Frequently Asked Questions on SOCH Application

FAQ on ART Module

1. **How will I get my username in SOCH?**
   Existing IMS users (ART Pharmacist, Data Manager, Lab Technician) can use the same usernames as in the IMS. The new roles (Counsellor/ MO/ Staff Nurse/ Care Coordinator) can be added in the SOCH portal by ART Centre Pharmacist and Data Manager. Once he/she adds you in the portal, you will receive an email to re-set the password, once if it is being reset then you can login with the credentials.

2. **What Should I do in case of old beneficiaries in the system that do not have 23 characters PID or ICTC center's Name?**
   As of now, ART centers can communicate with nearest ICTC center to record details of such beneficiary in SOCH application. After that user can fill the details (wherever available) to complete the details of the beneficiary, then you will get PID.

3. **I am unable to edit the beneficiary information if he/she has been transferred out and accepted.**
   SOCH does not allow editing the information for transferred out and accepted beneficiary. ARTC will be able to view the records (just like in Master Line List) and only the new ARTC where the beneficiary gets accepted will have the option to edit the record.

4. **I am unable to search the Transit Beneficiary to dispensation. What should I do?**
   In the past "Transit Beneficiary" could only be searched if the beneficiary was marked "in Transit" to that ART Center by the parent ART. However, a modification has been made to the system and now all the beneficiaries are available for transit dispensation.

5. **What will happen if the Beneficiary is transferred out and has not been accepted? Will it be considered a Loss to Follow Up (LFU)?**
   Such beneficiaries will reflect in a separate column in Master Line List and Monthly Progress Report (MPR) will not be affected. They will be counted as 'Transferred Out but not accepted' in MPR, so the LFU count will not increase.

6. **Who will add the Post Exposure Prophylaxis (PEP) Beneficiary?**
   PEP Beneficiary can be added by Care Coordinator, Counselor, Medical Officer and Staff Nurse.

7. **If a Beneficiary had become LFU and comes into the same ART Center with a new HIV report through an ICTC, do we have to accept?**
   Beneficiary can be accepted and the UID Number of both the records can be linked using UID Linkage.

8. **Who will change the Regimen of a Beneficiary?**
   It can be done through Medical Officer's role by clicking on the beneficiary profile, through Beneficiary Assessment ☐ Beneficiaries in Queue page.

9. **Who can refer a Beneficiary to SACEP?**

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It can be done through Medical Officer's role by clicking on the beneficiary profile, through Beneficiary Assessment □ Beneficiaries in Queue page.

10. **Here will Medical Officer write the drug name for Opportunistic Infections (OIs) in SOCH System?**
    Medical Officer (MO) can add details of the medicines by clicking on the beneficiary profile, through Beneficiary Assessment □ Beneficiaries in Queue page.

11. **Who will fill the Investigations for a beneficiary?**
    Clinical investigations will be filled by Medical Officer, Counsellor and Staff Nurse can fill the information related to height, weight, etc.

12. **What will happen if an ART staff is absent?**
    There are a few common functionalities across different user roles and the work can be assigned to another staff when the concerned person is absent.

13. **How will an ART Lab Technician dispatch sample for Viral Load (VL) test?**
    Click on 'Dispatch samples'□ Click on 'Viral Load Test' □Select individual samples to be dispatched □ Click on Dispatch samples □ Select the Lab to which the samples need to be dispatched□Select date and time of dispatch□Click on save

14. **VL Lab is not showing while sending samples, what should I do?**
    In this case you would have to inform via mail/WhatsApp/IVR call as mentioned bottom right corner of SOCH application.

15. **How will a VL Lab Technician record the result for Viral Load (VL) test?**
    Go to Dispatch sample □ Viral Load test □Previous dispatch, then click on Action button. Information regarding the test will pop-up, click on the Action button and record the results and save it. For samples which are sent to the public labs, the VL public lab technician can enter the result.

16. **How will an ART Lab Technician dispatch sample for CD4 test?**
    Once the samples have been collected, to dispatch samples for CD4 testing: Click on 'Dispatch samples' □Click on 'CD4 Test' □Select individual samples to be dispatched□Click on Dispatch samples.

17. **How will an ART Lab Technician record result for CD4 test?**
    Click on 'Record Result'□Click in CD4□Find sample for whom result to be updated□Enter result count in field provided□Enter test date□Enter next appointment date (default will be 6 months)□Enter sample type (Good by default, bad in case sample was spoiled)□Click on the box next to sample type. □Click on Record Results. □Click on save

18. **Why am I not able to see the stock which has been relocated?**
    SACS Monitoring & Evaluation (M & E) role will approve the relocation and only then it will reflect in the end facility inventory.

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19. **How to transfer a beneficiary to another ART center in SOCH system?**
Click on Beneficiary List□Find beneficiary for whom transfer to be done □ click on edit □ go to transfer details section and select State, District & facility name and click on update button.

20. **How to download Beneficiary's white card?**
Click on Beneficiary List□Find beneficiary for whom you want to generate white card □ click on UID number □ a dialog-box will open□click on PDF icon which is on upside of dialog-box.

21. **How many back-date(backlog) dispensation will be allow in SOCH system?**
There is 1 month back-date dispensation allowed only.

22. **What formula/calculation imposed to calculate Adherence in SOCH system?**
Following calculation implemented to calculate Adherence:
(previous dispensed - remaining pills)/{(dosage_qty_per_month/30) *(last visit date - current visit date)}

23. **How to assign stock to Link ART Center (LAC) in SOCH system?**
Click on Link ART List□Find LAC for which you want to provide stock □ click on LAC name □ a page will open□click on Assign Stock □ select product(s), batch and quantity and click on dispatch.

24. **How to link/de-link the beneficiary to Link ART Center (LAC) in SOCH system?**
Click on Link ART List□Find LAC for which you want to link/de-link beneficiary □ click on LAC name □ a page will open□click on Beneficiary List □ go to Action and click on link/de-link.

25. **How to generate following reports in SOCH system?**
   - **Expected Beneficiary report**
   - **Dispensation Beneficiary report**
   - **Backdate dispensation details**

   Click on Report ⬛ there will be available above 3 reports.

26. **How generate Daily Dispensation reports in SOCH system?**
Click on Dispensation□Click on Today's Dispensation.

27. **Can Lab Tech dispatch backdate collected sample to VL lab and till which date?**
Yes, Lab Tech can dispatch the last dated collected sample to VL Lab within 2 days.