The United Republic of Tanzania



Ministry of Health and Social Welfare

# CUE CARDS Voluntary HIV Counselling and Testing (VCT)



National AIDS Control Programme

March 2009

## **HELPFUL TIPS FOR USING CUE CARDS**

- Cue cards serve as a shared language, the shared foundation for continued learning. The cue cards are one tool we will use together to sustaining the skills of HTC. The cue cards are your most important tool in operations for HTC.
- Counselors all over the world have used them. At the beginning using these cards may feel awkward. **Trust the** learning process and use the cards.
- **Be patient with yourself when learning to use these cards.** Anything we learn takes time and practice before it becomes comfortable. Add some spice to your regular way of counselling. Accept the challenge.
- The cue cards will help you **remain focused** on your client's or patient's risk and successfully deliver the intervention. Remember you are the deliverer following a map (cue cards) ensuring that your passenger (client or patient) gets to his/her destination (risk reduction) **Give it a try.**
- If you commit to use the cards, you can be assured that you will deliver a consistent and effective intervention.
   Every client or patient deserves to receive the same benefits of HTC. Using the cue cards will make a difference.
- Remember that the questions have been developed to help you to achieve the objective of each component of the intervention. The questions build on each other. **Take one step at a time, one question at a time.**
- Having the questions helps you to elicit important information from your client and the scripted questions allow you to really listen to your client rather than trying to think of the next question. Take advantage of having the questions.
- In using the cue card, try using the questions provided. It is alright to skip a question if the client or patient already gave you the information or if it is not relevant to your client's or patient's situation. Keep a balance between listening and asking the cue card questions. Then purposefully select your next question. Role-playing will provide you with opportunities to practice.

- If the client or patient is silent after you have asked a question, he/she may need a moment to think, process, reflect and/or digest what has been asked or discussed. If you need to organize your thoughts or to decide on the next appropriate and relevant question take a moment of silence to do this. The use of silence is an effective counselling skill.
- At your site you might meet clients as a group and decide if you should modify some questions to reflect your culture and issues specific to your site. You may need to translate questions into local languages and the vernacular of your site. **Confirm with others that the questions you develop are asking what you are attempting to elicit from the client or patient.**
- Developing questions that elicit the appropriate information from the client is challenging. **Crafting effective questions requires a thoughtful and meticulous process.**
- Remember some questions are intended to help the client or patient to gain insight, reflect on alternative choices, or recognize conflicts. **Understand the purpose of each question.**
- When revising the questions, be careful to ensure that each question follows the previous one and assists in accomplishing the goals and objectives of the relevant component. **Only revise a question if another question might be better to enhance your ability to reach the objectives of the component.**
- Remember most of the cue card questions are carefully developed, counselor tested and proven to elicit important information from the client or patient. There is no need to re-invent the wheel. If questions already work for you, keep them.
- We strongly recommend that if you revise or translate the questions from the cue cards into another language, that you also develop a complete new set of cue cards for each counselor. You should use the cue cards in your HTC sessions for at least the first three months following the HTC training. After that time, your supervisor may approve the use of the session guide alone if you've demonstrated consistent competence in achieving each of the intervention components in your HTC sessions.

Voluntary HIV Counselling and Testing Protocol Initial Session		
Protocol Component: Initial Session (Pre-Test Information)	Time-Minutes	
1. Introductions and Orientation to the Session	2-4	
2. Assess Risk	6-7	
3. Explore Options for Reducing Risk	4-5	
4. HIV Test Preparation	3-4	
Initial Session: Total Time	15-20	
5. Perform Rapid HIV Test - Laboratory of Counselling Room	5-10	

Introduction and Orientation to the So	ession 2-4 minutes
Introduce self to client	Hello, my name is I'll be talking with you today about what brought you to the VCT site.
Describe your role as counsellor	My role as your counselor is to work together with you to identify your STI and HIV risks and to explore issues related to those risks.
Explain confidentiality	I want you to know that what we are going to talk about today will be kept private. That means that your personal information will be absolutely confidential and will not be discussed with anyone else. Share with the lab personnel about confidentiality when HIV testing is done in a laboratory.
Review the rapid test process: If negative, not infected as of 12 weeks earlier If positive, infected with HIV Accurate, same day test result	If you decide to be tested today, you will be receiving a test that may be new to you. This test is an HIV test that detects if you are infected with the virus that causes AIDS. This test is very accurate. If the test is negative, it means you are not infected with HIV. If you were very recently exposed it may not reflect this exposure. If the test is positive, it means you are infected with HIV. It does not mean you are sick or will soon become ill and does not mean you have AIDS. Your test today is a same day test process. Your results will be available before you leave today.

