide technical support and supervision for the program overall. The UCSF team provides another layer of technical support especially focused on advanced clinical HIV care, monitoring and evaluation, administration and research.

Model of Care and Technical Support

The FACES model of care focuses on family approach to care and treatment by enrolling all HIV infected family members to retain and support them in care. This is achieved through:

- Encouraging HIV testing of partners and their children (family testing)
- Assisting with disclosure to both adults and children
- Scheduling joint family clinic appointments
- Holding weekly multidisciplinary team meetings to discuss the needs of particular patients and how families can be involved in care
- Facilitating support groups for families and for HIV-positive pregnant women and their husbands
- Encouraging family members to attend education (health talks) sessions and clinic appointments
- Encouraging family members to be treatment buddies for patients on ARVs
- Psychosocial support including support groups, patient advisory groups, and clubs for children and adolescents

FACES supports the following HIV-related program areas:

- HIV care and treatment including HAART for adults and children
- TB screening, diagnosis and treatment
- Provider initiated testing and counseling (PITC)
- Prevention of mother-to-child transmission (PMTCT)

- Prevention with Positives (PwP)
- Voluntary Male Medical Circumcision (VMMC)
- Community mobilization, engagement, and community units

Clinic Staff

Each staff member is coordinated by a head of department (HOD), facility in charge which in most cases is the MOH staff, clinical program officer, and technical advisor at facility. We also have the sub county health management team at the county and sub county level, respectively. Staff work within the following departments.

1. Strategic Information:

a. Records

The records team is in charge of receiving clients, maintaining and retrieving files, scheduling follow-up visits, and identifying defaulters and receiving any visitors.

b. Monitoring & Evaluation

The monitoring and evaluation team (M&E) perform continuous evaluations of specific aspects of FACES data as well as overall quality of care.

c. Data

The data team enter patient data into the electronic records system and provide information for analysis to M&E.

2. Social Science Department:

The social science department is comprised of individuals who work within the facility and in the community.

a. Peer Educators

Peer educators are clients publicly living positively to whom FACES gives a small stipend for nine-month periods to provide patient education, adherence counseling and family counseling, as well as to assist in CCHA tasks.

b. Identification and Retention Assistants (IRAs)

IRAs are the largest cadre of staff and are based in central facilities and peripheral sites. They are paramedical assistants who have completed secondary school, a diploma in social work, and three months of FACES-specific training. IRAs provide HIV education and counseling, give patient health talks, assist in enrollment documentation, and do home visits for nutrition and adherence assessment and defaulter tracing

c. Mentor Mothers

Mentor Mothers receive a small stipend to provide peer education and psychosocial support to pregnant women, mothers and their families to prevent HIV transmission to babies; to promote maternal and infant health; and to empower women to live positively with HIV by drawing on personal experience as an HIV-positive woman.

3. Clinical Department:

The clinical department is comprised of more experienced clinicians who provide mentorship and on the job training as well as the bulk of service providers.

- a. Clinical Technical Advisors/Coordinators/Clinical Program Officers
This group includes medical officers, clinical officers, and nursing officers who have a wealth of experience in the field of HIV medicine. Aside from administration, these clinicians are available for consultation on complex cases both within the clinics and via Uliza!, a hotline for clinicians across the country seeking advice on HIV care. The Uliza hotline is managed by the National Aids and STI Control Program (NASCOP) in Kenya
- b. Nursing Officers
Certified nurses (three-year diploma) make up the majority of health service providers in the facilities. Nurses provide comprehensive HIV prevention and care services including family planning services and HIV counseling and testing, among others.
- c. Clinical Officers
Clinical officers have completed a medical diploma (three years) and provide comprehensive HIV prevention and care services. Since their training is more advanced than nurses, more difficult cases may be referred to them for review.
- d. HIV Testing Services Officers (HTS)
HTS counselors are stationed in all the health facilities at various testing points and offer HIV testing and counseling services to all who visit the facility. They also support those who are confirmed positive to HIV care services.
- e. Laboratory
Most of the laboratory staff have a diploma in medical laboratory sciences and are stationed in the district hubs, since most peripheral facilities are not equipped for most services: CD4, liver and renal function tests, blood count, serum cryptococcal antigen, syphilis testing, malaria smear, pregnancy testing, TB screening and urinalysis.
- f. Pharmacy
Most pharmacy staff hold a three-year diploma in pharmaceutical technology. They give medication as per the clinicians' prescriptions, work with the clinical team to tailor treatment, monitor drug toxicity, and change drug regimens if treatment fails.

4. Administration

Additional administrative staff includes HR, operations and financial managers, as well as the transportation and maintenance departments.

Clinic Flow

This general description of clinic flow applies most directly to the major sites in each sub county, and may differ at peripheral sites and certain facilities where other partners are also housed.

New clients are identified through provider initiated testing and counseling of family members of positive clients, testing in outpatient clinics or inpatient wards, or voluntary counseling and testing (VCT) clinics. A new client is assessed by the nursing or clinical staff using the WHO stages of HIV and Kenya HIV clinical guidelines. Stable individual adults are enrolled or referred to a clinic closer to their homes. Clients enrolled in treatment provide a medical history, information on all family members, and a description of how to locate them for home visits and family testing.

The FACES model of care revolves around client education. Each client must attend HIV education upon enrollment as well as if they miss a follow-up appointment. After HIV education and ARV adherence, clients are initiated on ARVs and they continue with booster adherence.

Clinic Schedule

Kisumu sites hold clinics on every weekday from 8:00 – 5:00. Each clinic has variation as far as what types of clinics are offered each day. The types of clinics include: Adolescent, Pediatric, PMTCT, TB, stable clients' clinic (differentiated care clinic), and viremia clinic, depending on the facility. Some days and times are also reserved for staff training, continuing medical education (CME) sessions, hospital visits, MDT and case discussions. Sub county and county teams regularly provide onsite mentorship and supportive supervision to enable sites to be independent.

Client Population

Clients come from all sectors and groups of Kenyan society. In Nyanza, a majority of the population belongs to the Luo ethnic group, one of over 40 major ethnic groups in Kenya. Smaller percentages of the population are Luhya, Kikuyu, Kalenjin, Maasai, Basuba, Kuria, Kisii or South Asian, among others. Dholuo is the most commonly spoken language, followed by Kiswahili. Individuals who have completed secondary school generally speak enough English to be seen by an English-speaking clinician; this percentage ranges from roughly 20% - 40% depending on the site. Clinic staff speak Kiswahili and English, with the majority also speaking Dholuo and perhaps an additional local language (such as on the islands in Suba). Clients in Kisumu East and West reflect the range of socioeconomic status and ethnicity within the city; Kiswahili is the most common language, though English is more common among clients here than in the sub-counties.

Making the Most of STEP

FACES is a complex and widely distributed organization that performs a tremendous amount of clinical and non-clinical work. FACES staff enthusiastically welcomes STEP participants and recognize the benefits of the program to all involved. At the same time, integrating participants within the clinic structure does require resources, particularly staff time. Since there are only a few medical officers within FACES, expect to work with and learn primarily from nurses and clinical officers. These cadres see the bulk of the patient population at FACES and thus have invaluable expertise to share.

The guidelines below are designed to ensure that you get the most out of your experience and that the clinics also benefit as much as possible. Note that all forms (pre-trip, rotation objectives, and final evaluation) are REQUIRED of all participants. If your home university requires any additional forms, it is your responsibility to coordinate with your mentor to ensure they are completed in addition to the STEP forms.

Before you arrive

- Review this manual in full, particularly the pre-departure checklist and safety information.
- Supplemental information on clinical care is available on the FACES website and is particularly useful for clinical rotations.
- Complete the pre-trip form and return it to the STEP Coordinator to send on to the clinics. The form will be posted in the reception area for your site and will help staff get a sense of who you are prior to arrival. Providing this information in advance will make it easier for the staff to work with you upon arrival.
- If the person selected to be your mentor feels it would be helpful to make contact in advance concerning your project objectives or a possible topic for CME, he or she may email you directly.

Preparation for research or project rotations

- Prior to beginning your research or project rotation, you will work with the contact person listed for your project or research to establish the current status of the project, any additional resources you may need to provide, and how your schedule will best mesh with their schedules.
- Projects at FACES sites must be self-sufficient and self-sustaining. You must budget for expenses such as printing (10 KSh/page), photocopying (3 KSh/page), transport, and any resources that can remain with the clinics to sustain the project.
- You should also discuss with your mentors if your project will require you traveling to other counties for purposes of budgeting for transportation and accommodation costs (that is if the project is not able to provide for these).
- Any project that may need IRB approval (i.e., anything for publication) requires longer preparation time, as IRB approval is required from your home institution and KEMRI. KEMRI approval can take more than six months. Clarify this with your collaborators and the coordinators as soon as possible; they can put you in touch with staff who are familiar with the process.
- In addition to IRB approval from your home institution and KEMRI, many projects will also need approval from the County Ministry of Health in each of the counties that your

project will be conducted in. Clarify with your collaborator if this is necessary, and they can reach out to the County Directors on your behalf to introduce the project.

