

personalize the provision of the service to accommodate the individual needs of the patients by inquiring from them on the appointment days.

Acknowledgements

I wish to extend my special thanks to my supervisor, Brig/Dr. Simapuka Lawson and my

guide Dr. Harrold Witola for helping me with the research work by means of reviewing and providing guidance. Appreciation and recognition also to Mr. Choolwe Nambwaya (My husband) for sponsoring this study

Conflict of interest

There is no conflict of interest.

References

- [1] Central Statistical Office (CSO) [Zambia], Ministry of Health (MOH) [Zambia], and ICF International. 2014. Zambia Demographic and Health Survey 2013-14. Rockville, Maryland, USA: Central Statistical Office, Ministry of Health, and ICF International.
- [2] Ministry of Health, Zambia. Zambia Population-based HIV Impact Assessment (ZAMPHIA) 2016: Final Report. Lusaka, Ministry of Health. February 2019.
- [3] Pai, Yun-Hui & Chen, Yen-Chin & Hung, Cheng-Kai & Liu, Hsiao-Ying & Lai, Yi-Yin & Ko, Nai-Ying. (2016). Willingness to Receive Text Message Appointment Reminders Among Patients with HIV Infection. *The Journal of Nursing*. 63. 59-67. 10.6224/JN.63.1.59.
- [4] PEPFAR Monitoring, Evaluation and reporting Database 2022, Zambia Retention report, amfAR
- [5] Assefa, Y., Lynen, L., Wouters, E. *et al.* 2014, How to improve patient retention in an antiretroviral treatment program in Ethiopia: a mixed-methods study. *BMC Health Serv Res* 14, 45 (2014). <https://doi.org/10.1186/1472-6963-14-45>.
- [6] V. Hayes, S. Fidler, A. Cori, C. Fraser, S. Floyd, H. Ayles, N. Beyers, W. El-Sadr, HPTN 071 (PopART) Study Team (2009) HIV Treatment-as-prevention research: Taking the right road at the crossroads.
- [7] S.E. Gerdt, B.H. Wagenaar, M.A. Micek, C. Farquhar, M. Kariaganis, J. Amos, S. Gimbel, J. Pfeiffer, S. Gloyd, K. Sherr (2014) Linkage to HIV care and antiretroviral therapy by HIV testing service type in Central Mozambique: a retrospective cohort study.
- [8] World Health Organization 2007 WHO case definitions of HIV for surveillance and revised

clinical staging and immunological classification of HIV-related disease in adults and children. Switzerland.

[9] Mandana Saki, Sima Mohammad Khan Kermanshahi and Minoo Mohraz 2015, Perception of Patients With HIV/AIDS from Stigma and Discrimination.

[10] Keele, B.F. *et al.* (2006) human immunodeficiency viruses: siv infection in wild gorillas, *Nature* 444:164.

[11] Ong LM, Visser MR, Lammes FB, *et al.* (2010): Doctor-patient communication and cancer patients' quality of life and satisfaction. *Patient Educ Couns* 41 (2).

[12] Webber G C (1990): Patient education. A review of the issues. *Med Care* 28 (11): 1089-103, 1990.

[13] Wikipedia 2020 Technology Acceptance Model retrieved from [https://en.wikipedia.org/wiki/Technology_acceptance_model#:~:text=The%20technology%20acceptance%20model%20\(TAM,people%20to%20use%20the%20technology.](https://en.wikipedia.org/wiki/Technology_acceptance_model#:~:text=The%20technology%20acceptance%20model%20(TAM,people%20to%20use%20the%20technology.)

[14] Ministry of Health [Zambia] 2021, HIA report.

[15] St Clair-Sullivan N, Mwamba C, Whetham J, Bolton Moore C, Darking M, Vera J. 2019 Barriers to HIV care and adherence for young people living with HIV in Zambia and mHealth.

[16] Kebede, M., Zeleke, A., Asemahagn, M. *et al.* 2015 Willingness to receive text message medication reminders among patients on antiretroviral treatment in Northwest Ethiopia: A cross-sectional study. <https://doi.org/10.1186/s12911-015-0193>.