Introduction and Orientation to the S	ession (continued)
Exploration of HIV/STI risks Address options for risk reduction Discussion of testing and meaning of results Provide test and results Develop risk reduction and support plan	As I indicated, we will look together at your risk for STI/RTI and HIV and how you have tried to reduce your risk. We will talk about changes you could make to further reduce your risk and develop a plan to do this.
Review "map" of client stops/activities during this counselling and testing visit	We will talk here for about 15 minutes. (If the counsellor does the test) You will have a finger prick (venous blood draw) for the tests. (If the counsellor does not test) You will go to the lab to have a finger prick (venous blood draw) for the tests. It takes about 10-15 minutes for the lab to process and read the tests. When the result is ready, I will have you come back here and we will look at the result and talk about what it means. Then we will talk about how you can protect yourself and others from HIV. Is that clear?
Address immediate questions and concerns	Before we go any further, do you have any concerns or questions you need to talk about right now?

Assess Risk	6-7 minutes
Assess client's reason for coming in for services	Could you start by telling me what brought you in today? Tell me why you feel you are at risk for HIV.
Assess client's level of concern about having/acquiring HIV	It sounds like you have some HIV risks/concerns (list them) that we should talk about today.
Explore most recent risk exposure/ behavior When? With whom? Under what circumstances?	Tell me a little about the last time you put yourself at risk. When was this? Where did you meet this person? How long did you know this person? What influenced you decide to have sex? Had you been drinking at the time of this exposure?
Assess client's level acceptable risk	What concerns, if any, did you have about having sex with this person? How concerned are you that you could become infected with HIV from this partner? Would you have engaged in this same behavior had you known this person had HIV? Would knowing have made a difference?

Assess Risk	(continued)
Assess pattern of risk (e.g., happening regularly, occasionally, due to an unusual incident)	Let's look at how often these risk situations happen.
	How many partners have you had in the last 6 months?
	Where do you meet your partners?
Number of partners / Type of partners	How well do you know your partners?
/ Frequency of new/different partners / Condom use	Do you have a wife/husband (girl/boyfriend)?
	Have you had sex with an other person apart from your wife/husband (girl/ boyfriend)?
	How often do you have a new partner?
	How often do you use condoms?
	With what partners are you more or less likely to use a condom?
	How do you decide with which partners to use condoms?
Identify risk triggers, vulnerabilities and circumstances	Tell me about what may be going on in your life that could be increasing your risk behavior.
	How does drinking alcohol influence your decisions to have sex?
Assess Partner's risk	Tell me about your concerns about your partner's HIV risk.
	Has your partner had sex with anyone else?
	What plans for the future do you and your partner have?

Assess Risk	(continued)
Assess communications with partners	What have you and your partner talked about HIV/STI/RTI risk?
	When risk reduction has come up with your partner, how did that discussion go?
	Have you discussed whether either of you have been HIV tested?
	How did you and your current partner decide to stop using condoms?
Assess for indicators of increased risk	Have you ever been diagnosed with an STI? When was that?
	Have you or your partner been diagnosed with TB? When was that?
Summarize and reflect back client's story and risk issues	Here's how I understand your situation concerning risks for HIV/STI (summarize the key issues provided by the client).
Risk pattern / Prioritize risk issues / Risk triggers and risk vulnerabilities	There are several issues that affect your risk behavior (list specific behavioral, communication, substance use issues).
	You've been able to protect yourself when (list circumstances that help client reduce risk).
	Is this how you see your risk behavior? Are there other issues we need to talk about?