- Though all staff speak English and all clinic records are kept in English, any projects involving clients will require translation into Kiswahili and Dholuo. Find out in advance whether an outside translator must be located and compensated.

When you arrive

You will be given an orientation to your site by the host liaison and introduced to all the departments. It is best to introduce yourself fully to everyone you meet, including where you are from and your level of training / focus of your rotation. The default expectation is that everyone is a doctor, so you may find yourself slotted to see clients regardless of medical training if you don't clarify who you are! Greetings are very important, so take time to complete them.

As you are oriented to the clinic, you will have the opportunity to sit in with each department in their daily tasks. Again, it is important to be clear on what you can and can't contribute in terms of clinical care, and also to be engaged with the department. Feel free to ask questions or offer perspectives. Taking the time to sit in with each department is critical for all electives as it provides insight into the operation of FACES and a chance to meet many of the staff.

Within the first week, schedule a meeting with your mentor (or the clinical officer who will serve as your point of contact for clinical rotations) and preferably with the site supervisor as well. Finalize your goals and work with them to identify what you can contribute to the clinic. Identify the topic of your CME session if you have not already done so. Maintain contact and continuous feedback between yourself and your mentor or point of contact throughout the rotation.

Once you have gone through each department and met with your mentor, you will manage your own time. It is critical at this point to have a sense of the clinic schedule and how you fit within it. At all sites staff travel frequently for trainings or meetings, so it is important to find out the schedule of your key contacts. If you will be visiting multiple districts, work with the district coordinators and the administrative contact at each site to identify the best times. While transport is easiest with other FACES staff, public transit is available among all the districts.

Structuring a clinical rotation

It is important to strike a balance between learning from/mentoring clinicians and nurses and not slowing the typical client flow.

A few suggestions are:

- At centralized sites like Lumumba, sit in on the emergency desk when possible (which rotates among clinicians) as these are the more complex cases that may present the best opportunities for learning and mentorship and also experience less time pressure.
- Alternatively, if you are able to work with a translator to see clients, FACES staff can focus entirely on mentorship.
- If another clinical rotation or non-STEP attachment coincides with yours, try to ensure that you are not both mentoring or being mentored at the same site, even in different departments.
- Recognize days that are very busy (the reception department can give you a sense by 9:00) and accommodate either by working on something else in the afternoon, such as on

your CME presentation or with another department like nursing or the vitals bench, or by identifying a paramedical staff such as a CCHA or peer educator who has completed their duties and can translate so that you can see clients on your own.

Before you leave

For any research project, schedule a CME session to present your progress and results if they are widely applicable or arrange a meeting with relevant heads of departments and coordinators in order to summarize findings thus far. Disseminate your progress and findings as much as possible while you are still on-site. Obtain contact information for anyone off site who was involved in the project so you can send them your report or presentation.

For all electives, schedule another meeting with the same mentor / key contact and preferably the overall supervisor to take place during the last week. At this meeting, review your final progress on your objectives and the clinic objectives, identifying any areas for continued activity as well as the person within the clinic who will be carrying that forward. Provide feedback on your experience and perspectives on what you've observed, and solicit evaluation and feedback as well. Immediately following the meeting, complete the rotation evaluation. If you are unable to do this on-site, it must be completed within one week of the end of your rotation. Check in with the supervisor / mentor that they have also completed your evaluation following the meeting as well as any additional forms required for your university.

Safiri salaama na uwe na wakati mwema! Have a safe journey and a great time!

Pre-departure Checklist

- 1) TWO MONTHS prior: compose a request letter to the Kenya Medical Research Institute (KEMRI), your official host. A sample letter is in the Appendix for you to adapt. Required information: who you are, dates at FACES, sites to be visited, what you'll do at FACES, who you'll work with, relevant experience or background, significance of the trip to you. Note that the spacing of the heading of the sample letter must be included exactly as indicated. Send draft letter to Lilian for revision and submission.
- 2) TWO MONTHS prior to departure, visit the travel medicine clinic at your health facility for vaccinations and prescriptions. Recommended vaccines: Typhoid, Hepatitis A, Yellow Fever, and Meningitis. Bring your vaccination card with you. Medication: malaria prophylaxis.
- 3) For UCSF affiliates, register for travel insurance (health, evacuation, and some property coverage) at <http://www.ucop.edu/risk-services/loss-prevention-control/travel-assistance/index.html> and print out the card to bring with you.
- 4) For non-UCSF affiliates, confirm your insurance coverage and obtain contact information for international services, including emergency care and evacuation. Additional travel insurance may be useful for loss of property or cancelled flights: <http://www.statravel.com>.
- 5) Schedule a flight to Kisumu on a weekday. If a weekend arrival is absolutely necessary, please schedule a flight which arrives in Kisumu between 8 AM and 5PM. Provide the STEP Coordinator with your itinerary and a completed pre-trip information form (see Appendices), as well as your Liability Waiver. Visa applications are now done online and

all the necessary information can be obtained on this link.

<https://immigration.ecitizen.go.ke/index.php?id=5>

- 6) Register with the US Embassy in Nairobi through the Smart Traveler Enrollment Program for updated information and assistance in case of emergency:
<http://travelregistration.state.gov/>
- 7) Provide an emergency contact with copies of essential documents (i.e. passport, health insurance card,) to the Program Manager in case of emergency.
- 8) Join Kisumu google group if you plan on staying in Kisumu for the duration of your time in Kenya for useful information: <https://groups.google.com/forum/#!forum/kisumu-list/join>
- 9) Notify your bank of your travel plans to prevent delays in accessing money.

Safety, Security, Health

NOTE: PLEASE MAKE SURE THAT YOU READ THROUGH THE STEP EMERGENCY STANDARD OF OPERATING PROCEDURES DOCUMENT AND SAVE ALL THE CONTACTS YOU MAY NEED IN CASE OF AN EMERGENCY

Be sure you have registered with the U.S. Embassy in Nairobi in case of emergency of any kind, and leave copies of your essential documents with an emergency contact. Bring printed copies of the same documents and also make sure they are accessible via email.

Though the water at most sites has been treated, it is advisable to buy bottled water or boil all water before drinking. Bring water to a full boil and allow to boil for at least one minute, three minutes if you take any trips to higher altitude regions. Cook, peel, or bleach fresh produce.

Mosquito nets are available for purchase in Kisumu at any large grocery store, though all furnished lodging should be equipped with nets. Post-exposure prophylaxis is also available at all FACES clinics. Beyond malaria, health concerns in the region include schistosomiasis in Lake Victoria and sporadic cholera outbreaks. Traffic accidents also pose a risk at all sites. For non-urgent health concerns, contact one of the medical officers at FACES (see site-specific contacts).

For urgent health concerns, the best hospital options in Kisumu include Aga Khan (Nairobi Road and Nyerere Road intersection) and Avenue Hospitals (opposite the well-known Kibuye market). If possible, it is best to notify a FACES staff member so that they can accompany you. At all other Nyanza sites, the main FACES site is located within the district hospital. The best hospital to go to in Nairobi is Nairobi Hospital, as it is located close to the clinic and provides rapid care.

Petty theft is common especially in crowded public places but even within clinics, hotels and other accommodations. Secure all valuables in a locked cabinet, do not keep large quantities of cash, and try to avoid carrying your passport. When out after dark, it is advisable to carry a minimum amount of cash and not walk anywhere; take a vehicle of some sort instead.

Kenya unfortunately has a reputation for other violent crimes including carjacking and armed robberies. The best way to avoid this type of a situation is to use common sense and caution. One tip is to take the phone number of your guard at night in case you return after dark. Call in advance to be sure he opens the gate so you don't have to wait at the gate. It is also advisable to avoid political or other rallies.

Ask for the numbers of taxi and tuk tuk drivers so that you can contact the drivers at another time. It is ideal to use the same driver once you trust him. Public transport including motorbikes, matatus, and buses are generally safe, though a large number of accidents occur daily. Use your best judgment and avoid travel at night if at all possible.

What to bring

General

- Passport and visa
- Photocopy of passport and visa
- WHO immunization card
- Laptop (with laptop lock) if possible
- Plug G (UK) adaptor. Adaptors are also available for purchase in Kisumu. You may require a converter for electronic equipment (current = 240 V) if it is not included. Surge protectors are helpful in case of power outage.
- Essential medications (see pre-departure checklist) plus anti-diarrheal, pepto-bismal, aspirin, sunscreen, insect repellent.
- Hand sanitizer
- **Business casual** clothing for time in the clinic. Clinic dress code is typically slacks / skirts and blouses / collared shirts along with nice sandals or dress shoes for ladies and khaki/cotton pants with a nice collared shirt (keep the sleeves short since Kisumu is really hot) for men. Outside the clinic you can wear anything.
- Iodine tablets to sterilize water (optional); waterguard/chlorine tablets also available at local shops/supermarket
- Cell phone, with unlock code to enable use of a Kenyan SIM card (It's easiest to unlock your phone ahead of time in the US)
- Reading material
- Headlamp (especially useful for Migori and Suba islands)
- Earplugs
- Suitcase lock
- Umbrella or rain jacket - depending on the season there may be afternoon rains
- Guidebook and/or Swahili phrasebook
- If you are doing research, you do not need to bring a white coat. However, if you plan to shadow in a clinical setting, then a white coat is advisable.

