

c. Counseling guide

NEW CLIENT: REDI- Family planning Counseling Steps

R - RAPPORT-BUILDING	
Greet client with respect	Welcome client; offer a seat; introduce yourself
Make introduction	Tell your name to the client and ask client's name
Assure confidentiality and privacy	Affirm to the client that the subject would not be disclosed to any other person unless she/he want to; ensure that there is nobody else is listening to the talk and looking at the procedure
Explain the need to talk about sensitive issues	Explain need to ask personal and some times sensitive questions
E – EXPLORATION	
Ask the reason for visit	About previous FP method use, whether she has already decided on a method, what s/he knows about FP methods
Explore client's knowledge about FP method/s/ and fill the knowledge gaps	Ask what she/he knows about the types of contraception and Provide information based on the gap about how to use, effectiveness, advantages, disadvantage and complications, protection against STI/HIV
Ask reproductive history and fertility plan	Pregnancy history and outcomes, number and age of children, Whether s/he wants more children, if she wants contraception, the nature of contraceptive protection desired (Duration, hormone/non hormone, etc)
Explore client's circumstances and relationships	Partner/spouse/family involvement and support for contraceptive use with particular emphasis on method(s) of interest; ability to communicate with the partner about FP decisions; history of violence and/or rape; other factors (socio-economic) that may influence contraceptive use, or use of method(s) of interest
Explore issues related to sexual life	Questions/concerns/problems client has about sexual relations/practices; nature of sexual relationships (frequency, regularity) that may affect contraceptive choice and use whenever important
Ask about STI/HIV knowledge/ history and help to perceive risk	Ask about knowledge, history of STI , any sign and symptoms on the client/ partner perceived risk of STI/HIV and explain the advantage of Dual protection to reduce the risk
Rule out pregnancy	Ask about date of last birth, Breast Feeding practice, last menstrual period and menstrual pattern , history of unprotected sex, recent abortion/miscarriage etc
Screen client for possible medical condition	Ask whether client has any known or suspected health problems: Cardiovascular (including high blood pressure), liver, reproductive cancer, bleeding/spotting between periods/after sex, severe anemia etc.
D - DECISION MAKING	
Help clients consider or remind the following before making decision:	<ol style="list-style-type: none"> 1. Eligibility 2. side effects tolerance 3. STI/HIV risk protection 4. Potential barriers
Encourage to make her/his own decision	Reconfirm it is her/his choice, confirm that the decision is voluntary
I – IMPLEMENTATION	
Explain how to use method	When to start, how to use and where to obtain the method, S/E and their Mx, Warning signs. Explain the procedure if there is one.
Identify barriers to implement decision & develop strategies to over come barriers	Consider barriers like S/E, Partner r/n, cost and availability of method and deal with them like what to do with S/E, role of emergency contraceptive, options to switch , negotiation with partners, etc and provide written information (if any)
Make a follow-up plan	Timing of medical follow up or resupply ensure that client understood all information, remind the client to return or call whenever s/he has questions, concerns or problems

Returning client (WITH PROBLEM)

REDI - Counseling Steps

R - RAPPORT-BUILDING	
Greet client with respect	Welcome client; offer a seat
E – EXPLORATION	
Ask the purpose for visit	Returning client with no problem or with problem
Ask about satisfaction with current method	Check if client has any questions/concerns/problems, especially regarding side effects
Confirm correct method use	Ask the client to describe how she is using the method
Ask about changes in circumstances and sexual life; new medical conditions	Ask if she has any health problems recently, if she has changed partner, concerns that she might be exposed to STI/HIV (ask about dual method use) since last visit;
If there is dissatisfaction, explore the reasons and discuss for solution	<ul style="list-style-type: none"> • Side effects (managing side effects or switching to another method) • Incorrect method use (discuss how to use method and backup method correctly) • Suspected pregnancy (ask about client's and her partner's reaction to possible pregnancy, explain screening/testing to be done); discuss method options if pregnancy screening/tes are negative and options if result positive (e.g. ECP, if appropriate) • Warning signs (explain screening/other exams, test and treatment to be done and referral as needed) • Change in individual STI/HIV risk (help perceive her risk, dual method use). • Lack of partner or family support to use the method (discuss possible communication and other strategies that can help client continue with method)
D - DECISION MAKING	
Identify what decisions the client needs to confirm or make Encourage to make own decision	Continuing with current method, switching to another method discontinuing FP method, STI/HIV risk reduction/dual protection, complying with treatment Reconfirm her/his choice, confirm that the decision is voluntary
I – IMPLEMENTATION	
Help the client in implementing the decision: - Continue current method - Switch to another method - Discontinue the method	<ul style="list-style-type: none"> • Help deal with the side effects • Provide the information and skills (especially for condoms) needed for correct use of the method • Help to get services they need or refer (pre-conception or antenatal care) • For clients wanted removal of Implant or IUD, explain removal procedure and respond to question.
Make a follow-up plan	Timing of medical follow up or resupply, ensure that client understood all information, remind to return or call whenever s/he has questions, concerns or problems

Returning client (SATISFIED)

REDI - Counseling Steps

R - RAPPORT-BUILDING	
Greet client with respect	Welcome client; offer a seat
E – EXPLORATION	
Ask the purpose for visit	Ask what she/he feels about using the method
Ask about satisfaction with current method	Check if client has any questions /concerns /problems, especially regarding side effects
Confirm correct method use	Ask the client to describe how she is using the method (if it is administered by the client herself/himself)
Ask if there are changes in circumstances and sexual life; if she develops any medical problem	Ask if she has any problems regarding her health condition, if she has changed partner; concerns that she might be exposed to STI / HIV (ask about dual method use) since last visit;
D - DECISION MAKING	
Help client identify what services she needs during this return visit	Re supply Regular well women visit Follow up visit etc
I – IMPLEMENTATION	
Make a follow-up plan if, applicable	Timing of medical follow up or resupply, ensure that client understood all information, remind to return or call whenever s/he has questions, concerns or problems
Provide or refer for other services, if applicable	