Explore Options for Reducing Risk	4-5 minutes
Review previous risk reduction attempts	What have you done to try and reduce your risk of acquiring HIV? How have you tried to protect yourself and your partners from STI/HIV?
Identify successful experiences with practicing safer sex	Is there a specific time you remember when you practiced safer sex? Can you tell me about that time? How was that for you?
Identify obstacles to risk reduction	What has been the most difficult part of reducing your HIV risk?
Explore triggers/situations which increase the likelihood of high risk behavior	How does alcohol affect you having high-risk sex? Tell me what makes it more likely you'll put yourself at risk. In what particular situations or with which type of partners do you find it difficult to negotiate or ask for safer sex?
Place risk behavior in the larger context of client's life	Are there times in your life (feeling sad, unemployed, after ending a relationship) that you feel it has been more difficult for you to practice safer sex, to protect yourself?
Assess condom skills	How well do condoms work for you? Tell me about times where you have had problems using condoms. With which partners do you find it most difficult to use a condom? Would you like me to demonstrate for you the proper use of a condom?
Identify entire range of options for reducing risk	Tell me about what would be easy for you to change and what would be more difficult for you. Why? You have some options for reducing your risk. (list)

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Explore Options for Reducing Risk	(continued)
Role play, skill build, problem solve	Imagine that I am your partner. What would you say to me about wanting to reduce your risk? Let's switch roles: I'll be you and you are your partner. I'll ask you to be tested and you respond as you imagine he/she would.
Address examples when client's beliefs and behavior are at odds or when feelings are mixed about changing behavior	It seems you have many HIV concerns but you also don't like using condoms. What is your alternative? It seems important to you to feel free to have several partners, yet at the same time, you do not want to get HIV. Help me understand this.
Summarize risk reduction options/ discussion	It seems like you have identified several ways in which you are comfortable in reducing your risk (list them). Can you think of any others? You have a lot of choices for reducing your risk. We'll settle on a specific plan later. First, let's talk about the test, as your plan may change depending on your test.

HIV Test Preparation	3-4 minutes
Discuss client's HIV test history and behavioral changes in response to results	Have you ever been tested before? Could you tell me what the experience was like for you?
Address client's feelings about testing for HIV	Tell me your feelings about taking the test today.
Explore with whom client has shared his/her decision to come for VCT services. (Partners, family and friends)	Who have you told you were coming here to get tested today? Does your husband/wife (girl/boyfriend) know that you are getting tested?
Discuss the client's understanding of the meaning of positive and negative HIV test results Clarify client's misunderstanding about the meaning of HIV test results	What does a positive HIV test result mean to you? How would you understand a HIV negative result?
Assess client's readiness to be tested and receive the test results Response to positive results Response to negative results	<ul> <li>What test result are you expecting today?</li> <li>Have you thought about how you would deal with each of the possible test results? How would your life change?</li> <li>How would your behavior change if you were to find out you were not infected with HIV?</li> <li>How would you deal with HIV positive result?</li> <li>How would you reduce the risk of transmitting the virus to your partners?</li> </ul>

HIV Test Preparation	(continued)
Assess who will provide the client support	Who in your life do you talk with about personal issues such as your HIV concerns?
if he/she were HIV infected	Who would you tell if you were to find out you were infected with HIV?
	If you were to find out you are infected with HIV who would provide you with support?
Discuss positive living	Have you heard about positive living?
Staying well, living longer Obtaining support	Positive living means taking care of your health and your emotional well-being in order to enhance your life and stay well longer.
Medical care and follow-up	Positive living involves good nutrition, follow-up medical care, such as TB prevention treatment, support, and sense of optimism and well-being.
	Positive living tips: ways to stay healthy including exercises and proper nutrition, treatment and support system.
Weigh and discuss the benefits of knowing your sero-status (knowledge is power)	If you have HIV, knowing you are infected can help you prepare for your future and for your children's future.
Preparing for the future	If you are infected, you can protect others from becoming infected.
	If you are negative, you will be empowered to reduce your risk.
	With knowledge of your HIV status, infected or not, you are increasing your self- awareness and have an opportunity to encourage others in the community to do the same.
Determine client's test decision	Have you decided if you would like to get tested and receive your HIV test result today?
	It seems as though you have already decided that you would like to be tested today.