Clinical Rotations

- Stethoscope
- Reflex hammer
- Tuning fork 128 Hz

- Penlight
- Handbooks
- White coat
- Otoscope / Ophthalmoscope (optional)

Arrival

If you are staying in Nairobi, it is best to take a taxi directly to your destination with a taxi company name (24-7 taxi, princess cabs) prominently displayed or Uber. It should cost 1500-2000 KSh from the airport to town. If you are transferring immediately to a Kisumu flight from Nairobi, delays with baggage or visas may cause you to miss the flight if you have a short layover.

When you disembark in Nairobi Airport, pass through customs and immigration and claim your bags. (Always wait for your bag, even if it means missing your flight.) You will then cross over to the domestic terminal and check-in for the Kisumu flight. If you are pressed for time, be sure to notify the agents in the domestic terminal so that you can avoid the line and go straight out to the plane. Most bags will already have tags to be checked through, but be sure you give your baggage to the agent and explain that it is for the Kisumu flight to ensure that it comes with you.

For those traveling to other locations in Nyanza province, your in-country project supervisor and the STEP Coordinator will let you know the transport arrangements, typically by FACES van. Details on transit by matatu (mini-van or bus taxi) are included under each site. Matatus leave from the main Kisumu bus terminal on a regular basis. Confirm the fare before you board; luggage should fit under the seat or on your lap. They may charge an extra 50-100 KSh to put it on the roof.

Money

The easiest and cheapest way to get cash in Kenya is via ATM. A Charles Schwab debit card allows you to withdraw money from any ATM without paying a fee by reimbursing all ATM fees, since Barclays recently introduced an ATM fee for all foreign card transactions. Check with your bank before traveling to see if there is an ATM fee and consider opening an account that will allow free international withdrawals.

It is also possible to change cash directly in Kisumu and Nairobi, though bank hours can be limited. Be sure to know your local address and passport number when exchanging cash. Credit cards can be used at some large grocery stores and hotels. Specifically, Capital One, Barclays, Chase, and United offer credit cards that have zero charge for foreign transactions. There is more information here: <http://www.nomadicmatt.com/travel-blogs/avoid-paying-bank-fees-traveling/>

If possible, it is best to notify your bank in advance that you will be accessing your account from Kenya to avoid charges and denied withdrawals. Note the international number for customer service on your cards in case of any difficulty. Store this number separately from the cards themselves in case of theft. XE.com also provides up to date conversion rates for your reference.

Cell Phones and Internet

The cell phone network in Kenya is extensive, so with the exception of very remote areas, access is good though quality is variable. You can purchase a phone relatively inexpensively or obtain the unlock code for your own phone before your trip and then purchase a SIM card upon arrival. Minutes are pre-paid and can be purchased at stores and roadside stands for domestic calls and international calls – international calls from Kenya to the U.S. have become quite reasonable. You can also purchase international calling cards at cyber kiosks, but this is generally not necessary. There are several carriers, including the big three: Safaricom, Airtel, and Telkom . To call Kenya from the US, dial 011 254 (Kenya) 35 (for Kisumu) + local number. To call the US from Kenya, call 0001 or +1 and the full number. Skype.com provides free internet telephony, so it may be worthwhile to set up an account before your trip: <http://www.skype.com>.

If you bring a laptop, you can access the FACES networks within the clinic office during working hours. For internet service in the rural areas or outside of FACES sites, it is recommended that you purchase a modem, a SIM card, and pre-paid minutes (~2,000 Ksh). Modems are small USB devices that provide internet directly to your laptop and will allow you to connect to the internet from most places in Kenya. Telkom modems offer the fastest connection in Kisumu, though Safaricom has far more coverage outside of Kisumu. Airtel calls are cheaper compared to the rest though Airtel has limited network coverage. It is usually worth it to buy an unlimited plan instead of paying for data usage. One can use a smart phone as well for mobile hotspot and tethering bundles for internet services with Android phones.

STEP Contacts

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Site-specific Information

Kisumu

Kisumu is the third largest city in Kenya and capital of Nyanza Province, with a population of approximately a half a million residents. It is one hour by plane (Jambo Jet, Kenya Air, Fly540 or East Africa Safari Air) or six to eight hours by bus from Nairobi. If you are in Kisumu for an extended stay, there is a google group that is a useful resource for housing as well as travel and social activities, you can register here: <https://groups.google.com/forum/#!forum/kisumu-list/join>

FACES-Kisumu East, West and Seme Sub-counties

Kisumu East houses Lumumba Sub County Hospital and Kisumu County Hospital and Kisumu West houses Kibos Sugar Research Dispensary.

Lumumba Sub County Hospital

Lumumba Sub County Hospital is the primary hub in Kisumu with approximately 17,000 patients enrolled in care as of 2016. Ministry of Health (MOH) staff provide clinical care, with technical support and mentorship provided by the FACES technical team. Several research studies are coordinated from Lumumba, including the Cervical Cancer Screening Program (CCSP).

Lumumba Hospital houses not only FACES but also the MOH's outpatient department, public health services and the Nyanza Reproductive Health Society. Lumumba is considered a high volume site with roughly 200 clients booked every day for normal follow-ups.

Departments and Services Available

Social Sciences (SSD), Clinical, Records, Pharmacy, Laboratory, Cervical Cancer Screening and Family Planning, Family Testing and Psychosocial Support Services, HIV Testing Services (HTS), Maternal and Child Health services, Nutrition, Nursing, Administration, Strategic Information and Coordination. The Outpatient Department of the MOH also provides labor and delivery services.

The FACES HIV and TB clinics are independent of the MOH. Laboratory and pharmacy services are within the clinic and patients are usually referred for tests in the main hospital only if the services are not available, and sometimes to Kisumu County Hospital (KCH) or Jaramogi Oginga Odinga Teaching and Referral Hospital (JOOTRH). Lumumba is a high volume site and the clinic is usually busy from Monday through Thursday. Fridays are left open for weekly staff meetings, CMEs and Multi-Disciplinary Team (MDT) meetings.

Kisumu County Hospital

Kisumu County Hospital, which is situated at the center of Kisumu city just next to Kisumu Bus Park, is said to have been established in the year 1900 during the building of the Kenya – Uganda Railway. Initially it served as army barracks for the colonial government. The Hospital

was where the officers in the barracks went for treatment whenever they felt sick, plus it served the whole western Kenya.

Departments and Services Available

Internal Medicine, Pediatric and Child Health, Surgery, Obstetrics and Gynecology, Psychiatry and Mental Health, Training and Research, Laboratory, Pharmacy, Dental, Social Work, Nutrition and Dietetics, Nursing, Accounts Department, Imaging and Diagnostic Department, Public Health Department, Medical Engineering Department, Mortuary Services, Casualty and Emergencies, Health Records Information Department, Physiotherapy Department, Outpatient.

The FACES HIV and TB clinics are independent of the main hospital. Laboratory and pharmacy services are within the clinic and patients are usually referred for tests in the main hospital only if the services are not available. Like Lumumba, KCH is a high volume site and the clinic is usually busy from Monday through Thursday. Fridays are left open for weekly staff meetings, CMEs and Multi-Disciplinary Team (MDT) meetings.

Accommodation in Kisumu City

Short-term Stays:

- **Kisumu Hostel** is approximately 2km from FACES clinic at Lumumba and offers bed and breakfast in dorm-style accommodation for 1,500 Ksh per day or 3,000 for a private room with a shared bathroom. Reservations can be made by calling +254 704 316 285 or emailing kisumuhostel@gmail.com; the website is as follows: www.kisumuhostel.com.
- **Good Samaritan's Guest House** is located approximately 500 meters from the FACES clinic at Lumumba. FACES has negotiated a rate of 1,300 Ksh per day for its visitors; this does not include meals. Meals as well as laundry services are available at an extra cost. To make a reservation, please e-mail Linah Akinyi at Linah.Akinyi@gmail.com, +254 726958010 and state that you will be working with FACES.
- For 5+ nights, **East View Hotel** is a good option because there is wifi, entertainment systems, access to a refrigerator and cooking facilities, and very friendly staff. If you stay for five nights or longer and do not have the breakfast, single rooms are 1,300 Ksh per night and double rooms are 2,000 Ksh. Reservations can be made on the phone with Emma +254 711 183 017, or +254 722 556 721 or by email at neweastviewhotel@yahoo.com.

Long-term Stays (10 days or longer):

- **Pabaris Paradise** +254721261333, pabari@pabarisparadise.com, offers fully furnished rooms at variable prices - see website for more details at pabarisparadise.com (10+ days)
- **Raygreen Hotel and Apartment:** 0721625584 or 0733849341, diakoniaresortcc@gmail.com . Situated few kilometers away from town along Nairobi Road near Nyamasari. The building has nice modern furnished rooms and hotel. It is good for both short and long-term stays. One can request for more flexible offers like self-cooking in private rooms and joint rooms for more than one person. Booking can be done online or via phone with negotiable costs for students from abroad. There is free WiFi.
- **Kogelo Apartments** on Museum Road also offers hotel-style single rooms (35,000 Ksh/month), 1-bedroom apartments (45,000), 2-bedroom apartments (85,000) and larger

accommodations. Extra beds can also be placed in the rooms if you want to share the apartment with more people. Contact Evans Ounga for reservations - rates may be negotiable depending on length of stay (and mention you are a student) - evans.ounga@gmail.com, +254 724 224 372.

