1 – Medical officer assesses patient with virological failure at clinic or district hospital
2 - Blood specimen and clinical history form delivered to co-ordinator at Africa Centre
3 - Blood specimen transported to Africa Centre virology laboratory
4 - Result of genotypic resistance test sent by secure email to specialist HIV clinician
5 - Clinical history form (anonymised) simultaneously sent by secure email to specialist HIV clinician
6 - Final genotypic resistance test report with interpretation and management recommendations sent by secure email to co-ordinator at Africa Centre
7 - Final genotypic resistance test report delivered to treating medical officer (secure email and hard copy)
8 – Medical officer reviews patient and institutes management recommendations at clinic or district hospital

a (if required)-Laboratory informs co-ordinator of failed or delayed test ± requests additional specimen; information relayed to treating clinician
b (if required)–Medical officer communicates by secure email for additional advice; or specialist HIV clinician communicates by secure email to obtain additional clinical details to assist with genotype interpretation