HIV Test Preparation	(continued)
Identify and address examples when beliefs and behavior are at odds or when feelings are mixed about being tested and dealing with the results	It seems you have come here to be tested today but have not prepared yourself or your family for the possible results. How do you think we can help prepare you? If you have doubts about being tested, you may decide to come back another day to be tested. However, today we can continue to talk about how to protect yourself and others from HIV.
If the client elects to be tested, describe the tests and the interpretation/reading of the test	You will receive two different tests when you do the HIV test. Both will use just a drop of your blood from a simple finger stick or a venous blood draw. When the results are ready we will look at both tests together. If there is only one line on each test, then your result is negative. If there are two lines on each of the tests, then your result is positive.

Direct the client to where the HIV test is being conducted to receive the test and instruct them where to wait. If test is done by counsellor, they will wait and continue with the counselling session after testing.

Voluntary Counselling and Testing Intervention Protocol Second Session A Negative Test Result		
Protocol Component: Follow-up Session – HIV Negative	Time-Minutes	
6. Provide HIV Negative Test Result	2-3	
7. Negotiate Risk Reduction Plan	4-6	
8. Identify Support for Risk Reduction	2-3	
9. Negotiate Disclosure and Partner Referral	2-3	
Second Session A: Total Time	10-15	

Provide HIV-Negative Test Result	2-3 minutes
Inform client that the test results are available	Your results are ready now.
Provide results clearly and simply (show the client his/her test result)	Let's look at your test result, and then we'll talk about how best to understand the result. The test result is negative, which means you have not been infected with HIV.
Explore client's reaction to the test result	What does this result mean to you? How does it feel to hear that at present time you are not infected with HIV?
Note the need to consider the test result in reference to most recent risk exposure	This result does not tell us about the exposure that occurred (specify) most recently. You may want to consider another test in 3 months and/or encourage your partner to come and be tested.
Review meaning of the result and discuss window period	I want to clarify that this means that as of less than 3 months ago, which would be before (month), you were not infected with HIV.
If client has ongoing risk, convey concern and urgency about client's risks (as appropriate)	It seems that unless your risk behavior and the other issues we identified are addressed, you may become infected with HIV. Let's talk about a plan to reduce your risk.

Negotiate Risk Reduction Plan	4-6 minutes
Identify priority risk reduction behavior	It is important that we prioritize. What are the most important issues that we need to address to reduce your risk?
	Given what we have talked about, what do you think makes it most likely that you will again put yourself at risk for an STI or HIV?
Explore behavior(s) that the client will be most motivated about or capable of changing.	As we talked about earlier, you have some options for reducing your risk? How would you most likely to reduce your risk for STIs/HIV?
Identify a reasonable yet challenging incremental step toward changing the identified behavior	What first step can you think of that you could complete in the next week that would move you closer to reducing your STI/HIV risk?
Break down the risk reduction action into specific and concrete steps	Now that you've identified something you would like to do, tell me how you feel you could go about making this happen.
	When do you think you could do this?
Identify supports or barriers to the risk reduction step	What could make it more difficult for you to complete this step?
	What could help to make this easier for you?
	If you are able to complete this step, how do you think it would make you feel?
Problem-solve issues concerning the plan	How will you handle it if something (specify) gets in the way of trying your plan?

Negotiate Risk Reduction Plan (contin	
Role play the plan	Let's practice how you could deal with this. Imagine that I am your partner, what would you say? All right, let's switch roles.
Confirm with the client that the plan is reasonable and acceptable	Now that you're comfortable with the plan, does it seem realistic to you?
Ask the client to be aware of strengths and weaknesses in the plan while trying it out	When you try this plan, think about what feels good and works for you and what parts are hard or uncomfortable.
Recognize the challenges of behavior change	You will really have done something good for yourself by trying out this plan.
Document the risk reduction plan with a copy to counselor	Let's write down your plan on this appointment card so you will have a copy of the specific details of the plan.