- Brand new apartment located in Milimani, perfect for those looking for a functional and high standard accommodation. The stylish one-bedroom apartments are approximately 90m² and can comfortably accommodate up to 2 people. The rooms are located 200 meters from Sovereign Hotel. The house in which the apartments are located has a beautiful rooftop terrace with scenic views. The house is hi-tech, including a state-of-the-art lighting system and high-speed WiFi internet. The fully furnished apartments come equipped with all the necessary amenities, plus a king-sized bed, en-suite bathroom, LED flat screen TV, a dining area with table and chairs, fully-equipped kitchen and a living room with comfortable lounging sofas and chairs. There is access to a common lounge and veranda facing the lake with a long garden. All utility bills, security and cleaning services are included in the price, as well as discounted gym membership at Jeff's Gym or access to a mini gym in the house. Access to the Sovereign Hotel to enjoy free swimming and a 10% discount on all food and beverage items is also included. Guests can easily walk to shops, bookstores, bars, and restaurants. **Monthly rate:** 80,000 shillings.
Contact: jamesmctough@sovereignhotel.co.ke +254733636839 or alistairmctough@sovereignhotel.co.ke +254 701 017 587
- If you plan to be in Kisumu for several months, you can also email the google group to find other options: <https://groups.google.com/forum/#!forum/kisumu-list/join>.

Banking

There is a Barclays Bank downtown on Oginga Odinga Road (and many others nearby) as well as Barclays ATMs in Nakumatt MegaCity and United Mall. In addition to Barclays, United Mall has a variety of ATMs just outside of Tusksys.

Internet

Buying a modem is suggested if you would like to use internet outside of the office. This can be done at any network provider shop (Telkom, Airtel or Safaricom), which are located in the downtown business district. If you have a Mac, ensure the software is compatible with your computer. Cybercafes are plentiful, including in MegaCity, the Swan Centre, and United Mall. The cybercafé on the second floor of the Al-Imran building includes webcams. You can also access very fast internet in the Java coffee house at the West End Mall.

Food

The Coke kiosk in the Lumumba courtyard offers snacks such as chapati, mandazi (fried dough), sim sim (balls of sesame seeds and peanuts), and sodas. A stand immediately behind the kiosk and another across the street offer beans (~50 KSh) or beef, chicken or fish with ugali (~100 KSh). The United Mall at the end of the block has a food court with a variety of options.

Other Recommended Restaurants include:

- Laughing Buddha - Vegetarian delights located next to Al Noor, grilled local fair. You can sit at an outdoor table and order from both (located at the Swan Centre)

- Tilapia Beach - select a fresh-caught tilapia and have it Dholuo style, fried with or without stew, accompanied by ugali or chapati
- Haandi's - Indian food (Nakumatt Plaza)
- Salazar - Indian with a view (next to the New Victoria Hotel downtown)
- Kiboko Bay Resort (a long walk or short tuk-tuk ride, great view and the occasional hippo in the morning, but the food is on the pricier side)
- La Pearl - A long walk, or tuk tuk ride. Very nice fish dishes at fair prices by the lake
- Turtle - a delicious Mexican restaurant in a gas station, with a live Kenyan band! (on Jomo Kenyatta Road)
- Mamba - chicken and beer (off Jomo Kenyatta Road beyond United Mall)
- Kenshop - good breads and pasteries (on Oginga Odinga Road)
- Green Garden (just off of Oginga Odinga Road past the Swan Centre)
- Java Coffee House – good chicken, milkshakes and coffee (West End Mall)
- Acacia Premier Hotel – Nice quiet environment (West End Mall)

Food off the street and from the Jubilee market is cheap and delicious – make sure to wash and cook vegetables thoroughly. Chapati can be purchased for 15 KSh per chapati, sukuma wiki (collard greens) costs 20 KSh for one bag, and maize costs 20 KSh per cob.

You can maintain a vegetarian or vegan diet fairly easily.

Running

It is generally safe to go on a run especially around the Milimani neighborhood. It is light enough by 6:30 am, though it's a good idea to keep one earphone out to make sure you are aware of cars and tuk tuks going by.

Groceries / Other

There are three large grocery stores in Kisumu that offer a wide range of food and non-food items. Tuskys is in United Mall just down the block from Lumumba on Jomo Kenyatta Road. Nakumatt MegaPlaza is downtown on Oginga Odinga Road. Nakumatt MegaCity, the largest of the three, is located at the intersection of the Ring Road and Nairobi Road. Naivas and Uchumi Supermarkets also popped up recently located in the Naivas Plaza opposite Jomo Kenyatta Sports ground and West End mall.

Kibos Sugar Research Dispensary

Located 40 minutes from Kisumu town using FACES vehicles, the facility lies in a tightly knit community where it is bordered by a school, residential houses and Kibos Prison. The environment is semi-rural with the existence of plenty of trees and plantations which make the weather a lot cooler than in Kisumu town. Alternative modes of transport would be taking a PSV (Public Service Vehicle) from Kisumu town to Kibos or Guba (30 Kshs), and then a motorbike ride to the dispensary (70 Kshs from Kibos; 50 Kshs from Guba).

Client Population and Clinic Flow

The dispensary is relatively small and integrated with primary care; hence the number of patients per week would be approximately 30-40. The dispensary only has one clinical officer who also doubles up as the pharmacist, along with three nurses. Unlike in high volume sites where there are bigger structures, Kibos Dispensary has only one room for the Comprehensive Care Clinic (CCC) clients which serves as the clinical room, Social Sciences Department and Pharmacy. Once a client comes in, all the care that he or she may need is provided then and there because everyone is found in that same room.

Clinic Schedule

The Mother and Child Health (MCH) clinic and Comprehensive Care Clinic (CCC) are open daily from Monday to Friday. Mondays and Wednesdays are sample collection days. Thursdays are chest clinic days and Continuing Medical Education takes places on this day too.

Lunch

There is a canteen five minutes away from the facility where FACES staff and staff from other organizations get their lunch. The food offered includes: ugali, chapati, beans, rice, chicken and meat. There are also shops in Guba (20 minutes walking distance away) and within the village where one can buy things to snack on.

Grocery

There are no stores around; hence one would need to go to Kisumu town for shopping. Fresh farm produce and vegetables can however be found in the market centers (Kibos, Mamboleo, or Guba).

Internet and Banking

One can make transactions through mobile banking at Guba since there are no banks around. There is no WI-FI connection in the facility; hence the need to bring along an internet modem.

Water

Water is dependent on rain, and when the storage tanks run empty, there is usually no water. The facility ends up fetching water from the nearby stream for sustenance of the clinic. Consequently, there is the need to **bring your own drinking water**.

Accommodation

There are no hotels or apartments in the immediate area. One could choose to stay at Mamboleo, 20 minutes from the facility, or in Kisumu town, which is 40 minutes to 1 hour away depending on how fast the public transport vehicles move.

Kisumu East, West and Seme Sub-counties Contacts

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FACES-Kisumu: +254 572 021 036
Lumumba Health Center
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Kisumu Kenya

Nyando Sub-County

Nyando Sub-County borders Kisumu, Nyakach and Muhoroni Sub counties with Ahero town serving as the hub. There are three FACES facilities in Nyando where STEP participants can carry out clinical electives, namely: Ahero County Hospital, Rabuor Sub-county Hospital, and Nyakongo Dispensary.

Ahero is an agriculture town in Kenya that is part of Kisumu County. Ahero is located 20 kilometers east of the county capital, Kisumu. Two major roads meet at Ahero, the road from Nakuru to Kisumu and the road from the Tanzanian border. The Nyando River flows through central Ahero and helps irrigate its many rice fields. The native language of this town is Dholuo though most people understand Swahili and some basic English. One can either chose to use public transport at a cost of 50 Ksh or FACES vehicles with prior arrangements of course. Ahero is a 30-minute drive from Kisumu town in a FACES vehicle and about 40-50 minutes on public transport at 50-70 Ksh. FACES training sites in Nyando are Ahero County Hospital, Rabuor Sub County Hospital, and Nyakongo Dispensary.

Ahero County Hospital

Located right along the Kisumu-Nairobi Highway, this hospital is easily accessible from Kisumu. This is the biggest referral hospital for Nyando, Muhoroni and Nyakach sub counties. Departments available include outpatient, maternity, pediatrics, male and female general wards, maternal and child health (MCH), Comprehensive Clinic Care (CCC), physiotherapy, orthopedic care, dental, pharmacy, laboratory, nutrition and social sciences. The hospital also has a theater (operating room) and provides C-section services at request. The most prevalent diseases witnessed include community-acquired pneumonia, HIV complications, pulmonary TB, malaria, diarrhea, hypertension and diabetes.

