

Terms	Definition
Critical medicines	Anti-hypertension, antiretroviral and anti-diabetic drugs
Hospital referral	Referral of chronic disease patients by the professional nurses to the district hospitals
Defaulter tracing	Search for patients who did not attend a clinic following previous clinic appointment
Prepacking of medicines	Packing of patients' medicines before commencement of routine clinic activities
Clinic appointments	An appointment system in which a healthcare worker books a patient for a subsequent follow-up visit
Patient waiting time	The period between the arrival of patients to a health facility and when they leave the health facility
Coherence of integrated chronic disease care	Consistency and continuity in the provision of care that is convenient for patients