Identify Support for Risk Reduction	2-3 minutes
Emphasize the importance of the client discussing with a trusted friend or relative the intention and content of the plan	It's important for you to share your behavior change plan with someone. Who could you trust to tell about your HIV test experience? Also, who in your life can provide you support so you can avoid situations that put you at risk?
Identify a person to whom the client feels comfortable disclosing the plan	Who knows you're here today? Could you talk to him/her about the plan? Who in your life is supportive of you? Who do you usually talk with about challenges you're facing? So, you believe you could tell (name) about this plan.
Establish a concrete and specific approach for the client to share the plan with his/her friend or relative	It's important to tell him/her about your intentions with the plan and then to report on how it went. When and how will you tell him/her?
Convey confidence in the client's ability to complete the plan	This is a plan you've come up with. It is a good plan, and I believe it is something you really want to do and are capable of accomplishing. You've really challenged yourself.

Negotiate Disclosure and Partner Referral	2-3 minutes
Explore client's feelings about telling partners about HIV negative test result	What are your feelings about talking to your partner(s) about your test result? What are your concerns?
Remind client that his/her results does not indicate partners' HIV status	It is essential that you understand that your test result does not indicate whether or not your sex partner is infected with HIV. Your partner must be tested in order to know his/her result.
Support client to refer partner for testing	Tell me your thoughts about asking your partner to be tested. What would you do if your partner had a positive result?
Anticipate potential partner reactions	How do you believe your partner will react to what you tell him/her your result and asking him/her to be tested? How have you and your partner handled difficult conversations in the past?
Practice and role-play different approaches to disclosure	What would you like to say to your partner? Let's imagine that I am your partner. Tell me about your results and ask me to also get tested. I will respond. It is good to practice.
End session, provide the client with motivation and encouragement	You've really addressed a lot of issues today. It seems you are really ready to address the challenge of protecting yourself and your partners from HIV. We hope you will become a community ambassador for preventing HIV; share your experience and encourage others to be tested.

Voluntary Counselling and Testing Intervention Protocol Second Session B Positive Test Result		
Protocol Component: Follow-up Session – HIV Positive	Time-Minutes	
6. Provide HIV Positive Test Result	3-5	
7. Identify Sources of Support and Provide Referrals	4-10	
8. Negotiate Disclosure and Partner Referral	3-5	
9. Address Risk Reduction Issues	0-5	
Second Session B: Total Time	10-25	

Provide HIV-Positive Test Result	3-5 minutes
Inform client that the test results are available	Your test results are ready now.
Provide test results clearly and simply	The test result is positive, indicating that you are infected with HIV.
Allow the client time to absorb the meaning of the result	Take your time. We have plenty of time to talk about the results.
Review the meaning of the result	This result does not mean you have AIDS and does not indicate when you may become ill from the virus.
Explore client's understanding of the result	How do you understand this result? What does this result mean to you?
Assess how client is coping with result	It can be difficult dealing with the knowing that you're infected with HIV. How are you feeling about this test result?
Acknowledge the challenges of dealing with an initial positive result	You need to take time to adjust to this, but in time you will be able to cope and continue with your life.
Discuss living positively	<ul> <li>There are many people who are infected with the virus and living well.</li> <li>Who do you know that is HIV infected and living well?</li> <li>Have you heard about positive living? Let's talk about that.</li> <li>Positive living means taking care of your health and your emotional well being in order to enhance your life and stay well longer.</li> <li>Positive living involves good nutrition, follow-up medical care, such as TB preventive treatment, support, and sense of optimism and well-being.</li> <li>What can you do to live positively?</li> </ul>

Identify Sources of Support and Provide Referrals	4-10 minutes
Assess to whom client would like to tell about his/her positive test results	Who can be supportive of you in coping with this? You'll want to tell someone you trust, someone who will keep your confidence. With whom in your life would you like to share your test result? How do you think he/she would react? What do you think he/she would say?
Identify person, family member, or friend to help the client through the process of dealing with HIV Coping and support Planning for the future Positive living Medical follow-up	There are a lot of issues you'll want to address over time. It is sometimes helpful to have someone to help guide you and assist you as you weigh options and make decisions. Who could help you with this? Who in your life could help with adjusting to living with HIV? Paying attention to your emotional and physical health and your medical care are important parts of living positively. Who will support you in these changes?
Identify current health care resources	Where do you go now when you need medical attention? When was the last time you received medical care? How difficult is it for you to access care (transport, resources etc.)?