Clinic schedule

Like other FACES clinics, Mondays to Thursdays are the clinic days. Fridays are left for Multi-Disciplinary Team (MDT) meetings, CMEs, and general staff meetings. Mother and baby clinics are Thursdays. Adolescent clinics are every first Thursday of the month.

Lunch

There is a canteen in the hospital compound and another by the FACES offices where all the staff go. Food available includes ugali, chapati, rice, fried potatoes, beans, green grams, beef and local vegetables.

Accommodation

Most of the FACES staff live in Kisumu apart from the Ahero locals.

Internet and Banking

Bring your own modem as there is no wireless internet in either the office or the hospital. There are various bank branches within Ahero town.

Water

You can either bring your own water from home or buy it from the convenience stores at the various petrol stations within Ahero town.

Hospital Requirements

Bring your own lab coat, stethoscope, gas mask and name tag. You will be required to pay 1000Ksh (~U.S. \$10) every month to the hospital's administration as training fees.

Rabuor Sub-County Hospital

Located 20 minutes from Kisumu town, Rabuor Sub-County Hospital can either be accessed via public transport or FACES vehicles. The matatu cost from Kisumu is 30 shillings. The hospital is situated along the Kisumu-Kericho Highway and is very easy to spot.

Clinic Schedule

Every day is a normal clinic day for those who are enrolled at the Patient Support Center (PSC), except for Fridays when there is a chest clinic and CMEs. The adolescents' clinic is every first Friday of the month.

Client Population

Rabuor is considered to be a high volume site, with approximately 300 clients in care per week. The hospital also has an inpatient option with a bed capacity of 20, exclusive of the maternity ward. Laboratory and pharmacy services are integrated within the Outpatient Department.

Lunch

There is a canteen by the gate where all the staff members eat. They have ugali, chapati, beans, rice, beef and fish.

Accommodation

STEP participants will need to stay in Kisumu as there are no suitable accommodation options within Rabuor.

Internet and Banking

There is no wireless internet connection available, hence the need to buy a modem. Rabour does not have any banks, so transactions will need to be done in Kisumu or Ahero.

Water

Bring your own drinking water.

Nyakongo Dispensary

This facility is located 30 minutes away from Ahero town. (A FACES vehicle leaves Kisumu town every morning at 8:15 AM for Ahero town, a trip which takes 30-35 minutes.) From Ahero, the Dispensary can either be accessed by the FACES vehicle if it is going there, or by motorbike. A motorbike ride costs 100 shillings. During rainy season, however, we would not recommend

using motorbikes given how flooded and muddy the Kano plains can get. The Nyakongo Dispensary is in a rural area where most people speak Luo.

Clinic Schedule

On Mondays there are maternal and child health clinics, also referred to as Prevention of Mother-to-Child Transmission (PMTCT). On Tuesdays pediatrics and adolescents' clinic are provided; Wednesdays offer normal adult follow-up clinics; Thursdays are meant for chest or TB clinics; whereas Fridays are set aside for defaulters, stock-taking and drug receipt.

Client Population

Approximately 396 clients are on HAART through this clinic. The Outpatient Department (OPD) and the Patient Support Center (PSC) are independent of each other. The clinic receives approximately 50 clients per week. Laboratory and Pharmacy services offered by the OPD and PSC are independent of each other. The facility has a total of 1 clinical officer and 3 nurses who make up the clinical department. The clinical officer also doubles up as the laboratory technologist, this being a low-resource area.

Lunch

One has the option of either bringing his/her own food from home or following the staff's routine of having tea and a snack for lunch. There is a small shop by the gate which sells candy, cakes, cookies, mandazis and bread.

Grocery

Fresh farm produce like kale, tomatoes, onions, local vegetables and fish are normally sold right outside the dispensary gate every evening. A wider variety of vegetables is either available in Ahero market, Katito, Awasi or Kisumu. There are grocery stores in Ahero, though limited in supply. Kisumu is a much better option for shopping if one needs variety.

Internet and Banking

There is no wireless internet at the facility, hence you are advised to bring your own modem. The network is a problem in the area, so the staff here advise that you get an Airtel line because the reception is better. For banking services one will need to go to Ahero town thus the importance of having enough cash on you.

Water

The houses have electricity and water, though one may have to buy water during dry season as the facility does not have boreholes (wells), hence dependence on harvesting rain water. You are advised to **bring your own drinking water**; otherwise you may need to boil and treat the available water before drinking.

Accommodation

The facility has three furnished two-bedroom houses; two are currently occupied by staff and the remaining one is available, but you may need to share it with one other staff member. There are no washing machines or laundry services available so one will need to hand wash clothes or pay a villager for the services. Bring a flashlight or a head lamp for use in case of power outages. One also has the option of commuting daily from Kisumu.

Nyangoma Sub County Hospital

Located 40 to 50 minutes from Kisumu town using FACES vehicles. The facility lies in a sparsely populated area bordered by a secondary school, a village youth polytechnic, and a youth center. The distance from the main road to the hospital is only about 40 meters and one would easily walk right into it without realizing, since a paved road leads right to the hospital. There are no residential houses in the immediate area though some can be located at a distance. The environment is purely rural with plenty of trees and plantations and large areas of land laying fallow waiting for the rains to start which make the weather a little hotter. An alternative mode of transport to reach this site would be taking a PSV (Public Service Vehicle) from Kisumu town to Nyang'oma which costs 100 Kenya shillings. The PSV takes one to one and a half hours.

Client Population and Clinic Flow

The dispensary is relatively small and integrated with primary care; hence the number of patients per week is approximately 190 to 220. The hospital has 5 clinical officers, 4 nurses, 2 pharmacists, and 4 lab technicians along with several support staff ranging from a hospital administrator to cooks and cleaning help. Just like in high volume sites where there are larger facilities, Nyango'ma is well built with a new building where there is an inpatient department with male and female wards and a pediatric section. The inner entrance is the outpatient department and the MCH section with a well-organized room serving as the labor ward. There are separate rooms for ANC and PNC; each department here has its own room unlike small clinics where one room serves for all.

Clinic Schedule

The Mother and Child Health (MCH) Clinic and Comprehensive Care Clinic (CCC) are open from Monday to Friday. Additionally, there is a pediatric clinic Monday through Wednesday, an adolescent clinic on Thursday, and a TB/Viremia clinic on Friday. Ward rounds can be easily organized in Masogo and Muhoroni Sub County Hospitals by the clinical team.

Lunch

There is a canteen within the clinic facility where FACES staff and staff from other organizations get their lunch. The food offered includes: ugali, chapati, beans, rice, chicken and meat. There are no shops around but an open stall where fresh fruits like ndizi (banana), maembe (mangoes), and other local fruits are sold.

Grocery

There are no stores around; hence one would need to go to Kisumu town for shopping. Fresh farm produce and vegetables can however be found in the market centers like Ahero, Awasi or Muhoroni town.

Internet and Banking

One can make transactions through mobile banking at Awasi or Ahero since there are no banks around. There is no WI-FI connection in the facility; hence the need to bring along an internet modem.

Printing/ Photocopying

It is good to liaise with the sub county coordinator who is the supervisor to STEP participants when you would like to print or photocopy. Only necessary materials can be printed or photocopied by the facility and a minimal amount.

Water

Water is dependent on rain, and when the storage tanks run empty, there is usually no water. The facility ends up fetching water from the nearby stream for sustenance of the clinic. Consequently, there is the need to **bring your own drinking water** (bottled water).

Accommodation

There are no hotels or apartments in the immediate area. One could choose to stay at Ahero, 30 minutes from the facility, or in Kisumu town, which is 40 minutes to 1 hour away depending on the speed of the vehicle. When using a FACES or program vehicle to travel to the site, STEP participants should make prior arrangement with the program team and check on the pick-up point and time.

Masogo Sub County Hospital

Located 50 minutes to 1 hour from Kisumu town using FACES vehicles. The facility lies in an evenly populated area where there are many residential (rental) and village houses bordered by schools as well as other smaller clinics which are far apart from each other. The environment is purely rural with plenty of trees and large farms of maize and sugarcane. The economic activity in this area is farming with a few women doing small scale businesses. The weather is generally warm and wet with black cotton soil (a black muddy or clay soil in which sugar cane grows).

An alternative mode of transport would be taking a PSV (Public Service Vehicle) from Kisumu town to Ngere Junction which takes 1 to 1 hour 20 minutes and costs 100 Kenyan shillings. From Ngere Junction there is a road leading about 7 kilometers to Masogo Hospital. This road to the hospital is rough which makes it dusty during dry spells and muddy during rainy seasons. One can only access it by a motorbike (pikipiki) which costs between 50 to 200 Kenya shillings during the rainy season. This will take you directly to the hospital. (During dry season the cost is 50 shillings by pikipiki.)

There is a bridge connecting to the clinic which is somewhat dangerous to cross as vehicles or the moto bikes can easily slide to the river or get stuck. Therefore we advise anyone traveling to this clinic to exit vehicles before the bridge and walk across on foot.

