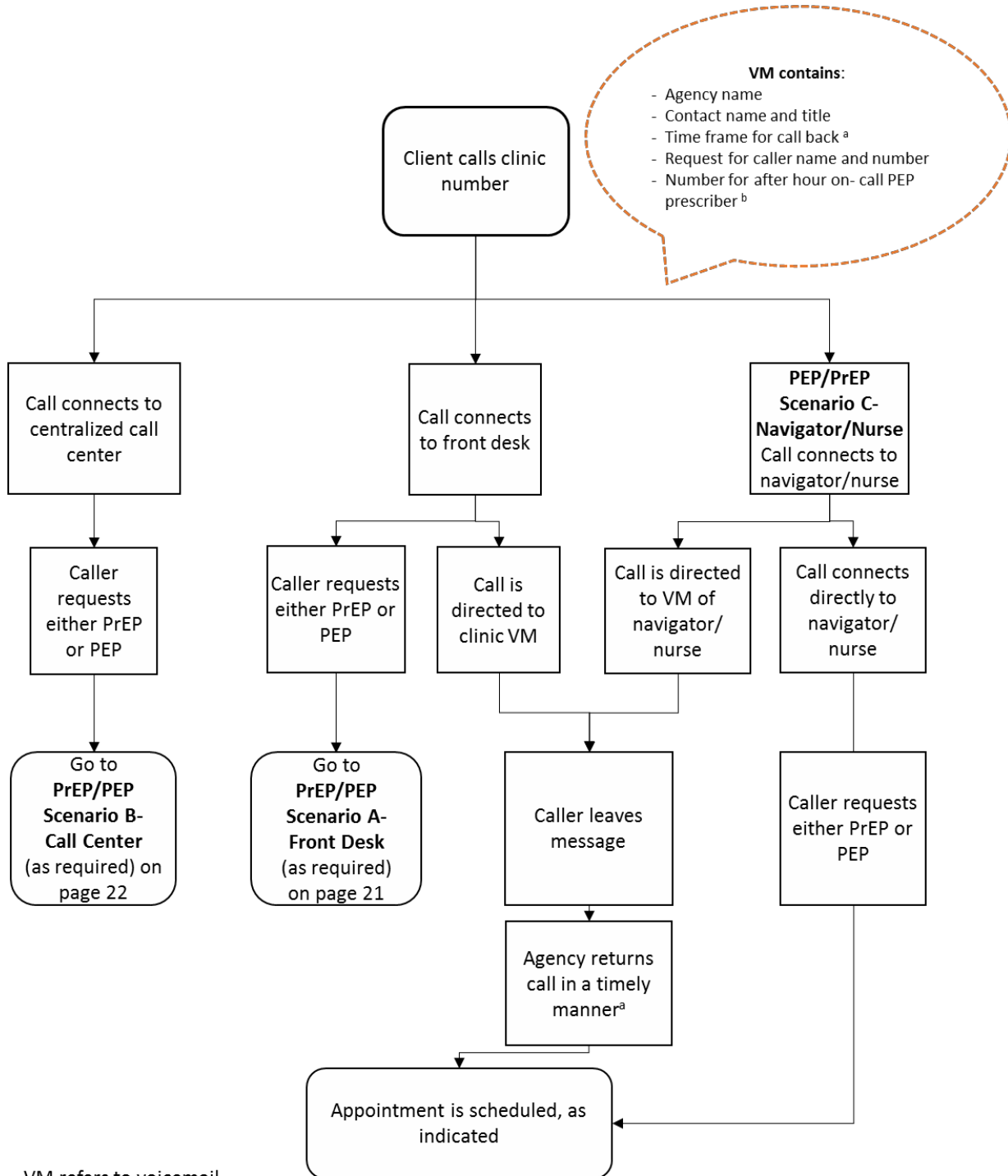


Appendix C - Call Flow Diagrams

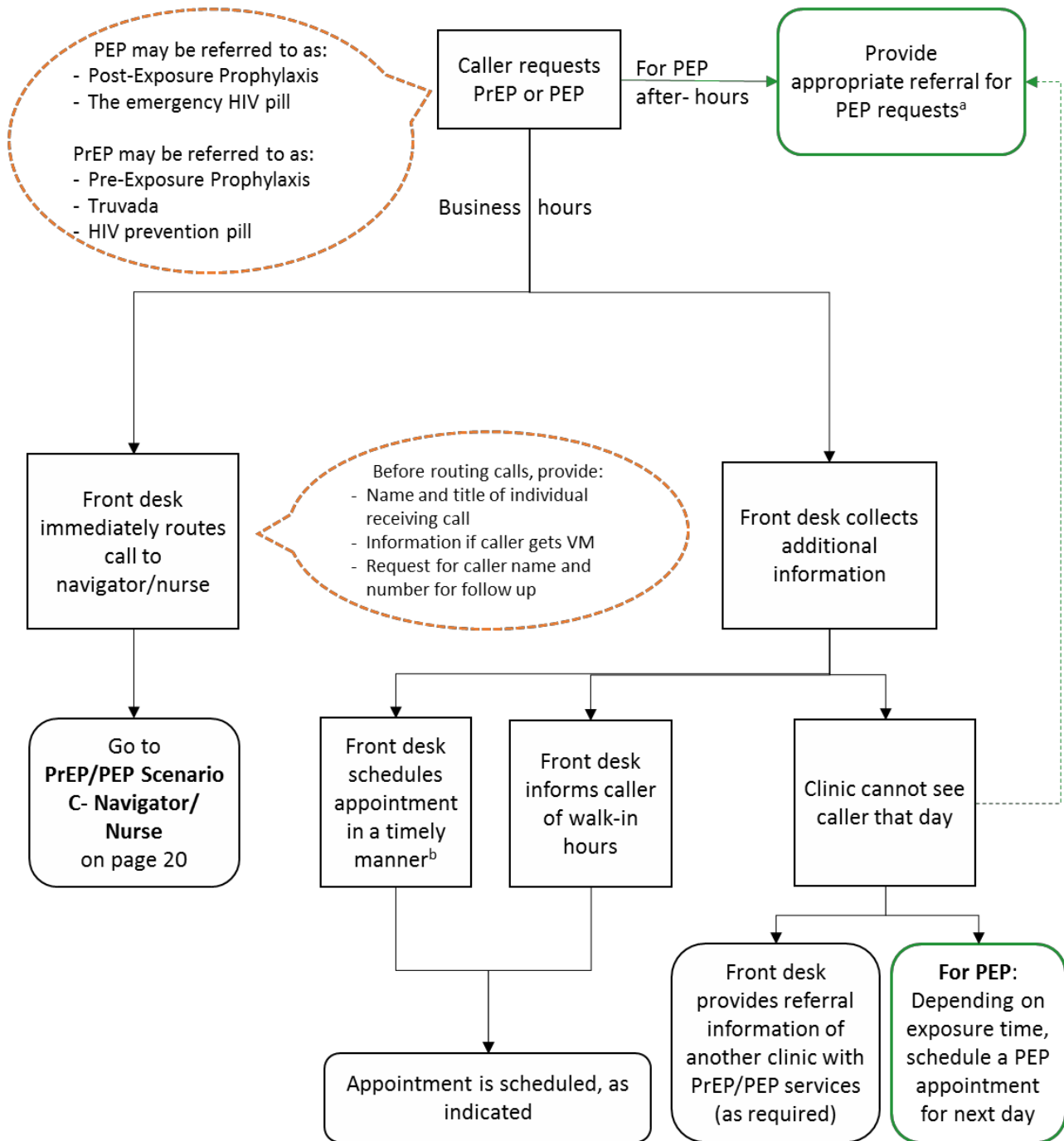
The PrEP and PEP Call Flow Diagrams complement the PrEP and PEP Call Flow Worksheets (see Appendix A and B, respectively) and are a visual representation of the worksheets.



VM refers to voicemail

^a For PEP: within 90 mins of call; for PrEP: within 1 business day of call

PrEP/PEP Scenario A- Front Desk



VM refers to voicemail

PrEP/PEP Scenario B- Call Center