Identify Sources of Support and Provide Referrals (continued)	
Address the need for health care providers to know client's test result	It is important that you discuss this test result with your health care provider.
Explore client's access medical services Sexually transmitted disease exam Tuberculosis evaluation, preventive therapy Family planning Peri-natal HIV prevention Routine medical care	Now that you are HIV infected, it is essential that you receive additional medical care. It is important for you to receive an exam/evaluation for sexually transmitted infections. Where would you go to get this? Many people have been exposed to tuberculosis but have never had any symptoms. Tuberculosis can be more serious for HIV infected persons. A prophylactic tuberculosis treatment is available for HIV infected persons that can help to prevent them from developing serious symptoms. Do you know where you would go to receive an evaluation for tuberculosis and treatment? If you have symptoms of tuberculosis, such as a cough that will not go away, you should receive a medical evaluation immediately. If you are diagnosed with active tuberculosis then treatment is especially important now that you have HIV infection. Is there any possibility that you are pregnant now? What are you plans for having children? Family planning services are available to prevent unwanted pregnancies. If you decide to become pregnant, there is a risk of transmitting the HIV to your child. There are treatments available to reduce the transmission of HIV from the mother to her infant. It is important that you receive prenatal care in order to access these treatments.

Identify Sources of Support and Provide Referrals (continued)	
Identify needed medical referrals	We've talked about a lot. Now let's prioritize the steps that you need to take to get the care you need. What medical care is going to be most difficult for you to access? How can I help you with this?
Discuss situations in which the client may want to consider protecting his/her own confidentiality	Remember, you may want to be reasonably cautious and choose carefully the person you tell about your results. For example, you may not want to tell your employer.
Discuss options of support groups (Posttest Club)	There is support available. Would you be interested in talking with others in your situation? What would be hardest about seeking support?
Provide appropriate referrals	Here is the name and phone number of the person you should call to get assistance with these issues. When do you think you could call or go there? What might get in the way and prevent you from getting this support/service?

Negotiate Disclosure and Partner Referral	3-5 minutes
Explore client's feelings about telling partners about his/her HIV positive test result	Have you thought about telling your partner(s) about your test result?
	What are your feelings about talking with your partner(s) about your test result? What are your concerns?
Remind client that his/her result does not indicate the partner's HIV status	It is essential that you understand, that your test result does indicate what your sex partner's result will be. Your partner may not yet be infected.
Identify partners that are at risk and need to be informed of their risk for HIV infection	Who do you believe may need to know about your result? Are there particular partners you are worried about?
	Who do you feel you need to tell?
Discuss possible approaches to disclosure of sero-status to partners	How do you think you would tell your partner about your test result? What would you like to say?
	Would this be difficult for you?
Anticipate potential partner reactions	How do you believe your partner will react to what you tell him/her?
	How have you and he/she handled difficult conversations in the past?
Support client to refer partner for testing	Your partner must be tested in order to know his/her result.
	Tell me your feelings about asking your partner to be tested.
	How would you and your partner handle it if he/she is not infected?
Practice and role-play different approaches to disclosure	Let's imagine that I am your partner. Tell me about your results and I will respond. It is good to practice.
Provide the client with support	There has been a lot we have talked about today. It is a challenge to deal with being HIV infected; however, with time and support you will adjust and can live positively.

Address Risk Reduction Issues 0-5 min	
Assess client's plan to reduce risk of transmission to current partners	Tell me how you plan to protect your partner from acquiring HIV. How will you be intimate and close without spreading HIV?
Explore client's plan for reducing the risk of transmission to future partners	When you have a new partner, how are you going to protect that partner from HIV?
Address disclosure of HIV status to future partners	How will you tell your new partner about your HIV infection?
Encourage the client to protect others from HIV	It is important for you to care of yourself and to protect others from HIV. One person, like yourself, can change the tide of the epidemic, by being honest with your partners and ensuring you engage only in safe sex behaviors. How can we help prepare you for this?

Final

### **CONTACTS**

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