Client Population and Clinic Flow

The dispensary is relatively small and integrated with primary care; hence the number of patients per week would be approximately 100 to 200. The hospital has a number of clinical officers and nurses, some of which are employed by the government and some by FACES and the Ministry of Health. Other staff include a pharmacist, laboratory technicians, and the identification and retention assistants, along with several support staff ranging from a hospital administrator to cooks and cleaning help. Just like in high volume sites where there are larger facilities, Masogo is well-built with a new building where there is an inpatient department with male and female wards and a pediatric section.

The FACES adolescent-friendly center and child playground make the hospital facility more beautiful. The inner entrance is the outpatient department and the MCH section with a well-organized room serving as the labor ward, antenatal clinic and prenatal clinic. Each department has a separate room unlike small clinics where one room serves for all.

Clinic Schedule

The Mother and Child Health (MCH) Clinic and Comprehensive Care Clinic (CCC) are open from Monday to Friday. Additionally, there is a pediatric clinic from Monday through Wednesday, an adolescent clinic on Thursday, and a TB/Viremia clinic on Friday. Ward rounds can be easily organized in Masogo, and/or at Muhoroni Sub County Hospital (the referral hospital for the three sub county hospital) by the clinical team.

Lunch

There is a canteen within the facility where FACES staff and staff from other organizations get their lunch. The food offered includes: ugali, chapati, beans, rice, chicken and meat.

Grocery

There are small shops outside the clinic including an open stall a few meters away and a shopping center where items like fresh fruits such as ndizi (banana) maembe (mangoes) and other local fruits are sold. More extensive shopping can be done in market centers like Ahero, Awasi, or Muhoroni town.

Internet and Banking

One can make transactions through mobile banking at Awasi or Ahero since there are no banks around. There is no WI-FI connection in the facility; hence the need to bring along an internet modem.

Printing/ Photocopying

It is good to liaise with the sub county coordinator who is the supervisor to STEP participants when you would like to print or photocopy. Only necessary materials can be printed or photocopied by the facility and a minimal amount.

Water

Water is dependent on rain, and when the storage tanks run empty, there is usually no water. The facility ends up fetching water from the nearby stream for sustenance of the clinic. Consequently, there is the need to **bring your own drinking water** (bottled water).

Accommodation

There are no hotels or apartments in the immediate area. One could choose to stay in Ahero, Muhoroni town or in Kisumu town and travel to the clinic each day.

Muhoroni Sub County Hospital

Located 80 kilometers from Kisumu, which is about 2 hours from Kisumu town using FACES vehicles. If you are not traveling in a FACES vehicle, you can alternatively board a Public Service Vehicle in Kisumu town heading toward Koru town but getting off at the Muhoroni town bus stage; this costs 200 shillings. From Muhoroni bus stage, you can take piki piki to the

hospital for 30 shillings. The facility was built within the sugar estates near the factory, so most of the families in the area are sugar planters. The facility lies in an evenly populated suburb where there are many residential (rental) and village houses bordered by schools as well as other smaller clinics that are far apart. The environment is purely rural and town with plenty of trees and large farms of maize and sugarcane. The economic activity in this area is farming with a few women doing small scale businesses. The weather is generally warm and wet with black cotton soil (a black muddy or clay soil in which sugar cane grows).

An alternative mode of transport would be taking a PSV (Public Service Vehicle) from Kisumu town to Koru junction. (From Kisumu take vehicles heading to Koru.) The PSV takes 2 hours 30 minutes to reach Koru Junction. This costs a maximum of 200 Kenya shillings. From the main road (Junction) to the hospital it is about 100 meters. This road to the hospital is rough which makes it dusty during dry spells and muddy during rainy season, and one can only access it with motorbike (pikipiki) which costs between 30-50 Kenya shillings and can vary during rainy season. This will take you direct to the hospital. Most of Apiko men prefer to use a shortcut which takes shorter time compared to the straight path.

Client Population and Clinic Flow

The patient flow at the dispensary is relatively heavy and integrated with primary care. There are 1290 active clients including 53 adolescents, 45 pediatric clients, and the rest are adults. The hospital has a good number of clinical officers and nurses of which some are employed by the government and some by FACES and the Ministry of Health (FACES/MOH). Other staff include a pharmacist, laboratory technicians, identification and retention assistants, peer educators, and mentor mothers along with several support staff ranging from a hospital administrator to cooks and cleaning help. Just like in high volume sites where there are larger facilities, Muhoroni is well-built though the facility looks old; it is well-maintained with new structures like the adolescent and TB clinics.

The FACES adolescent-friendly center and child playground make the hospital facility more beautiful. There is also another “container house” (house made out of an old shipping container) just like the adolescent friendly building which is yet to be launched for TB near the CCC container. The main building within the facility where the Outpatient department, MCH, ANC and PNC are located looks older but is clean and well organized with the inpatient department located at the entrance. There are also offices for the hospital administrator, the hospital superintendent, and the MOH team, among others.

Clinic Schedule

Each day of the week has different types of clinics. The Mother and Child Health (MCH) Clinic and Comprehensive Care Clinic (CCC) are open daily from Monday through Friday. Additionally, on Wednesday there is a TB clinic, Thursday a viremia clinic, and Friday adolescent and pediatric clinics. There are also Voluntary Male Medical Circumcision (VMMC), PMTCT, and Family Planning Clinics, which are held throughout the week on an as-needed basis.

There are also special days for Continuous Medical Education (CME) sessions offered on Wednesday mornings which are booked one week prior through the CME in-charge.

Furthermore, there are case-by-case discussions and MDT (multidisciplinary team) meetings on Thursdays to discuss clients with difficult conditions or problems.

Major ward rounds are done daily in the early morning and other minor rounds may be scheduled by the hospital throughout the day. All referrals are done to Kisumu, Jaramogi Oginga Odinga Teaching & Referral Hospital, or Kericho.

Lunch

There is a canteen within the facility where FACES staff and staff from other organizations get their lunch. The food offered includes: ugali, chapati, beans, rice, chicken and meat. The cost is generally cheap and the most you will pay is between 150 to 200 Kenya shillings. There are also other shops and food kiosks outside the clinic.

Grocery

Fresh fruits like ndizi (banana), maembe (mangoes) and other local fruits are sold at the market center. Within Muhoroni town there are bigger stores and hotels where one can access a variety of groceries.

Internet and Banking

One can make transactions through mobile banking or ATMs in Muhoroni town, Awasi or Ahero since there are no banks around. There is no WI-FI connection in the FACES office or the MOH, hence there is need to bring along an internet modem.

Printing/ Photocopying

It is good to liaise with the sub county coordinator who is the supervisor to STEP participants when you would like to print or photocopy. Only necessary materials can be printed or photocopied by the facility and a minimal amount.

Water

Water is dependent on rain, and when the storage tanks run empty, there is usually no water. The facility ends up fetching water from the nearby stream for sustenance of the clinic. Consequently, there is the need to **bring your own drinking water** (bottled water).

Accommodation

There are hotels and apartments within Muhoroni. One can also choose to stay in Ahero, or in Kisumu town and travel to the clinic each day. Ahero is about 30 kilometers from Muhoroni.

Nyando Contacts

Sub County Coordinator ,Eric Juma: 0722404565 , ejuma@kemri-ucsf.org

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0721 499 121,

Muhoroni Contacts

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Nyakach Contacts

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Whereas there are no longer any FACES sites in Suba/Mbita, Migori/Nyatike, or Rongo for clinical electives, there is still affiliated research taking place in these districts, so STEP participants conducting research or project electives may be placed in one of these areas.

Suba/Mbita

Mbita is a rural district on the western edge of Lake Victoria, south of Kisumu, which includes many islands hosting large fishing communities. It typically takes about three to four hours to get to Mbita from Kisumu: two hours by FACES van or three hours by matatu (300KSh) plus an hour-long ferry (150KSh). The ferry runs four times a day. If going entirely by land, it takes four hours with a FACES vehicle or six hours by matatu (~450 KSh).

Accommodation

There are various accommodation options available in Mbita. The Africa House, a hostel within the ICIPE grounds, charges 1200 Ksh per night (excluding breakfast) and has an adjacent cafeteria. The Rusinga Guest House charges 1000-1200 Ksh a night, depending on the size of room, and includes breakfast. The Beach Club accommodates at 2500 per night.

Banking

There are Cooperative Bank and KCB ATMs in Mbita; Equity and Family banks are also now available. Suba hosts quite a number of bank branches.

Internet

Visitors to Suba may want to purchase a Safaricom modem prior to arrival. It may also be possible to set up a workstation at Sindo (bring an ethernet cable – the wireless is substantially slower). Internet is available in ICIPE at the main guesthouse facility but not in Africa House itself. However, there is a nice conference room to work from in the main guesthouse. On Mfangano Island, wireless internet is available at the Sena Clinic and Ekialo Kiona Center.

Food

There are a number of hotels (food stands) selling lunch on the main street in Sindo by the hospital (as well as chapati and mandazi for tea). Also there is a small store along the main street where you can get bottled water, cereals and snacks. A fast food joint on the ground floor of the Estreel guest house offers a variety of fast foods and western meals. In Mbita, there are the typical hotel stands in town as well as a guest house on the grounds of ICIPE, and also Safari Village, a small resort on the lake 2 km outside of town that serves acceptable food (a bit overpriced) with a beautiful view.

