

# GATHER Promotes Quality Service and Client Satisfaction

## STEPS

## PROVIDER'S ACTIONS



- **Greet** client in a respectful manner:
  - Introduce yourself and offer a seat
  - Be open and give them full attention
  - Talk in a private place if possible
  - Assure the client of confidentiality



- **Ask** client about themselves – Obtain current health and history from new client
- **Ask** if the client has a particular family planning method in mind (needs, intentions and concerns)
- Pay attention to what clients express with their words and gestures/expressions
- **Ask** if the client's partner will support the client's decisions



- **Tell** client about the benefits of child spacing, and about the different types of family planning methods available
- **Tell** client about the benefits of using a modern FP method: FP offers a couple the ability to choose when to have their next child; FP allows a woman to manage her fertility, regain her figure, health and energy, be sexually active and available to her husband
- **Tell** the client about other available services the facility offers that the client may want



- **Help** client to make an informed choice
- Consider medical eligibility criteria for the family planning method or methods that interest the client
- **Help** clarify misunderstanding on any issue
- Repeat information where necessary



- **Explain** fully how to use the chosen method or how the procedure will be performed
- Encourage questions and answer them openly and fully
- **Explain** how to use condoms to prevent Sexually Transmitted Infections (STIs) including HIV
- Give condoms to everyone at risk for STIs and HIV



- **Refer** client if treatment and desired methods are not available at your facility
- Discuss **Return** for follow-up or more supplies if needed
- Schedule **Return** visits
- Always invite the client to **Return** any time for any reason

