

This study was developed simultaneously to assess the impact of the scheduling intervention on patient retention in care, patient satisfaction, quality of care and provider satisfaction in two units of primary health care provision: HIV patients and antenatal care. Unfortunately, the implementation only proceeded in the field for antenatal care due to the lack of access granted to administrative data for HIV patients. The HIV study was pre registered in <https://www.socialscisceregistry.org/trials/4190>. The IRB approvals, the fieldwork infrastructure, the scheduling book and the sample were identical for both interventions but only the antenatal study was successfully completed.