On Mfangano Island, fresh fruits may be purchased at roadside stands and biscuits (cookies), peanuts and candy can be bought in small stores on the island. There are also hotel stands by the docks where staff do have their lunch.

Groceries / Other

There are no large grocery stores in Suba; it is advisable to purchase any canned or processed food in Kisumu if possible. There is however a small store along the main street where you can

purchase cereals, detergents, drinking water and other basic supplies. Produce is available at roadside stands; it may be easier to purchase in Sindo since the truck often returns to Mbita a bit late. Sindo hosts a large market on Tuesdays and Fridays just behind the main street (fruits and vegetables can be found in plenty at the market on this day). Food and supplies are limited on the islands– bring snacks as well as food for meals (bread, eggs, peanut butter, etc.) and basic supplies from Kisumu for longer stays whenever you go. Maintaining a vegetarian diet in Suba can be a bit of a challenge, but is possible.

Migori/Nyatike

Migori is a large rural district located in southern Nyanza. Nyatike was formerly a part of Migori District. The town of Migori itself sits on the main road to Tanzania, about half an hour from the border. It typically takes two to three hours to drive from Kisumu by FACES van, four to six hours by matatu (450 to 500 KSh).

Accommodation

Migori Country Lodge (<http://www.migoricountrylodge.com/>) is a bed and breakfast and the nicest accommodation available. The County Lodge charges 2000 Kshs per night including breakfast. Transportation to Migori District Hospital is necessary unless you prefer a long morning walk. Hillview Hotel (+254 202 362 348), and BlissPark Hotel (+254 714 417 203) are additional bed and breakfasts that charge 1500 Ksh per night. All three are clean and self-contained.

Banking

There are several banks in Migori, including a Barclays on the main road past the bridge. There is a KCB with an ATM down the road from the hospital. There is also Family Bank and Equity Bank.

Internet

It is possible to use the internet within the FACES office at Migori when staff do not need the computers. It also may be possible to connect your own laptop to the network. In addition, there are several cyber cafes along the main road.

Food

MDH features a canteen and a Coke stand with the typical lunch time offerings. The Al Jazeera Hotel on the main street offers excellent tea, and there are many other options along the main road a short distance from the hospital.

Groceries / Other

There are many stalls selling produce as well as a large marketplace just over the bridge and to the right. Small grocery stores abound, and two large grocery stores are located on main road on the far side of the bridge. Small shops on the main road past the bridge show movies and TV shows – look for chalkboards with upcoming shows along the sidewalk.

Rongo

Rongo is cooler and wetter than most parts in Nyanza (wetter in April, cooler in July)! You should have some sturdy shoes for walking that can also handle getting very muddy as well as a rain jacket/fleece. Via public transportation, Migori is about 1 hour away (150 Ksh), and Kisumu is 3.5 hours (450Ksh).

Accommodation

The Kajay Guest House remains a preferred option for most visitors and STEP participants, which is a nice house located approximately a 30-minute walk from Rongo District Hospital. Rooms cost about 1500 KSh per night but can drop as low as 1200 KSh per night for month-long stays. Breakfast and dinner are provided by the two ladies who run the guesthouse. (Breakfast is included in the price of the room, but dinner is not included. Water bottles, soda, and other beverages are available for purchase from the ladies). A bottle of water costs 70 Ksh. Dinner ranges from 200-450 Ksh, depending on what you order. It is recommended that you ask for an itemized receipt per day so you know what you're being charged. There is a washer available in the guesthouse (though it takes about three hours to run a full cycle), and you can hang your clothes out to dry on the line in the yard. There is a TV, stereo system, and refrigerator available for use. It is also advisable that you eat in town before heading back to the guest house as the food can be a bit pricey. Another option could be buying your uncooked food from the market and cooking it yourself as the guest house allows for guests to prepare their own food if they want to. Also buy water from the stores as they cost about 20 Ksh less there. There is a small store in Rongo called the Tamu Supermarket where you can get your basic supplies.

Banking

There is now a bank in Rongo, the Kenyan Commercial Bank. Double-check with a banking consultant to make sure the ATM machine is able to take cards from non-KCB banks. The next closest ATMs are in Kisii (Barclays, Equity, KCB, etc). It is recommended that you obtain cash on the weekends. There is not much need for cash during the week in Rongo as it is relatively inexpensive to live there.

Internet

There is wireless internet access in the clinic so it is best to have your own laptop while you are there. However, because power outages are common, modems can provide you internet access in those off times, provided you have enough battery life on your computer.

Food

The Reeds Hotel close to the clinic is a popular place for lunch. It offers good, basic Kenyan food. Tea is usually served around 10am in the FACES office. There are many small kiosks that sell snacks as well as a kitchen on the clinic grounds that sells freshly made chapati (15 Ksh). Take note that many of the Rongo staff typically do not take a lunch break, so it's advisable to bring Cliff/Luna type bars or snacks to tide you over until evening.

Groceries

Most basics can be purchased in the small kiosks (bread, pasta, flour). Fruits and vegetables can be bought from the street vendors or at the weekly (Wednesday) market. The market is held at the market compound, a short walk from Rongo District Hospital. There is also one small

supermarket (Maganda), with limited supplies. The closest large supermarkets are in Kisii (Nakumatt and Tuskys are both there). Buying most non-perishable items at a supermarket in Kisii or Kisumu is recommended.

Other

There is not too much to do in Rongo, so it's advisable to bring your own entertainment. There is a DVD player and TV in the guesthouse and some DVDs available, but it's helpful to have your own DVDs, books, etc. Modems work in the guesthouse, though the speed is much slower than in other locations.

Power outages are common - a headlamp or solar-powered flashlight will come in handy. Furthermore, be aware that when the power goes out, so does the water. For this reason, it is advisable to fill the empty litre water bottles when there is power/water for activities such as bathing, dishwashing, flushing of toilet, and cooking. The stove is gas, which remains steadfast during these times. Lastly, you may want to take a power surge protector for your laptop as the power pulses on in its process of regaining full strength.

Advice from Past Participants

If you're doing a research project, continually assess your objectives and timeframe to make sure they are reasonable. Keep in mind a specific plan and identify the people who will carry on what you're doing after you leave, and work with them from the start.

Be ready to be flexible and to do things as they come. Go in with an open mind; be ready to work with multitude of people with all levels of medical training; get to know the people and community.

Define what you want to get out of the rotation. Don't be shy in the beginning to ask where they may feel like they want you, what they want from you. Setting those objectives out by end of the first week gives you time to realize what you're interested in, what they are interested in getting out of you.

Bring lots of Purell! (Hand sanitizer)

Bring books to read; it can get boring in the quieter areas. A headlamp is essential for the islands or in case of power outage (particularly common in Migori/Rongo).

Try to experience a variety of sites, including satellite clinics, which are smaller and have fewer staff, and provide a different feel than the central locations. Set up a schedule with your mentor or supervisor so that you can see a number of distinct locations while still meeting the project or clinical needs.

People appreciate it when you try to speak Swahili or Luo. Any Swahili you learn before is likely to be Tanzanian and not Kenyan, which is slightly different, so be open to having people teach you.

Be ready to work independently and to see clients on your own if you are a resident.

It may seem difficult with all that is going on at the clinics, but stay in touch with your mentor or supervisor. If you have questions people are very receptive to questions. If you want to do something, make it happen. Don't be frustrated if things take time to happen, that's the local culture. Be persistent. Actively seek feedback from those with whom you are working.

Get to know and explore the local area. As automatic as it is, create solid relationships with the people at the clinic: they'll tell you what fun is.

In general, this kind of experience builds skills in patience, tolerance, seeing other people's perspectives. Keep in mind that those skills will be exercised. Be analytical without judging; try to be understanding of why things are happening the way they are.

You can never out dress Kenyans so bring nicer clothes than your t-shirts from high school.

Being flexible and open minded is important.

Advice from FACES Staff

Talk to people who have been to our clinics before, so you don't look too lost on your first day!

Watch the FACES video [on the website] to understand what we're doing and to get a sense of the patient flow.

[I would say] maybe to take note that we are also human, we appreciate visitors when they come around, so I would like the students who come to be more free and more relaxed, less tense, so whatever they are going to share with us and we are going to share with them will be delivered in a comfortable way.

Just to be easy, approachable when they are coming, so that people are able to interact with [you] freely.

Sometimes, their accent, the way [visitors] talk, is not the same as what we perceive, so they should try to slow down in their talking, that way we will understand each other.

First they must know that they come here, that they are coming to share with us – they are not coming to be a burden to the clinicians. So when they come, they must try to intermingle with us. In every department they go for orientation, they must participate fully, and know they are part of this community. Because we are called KEMRI-UCSF, so we share half-half.

