

Frequently Asked Questions on SOCH Application

[FAQ on OST Module](#)

1. Who assign Monthly OST Target?

Monthly OST targets are assigned by SACS M&E.

2. Can Staff Nurse do dispensation from SOCH desktop Application?

No, the staff nurse can dispensation only through the mobile application.

3. Why does the beneficiary status automatically change to relapse/drop-out?

If there is no activity for the beneficiary for 3 days, then the beneficiary status changes to relapse.

If there is no activity for the beneficiary for 6 months, then the beneficiary status changes to drop-out.

4. How to change drugs dosage?

You can change it from Assessment Assessment List Action: edit/re-take assessment or you can change it from follow-Up Record Follow Up section also.

5. Should I give the number of medicines as suggested/indicated in the drug list?

No, it is not necessary, you can give as per your convenient.

6. What is the outward referrals?

Outward referral is when a beneficiary is being referred to any other facility, for example an NTEP or DSRC to avail further services.

7. What is inward referral?

Under Inward referral you will be able to see beneficiaries who are being transferred to your facility from another facility/center.

8. How to refer the beneficiary to DSRC, TI, ICTC or NTEP?

Go to Beneficiary List of Beneficiaries Action: just click on edit icon, after that go to Out Referral Details section and mark yes for "Is Outward Referral" and referred to related facility.

9. What happens when a beneficiary is positive for HIV?

When a beneficiary is reactive during Assessment, it is mandatory to refer the beneficiary to the nearest ICTC Centre to get a confirmatory test done through **Outward Referral**, Go to Beneficiary List of Beneficiaries Action: just click on edit icon, after that go to Out Referral Details section and mark yes for "Is Outward Referral" and referred to ICTC facility.

10. I cannot see drug in the dropdown during dispensation. What should I do?

You should go Inventory Facility product list menu, to check the availability of required drugs. If not available, you need to add one first.