Supplemental Reading Materials

1. FACES website: <http://www.faces-kenya.org/>
2. HIV In Site: <http://hivinsite.ucsf.edu>

Appendix 1: Sample KEMRI Letter for Clinical Elective

DATE

The Director
Kenya Medical Research Institute
(Attention Assistant Director Administration)

Through

The Director
Center for Microbiology Research

Through

Dr. Elizabeth Bukusi
Co-Director RCTP

RE: Permission to visit Kenya Medical Research Institute Sites

I am a third year medical resident in internal medicine at the University of California, San Francisco (UCSF). I am collaborating with the University of California, San Francisco and Dr. Julie Kadima, Technical Advisor for Care and Treatment at FACES, to assist in clinical duties and Continuing Medical Education sessions (CMEs). Through this period I will be working with Dr. XX YYY as my mentor and supervisor.

I am writing to request permission from the Kenya Medical Research Institute to visit Kisumu East & West / Nyakach / Muhoroni / Nyando sub county for a period of six weeks from DATE to DATE in order to conduct a clinical rotation. If granted permission, I will see clients at the FACES clinics with FACES staff, assist in clinical duties, and conduct teaching sessions on the care and management of people living with HIV.

As detailed in my attached Curriculum Vitae, I completed my medical degree at the UNIVERSITY. I will soon be completing my third and final year of residency training in Internal Medicine at UCSF. I am very interested in working with HIV + clients in Kenya in order to further understand HIV medicine and the innovative model of care offered through FACES. I hope to work in collaboration with the clinical staff at FACES to learn from their expertise and support their work.

I look forward to your positive response and am highly motivated to make this collaboration a success, should the opportunity be granted.

Sincerely,

NAME

Signature

DEPARTMENT / UNIVERSITY

Appendix 2: Sample KEMRI Letter for Research Elective

DATE

The Director
Kenya Medical Research Institute
(Attention Assistant Director Administration)

Through

The Director
Centre for Microbiology Research

Through

Dr. Elizabeth Bukusi
Co-Director RCTP

RE: Permission to visit Kenya Medical Research Institute Sites

I am a first year medical student at SUNY Upstate Medical University, in Syracuse, NY. I am collaborating with the “Improving Monitoring and Understanding of Perinatal Mortality Among HIV Positive Women in Kisumu, Kenya” project with Dr. Lisa Abuogi at FACES to assist in development and implementation of the research.

I am writing to request permission from the Kenya Medical Research Institute to visit FACES-supported Ministry of Health Clinics in Kisumu counties for a period of seven weeks from June 5 – July 21, 2017 in order to conduct a research elective. If granted permission, I will conduct interviews per research protocol at the FACES clinics with FACES staff, assist in methodology development, and conduct teaching sessions on research tools to encourage sustainability of the project.

As detailed in my attached Curriculum Vitae, I am enrolled at SUNY Upstate Medical University, with anticipated graduation in 2020. I am very interested in working with HIV+ patients in Kenya in order to further understand the social determinants of perinatal mortality, global healthcare delivery in resource-poor settings, and the implementation of social science research. Additionally, I hope to work in collaboration with the clinical staff at FACES to learn from their expertise and support their work.

I look forward to your positive response and am highly motivated to make this collaboration a success, should the opportunity be granted.

Sincerely,

NAME

Signature

DEPARTMENT / UNIVERSITY



Appendix 3: Pre-trip Form

STEP: STUDENT TRAINING EDUCATION PROGRAM

Name:

Email:

Site(s):

Dates:

University:

Rotation type: Clinical student Clinical resident Non-clinical / project

Area of study (i.e., medicine, nursing, public health, etc.):

Specialization:

Level of training:

FACES host department (i.e., clinical, nursing, CCHA, pharmacy, M&E):

Project and/or clinical objectives:

Insert small digital photo:



Appendix 4: STEP Objective Templates

Participant: Overall

Note: These objectives may apply differentially depending on whether STEP participant is primarily engaged in a research project or a clinical elective

- Participate in a comprehensive model for the provision of HIV care in a resource-limited setting.
- Understand the epidemiology of HIV in Kenya, the WHO HIV Clinical Staging system, and the Kenyan guidelines for HIV treatment.
- Gain an understanding of the FACES model of care, including resources required (human and material), structure, and operation.
- View the interaction between FACES and the Ministry of Health as well as community-based organizations, noting challenges and opportunities.
- In Nyanza, participate in hospital rounds and home visits to understand continuity of care, challenges in care delivery, and impact of Luo culture on HIV epidemiology.
- Integrate within the clinic structure, balancing individual objectives with clinic goals, operations and needs.
- Finalize individual learning goals, identify the individuals and resources necessary to achieve them, plan how to accomplish this within the clinic.
- Identify areas of mentorship or teaching that will provide the most needed assistance or information to the clinic and related sites.
- Provide CME or journal club tailored to the audience.
- Demonstrate cultural humility in all interactions, practicing patience and a willingness to share easily with staff.
- Maintain respect and confidentiality for all clients.
- Develop strong partnerships with staff, working collaboratively toward clinical or project goals.

Participant: Orientation

All departments

- Introduce yourself to the person you are shadowing, including whether you will be observing or participating
- Ask any questions you have concerning clinic or department operation
- Assist in service provision whenever you are able to do so
- Provide thanks and feedback on your orientation
- Note any areas of clinic practice where you can contribute directly or through mentorship during your rotation

Reception

- Understand client ID system and filing protocols
- Understand the different types of appointment (enrollment, scheduled, unscheduled) and appropriate form used in response
- Learn overview of defaulter identification system

Clinic & Community Health Assistants (CCHA) / Counseling

- Attend HIV education, noting the major messages and delivery style
- Attend adherence counseling, preferably either Adh1 or 2 and Adh3 (with nursing bench), for pediatrics and/or adults, and be able to summarize key points of adherence
- Assist in the vitals bench, taking vitals or recording results on the forms

- Sit in on client enrollment, grasping the purpose and procedure for all elements of a new file (client form, family information table, locator form)
- Learn the department's role in defaulter management and food by prescription / nutrition and HIV program

Nursing

- Attend client triage, becoming familiar with WHO staging and Karnofsky score
- Attend client follow-up visit, noting key elements of physical exam and client interview and which parts of the client form are completed
- Attend counseling visit

Clinical

- Sit in on emergency desk, noting the types of cases, the standard exam procedures, and the available tests and materials for diagnosis
- Note which elements of client form are completed at the clinical bench, including lab tests, prescriptions, and procedures for referrals or diagnostics off-site
- Become familiar with first-line and second-line ARV regimens

Lab

- Understand the range of tests available at that facility
- Assist in phlebotomy if possible, following procedures for safe blood draw

Pharmacy

- Assist in preparing pill packs
- Note ARVs available and the most common side effects
- Review options for OI management for adults and pediatrics
- Observe dispensing procedures
- Discuss current challenges in treatment provision, drug interactions, and treatment failure

Appendix 5: FACES Clinical Mentorship Kit

This kit has been developed by FACES to assist in mentoring staff (FACES, MOH, or others) at peripheral sites, and may help you to integrate within FACES and to assist in mentoring as applicable.

Elements of the patient visit

1. Friendly environment, good rapport
2. Chart Review
 - a. Run through personal data. Ensure no discrepancies.
 - b. Note if visit is scheduled or unscheduled. If unscheduled, find reason.
 - c. Medication adherence/ Pill count
 - d. Review family information table.
 - e. Review prior results and previous follow up issues.
 - f. Run through file to find out if the patient has been stable, or has an underlying problem that needs constant review or if he has symptoms that are persistent or recurrent.
3. Review of Systems/Symptoms (ROS):
 - a. Elicit patient complaints, severity, duration, progression, new problem or recurrent problem, any prior interventions
 - b. Review of systems:
 - i. TB screening
 - ii. Appropriate OI screening based on CD4
 - iii. Appropriate screening based on medication regimen
 - iv. All symptoms fully evaluated for onset, duration, severity, associated symptoms, exacerbating and alleviating symptoms
4. Physical Examination:
 - a. Full examination for enrolling patients, very sick patients and at pre-determined intervals
 - b. Minimal exam for stable, follow up patients: eyes, oral, lymph nodes, skin
 - c. Symptom directed physical exam
5. Counselling:
 - a. Psychosocial, and/or economic situation including testing of family members and disclosure
 - b. Sexual health (prevention with positives)
6. Charting/documentation:
 - a. Details of symptoms documented
 - b. Physical exam findings documented including pertinent negatives
 - c. Plan and follow up issues clearly detailed.
7. Disposition
 - a. Plan of care is indicated for each problem area
 - b. Investigations ordered
 - c. Medications ordered
 - i. ART
 - ii. CTX
 - iii. MVT
 - iv. Rx for acute illness

- v. Others
- d. FBP if indicated
- e. Referrals

File Review

Before seeing a patient always review the file for the following elements.

- Name, sex, age
- Face page:
 - How long has the patient been enrolled
 - WHO Stage
 - Current CD4, CD4 nadir, and trend
 - *Check and enter latest laboratory data*
 - Hb, creatinine, ALT
 - *Check and enter latest laboratory data*
 - Weight and trend
 - *Check and enter today's weight*
 - ARVs
 - Current medications
 - *Verify this with the most recent visit note*
 - Past ARVs and reason for changes
- Review family page (back of file)
- Briefly scan prior visits for:
 - Recurrent or common presenting complaints
 - Any recent acute problems and treatments
- Note today's vital signs